

EmPower No-Heat Emergency Initiative: Implementation Procedures for Honeywell staff

2016

1. Verify that customer is income eligible
2. Screening:
 - a. At initial phone call, Honeywell will notify customer to have proof of ownership ready for contractor.
 - b. Honeywell will make sure customer is aware of DSS options, such as temporary housing if needed
3. Provide customer with local DSS contact information if customer has need for temporary housing, etc.
4. Designate No-heat customer under one of the following Referral Categories
 - a. No Heat AHP
 - b. No Heat Utility
 - c. No Heat Other
5. Initiate pre-inspections (either before or after contractor proposal) as soon as possible. Priority: Households where contractor claims a cracked heat exchanger
6. Determine whether WAP coordination is possible
 - a. If so, negotiate process with agency
 - i. Explore whether agency may prioritize jobs with funding from current WAP budget if no WAP money has been expended.
 - ii. For all RGGI jobs: explore whether WAP agency may commit to providing all WAP services in a timely manner so that EmPower can limit services to heating repair/replacement and ER measures.
 - b. If not, assign appropriate contractor
7. Upon receipt of initial proposal, determine whether second bid is appropriate.
 - c. Thresholds for all-inclusive heating system replacement costs:
 - i. Upstate
 1. Furnace: \$3,500
 2. Boiler: \$5,500
 3. Mobile Home Furnace: \$3,000
 - ii. Downstate
 1. Furnace: \$4,000
 2. Boiler: \$6,000
 3. Mobile Home Furnace: \$3,500
 - d. Honeywell to notify contractors who provide second bids on heating systems:
 - i. Whether house will be insulated and air sealed, and amount
 - ii. Whether Homeowner Agreement has been *received*
8. Review:
 - a. Honeywell will discuss sizing and insulation of home with contractor when systems 90,000 BTUs or greater are proposed
 - b. If electric space heaters are in use, consider electric savings in calculations

- c. Consider savings if ECM motor is installed
- 9. Follow-up:
 - d. Honeywell will spot-check situations where contractor states customer refused further work
 - e. If it is determined that a household cannot be served through Empower, the customer may be given the following options:
 - i. Emergency Family Services: Emergency funding through OTDA. Information available at 866-270-4327
 - ii. Assisted Home Performance