

# HOME EFFICIENCY ASSISTANCE PROGRAM (HEAP)



## Qualifying for assistance

The Home Efficiency Assistance Program (HEAP) is a partnership between Colorado Springs Utilities and the Energy Resource Center for low income-qualified homeowners to receive free energy and water efficiency upgrades to their homes.

## To qualify, a Springs Utilities customer must:

- Own the property they live in;
- Reside in a single-family home, townhouse, condo
- Mobile/modular/manufactured home;
- Have a household gross income at or below 200 percent of federal poverty guidelines as described in the chart.

Eligible household gross income amounts are listed in the chart below. Clients must submit income proof for the most recent 3 months, or copy of current LEAP award letter, Colorado ID or Military ID, and a copy of a recent Colorado Springs Utility bill with their HEAP application to the Energy Resource Center to be considered for weatherization through HEAP.

Household Size	Annual Income	Monthly Max Gross Income
1	≤\$24,980	\$2082
2	≤\$33,820	\$2818
3	≤\$42,660	\$3555
4	≤\$51,500	\$4292
5	≤\$60,340	\$5028
6	≤\$69,180	\$5765
7	≤\$78,020	\$6502
8	≤\$86,860	\$7,238

The services listed at the right are dependent on the agreement of the customer and the results of the home inspection. Not all services may be provided to all customers.



## Services provided

- The detailed energy audit of drafts, heat and energy loss issues.
- Furnace and hot water heater inspected for carbon monoxide (CO), natural gas leaks and clogged flue pipes or chimneys.
- Energy Star certified smart thermostat.
- Clothes drying rack for air drying.
- One cordless, electric kettle.
- Ensure CO and smoke detectors are installed and operational.
- Draft removal around windows, doors and holes.
- Additional insulation where deficient; attic, walls, basements.
- High efficiency LED lightbulbs in regularly used areas.
- Replace inefficient refrigerator with a similar size energy-efficient model.
- Water heater repair or replacement.

## Water Conservation Services

- Existing showerheads, faucets and toilets replaced with low-flow models.
- Water leaks identified and repaired as necessary.

## Furnace Services

- Furnace tuned for maximum efficiency.
- Furnace cleaned and a reusable filter is installed, as applicable.
- Furnace motor oiled and other equipment inspected.
- If possible, all defects discovered during the inspection processes are repaired by a qualified contractor.
- Furnace replaced if unsafe to repair or efficiency is below standards.

### **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.

### **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 utilize and maintain newly installed appliances to provide the best comfort and financial benefit.

### **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](http://www.csu.org).

### **Customer Assistance Package**

For more information on HEAP, contact the Energy Resource Center directly at 591-0772 or e-mail: [carmenm@erc-co.org](mailto:carmenm@erc-co.org).  
ERC is located at 114 W. Rio Grande Street, Colorado Springs, CO 80903.

Office hours are Monday through Friday 7:30 am to 4:00 pm