

EmPower New York Energy Audit Procedures

General Notes Regarding Provision of Energy Services

- A. All measures are voluntary. Households are given choices and the information necessary to assist them in choosing these measures.
- B. Contractors are not obligated to continue in any situation in which they feel their personal health or safety is at risk. In situations where a Contractor decides not to proceed with work, all dealings with the household must be courteous and professional.
- C. Contractor must carry an ID and display it to an appropriate household member prior to entering the home for the first time.
- D. Contractors must provide and carry with them all necessary tools, including at least two wattage meters for use in evaluating appliances.
- E. If an adult is not home at the time of the audit, the Contractor must not enter the home, but should leave a note for the adult household member(s) requesting that they contact the contractor to reschedule the visit.
- F. Contractor must represent the Program in a manner that is professional and courteous. Failure to do so may result in suspension or termination from the program.
- G. In the event of a no-show due to the household's negligence, the Contractor may submit an invoice for reimbursement for time spent, provided that the Contractor has followed the scheduling procedures as outlined in Section 7.
- H. A household may be referred to a Contractor for either Electric Reduction (ER) services alone, or for a combination of ER and Home Performance (HP) services. If a household is referred to a Contractor for ER services, and no real opportunities for substantial electric reduction are found, the Contractor should explore opportunities for Home Performance measures that may benefit the household and present to the Program Implementer for approval.
- I. It is very important that the Contractor work directly with the residents of the building. The household is familiar with how the building performs and can provide valuable data as to how well the heating system functions, whether the hot water system satisfies the needs of the family, etc. This contact also provides the opportunity for in-home energy use management education. See Section 7.15 and 7.16 for further details.
- J. Work performed must be in compliance with BPI health and safety standards.
- K. The Contractor must take digital photos to document pre-existing conditions as follows:
 - i. Pre-existing attic insulation (HP only);
 - ii. Failing DHW tanks;
 - iii. Asbestos-like material deemed friable (HP only);
 - iv. Heating systems recommended for replacement;
 - v. Windows or doors recommended for replacement (HP only); or
 - vi. Other situations requiring custom measures.

Electric Reduction Audits must consist of the following as appropriate:

- A. Completion of appropriate signoffs and permissions.
 - i. If the household is the property owner, the Contractor must ensure that the household signs a Homeowner's Agreement prior to completing any invasive work. The Contractor must review a document that proves home ownership (deed, mortgage book, tax bill, etc.)
 - ii. If the household owns an appliance that is being considered for replacement through EmPower, the Contractor must obtain a signed Appliance Exchange Agreement.
 - iii. If the household is a renter, see section 7.6.
- B. Energy education, with a goal of identifying energy-saving actions which the household will commit to completing. (See Section 7.15 and 7.16 for further details).
- C. The installation of cost-effective measures, as detailed in Section 7.
- D. Test of the ambient air for CO on either a HP or ER job if a combustion appliance is present or if the building has an attached garage.
- E. The following ER measures must be evaluated through the use of an approved audit instrument:
 - i. Replacement of refrigerators or freezers
 - ii. Electric dryer conversion to natural gas
 - iii. Electric hot water heater conversion to natural gas
 - iv. Other household-specific opportunities for elimination of high-energy consumption, such as removal of electric space heaters.

Home Performance Audits must conform to BPI standards and consist of all of the above, as well as the following:

- A. The presence of Presumed Asbestos Containing Material (PACM) does not necessarily preclude the use of a blower door in a dwelling. However, blower door tests must not be conducted if PACM is present that is damaged or in a deteriorating condition and there is a risk that PACM materials will be drawn into the living space by the test. It is the responsibility of the Participating Contractor to determine whether it is appropriate to run a blower door. Prior to blower-door testing, the Participating Contractor must inspect premises for the presence of asbestos-like material. If found and deemed friable, the Participating Contractor must:
 - i. Consider the material "Presumed Asbestos Containing Material" (PACM)
 - ii. Document its location with photographs.
 - iii. Inform the occupant that asbestos-like material exists in the dwelling. Participating Contractors may use the optional form, "Notification of Possible Presence of Asbestos."
 - iv. Document workscope decisions made in light of the presence of PACM.
- B. A comprehensive analysis of conductive heat loss, taking into account the interaction among the measures considered for installation, as well as issues such as household comfort and indoor air quality.
- C. Steady-state combustion efficiency test of the heating system, along with evaluation of the system's overall performance. A tag or sticker with the test results, contractor name and date must be left on or near the heating system tested. In the event that

- such testing is not performed, the Contractor must document reasons for not doing so in the notes section of CRIS.
- D. Analysis of the domestic hot water heating system and any and all secondary heating systems such as electric space heaters, wood stoves, gas-fired kitchen stoves and kerosene space heaters. Inspection and measurement of insulation options, providing square footage, existing levels of insulation and house temperatures.
 - E. If wall insulation is a consideration, Contractor must take steps to determine presence of wall insulation:
 - i. Ask household and:
 - a) Probe wall outlets or drill holes and probe (at least 3 places);
 - b) Check siding outside for signs of previous insulation;
 - c) If available, use boroscope or scan with infrared camera
 - d) Document where and how determinations were made
 - e) Draw locations of pre-existing insulation on the insulation diagram
 - F. Evaluation of the thermostat.
 - G. The use of blower-door technology to determine pre-existing air exchange rates, locations of air infiltration and exfiltration, and building tightness limits. It is expected that all participating Home Performance Contractors own a blower door test kit and are familiar with the operation of this essential tool.
 - H. Health and safety checks on all combustion appliances to determine proper venting and levels of CO, according to BPI Standards.
 - I. In the event that multiple units exist in the dwelling, and access is available, Contractor must test all units if possible. Notification to the landlord prior to audit can help in obtaining access.
 - i. Contractor may invoice NYSERDA for additional time spent, consistent with Program policies. In these instances, prior approval on an acceptable cost must be obtained.
 - ii. If the additional unit cannot be tested, Contractor must decide whether to go forward with measures that impact air movement in the dwelling. Contractor should consult with EmPower Regional Representative and make notes regarding situation in CRIS.
 - J. If natural gas or propane is in use in the home, gas leak testing of the gas lines according to BPI standards.
 - K. Evaluation of the home's smoke alarm(s) and CO detector(s).
 - L. Evaluation of Home Performance measures through the use of an approved audit instrument.