FFY 2017 Home Energy Plus Furnace Program Manual

WISCONSIN DEPARTMENT OF ADMINISTRATION

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Disclaimer

The Wisconsin Home Energy Plus (HE+) Furnace Program Operations Manual is written by the Wisconsin Department of Administration (WI DOA), Division of Energy, Housing and Community Resources (DEHCR) for use by contracting WHEAP and Weatherization agencies, counties, and/or tribes administering the local HE+ Furnace Program. DEHCR reserves the right to change the Policies and Guidelines set forth in the HE+ Furnace Program Manual during the Federal Fiscal Year (FFY).

Any DEHCR-initiated Information Transmittals issued via broadcast email distributed subsequent to the publishing of the current FFY HE+ Furnace Program Manual and establishing new or updated policy shall supersede the Policies and Guidelines set forth in the current FFY HE+ Furnace Program Manual.

Questions or concerns regarding the interpretation of the Policies and Guidelines set forth in the current FFY HE+ Furnace Program Manual shall be directed to the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

Chapter 1. Introduction

The Home Energy Plus (HE+) Furnace Program is a year-round program that provides assistance to eligible low-income Wisconsin households when their primary **heating system type**[1] ("furnace"[2]) no longer provides heat, is inoperable, or becomes unsafe. Local Weatherization agencies are responsible for managing program delivery and invoices for payment of completed work. The Wisconsin Home Energy Assistance Program (WHEAP) agency verifies applicant eligibility and reserves funds when completing the **referral** to the Weatherization agency. WHEAP and Weatherization agencies work cooperatively to ensure program goals and requirements are met while providing timely delivery of service. All other applicable WHEAP and Weatherization program requirements apply.

The HE+ Furnace Program includes three basic types of referrals (see chart below). The factors that determine the type of referral are the time of year and the way in which the referral for service is initiated.

He+ Furnace Program Referrals		
Referral Type	**Service Availability**	**Service Description**
Emergency Furnace WHEAP Referral	October 1 – May 15 (Heating Season)	WHEAP agency makes referral to Weatherization agency. Emergency Response timeline applies.
Non-Emergency Furnace WHEAP Referral	May 16 – September 30	WHEAP agency makes referral to Weatherization agency. Emergency Response timeline applies only for unsafe heating system.
Weatherization Referral **(Wx-REF)**	October 1–September 30 (Year-round: WHEAP Program Year)	Weatherization agency refers applicant to WHEAP agency to verify applicant current program year eligibility and to reserve furnace funds. The determination to repair or replace is made by the Weatherization agency.
		Previously weatherized building with an operating heating system. Natural gas is available or will be available to the home due to utility gas expansion. The determination to repair or replace is made by the Weatherization agency. Response timelines do not apply. Contribution required. See Fuel Switch Policy.

[1] The first use of a term or phrase defined in Appendix A is in **bold text** with a link to the definition.
[2] The term "furnace" is used interchangeably with the term "heating system" throughout this manual.

1.1 Overview

The following criteria apply to the HE+ Furnace Program:

1. Current Federal Fiscal Year (FFY) WHEAP eligibility is required. If the applicant eligibility has not been determined when the furnace service is requested, the WHEAP agency shall make it a priority to assist the client in completing a current year HE+ application, especially with regard to a Weatherization Referral. An early application may be required if referral is near the end of the program year and the furnace work cannot be completed and paid for by the end of the current program year.
2. Rental properties, including single family homes, **mobile homes** and multi-family homes with up to four units are eligible for HE+ Furnace Program services when the criteria in Sections 3.4 and 3.5 of this manual are met.
3. There is no entitlement to furnace services. HE+ Furnace Program services may be deferred or denied for a number of different reasons including:
    a. The household has adequate resources (or assets) to address the furnace failure;
    b. The furnace is in an **ineligible dwelling** (See Section 3.5);
    c. Funds allocated to furnace services have been expended;
    d. Condition or maintenance of the dwelling prohibits access to the heating system, and/or prevents the heating system from safely operating;
    e. Worker safety is threatened due to the structural condition or maintenance of the dwelling, occupant(s) behavior, unrestrained animals, or illegal activity;
    f. Applicant has altered the operation of the furnace or has mistreated the furnace; or
    g. Other reasons specific to the dwelling or household.
4. WHEAP agency referrals for Emergency and Non-emergency service may be denied when:
    a. The heating system is working and there is not a heating system safety concern with regard to the applicant household; or
    b. There is a secondary heating system capable of providing adequate heat to the dwelling throughout the entirety of the heating season.
5. Only the heating system that utilizes the primary fuel designated in the current year HE+ application will be serviced through the Furnace Program, unless the need for a change in the household's primary fuel type is clearly identified. (See Fuel Switch Policy)
6. For cost limits and information related to decision-making for repair versus replacement, see Chapter 5.
7. The local WHEAP agency is responsible for verifying WHEAP eligibility and homeownership prior to referring a household to the Weatherization agency for HE+ Furnace Program assistance.
8. The local WHEAP agency is responsible for verifying WHEAP eligibility for a Weatherization Referral prior to the start of the furnace service work. When considering a Wx-REF verify with the WHEAP agency current year eligibility prior to starting any work on the heating system.

9. The Weatherization agency is responsible for verifying homeownership for a Weatherization Referral.
10. The Weatherization agency is responsible for coordinating the installation of repairs and/or replacements, remediation steps with the contractor or applicant, and entering invoices in the HE+ System.
11. The WHEAP agency is responsible for ensuring applicant household safety, as it relates to a no-heat or potential unsafe furnace situation.
12. Home Energy Plus Furnace Program service decisions are not eligible for appeal.
13. If the Contractor and/or Weatherization Agency observes the dwelling unit is not occupied (no furniture in the home, unplowed/un-shoveled sidewalk/driveway) the Contractor and/or Weatherization Agency shall cease the provision of services and immediately contact the Weatherization Agency, WHEAP Agency or authorized agent for additional instruction.
14. If fraud is suspected cease the provision of services and contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for additional guidance.

Chapter 2. Response Requirements

2.1 WHEAP Agency Response Requirements

WHEAP Referral—Emergency Referral Furnace services: During the heating season, the local WHEAP agency shall respond to requests for a heating system repair or replacement within 48 hours. **If the situation is potentially life-threatening, the WHEAP agency shall respond within 18 hours.** In determining whether the situation is life-threatening, the WHEAP agency shall consider the expected low temperature for the next 72 hours and whether the household contains any vulnerable individuals (elderly, disabled, or children under six).

The local WHEAP agency shall establish procedures with the Weatherization agency to ensure a furnace repair or replacement occurs within 72 hours of notification to the Weatherization agency for heating unit emergencies.

If status notification from the Weatherization agency indicates the 72 hour deadline will be exceeded, the Weatherization agency shall document this via the HE+ Furnace System Notes and notify WHEAP to ensure continued safety needs of the household are met, if applicable.

Reminder: *It is the responsibility of the WHEAP agency to ensure the health and safety of the household.*

WHEAP Referral—Non-emergency Furnace services: From May 16 – September 30, the local WHEAP agency shall respond to requests for heating system repair or replacement (**non-emergency referral**) within five business days of the initial request. If there is a safety concern with the furnace, the Emergency Furnace service timelines shall apply.

Weatherization Referral (Wx-REF): The WHEAP agency is responsible for ensuring the client is WHEAP eligible in the current Federal Fiscal Year (FFY) and must create the referral in the HE+ System.

Note: *For any rental dwelling WHEAP furnace referrals, the WHEAP agencies must include in the initial furnace notes that the landlord/owner is WHEAP eligible and tax forms were used to verify rental income. The landlord/owner person ID shall also be included in the notes. See Section 3.4 for more information on rental dwelling requirements.*

If a WHEAP agency does not make a furnace referral, the WHEAP agency is responsible for entering the denial reason in HE+ System Notes.

2.2 Weatherization Agency Response Requirements

Emergency Furnace services: The Weatherization agency shall verify that the building and heating system criteria (see section 1.1 Overview) for HE+ Furnace services are met and assess the heating system condition within 24 hours of receiving the Emergency Furnace Services Referral from the WHEAP agency.

The Weatherization agency shall complete services within 72 hours of receiving the referral from the WHEAP agency.

Exception: *If the household has been provided temporary heat, or there is no threat to the safety of the residents, the response time may be extended beyond 72 hours, but not beyond seven calendar days. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) if the time period is extended beyond seven calendar days.*

In the case of an exception, the Weatherization agency shall document in the HE+ System Furnace Notes field the reason for the delay and verify the fact that there is no safety threat to the household residents.

Non-emergency Furnace services: The Weatherization agency shall verify that criteria for HE+ Furnace services are met and assess the heating system condition within 10 business days of the WHEAP referral.

Exception: *If the WHEAP referral indicates a potential safety concern related to the heating system, the Emergency Furnace Services 24-hour* ***assessment*** *timeline applies. The Weatherization agency shall document in the HE+ System Furnace Note field the potential safety concern and provide a status update to the WHEAP agency following the assessment so that they may take appropriate action to ensure the health and safety of the household.*

Wx-REF: The Weatherization agency shall document in the HE+ System Furnace Note field a status update within seven business days of when the WHEAP agency completed the Wx-REF.

Non-emergency and Wx-REF: If the heating system repair or replacement is delayed beyond 30 calendar days from the WHEAP **referral date**, the Weatherization agency shall document the reason for the delay in the HE+ System Furnace Note field. This situation may occur due to a variety of factors related to the cycle for completing heating system work under non-emergency conditions or as part of a weatherization job.

Note*: The deadline for completion of FY17 furnace service work and invoicing in the HE+ Furnace System during the month of September is close of business on September 29, 2017.*

Chapter 3. Eligibility

3.1 WHEAP Eligibility for HE+ Furnace Program Services

The household shall meet the financial and non-financial eligibility requirements for WHEAP benefits.

