



Home Efficiency Assistance Program Fact Sheet

I. Home Efficiency Assistance Program Overview

The Home Efficiency Assistance Program (HEAP) is a partnership between Colorado Springs Utilities and the Energy Resource Center. This program provides:

- **Free**¹ energy and water efficiency improvements for Colorado Springs Utilities' residential customers that have a household gross income at or below 250 percent of federal poverty guidelines
- Cost savings on customers' monthly utilities bill

II. Qualifying for Program Assistance

To qualify a customer must:

- Own the property they live in; and
- Reside in a single family home, townhouse, condo, multifamily unit (duplex or four-plex) or mobile/modular/manufactured home; and
- Have a household gross income at or below and 250 percent of federal poverty guidelines.

Eligible household gross income amounts are listed in the chart below. Income verification will be required at the time of application for HEAP services.

Household Size	Annual Income	Monthly Income	Household Size	Annual Income	Monthly Income
One	\$19,241-\$26,000	\$1,604-\$2,167	Five	\$45,881-\$62,000	\$3,824-\$5,167
Two	\$25,901-\$35,000	\$2,159-\$2,917	Six	\$52,541-\$71,000	\$4,379-\$5,917
Three	\$32,561-\$44,000	\$2,714-\$3,667	Seven	\$59,201-\$80,000	\$4,934-\$6,667
Four	\$39,221-\$53,000	\$3,269-\$4,417	Eight	\$65,861-\$89,000	\$5,489-\$7,417

Customers with a household gross income at or below those shown above can contact the Energy Resource Center at 591-0772 to determine if they are eligible for other programs.

III. Services Provided

Qualifying customers receive an in-home energy and water audit. Audit results are used to recommend energy and water efficiency improvements in the home. Provided below are HEAP services that may be performed in the home as a result of the in-home energy and water audit.

Weatherization Services

- ⇒ Additional insulation is provided if needed
- ⇒ Blower door test (this is a diagnostic tool used to determine air leakage in a home). If excessive leaks are found, weather-stripping may be added to doors and openings in basements, crawlspaces and attics may be sealed

¹ All HEAP services are free, **EXCEPT** furnace replacements. Customers requiring a furnace replacement must contribute \$500 toward the purchase of a new 80 percent or greater efficient furnace.

Electric Conservation Services

- ⇒ Up to six compact florescent light bulbs will be installed in the home in high usage areas
- ⇒ Inefficient refrigerator will be replaced with an energy efficient refrigerator

Water Conservation Services

- ⇒ Existing showerheads and toilets will be replaced with low-flow models, and water leaks will be repaired as necessary

Furnace Services (standing pilot furnaces and non-standing pilot furnaces):

Inspection and Tuning:

- ⇒ The furnace and hot water heater are inspected for carbon monoxide, natural gas leaks and clogged flue pipes or chimneys
- ⇒ The furnace is tuned for maximum efficiency by adjusting the fan controls and blower speeds

Furnace Cleaning:

- ⇒ The furnace is cleaned and a reusable filter is installed (when applicable)
- ⇒ The furnace motor is oiled and other equipment, such as the fan belt and pulley, are checked

Furnace Repairs:

- ⇒ If possible, all defects discovered during the inspection, tuning and cleaning process are repaired by a qualified contractor. If the furnace must be replaced, the customer must contribute \$500 toward the replacement furnace. Exceptions to this policy will only be considered for extraordinary circumstances.

Furnace Replacement Services (standing pilot furnaces):

- ⇒ A standing pilot furnace will be replaced with an 80 percent efficient or greater model under two circumstances, which are: (1) if the furnace is 20 years old or (2) if the furnace is less than 20 years old and operating at 60 percent efficiency or less. The customer must contribute \$500 toward the cost of the new furnace. Exceptions to this policy will only be considered for extraordinary circumstances.

IV. Inspection of HEAP Work

After HEAP work is completed, inspectors will check the work completed by contractors to ensure the quality of work performed. Additionally, Regional Building Department inspectors will inspect all furnace and water heater replacements.

V. Client Education

Energy Resource Center technicians work with customers throughout the entire weatherization process on how they can improve energy and water efficiency in their home, and how they can maintain newly installed appliances.

VI. Contact Information

For more information on HEAP, contact the Energy Resource Center at 591-0772.

VII. Colorado Springs Utilities Customer Assistance Package

The Customer Assistance Package is a comprehensive suite of programs designed to provide assistance to customers in the areas of financial assistance, energy and water efficiency improvements, and conservation. In addition to HEAP, the Customer Assistance Package programs include the Low-Income Energy Assistance Program (LEAP) and Citizens Option to Provide Energy (Project COPE). For more information about these programs, contact Colorado Springs Utilities at 448-4800 or visit www.csu.org.