

## In Home - Customer Energy Education

### Criteria

- A. For EmPower New York projects, in-home energy education is mandatory for all audits unless household member is unwilling or unable to participate.
- B. In-home energy education is not required for Home Performance with ENERGY STAR audits, but is an added value to the customer and is strongly encouraged.

### Procedures

- A. Prior to the visit, Contractor must review household information and clients' energy usage data to determine the clients' greatest reduction needs. In most circumstances, this information is available from the program database.
  - a. During the audit, Contractor must work with the appropriate household member to identify three to five energy saving actions which the household member would be willing to undertake.
  - b. At the end of the audit, Contractor must work with the household to implement an "Action Plan". Unless the household member is incapable, this action plan must be filled out by the household member, not the Contractor.
  - c. The Action Items must be listed on the Certificate of Completion which must be left with the client, and a copy must be submitted to the Program Implementer by the Contractor.
  - d. It is important that Contractor keep on hand contact information for relevant organization that may be able to offer further assistance in their area, such as the Weatherization Assistance Program, Utility Collections Departments, Offices for the Aging, etc., and provide them to the households when needed.
  - e. Further details regarding the in-home energy education procedures may be found in the "In-Home Education Guide" located in the Contractor Resource Manual.