Exception: *For Emergency Furnace services, if the household is not eligible using the normal income test period, the previous month's income may be used. The WHEAP agency shall clearly communicate to the applicant that if a household's eligibility for furnace service is based on the previous month's income, the household is **not** eligible for Weatherization services.*

3.1.1 HE+ System Eligibility Determination

When entering data in the HE+ System Furnace Application, the system will calculate eligibility based on the prior three months' income. If a household is ineligible based on three months' income, the HE+ System uses the previous month's income to determine the applicant's eligibility.

Current Month income can be entered in order to override income ineligible furnace applications. The WHEAP agency shall clearly communicate to the applicant that if a household's eligibility for furnace service is based on the current month's income, the household is **not** eligible for Weatherization services.

The local WHEAP agency shall determine WHEAP eligibility and verification of homeownership by completing the HE+ application process, prior to sending an **Emergency Furnace referral** or a Non-emergency Furnace referral to the Weatherization agency.

Reimbursements of applicant expenses are not allowed for a furnace repaired or replaced by the applicant or a contractor hired by the applicant.

3.1.2 Emergency Furnace Referral with no SSN verification:

If the Applicant has no HE+ Application and Social Security Number (SSN) in the Master Client Index (MCI) and needs to go through the estimated three day Social Security Administration (SSA) approval, and is experiencing loss of heat due to a nonfunctioning furnace, or a furnace which needs repair/replacement due to a health and safety concern, the process is:

- Applicant provides Social Security Card or another government-issued document containing the SSN for any household members whose SSN is waiting to be verified.
- Worker documents in HE+ System Notes which documents were viewed for each household member.
- Worker explains to applicant that they will be held responsible for repaying the furnace repair/replacement funds in the event the SSN(s) cannot be verified through SSA.
- Applicant shall sign the WHEAP Certification page of the application prior to the worker conducting a referral.

- The application will be in an "On Hold" status and a referral will **not** be created through the HE+ System, however the worker may submit the referral directly to the Weatherization agency while waiting for SSN verifications.
    - The WHEAP worker shall proceed with the following steps for a direct referral:
        1. Send the furnace referral directly to the Weatherization agency by the agency agreed upon method (email, phone, fax, etc.) to ensure the Emergency Furnace situation is addressed within allowable timelines.
        2. The WHEAP worker shall put "Emergency Furnace Direct Referral due to pending SSN verification" in the subject line of any document sent.
        3. Document in the HE+ System notes that a direct referral was made due to a pending SSN Verification.
        4. When the SSN has been verified and the application is complete, the WHEAP worker shall create a system-generated furnace referral, indicating in Furnace Notes that this is a referral which was already sent manually, specifying the date it was sent.

3.1.3 Non-Emergency or Wx-REF Furnace Referrals with no SSN verification

Agencies shall **not** make the referral until all SSNs on HE+ Application have been verified and the HE+ Application is complete.

In the case of a health and safety concern, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) prior to making a referral.

3.2 No-Heat (applies to Emergency and Non-Emergency Furnace referrals)

To establish eligibility for an Emergency or Non-emergency referral, a "no heat" situation or furnace that is unsafe to operate shall be identified. A household is considered to be in a no-heat situation when the furnace is not working or is unsafe to operate (e.g., leaking carbon monoxide (CO) into the living space, flames rolling out of the firebox, or similar problems).

A no-heat situation does **not** exist if:

- The furnace is functioning, but the distribution system is only delivering heat to part of the dwelling; or
- The furnace is not operating at its peak efficiency but is delivering heat to the home.

If a dwelling unit is determined ineligible for furnace services during or after the initial assessment due to a no-heat situation, the **Weatherization agency** shall cease the provision of services, send a denial letter to the customer and inform the WHEAP worker (See section 3.6) The Weatherization agency shall invoice as an Assessment only using the SFAS code and shall enter notes in the HE+ System documenting the reason for **denial of services**.

3.3 Homeownership (applies to all HE+ Furnace Program services)

The applicant, or a member of the household listed on the HE+ Application, must be the recorded owner of the home (dwelling) or be an eligible renter to receive HE+ Furnace services. This section covers only the requirements for homeownership, not renter eligibility. For information about renter eligibility, see Section 3.4.

The dwelling (building) shall be within the jurisdiction of the serving WHEAP agency—within the reservation boundaries, or within the county borders. Homeownership shall be verified prior to referral for furnace services. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for guidance on homeownership questions.

Verify homeownership by obtaining a copy of one of the following:

1. Property tax bill, deed, or a verification statement from the county assessor's office. The documentation shall show that a household member is the owner. Review documents to verify that the owner's property address (on tax records) matches the dwelling address.

2. Life-estate or life-tenancy documentation that is recorded with the County Register of Deeds may be used to satisfy the required dwelling ownership, provided the individual actually lives in the dwelling. (If the life estate is included in the provisions of a will made by the former owner of the property, the requirement for registration may be waived.) For further guidance contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

3. Land contract buyers may be considered homeowners if the land contract is registered, and the buyer is responsible for paying the property taxes and building maintenance. (Notarization of the contract does not establish the buyer's claim to the property.)

4. If the ownership is based on a Quit Claim Deed, additional verification of the deed is required. Additional verification may include evidence that the tax records show the "new" owner as responsible for paying the property taxes, or evidence the giver of the Quit Claim Deed was the owner of the property at the time of the conveyance.

5. If the dwelling is a **mobile home or a manufactured home**, a certificate of title issued by the Department of Safety and Professional Services is the preferred proof of ownership. Titles issued prior to 2001 were issued by the Department of Transportation and are acceptable as proof of ownership. The documentation shall show that a household member is the current owner.

6. Mobile or manufactured homes on private property are not required to be titled according to State of Wisconsin law. If a client resides in a mobile or manufactured home that is on private property and does not have a Certificate of Title, a Bill of Sale, or a copy of the Homeowner's Insurance, the client must provide documentation that identifies the household member's name as the owner of the property on which the address listed on the HE+ Application is located. Acceptable documentation includes:

- Property tax records
- Deed
- Other verification of ownership of the land on which the mobile or manufactured home sits.

Note: *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.*

If a client resides in a mobile or manufactured home that is not on private property and does not have a Certificate of Title, the WHEAP agency is encouraged to work with the client to obtain a title by mailing the completed application and necessary payment to the Department of Safety and Professional Services. Upon mailing of the Certificate of Title application and payment a WHEAP referral can be made to the Weatherization agency. In the case where a client is unable to provide a title, or acquire a title, the client may provide a Bill of Sale, or a copy of the Homeowner's Insurance where the document provided identifies the household member's name as the dwelling owner and describes the dwelling (e.g. serial number, make and year), or property tax records that name a household member as responsible for the taxes at the address listed on the HE+ Application.

Note: *Use the Department of Safety and Professional Services (DSPS) website to search for current ownership if the client has a title but cannot provide a copy of the title.*

http://dsps.wi.gov/Licenses-Permits/Credentialing/Manufactured-Homes

Titles issued by the Department of Transportation (DOT) (prior to 2001) are not on the DSPS website. Follow the instructions on the site to conduct a search. If the correct unit is located in the database and the applicant is shown as the owner, highlight the entry and print a copy to put in the file. If the unit is not in this database, call (608) 264-9596 and request assistance from DSPS staff.

If an agency is unable to verify homeownership utilizing one of the above methods, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) prior to making the referral for furnace services.

3.3.1 Tribal Homeownership

Use the table below to determine homeownership for applicants who are members of a tribe. The homeownership documentation used for verification shall be placed into the furnace file.

Tribal Homeownership Verification	
Tribal Dwelling Type	**Acceptable* Tribal Homeownership Verification**
Single Family Home	1. Tribal Land Resolution; 2. Rent-to-Own Contract acknowledging the premises and dwelling improvement upon it;

	3. Land Assignment including acknowledgement of the dwelling/structure/improvement; 4. Tribal Land Lease that includes a description of the dwelling located on the property; 5. Tribal Land Lease accompanied by Quit Claim Deed; 6. Tax Record with an applicant household member's name as owner; OR 7. When all other options have been exhausted, the agency may use a Tribal attestation of homeownership (use the Tribal Homeownership Verification Template on Tribal Letterhead; available on the HE+ website). ***Note***: *A Quit Claim Deed alone is* ***not*** *sufficient*.
2-4 Unit Building	Rental Lease ***Note***: *The owner should be the Bureau of Indian Affairs or the corresponding tribe. If not, call the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*
Mobile or Manufactured Home	1. Mobile Home Title with an applicant household member's name as owner; OR 2. Mobile Home Title with tribe as owner and Land Lease that includes a description of the Mobile Home on the property; OR 3. A Bill of Sale, or a copy of the Homeowner's Insurance, where the document provided identifies the household member's name as the dwelling owners and describes the dwelling (e.g. serial number, make and year), or property tax records that names a household member as responsible for the taxes at the address listed on the HE+ Application. When all other options have been exhausted, the agency may use a Tribal attestation of homeownership (use the Tribal Homeownership Verification Template on Tribal Letterhead; available on the HE+ website).

*There may be other forms of verification not listed above. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for assistance in determining tribal homeownership. If HE+ Help Desk approval is granted, HE+ System Notes are required.

Typically, the applicant household will have a copy of the Land Lease (often either a 99-year term or a 25-year term). If the applicant household does not have the lease, the Tribal Housing Authority will be able to help the applicant acquire a copy of the Land Lease. The Lessor will be either the Bureau of Indian Affairs (BIA) or the corresponding tribe. Any items not listed in the table above require approval from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to be used as verification of homeownership.

3.4 Rental Dwellings

Residents of 2-4 unit rental building are eligible for furnace services only if:

1. They reside in a 2-4 unit building, and
2. The building owner resides in the building containing the inoperable or unsafe heating system (but not necessarily the same unit), and
3. The applicant residing in the rental unit containing the inoperable or unsafe heating system and the building owner who resides in the building are both WHEAP eligible in the current program year with a complete HE+ Application on file.
    a. A current program year Person ID is required for the landlord/owner.
    b. Landlord/owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules. If tax forms are not provided by the landlord/owner, the rental household will not be eligible for Furnace Program services.

Residents of mobile home rentals and single family home rentals are eligible for furnace services only if:

1. They reside in a rented mobile home or rented single family home, and
2. The applicant residing in the rental home containing the inoperable or unsafe heating system and the building owner are both WHEAP eligible in the current program year with a complete HE+ Application on file.
    a. A current program year Person ID is required for the landlord/owner.
    b. Landlord/owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules. If tax forms are not provided, the household will not be eligible for Furnace Program services.

WHEAP agency must retain copies of the landlord/owner's signed certification page, homeownership record and tax forms in the tenant's application file. If the landlord/owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the landlord/owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace notes that the landlord/owner is WHEAP eligible and tax forms were used to verify rental income. The landlord/owner's person ID shall also be included in the notes.

3.5 Dwelling and Structural Eligibility

1. There shall be an existing furnace/heating system installed in the dwelling.
2. WHEAP eligible applicants that have a heating system damaged by flood, fire or natural disaster needing repair or replacement can be referred for Furnace Program services if the eligible applicant does not have insurance coverage that will address any needed repair or replacement.
3. The heating system shall be in an eligible dwelling and household. Buildings eligible for heating system repair or replacement are:
    a. Owner-occupied single family homes;

b. Owner-occupied single family houses where two (2) or fewer bedrooms are rented to roomers;
c. Owner-occupied mobile homes;
d. Mobile home rentals and single family home rentals where both the tenant and the landlord/owner are WHEAP eligible and:
    i. The landlord/owner has a current program year Person ID and
    ii. Landlord/owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules. If tax forms are not provided, the household will not be eligible for Furnace Program services.

e. An owner-occupied 2-4 unit building with one heating system serving one or more units of the dwelling, or with multiple heating systems where the inoperable or unsafe heating system is in a WHEAP eligible household and the owner is WHEAP eligible and:
    i. The landlord/owner has a current program year Person ID and
    ii. Landlord/owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules. If tax forms are not provided, the household will not be eligible for Furnace Program services.

Note: *See rental eligibility requirements, Section 3.4.*

4. Structures not eligible for heating system repair or replacement include:
    a. Buildings that contain a residential and a commercial unit where both the residential and commercial units share a furnace;
    b. New construction, units in major remodeling projects, or where a heating system does not exist;
    c. Recreational vehicles and other **ineligible dwelling** units, even when modified with permanent additions;
    d. Dwellings created by making vehicles, or parts of vehicles, immobile by putting them on blocks or otherwise attaching them to a site;
    e. Heating system shall be associated with the eligible unit identified by the agency; and,
    f. Residential buildings that consist of five or more units (unless the applicant owns the unit where the heating system that is not safe or not working is located, such as a condo).

3.6 Policy Guidance on when to Defer or Deny Furnace Program Services

The decision to defer work in a dwelling is difficult but necessary in some cases. This does not mean that Furnace Program assistance will never be available, but that Furnace Program services shall be postponed until the problems can be resolved and/or alternative resources are found. Grantees are expected to pursue reasonable options on behalf of the dwelling owner, and to use good judgment in dealing with difficult situations. The requirements for rectifying the deferral shall be reasonable and appropriate to the severity of the situation being addressed.

Grantees shall not simply defer service without pursuing other options and trying to identify other resources to address the identified hazard(s). Grantees may defer Furnace services to the customer until the repair or health and safety issue is addressed with other funds.

Deferral of Service

A deferral is a temporary delay of Furnace Program services to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion of Furnace Program work.

Furnace Program services may be deferred when:

- Building is for sale or in foreclosure
- Chemical or combustion hazard
- Clutter/restricted access to work areas
- Lead paint hazard
- Moisture/mold
- Possible asbestos containing material
- Refused/unable to pay contribution
- Remodeling
- Repair
- Sewage/animal feces
- Vermin/pests
- Other

Denial of Service

Denials are limited to dwellings that are not eligible (e.g., RV, commercial business locations), or where customer/owner did not correct the identified reasons for deferral, the heating system is working and there is not a heating system safety concern with regard to the applicant household or the applicant has altered the operation of the heating system or has mistreated the furnace so that the warranty is void. A denial of service may be issued for two or more documented missed appointments set by the grantee or contractor. If the situation is not corrected within the designated time frame the grantee should deny the furnace application. Fees from the assessment shall be entered in the Furnace Referral and the grantee shall use the SFAS code to deny. If the situation is resolved at a later date and the client still remains eligible a new furnace referral shall be created by the WHEAP agency.

3.6.1 Deferral Notification Requirements

Client notification

Upon the decision to defer Furnace Program services, the customer shall be notified in writing **by the Weatherization agency** within two business days sent by mail. If the mail notification is returned to the grantee the furnace referral may be denied. The notification shall be sent by mail or hand delivered.

Grantees shall continue to make appropriate referrals to any programs available to assist customers in resolving the deferral issue(s).

WHEAP Agency notification

The weatherization agency shall contact the WHEAP agency to inform them of the delay as the WHEAP agency is responsible for ensuring applicant household safety, as it relates to a no-heat or potential unsafe furnace situation.

Notifications shall include:

- The reason for the deferral, and the means by which the applicant can rectify the situation so Furnace Program services can be performed.
- A reasonable timeframe to correct the identified issue, not to exceed 30 days.
- Information on who the applicant should contact when the situation is rectified.

Any eligible applicant that complies fully with these requirements shall be reinstated in the Grantee's work system so Furnace Program services can progress as soon as reasonably possible.

3.6.2 Deferral Documentation

- Pictures documenting the reason for deferral (mold or other problems) are required and shall be part of the customer file record.
- Copy of notification letter sent to customer.
- Notes shall be entered in the Furnace Application with an explanation of the reason for deferral and the date by which the situation is to be corrected.

Chapter 4. Operational Procedures

4.1 General Responsibilities

1. A Contact Information Form shall be completed by the local WHEAP agency and the local Weatherization agency detailing contact information and responsibilities assigned to the two agencies (or programs when housed within one agency) in regard to the HE+ Furnace Program. The Contact Information Form shall follow the template format provided by DEHCR and be completed electronically and submitted to the Division via the Help Desk by October 1st each year. The Contact Information Form template is located on the HE+ website under the Grantee Information tab, Home Energy Plus Program Information, Furnace Program Documents.

2. For Emergency and Non-emergency Furnace assistance:
   a. The local WHEAP agency is responsible for determining if a household is eligible (both WHEAP eligible and a homeowner or eligible renter). If a no-heat situation exists and eligibility is not yet verified, the local WHEAP agency may need to address the no-heat situation in another way and complete eligibility determination for the household before making the referral to the Weatherization agency.

   b. WHEAP agencies shall not submit the referral to the Weatherization agency until eligibility for Emergency and Non-emergency Furnace assistance has been determined and the homeownership verification document has been verified, this includes after hours, holidays and weekends. See section 3.1.2, and 3.1.3 for instruction if waiting for SSN verification from MCI.

   Note: *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.*

3. The Weatherization agency is responsible for verifying homeownership for a Weatherization Referral (Wx-REF).

4. The Weatherization agency is responsible for assessment of the furnace, coordinating the installation of repairs and/or replacements, any remediation steps with the contractor, obtaining any required authorizations to exceed program limits from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680), conducting a final inspection of all replacements, and completion of the final invoice in the HE+ System.

5. For referrals that meet the eligibility criteria there shall be a visual assessment of the furnace, even if it does not result in a repair or replacement (for example, when the furnace is working safely). If the Contractor observes the dwelling unit is ineligible for emergency furnace services, the Contractor shall cease the provision of services and immediately contact the Weatherization agency or authorized agent for additional instruction. If it is determined to be ineligible based on information gained during the on-site visit, the Weatherization agency can deny any further service and can pay for any trip charge using the furnace assessment only code (SFAS).

6. The Weatherization agency shall complete the final inspection of each furnace replacement within two weeks of the installation.

    a. Agencies with a tiered inspection process are required to submit their inspection plan to the division for approval prior to implementing.

7. The Weatherization agency shall enter in the HE+ System Note field an explanation of what was wrong with the furnace, the age of the furnace, and what was repaired or why it was replaced.

8. The Weatherization agency shall complete in the HE+ System the final job invoice for each furnace repair or assessment no later than 30 calendar days from the repair service referral, and no later than 45 calendar days from each furnace replacement unless the program year-end deadline applies (see Section 2.2).

Exception: *When there is no conflict with the year-end FFY program deadline for invoicing, Weatherization Referral or Non-emergency Referral heating system replacements may exceed the 45 calendar day time period. A Furnace Note shall be entered documenting the reason for the delay beyond 45 calendar days.*

Supporting file documentation for the invoice shall include the following items:

- Service Date: Date(s) furnace service was performed (actual date of installation or date repair was completed)
- Fuel Type if fuel switch
- System Type
- Heating System Manufacturer: required for repair and replacement
- Heating System Model Number: required for replacement and optional for repair
- Cost of assessment only, replacement or repair (only one total cost is required for entry in the HE+ System) and itemization documentation for any assessment, trip charge, or collateral work such as asbestos, plumbing or electrical.
- Job Cost Reduction (less any incentives or rebates on equipment/services from other sources).

Costs shall be based on actual and allowable expenses.

No partial billing of furnace services is allowed. The invoice submitted in the HE+ System shall contain all appropriate charges. Items not included on the invoice when submitted will be handled through the Furnace Monthly Invoice for Program Support and Administration, retain documentation for file.

9. Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs[3] describes the Technical requirements.

[3] Attachment 4 – Technical Specifications for WI Wx and HE+ Furnace Program is located on the Home Energy Plus website (homeenergyplus.wi.gov) under Grantee Information | Procurement Information | Services RFBs | heading: "HE+ Furnace Program and Weatherization Heating System Attachments."

10. The Weatherization agency shall ensure priority services and availability of heating systems that meet the required standards. The Weatherization agency shall determine for each job whether a repair or replacement is appropriate and update the information in the HE+ System Furnace application for the client, when necessary.

11. The Weatherization agency shall perform the furnace services or may subcontract the work to sub-contractor(s) selected by competitive bids. Weatherization agencies may use their staff to do repairs and replacements after the Division has approved the costing procedure.

12. If a Non-emergency or Weatherization Referral occurs in late August or September and the furnace service and invoice will not be completed prior to close of business September 29, 2017, the furnace service must be halted to allow the WHEAP agency to promptly assist the applicant in completing an early application for the subsequent FFY. Once the applicant's eligibility is determined for the upcoming FFY, the furnace application may be attached to the early application and the Weatherization agency may resume furnace service work.

Chapter 5. Technical Specifications and Requirements

5.1 General

The intent of the HE+ Furnace Program is to make decisions related to repairing or replacing a heating system based on an assessment of the problem, condition, and age of the heating system. The guidelines in this chapter are designed to be used as parameters that are applied in the context of a determination of a heating system's remaining useful life. The guidelines mirror the Wisconsin Weatherization Program protocols for decision-making (however, in the case of a weatherization job, the results of electronic modeling would determine the next step).

Weatherization agencies are expected to apply their experience and technical knowledge to the decision to repair or replace, as the agency is ultimately responsible for these decisions. If this decision is delegated to a subcontractor or other entity, the agency shall ensure compliance with requirements and guidelines through a documented Quality Control Plan.

The repaired or replaced heating system shall meet all guidelines in this manual. For exact technical specifications, see Attachment 4 – Technical Specifications for WI Wx and HE+ Emergency Furnace Program.

5.2 Service Guidelines and Limits

5.2.1 Repair or Replacement

The heating system should be repaired when it is a reasonable and appropriate solution to the situation. The Weatherization agency is responsible for determining the most reasonable course of action and making a recommendation to the Division if a waiver is necessary. The following requirements apply:

1. Only one heating system may be repaired or replaced in a dwelling, except when the heating systems are space/room heaters. See requirements for space heater replacement in Section 5.2.7.

2. If heating system repair costs are expected to exceed the repair limit and the estimated useful life is less than five years, the system shall be replaced in most cases. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) when questions arise about replacement versus repair prior to the work being performed.

3. Existing heating systems that have a standing pilot ignition and have exceeded their useful life shall be replaced.

4. If repairs of an electric heating system are expected to exceed the repair limit (see the HE+ Furnace Program System Type Repair/Replace Cost Limits chart below), the electric heating system shall be replaced with a non-electric heating system.

   Note: *If it is not feasible to replace with a non-electric heating system, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to request a waiver.*

5. Total replacement costs, including any needed collateral activities, may not exceed the System Type replacement limit unless approved by the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) before the work is started.

6. The following information shall be provided when submitting a waiver request to the Help Desk:

    a. Applicant Name
    b. Person ID or Application number
    c. Age of existing heating system
    d. Reason for repair or replacement
    e. Estimated costs of repair, replacement and collateral activities
    f. Other points relevant to the situation

HE+ Furnace Program System Type Repair/Replace Cost Limits		
System Type	**Repair Max**	**Replacement Max**
Forced Air	$750	$6,000
Hot Water Boiler	$1,000	$8,500
Steam Boiler	$1,000	$8,500
Room Heater	$750	$5,000
Wall Furnace	$750	$5,000
Other	$1,000	$5,000

5.2.1.1 Technical Specifications Related to Decisions

The Weatherization agency shall follow the same heating system technical specifications and decision-making protocols outlined for heating systems addressed under the Wisconsin Weatherization Assistance Program (WAP), except for differences identified for WHEAP agency referrals (Emergency Furnace and Non-Emergency Furnace). Documentation shall be retained by the Weatherization agency to demonstrate compliance with technical and decision-making requirements. A documented Quality Control Plan for contracted work is required (See Chapter 6 of the Wx Program Manual). When a Weatherization agency chooses to delegate decision making to their HVAC contractor regarding the decision to replace or repair, the documented Quality Control plan shall address this activity.

The following activities shall be performed by the Weatherization agency to address questions pertaining to weatherizing a dwelling referred by the WHEAP agency for Emergency or Non-emergency Furnace service:

1. The Weatherization agency shall identify whether the referral is for a dwelling that was previously weatherized.

a. Emergency Furnace - When assessments are performed by a contractor and a replacement is required, the Weatherization agency and/or contractor shall develop a protocol to ensure that the potential for full weatherization is considered and the replacement is sized accordingly.
b. Non-emergency Furnace - If the dwelling was not previously weatherized, ensure that the potential for full weatherization is considered and the replacement sized accordingly.

Heating system repair and replacement technical specifications are available in Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs on the Home Energy Plus website.

5.2.2 Repairs

When repairing a heating unit, the following requirements shall apply:

1. The household shall be experiencing a no-heat situation due to the heating system being inoperable or unsafe.

2. Heating system repairs are allowed only for the system utilizing the primary fuel type reported on the current year HE+ Application.

3. A “clean and tune” may be incorporated into a repair job only as needed. This work needs to be identified on the contractor invoice and shall fit within the cost limits specified for repairs based on system type.

4. If there is additional repair work that will cause the total repair costs (for the initial repair and a second referral) to exceed the cost limits, consider replacement as identified in Section 5.2.3.

5. Repair activities may include, but are not limited to, the following:

   a. Removal of snow or ice from pipes
   b. Tripped circuit breaker/fuse replacement
   c. Turning power on to heating unit
   d. Battery replacement in thermostats, inducer motor, blower motor, pumps, valves, pressure switch, etc.

5.2.3 Replacements

When replacing a heating unit the following requirements shall apply:

1. The household shall be experiencing a no-heat situation because the heating system is inoperable or unsafe.

   Reminder: *In order to replace a heating system, there shall be an existing installed heating system that is inoperable or unsafe.*

2. The applicant/household member shall agree to the terms of the HE+ Furnace Program Client Agreement Form, or acknowledge that they deny services, by signing and dating the HE+

Furnace Program Client Agreement provided (available on the HE+ website) and shown as an example in Appendix C.

3. The existing heating system being replaced shall be removed from the property and disposed of properly. There may be situations where it is acceptable to leave the heating system in place. The Weatherization agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to request a waiver. This home may then have dual fuel options. Typically these system types will be electric or wood fired and may be a secondary or supplemental heat source.

4. Replacement shall be a reasonable and appropriate solution to the situation.

    a. If a repair was made to the furnace during the heating season, subsequent service call cost repair estimates shall be combined with the previous repair amount.
    b. If the resulting second repair would cause a furnace to exceed the maximum for repair, then the furnace should be replaced. For an exception, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to request a waiver

5. Heating system replacements are allowed only for those heating systems utilizing the primary fuel type reported on the current year HE+ Application. Only one heating system may be replaced in a dwelling, except when the heating systems are space/room heaters.

6. The replacement heating system shall meet or exceed the efficiency guidelines (except wood stoves/furnaces) as outlined in the Furnace Replacements Specifications (see Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs, Table 1) — unless prior approval is obtained from the Division. Contact the Help Desk at (heat@wisconsin.gov or 608-267-3680) and request a waiver if it is not feasible to meet the efficiency standards as noted in Attachment 4.

7. Once a replacement job is completed and passes the agency's final inspection, any additional work on the heating system shall be covered as part of the one-year warranty. If the agency's final inspection results in a callback, the warranty does not start until the date the issue has been resolved.

    a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will not be reimbursed by the program.

8. The total cost including any necessary collateral activities, shall not exceed the replacement limit specified for the system type unless approved in advance by the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). Request a waiver by contacting the HE+ Help Desk.

    Exception: *When a timely response from the HE+ Help Desk is not available, retain documentation justifying the decision to exceed and inform the HE+ Help Desk* (heat@wisconsin.gov or 608-267-3680) *on the first business day following the weekend or holiday.*

5.2.4 Fuel Switches

Switching of fuel types is **not** allowed unless:

1. The applicant is elderly or disabled and is physically unable to continue to use the primary fuel source (e.g., wood, pellet, and coal). The original furnace shall be non-working or unsafe.

    a. ***Note****: If the primary furnace is working or safe the Weatherization agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) and request a waiver.*

2. Chimney repair costs would result in higher total project cost than the installation of a propane (LP) or natural gas sealed combustion heating system;

3. Natural gas infrastructure is located within sixty (60) feet of the dwelling unit and the homeowner is willing to incur any additional cost of piping the gas to their home, or natural gas or propane (LP) is presently being used for other purposes within the home (e.g., cooking, water heater), or it is feasible to install a propane (LP) tank and lines. If the customer is unable to pay the additional cost for a lateral installation contact the HE+ Help Desk at heat@wisconsin.gov for additional guidance;

4. Fuel switches can be performed on WHEAP eligible operating heating systems when a natural gas main is extended to new territory and/or a new lateral is installed from the main to a building. See Fuel Switch Policy for guidance and customer contribution for conversion or replacement, OR

5. The existing system is electric and needs to be replaced with a non-electric unit.

5.2.5 Installation

To replace a heating system (not electric) **all** of the following requirements shall be met:

1. For all heating system replacements, the Weatherization agency shall satisfy the Furnace Replacement Technical Specifications (see Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs) and shall ensure that installation procedures and heating systems meet appropriate codes, ordinances, and standards.

2. Installed heating systems shall meet or exceed the requirements and the efficiency guidelines (except wood stoves/furnaces) as identified in Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs.

    Exception: *In situations where a heating system meeting the efficiency guidelines is not safe for the size of the space/dwelling, or in other extraordinary circumstances, the Weatherization agency may request a waiver by contacting the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*

3. Once an installation is completed and passes the Weatherization agency's final inspection, any additional work on the heating system shall be covered as part of the one-year warranty. If the

agency's final inspection results in a callback, the warranty does not start until the date the issue has been resolved.

a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will **not** be reimbursed by the program.

4. The Weatherization agency, or its subcontractor, shall provide the fully completed Replacement Furnace (or Boiler) Check List located on the Home Energy Plus website. Retain a copy of the checklist in the Weatherization agency's furnace file.

5. The local Weatherization agency, or its inspection subcontractor, shall conduct a final inspection on all furnace replacements.

   a. The Weatherization agency should make at least three documented attempts over a two-week period to arrange for the inspection.
   b. If the applicant household does not respond or is uncooperative, a letter shall be sent by the Weatherization agency indicating the need to set up a final inspection of the installed furnace. The letter should explain that the final inspection is primarily to benefit the household by providing additional assurance that the work met specifications and professional standards. The letter should make it clear that the household is responsible for scheduling the final inspection.
   c. Once the letter is sent to the household, the Weatherization operator should proceed to prepare and submit the invoice in the HE+ System for payment.
   d. If the final inspection cannot be performed, the Weatherization agency shall retain documentation in the file and enter notes in the HE+ System to this regard.

5.2.6 Collateral Activities

Collateral work associated with a heating system replacement shall be approved by the Weatherization agency and shall be included in the cost of the total job. Collateral activities include:

1. Building permits

   NOTE: *The building permit is not the responsibility of the applicant household or building owner. The Weatherization agency shall ensure that applicable permits are obtained and include the cost as a collateral cost.*

2. If all other adjustments (gas pressure, O2, i.e.) do not bring the installed heating system's temperature rise into the heating system's manufacturers specifications, the Weatherization agency shall request a waiver by contacting the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). Duct work may be necessary to achieve the required temperature rise for the furnace.

3. Electrical work necessary to run a dedicated line from the service panel to the heating system.

4. Distribution improvements necessary to get the hot water/steam from the boiler into the distribution system.

5. Necessary chimney repairs when part of a furnace repair/replacement. This may include chimney liners or a chimney stack assist kit to ensure adequate draft. The repairs shall meet health and safety standards or code.

6. If asbestos abatement is necessary when replacing a heating system, the Weatherization agency shall ensure the asbestos is addressed and the abatement performed by trained and certified (if required) individuals.

7. Decommissioning of fuel oil tank.

8. Other activities as approved by the HE+ Help Desk. Contact the HE+ Help Desk at heat@wisconsin.gov or 608-267-3680.

5.2.7 Space Heater Replacement

When there are two existing space heaters that each have less than five years useful life remaining, consider replacing those units with a forced-air heating system. This installation requires prior approval. To obtain prior approval, the Weatherization agency shall submit a request to the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). The following information shall be included in the request:

1. The estimated or actual steady-state efficiency of the existing space heaters.

2. The cost of replacing both space heaters.

3. The AFUE rating (per AHRI) of the replacement space heaters.

4. The total cost of installing a forced-air heating system.

5. The AFUE rating (per AHRI) of the replacement forced-air heating system.

Chapter 6. File Documentation

Refer to HE+ Program policies to determine the document retention and applicant confidentiality requirements for the HE+ Furnace files. Agencies shall maintain a record management system that retains documents for a period of **three** years from the date the Furnace Program application is submitted. Agencies may retain records in an electronic format to reduce storage space needs.

6.1 WHEAP Agency Furnace File Documentation

File requirements will vary by the type of referral made to perform the service work.

6.1.1 Emergency or Non-emergency Furnace Referral

Emergency and non-emergency furnace referrals have the same WHEAP agency file requirements:

1. Proof of program eligibility — the Home Energy Plus Application (DOA-9549) or if an interactive interview was the intake method, the Certification Form, signed and entered prior to the furnace referral date; for an automated application, include the print view copy of the WHEAP application with the outreach indicator highlighted.

2. Proof of homeownership.

   Note: *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date. (See Section 3.3).*

3. Furnace referrals in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the landlord/owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules.

   a. WHEAP agency must retain copies of the landlord/owner's signed certification page, homeownership record and tax forms in the tenant's application file. If the landlord/owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the landlord/owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace notes that the landlord/owner is WHEAP eligible and tax forms were used to verify rental income. The landlord/owner's person ID shall also be included in the notes.

6.1.2 Weatherization Furnace Referral (Wx-REF)

Include the following in each WHEAP agency furnace file for a Wx-REF:

1. Proof of program eligibility — the Home Energy Plus Application (DOA-9549) or the signed HE+ System Certification Form, if the application was taken via interactive interview; for an automated application, include the print view copy of the WHEAP application with the outreach indicator highlighted.

2. Weatherization referral (email printout, faxed document).

6.2 Weatherization Agency Furnace File Documentation

File requirements will vary according to the type of referral made to perform the service work.

6.2.1 WHEAP Emergency or Non-emergency Furnace Referral

Include the following in each file when applicable:

1. Copy of the contractor's itemized invoice(s);
2. Photographs documenting the existing furnace conditions, manufacturer's name plate, and any other necessary documents indicating the problem or condition of the furnace existing prior to the provision of services;
3. For replacements: copy of the appropriate heating system checklist fully completed by the contractor and the final inspection conducted by the Weatherization agency;
4. Agency final inspection report(s) for all heating system replacements;
5. If no service is provided, a report of the reason for denial of services;
6. For replacements: a Furnace Program Client Agreement form signed and dated by an adult (18 or older) applicant household member and the sub-contractor, or the subcontractor's authorized representative. A sample document is provided in Appendix C and is located on the HE+ website. The form is available in English, Spanish and Hmong;
7. For replacements: a copy of the sizing calculations; and
8. Notes specific to the installation or documentation of approvals or waivers.
9. For deferrals or denials: a copy of the Weatherization agency's letter of deferral/denial sent to client.

6.2.2 Weatherization Furnace Referral (Wx-REF)

In addition to the items listed in Section 6.2.1, include:

1. Proof of homeownership.

   Note: *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date. (See Section 3.3).*

2. Evidence documenting that the existing heating system meets program requirements, and cannot be included in the weatherization of the home.

6.3 Furnace Quality Assurance Agency Requirements

6.3.1 WHEAP Agency

The contracted agency is responsible for participating in internal Furnace Quality Assurance activities. Furnace Quality Assurance (FQA) practices are intended to review accuracy of furnace referrals and files throughout the program year. Local WHEAP agencies shall develop and implement a documented quality assurance plan for furnace repair/replacement activities. The WHEAP agency shall maintain a file with a copy of the plan and the results of the internal review. The written plan shall include procedures for furnace file quality assurance review including:

1. Staff responsible for file review*
2. How files are selected for review
3. How often reviews occur during the program year
4. How the files are logged as "reviewed"
5. The HE+ Furnace Quality Assurance tool used for the file review

Note: *The local WHEAP agency worker who accepted the furnace application under review shall* ***not*** *conduct quality reviews of the furnace application file.*

WHEAP agencies shall ensure the internal FQA is conducted twice per program year: once in January for October to December activity and once in May for January to April activity. All activity shall use the Home Energy Plus Furnace Quality Assurance tool, and include an annual minimum of:

1. Five repair files, or 10% of the total repair files (whichever is greater)
2. Five replacement files, or 10% of the total replacement files (whichever is greater)

Upon request by an employee of the Division or a Division-authorized representative, the WHEAP agency shall produce all of the following:

1. The furnace file
2. The completed QA review tool

Note: *The QA review tool shall identify the furnace file components reviewed, the results, and the follow-up activities performed to bring the file into compliance with the Furnace Program Policy requirements (when applicable.)*

3. The written QA Plan

6.3.2 Weatherization Agency

The contracted agency is responsible for participating in internal Furnace Quality Assurance activities. Furnace Quality Assurance practices are intended to review accuracy of furnace data entry, invoices

and files throughout the program year. Weatherization agencies shall develop and implement a documented quality assurance plan for furnace repair/replacement activities. The Weatherization agency shall maintain a file with a copy of the plan and the results of the internal review. The written plan shall include procedures for furnace file quality assurance review including:

1. Staff responsible for file review*
2. How files are selected for review
3. How often reviews occur during the program year
4. How the files are logged as "reviewed"
5. The Home Energy Plus Furnace Quality Assurance tool used for the file review

Note: *The local Weatherization agency worker who invoiced the furnace application under review shall* ***not*** *conduct quality reviews of the furnace application file.*

Weatherization agencies shall ensure the internal FQA is conducted twice per program year: in January for October to December activity and again in May for January to April activity. All activity shall use the HE+ Furnace Quality Assurance tool, and include an annual minimum of:

1. Three repair files, or 5% of the total repair files (whichever is greater)
2. Five replacement files, or 5% of the total replacement files (whichever is greater)

Upon request by an employee of the Division or a Division-authorized representative, the Weatherization agency shall produce all of the following:

1. The furnace file
2. The completed QA review tool
    a. The QA review tool shall identify the furnace file components reviewed, the results, and the follow-up activities performed to bring the file into compliance with the HE+ Furnace Policy requirements (when applicable)
3. The completed written QA Plan

Chapter 7. HE+ System Data Entry

7.1 General

Funds for furnace services are available on a first-come, first-served basis and there is a possibility that the funds will be depleted. The referral is to be performed by the WHEAP grantee and sent to Weatherization via the New Furnace Referrals inbox. The furnace job will be performed by the Weatherization grantee, who will enter furnace details, job costs, and mark ready for invoice when the job is completed.

7.1.1 HE+ System Dashboard—Recent Tasks

A system enhancement titles Recent Tasks has been added to the Home Energy Plus system dashboard. This feature provides alerts to HE+ program staff regarding the status of certain applications and functions related to Furnace Program referrals and invoicing.

7.2 How to Process a Furnace Service Request

A Furnace application is a child application to a parent "regular" application. The parent application must be in submitted and paid status before the furnace can be added. The user will be prompted to adopt information from the parent application. Furnace request date and service date must be subsequent to the parent application's "application date."

7.3 Reserving Furnace Funds and Completing a Referral

WHEAP agencies shall follow the procedures below to generate a referral for heating system repair or replacement services. Furnace repair or replacement expenses are paid directly to the Weatherization agency coordinating the service. The completed Referral action will Reserve funds based on the selected Heating System Type for the applicant's Furnace Job and shall be completed within 48 hours during the heating season. If the situation is potentially life-threatening the WHEAP agency shall complete the referral (and reservation of funds) within 18 hours.

WHEAP Agency:
Log into the System. From the "Person Summary' screen, click on the appropriate application number to bring up the current application screen. Click "Add New Furnace" in the Actions toolbar to enter a furnace application. The Workers Number, County/Tribe, Client's name, the residence address, phone number(s), email, Guardian's name, address, ownership status, and system type will be carried over from the parent application. Verify the information for accuracy. If the application has extracted, and the ownership was incorrectly indicated as "Rent," change the ownership indicator on the furnace application and enter a HE+ System Furnace Note explaining the reason for the change.

WHEAP Agency: Reserving Funds

From the Furnace Application Page:

1. Confirm the residence address. If the applicant has moved, update the residence address and indicate the change in a HE+ System Furnace Note.

Note: If an applicant moves, consider taking a new HE+ application to determine the new residence's weatherization eligibility and to create a new referral for weatherization at the new residence.

2. Enter the "Request Date" in a "mm/dd/ccyy" format, or use the Calendar icon to select the date. Enter the "Request Date" as the date the WHEAP agency received the furnace related call.

3. Confirm the ownership status of the residence, "Own" or "Rent". If the ownership status is set to "Rent" enter the landlord/owner's current year PAID application. The address will display below the Application number. Visually inspect the address to ensure the units are a part of the same building.

   Reminder: Furnace referrals in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the landlord/owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules.

WHEAP agency must retain copies of the landlord/owner's signed certification page, homeownership record and tax forms in the tenant's application file. If the landlord/owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the landlord/owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace notes that the landlord/owner is WHEAP eligible and tax forms were used to verify rental income. The landlord/owner's person ID shall also be included in the notes.

4. Select the "Referral Type" from the drop down menu; either "WHEAP" or "Wx."

5. Select the "System Type" from the drop down menu options, (see Appendix A for definitions)

   a. Warm Air Furnace
   b. Hot Water Boiler
   c. Steam Boiler
   d. Wall Furnace
   e. Room Heater
   f. Other

6. The HE+ System will default to the maximum limit for a replacement based on System Type.

7. Enter relevant Notes: Include a description of the applicant's reported problem, estimated age of the heating system, and type of proof used to verify homeownership.

   Note: *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt.*

8. Enter the Weatherization agency as the vendor using the "Vendor Lookup" function.

   a. Your grantee should appear by default. Should you have more than one grantee, make sure you have selected the correct one.

9. Check “Ready for Referral”

10. Save in Action ribbon

    b. If you do not type in notes the system will warn you and give you an opportunity to enter notes prior to sending the information to the Weatherization agency.

    c. If you do not check ready for referral an email will not be sent. However, the system will warn you that you have not checked ready for referral.

    d. A referral email will be automatically generated to the Weatherization agency furnace contact(s). It is advisable to continue your current protocol (phone, fax, email) until all parties are clear on communication channels and HE+ System inbox has been verified that the email is going to the correct person(s).

    e. Once the furnace application is saved with the Ready for Referral checked the furnace will not be able to be deleted by the WHEAP agency. Only Weatherization Agencies will be able to delete the application.

Weatherization Agency: Updating and Costing Out Furnace Jobs:

1. Log into HE+ System. From the Dashboard go to New Furnace Referral inbox and select “client” or via the “Person Search” screen find the referral by name/address/person ID.

2. The Weatherization agency shall update the referral after the assessment and estimate has been received. Click on “Update Furnace Application” in the Actions toolbar, make the changes,

3. Verify address, update if necessary, and validate and save.

4. If the furnace is denied by the agency your service type options will be FCDA (Furnace Denied by Agency) or SFAS (Furnace Assessment).

    a. If you select SFAS then you will be able to charge for a trip charge. The application status will still be denied but you will be paid for the trip charge.

    b. If you select FCDA you will not be able to fill in an amount to be paid.

5. Update reserve amount based on assessment estimate. Doing so will free up additional funds for the rest of the state to use. This is particularly important towards the end of the year when funds may be low.

6. Enter the “Service Date” as the date the furnace issue was resolved (typically when the furnace was repaired/replaced, but may also be when the assessment determined that no work was necessary). The “Service Date” shall be entered when processing an invoice for payment.

7. Enter the heating “Service Type” — Select “repair” or “replacement”. If denying select Denied by Agency or Assessment Only.

8. Update Reserve Amount $ from contractor estimate or final invoice.
9. Update Furnace Status. (In Progress, Work Complete, etc.)
10. Verify Furnace Type, change if necessary.
11. Enter the “Manufacturer” for all furnace replacements/repairs.
12. Enter the “Model Number” for all furnace replacements/repairs.
13. Verify the “Fuel Type.” If the household will receive, or did receive, a fuel switch, enter the new fuel type, indicate the change (and rationale for the change) in an HE+ System Furnace Note.
14. HE+ System Furnace Notes shall be entered into the HE+ System. Include a description of the nature of the repair/replacement to be performed, the age of the furnace, type of proof used to verify homeownership (Wx-REF only), and an explanation of any deviations from normal procedure. There should be two separate Note entries, one by the WHEAP agency when the referral is made and one by the Weatherization agency. Select “Add Note” from tool bar.
15. To finish, check “Ready for Invoice” and click “Save Furnace Application” in the Actions toolbar. Upon benefit extraction this will generate payment to the Weatherization agency.
16. Once a furnace has been repaired, additional repair work or a replacement shall be a separate furnace activity, and shall not be added to the initial furnace service request.
17. Both reserved “Type” (repair or replacement) and “Amount” shall be updated when the Weatherization agency receives the estimate based on the assessment. Verify the amount again when the final invoice is entered.

7.4 Furnace Repair Payment

Payment for a furnace repair shall not be made until the Weatherization agency has an invoice with the costs itemized as the total cost of the repair and/or assessment (one total cost). Weatherization operator administration cost and Program Support shall be invoiced using the Monthly Furnace Invoice.

When the invoice has been received and the Weatherization agency has provided all of the required information and documentation, bring up the HE+ System Furnace Application. Complete the Furnace Application with the information in the Weatherization agency invoice, ensuring complete accuracy. Enter the line items of the repair cost as listed above in 7.3. Click “Save” in the Actions toolbar.

Complete the following required documentation in HE+ System Furnace Notes:

- Include in Notes any extenuating circumstances related to the furnace service and how they were addressed (e.g. delayed delivery of furnace parts). Ensure with WHEAP agency that the applicant household has temporary heat or relocated with family/friends, etc.

To release the furnace repair payment, check the “Ready for Invoice” checkbox and click “Save” in the Furnace Application. The Furnace Application status should be “Paid – Unextracted.” If a Furnace

Service Cost Override is needed the furnace application will be placed in ON HOLD status, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). The initial waiver approval obtained by the Weatherization agency should already be indicated in HE+ System Furnace Notes. After the Division performs the cost override function, the status should be in "Paid Submitted" status until the next System extraction.

7.5 Furnace Replacement Payment

Payment for a furnace replacement shall not be made until the Weatherization agency has received an invoice (do not use a proposal or bid) with the costs itemized as the total cost of the replacement. Weatherization operator administration and Program Support (final inspection) cost from the Weatherization agency shall be invoiced using the Monthly Furnace Invoice by the 15th of each month. (See Section 4.1. for invoice requirements.)

When collateral items cannot be completed at the same time as the replacement, due to outdoor temperatures for example, the contractor shall invoice the Weatherization agency for the amount needed to complete the work. The Weatherization agency shall not pay out that portion of the invoice to the subcontractor until the installation is completed. Work that may fall into this category includes, but is not limited to, charging refrigerant and converting LP gas valves/orifices to NG, due to a fuel switch.

To release the furnace replacement payment, check "Ready for Invoice" and click "Save" in the Furnace application. Click "OK" to change the Furnace Application status to "Paid – Unextracted." If a Furnace Service Cost Override is needed the furnace application will be placed in ON HOLD status, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). (Initial waiver approval obtained by the Weatherization agency should already be indicated in HE+ System Furnace Notes.) After the Division performs the cost override function, the status should be in "Paid Submitted" status until the next System extraction.

Enter the age of the furnace, what was wrong, the resolution, and, if applicable, the reason for the additional charges in HE+ System Furnace Notes. Additional information that is pertinent should also be added to HE+ System Furnace Notes.

7.6 Furnace Assessment Payment

If the assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an "assessment only" and should be invoiced in the client's Furnace application. Any Administration or Program Support charge related to the Assessment only shall be invoiced in the Monthly (not per furnace) Furnace invoice. Payment for a "Furnace Assessment Only" shall not be made until the Weatherization agency has received, from the trade contractor or Weatherization agency, the invoice for assessment or trip charge and information explaining the reason for denial of services or eligibility.

When the invoice has been received and the Weatherization agency has provided the appropriate details, complete a HE+ System Furnace Application with the updated information. Click "Save" in the Actions toolbar.

Under “Service Type” click on the pull down arrow and choose “SFAS” for an assessment only. The Furnace Application will immediately pay; the “SFAS: Furnace Assessment Only” code does not go into reserve status.

For additional information on processing furnace jobs review the following training modules found on the HE+ Training and Technical Assistance (http://homeenergyplus.weccusa.org/) website via “Training” →”WHEAP” →”Training Modules”

Training Modules

To view program policy related to training modules please visit www.homeenergyplus.wi.gov.

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	Contract Setup Reference Guide - September 2014	199.98 KB
	Coordinator HE Plus System - Contract Setup (12 min) - September 2014	28.72 MB
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Chapter 8. Cost-Related Requirements and Monthly Furnace Invoice

This chapter is to provide guidance to Weatherization (Wx) agencies for applying costs to the HE+ Furnace Program. The HE+ Furnace Program includes three types of referrals for service/funding to address a client's heating system need.

HE+ Furnace Program Referrals			
Type of Service	**Service Availability**	**Description**	**Contribution Required?**
Emergency Furnace WHEAP Referral	October 1 – May 15 (Heating Season)	WHEAP agency makes referral to Weatherization agency. Emergency Response timeline applies.	No
Non-Emergency Furnace WHEAP Referral	May 16 – September 30	WHEAP agency makes referral to Weatherization agency. Emergency Response timeline applies only for unsafe heating system.	No
Weatherization Referral (Wx-REF)	October 1–September 30 (Year-round: WHEAP Program Year)	Weatherization agency refers applicant to WHEAP agency to verify applicant current program year eligibility and to reserve furnace funds. The determination to repair or replace is made by the Weatherization agency.	No
		Previously weatherized building with an operating heating system. Natural gas is available or will be available to the home due to utility gas expansion. The determination to repair or replace is made by the Weatherization agency. Response timelines do not apply. See Fuel Switch Policy.	Yes

8.1 Monthly Furnace Invoice for Program Support and Administrative Expenses

Weatherization agency expenses related to program support and administration shall be invoiced monthly through the HE+ Furnace Program Monthly Furnace Invoice in the HE+ System. These expenses are not to be included with the individual furnace job expenses.

Actual expenses for Program Support and Administrative costs related to the Furnace Program are required to be invoiced monthly by the 15th. The HE+ System will allow for a 13th month invoice as a "true-up" invoice.

Wx Agencies shall track HE+ furnace expenses so an accurate reconciliation or "true-up" can take place.

***Note**: A broadcast email will be issued with the date that first monthly furnace invoices for this program are due.*

8.2 Tracking expenses and reimbursement

Each agency shall develop internal controls to address the concern of accidental double-billing of Wx jobs that have furnace work paid with HE+ furnace funds or when furnace activity is combined with Wx-REF activity. The following are a few examples to consider:

1. When an energy audit or pre-audit is performed during the same trip as an Emergency Furnace assessment or inspection, direct costs for the trip (time and transportation), the expenses associated with the Emergency Furnace assessment/inspection and the weatherization audit shall be tracked separately and accurately charged to each program (Wx or Furnace).

2. In the case of a Wx-REF where the furnace work is occurring as part of a Wx job, and the auditing time and inspection time would occur regardless of whether the furnace work was performed, expenses would be allocated to the Wx program.

3. When a Wx job is deferred, but has a furnace safety issue that should be addressed, in this case it's likely all audit time would be charged to Wx because the audit was performed for the purpose of weatherizing.

    a. However, at the point in which it's determined that it will not proceed as a Wx job (deferred) and furnace funds will be used to address the furnace (it's now a Wx-REF), all time and costs related to the furnace replacement/repair would now be allocated to the HE+ Furnace Program.

***Reminder:* HE+ Furnace reimbursement for funds are not a source of discretionary funding**. *Any overage accrued by the agency shall be returned. Agencies are responsible for accurately tracking furnace expenses.*

8.3 Allowable Costs

Allowable expenses attributable to the HE+ Furnace Program may include program support and administrative costs such as direct (or indirect) staff time, transportation, office space, office supplies, utilities, tools, etc. Guidance on how to account for administrative costs is provided below.

Direct charges (staff time, transportation-related, etc.) related to the Assessment shall be invoiced and included as part of the total cost of replacement/repair and shall be documented by time sheets that accurately report the hours spent on HE+ Furnace Program activities.

If the assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an "assessment only" and should be invoiced in the client's Furnace application as such. Any Administration or Program Support charge related to the "assessment only" shall be invoiced on the monthly (not per furnace) Weatherization furnace invoice.

8.4 Furnace Program Administration Expenses

Furnace Program administrative expenses, including (as applicable) HE+ System data entry, direct or indirect charged staff costs, office space, supplies, telephone, postage, and other shared expenses are considered allowable program costs. The agency shall review all administrative costs related to the HE+ Furnace Program to ensure the agency is accurately recovering allowable costs. Administrative expenses shall not exceed 10% of the total expenses for the HE+ Furnace Program.

Guidelines for recovering administrative expenses are as follows:

1. Personnel expenses (including salaries, applicable taxes, and benefits) may be charged directly to the HE+ Furnace Program, or treated as indirect expenses and allocated to the HE+ Furnace Program, using a reasonable and consistent cost allocation plan. Either method is appropriate, but the agency shall elect to use only one method (not both), and once elected the method shall be used consistently.

    a. If personnel expenses are charged directly to the HE+ Furnace Program:

        i. Administrative personnel shall keep daily time records that include the hours charged to all programs on which time was spent.

        ii. Personnel expenses charged to the HE+ Furnace Program shall be adequately documented.

        iii. Agencies shall ensure that an audit trail exists from the general ledger entry for personnel expenses each pay period to supporting daily time records.

    b. If personnel expenses are treated as indirect costs and allocated to the HE+ Furnace Program:

        i. The agency shall have procedures in place to ensure that the HE+ Furnace Program is not charged more than its fair share of indirect expenses.

ii. The procedures shall be documented in the agency's written and approved cost allocation plan. Allowable methods for allocating indirect expenses are described below.

2. Indirect expenses, including the cost of administrative staff if treated as an item of indirect cost, may be recovered using one of the following methods:

   a. Agencies that use an allocation base other than direct labor hours or direct labor expense to allocate indirect costs to programs may use this base to allocate indirect expenses to the HE+ Furnace Program, provided that it represents fairly the effort required to administer the program and is in compliance with 2 CFR 200.

   b. Agencies that use their own crews to repair and replace furnaces, and that use direct labor hours or direct labor expense as an allocation base may use this method to allocate indirect expenses, including the cost of administrative staff, to the HE+ Furnace Program.

   c. Agencies that subcontract furnace repair and replacement work, and that use direct labor hours or direct labor expense as an allocation base may find this an unsuitable method to allocate indirect expenses to the HE+ Furnace Program. In that case, agencies may use a two-step allocation method, as follows:

      Step 1: Allocate all indirect expenses to a temporary cost center that includes both the weatherization and the HE+ Furnace Programs, using direct labor hours or direct labor expense as an allocation base.

      Step 2: Allocate all indirect expenses from the temporary cost center to the HE+ Furnace and Weatherization programs based on each program's share of total program expenses, including direct labor, materials, and subcontractor expense.

8.5 Furnace Program Support

Expenses and direct charges (staff time, transportation-related, etc.) for final inspections for heating system replacements shall be billed as a Program Support cost. Program support expenses shall not exceed 15% of direct cost for repair and/or replacement.

The Division allows as program support expenses, such items as:

1. Transportation and vehicle maintenance including but not limited to:

   a. Gas and oil
   b. License and taxes
   c. Tires and vehicle repairs
   d. Vehicle insurance (collision and liability)
   e. Vehicle lease (and lease termination), and/or purchase as applicable
   f. Vehicle storage costs

2. Tools and equipment

Costs related to transportation, tools, and equipment may be recovered in one of two ways:

   a. These costs may be charged directly to the HE+ Furnace Program. In this case, the agency shall have a suitable method of capturing transportation, tools, and equipment costs. For example, the agency may maintain mileage logs for use of owned or leased vehicles. Agencies may also have procedures for reporting tools and equipment used on jobs. In these cases, the rates used to recover vehicle, tools, and equipment costs shall be reviewed periodically for accuracy and appropriately documented.
   b. In some cases, agency personnel may combine HE+ furnace and Wx work in a single trip. If this occurs, the agency shall have procedures in place to allocate transportation, tools, and equipment costs between the two programs. For example, the agency may allocate these costs based on the time the inspector spent on activities related to each program while on the job site.

3. Direct staff time related to procurement activities for the HE+ Furnace Program including but not limited to:

   a. Customer contact services
   b. Procurement and management of trade contractors
   c. Complaints

4. Direct staff time related to inventory

5. Direct staff time related to attending HE+ Furnace Program specific training

6. Direct staff time related to conducting the final inspection for heating system replacements.

7. Payment Bonds

   a. Payment bonds are required for all weatherization and HE+ Furnace program services contracts exceeding $50,000 annually and where wholesaler or subcontractor partnerships are utilized to deliver services (2 CFR 200.325; PRO-C-19).

   b. The bonding or insurance company issuing the payment bond shall be authorized to do business in Wisconsin. Agencies may verify company status using the Commissioner of Insurance company search.

   c. The Agency shall keep a copy of the payment bond in the procurement file. Payment bond premium costs shall be invoiced to Program Support for furnace program contracts.

   d. It is the Agency's responsibility to reconcile any over or underpayment of the premium with the contractor at the end of the contract term. Any funds returned to the Agency due to overpayment of a furnace program contract premium shall be credited on the 13th Month Furnace Program Invoice.

e. The use of bid or performance bonds is not allowed. An exception to this requirement may be provided if an Agency submits written justification and receives written Division approval prior to finalizing the contract agreement.

For additional information on processing furnace monthly invoice review the HE Plus System – Wx Furnace Job Invoicing training modules found on the HE+ T&TA website via "Training" →"WHEAP" →"Training Modules"

Training Modules

To view program policy related to training modules please visit www.homeenergyplus.wi.gov.

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Appendix A: Definitions

Assessment

An assessment only results when no heating system work is completed at the home because of ineligible dwelling or there isn't a no-heat or health and safety situation. Contractor should invoice as Assessment only using code SFAS.

Emergency Furnace Referral

Heating system referral made by a WHEAP agency to a Weatherization agency during the heating season (October 1 through May 15) due to an inoperable heating system, or a heating system that poses a safety risk to an applicant household.

Deferral Of Service

A temporary delay of Furnace Program service to an eligible dwelling unit because of the presence of hazardous working condition or other conditions that impede completion of Furnace work.

Denial Of Service

Furnace Program services are denied due to not being an eligible dwelling, where the applicant did not correct the reason for deferral of service, or the heating system is working and there is not a heating system safety concern.

Heating Season

Time period during the program year from October 1 through May 15 that indicates when regular benefits are issued and when applicants are most likely to utilize home heating systems.

Heating System Types

Warm Air (Forced Air Furnace): A heating system using a blower to circulate warm air through ductwork and registers to each room. A furnace can heat with natural gas, propane (LP), oil, electricity, wood, or coal. Mobile homes commonly have warm air furnaces. Furnaces can also provide central air conditioning with an A-coil inside the ductwork and a compressor outside.

Hot Water Boiler: A heating system using a circulating pump to distribute hot water to each room through baseboard heaters, radiators or in-floor radiant tubing in a cement or wood floor. Common fuels are natural gas, propane, and oil. Other fuel sources may include wood.

Steam Boiler: A heating system that looks similar to a hot water boiler, but uses steam distributed to each room through baseboard heaters or radiators. Steam creates its own pressure to move through the radiators without the use of a pump. As the steam passes through a radiator, it cools and condenses back to water. Gravity returns the water to the boiler to repeat the cycle. Common fuels are natural gas, propane, and oil.

Wall Furnace: A heating system providing warm air without the use of ducting or pipes for distributing the heat. A wall furnace may or may not have a fan to blow the warm air to a larger area. Wall furnaces mount to a wall, and the vent (chimney) comes off the top or out the back to the outdoors. These units may heat a portion or all of a home or be used as a backup heat source. Common fuels are natural gas and propane.

Room Heater: A heating system without ducting used to heat a room or small home. A fan may or may not be present for distributing the warm air to a larger area. Common fuels are natural gas, propane, oil, or electricity. Gas and oil space heaters must be located where the exhaust can be vented through an outside wall or through the roof.

Other types of heating systems:

Heating systems not defined above should be classified as "other." This may include:

- Geothermal ground source heat pump
- Air source heat pump
- Water source heat pump
- Electric baseboard/radiant wall/ceiling panels
- Wood stove
- Fireplace insert, wood or gas fireplace
- Wood pellet stove
- Commercial grade rooftop unit

Ineligible Dwelling (Or Ineligible Building, Or Ineligible Structure)

Ineligible dwelling units include mobile shelters, and structures or other shelters not designed for use for year-round human habitation. Mobile shelters include, but are not limited to, recreational vehicles (RVs), tents, campers, and vehicles. Group homes, halfway houses, government facilities (jails, hospitals, and other governmental care facilities), assisted living facilities, transitional housing facilities, abandoned spaces or buildings, and secondary homes are also ineligible dwelling units for WHEAP.

Furnace Program Dwelling Eligibility Table	
Eligible Dwellings	**Ineligible Dwellings**
Single Family Home (or owner-occupied condo)	Secondary home (e.g. vacation home, seasonal home)
Multi-Unit Building with 2-4 units[4] (e.g. Duplex, Townhouse)	Vehicle (e.g. RV, camper, car)
Mobile or Manufactured Home	Multi-unit building with 5 or more units
	Assisted living facility or nursing home
	Group home, halfway house, Community-Based Residential Facility (CBRF), or foster home
	Government or Institutional facility (e.g. jail, hospital, care institution)
	Rooming house, motel, hotel, YMCA,

[4] Rentals require specific eligibility as defined in Section 3.4

or YWCA
Adult Family Home (as licensed by the Wisconsin Department of Health Services)
Deer Stand or Tent
Abandoned building or space

Mobile Or Manufactured Home

These homes are often called a *trailer or trailer house*. Mobile and manufactured homes are built on a permanently attached chassis. These homes are regulated by the U.S. Department of Housing and Urban Development (HUD), and are often referred to as a HUD code home. Mobile or manufactured homes are often located in mobile home parks, but may also be located on private property.

Non-Emergency Referral

Heating system referral made by a WHEAP agency to a Weatherization agency during the non-heating season (May 16-September 30) due to an inoperable heating system, or a heating system that poses a safety risk to an applicant household.

Program Year

Home Energy Plus Program fiscal years:

- WHEAP: Program year begins October 1 and ends September 30; and
- Weatherization: Program year begins July 1 and ends June 30.

Referral

Once an applicant is determined eligible for Home Energy Plus Program benefits and services, and the appropriate homeownership is determined for the Home Energy Plus Furnace Program, a WHEAP agency or Weatherization agency will refer the applicant to the appropriate agency (WHEAP or Weatherization) to move forward with providing furnace service to the applicant.

Note: *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.*

Referral Date

The Referral Date for the Home Energy Plus Furnace Program is:

- The date the WHEAP agency requests the Weatherization agency proceed with providing service to an eligible applicant for either an Emergency Furnace referral or a Non-Emergency Furnace Referral, or

- The date the Weatherization agency requests the WHEAP agency proceed with determining eligibility of an applicant for a Wx-REF.

Request Date

The Request Date for the Home Energy Plus Furnace Program is the date the WHEAP agency receives the request from the eligible applicant that they have a non-working or unsafe heating system. For a weatherization referral (Wx-REF) the request date is the date of referral.

Temporary Delay

A deferral of furnace service to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion for work.

Weatherization Referral (Wx-Ref)

Heating system referral made by a Weatherization agency to a WHEAP agency when a household needs heating system service, but the service cannot occur as a part of the weatherization of the dwelling.

Appendix B: Attachment 4 Reference

Attachment 4 - Technical Specifications for Heating System Work for the Wisconsin Weatherization and Home Energy Plus (HE+) Furnace Programs

This document contains the standards for heating system work performed as part of the Wisconsin Weatherization Program and the HE+ Furnace Program (including Emergency Furnace services). It is based, in part, on the Wisconsin Weatherization Field Guide, chapters 3 and 7, and applicable requirements from the Wisconsin Weatherization Program Manual.

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Appendix C: Furnace Program Client Agreement

home energy+

HE+ Furnace Program Client Agreement

	Weatherization Agency		Client		Furnace Contractor
Name		Name		Name	
Phone		Phone		Phone	

Please check the appropriate response, sign and date this form.

☐ I consent to a heating system replacement. I understand I will be required to surrender my old heating system and allow a Furnace Program staff member to enter my home for a final safety and performance inspection following completion of the installation. If further furnace work is required to comply with safety standards and performance specifications, **I agree to allow the contractor to perform the work and a follow-up inspection to take place. I further agree to allow the State of Wisconsin, Department of Administration and/or its designee to enter my home to conduct a quality assurance inspection of work performed. By accepting this heating system I agree to allow for a final safety and performance inspection and to properly maintain the heating system or future Furnace Program services may be denied. Maintenance may include, but is not limited to the following based on heating system type: Change furnace filters monthly, blockage of supply and return grilles, condensate pump blockage, etc.**

☐ **I understand the Home Energy Plus Furnace Program does not service air conditioners and is not liable for future maintenance and/or operation of air conditioning units.**

☐ I decline the heating system replacement. (*Please indicate why.)

Client Signature: _____ Date: _____

Printed Name:

Contractor Signature: _____ Date: _____

Printed Name:

Revised 7/2016

English Version
Hmong Version
Spanish Version

Appendix D: Summary of Changes

2017 HOME ENERGY PLUS FURNACE PROGRAM MANUAL
SUMMARY OF CHANGES
Changes effective October 1, 2016

Section	Topic	Revision/Clarification
1.1	**Overview**	Revised to add: Rental properties, including single family homes, mobile homes and multi-family homes with up to four units are eligible for HE+ Furnace Program services when the criteria in Sections 3.4 and 3.5 of this manual are met.
2.1	**Chapter 2: Response Requirements** WHEAP Agency Response Requirements	Revised to add: When referring any eligible rental dwelling to the Furnace Program, the WHEAP agency shall include in the initial furnace notes that the landlord/owner is WHEAP eligible and that tax forms were used to verify rental income. The landlord/owner's person ID shall also be included in the notes. See section 3.4 for more information on rental dwelling requirements.
2.2	**Chapter 2: Response Requirements** Weatherization Agency Response Requirements	Added guidance to contact the HE+ Help Desk if the household has been provided temporary heat, or there is no threat to the safety of the residents but the emergency furnace service response time will go beyond 7 calendar days.
3.1.2	**Chapter 3: Eligibility** Emergency Furnace Referral with no SSN Verification	Revised to clarify that the HE+ system will not allow the WHEAP worker to make a referral without a verified SSN. Once the WHEAP worker visually verifies SSN and the Certification pages is signed, the referral will need to be sent manually until the SSN has been verified by the SSA allowing the WHEAP worker to create a system-generated referral.
3.2 (also affects 3.6.1, 6.2.1, 7.6)	**Chapter 3: Eligibility** Deferral Notification Requirements	Revised to clarify that it is the responsibility of the Weatherization agency to create and send a denial or deferral of service letter to the Furnace Program customer when denied or deferred by Weatherization agency.

3.3 (also affects 4.1, 6.1.1, 6.2.2, 7.3)	**Chapter 3: Eligibility** Homeownership (applies to all HE+ Furnace Program Services)	Revised to add: Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.
3.4 (also affects 3.5, 6.1.1, 7.3)	**Chapter 3: Eligibility** Rental Dwellings/Dwelling and Structural Eligibility	Revised to include single family and mobile home rentals where both the tenant and off-site building owner are currently WHEAP eligible and provide the appropriate tax forms. WHEAP agency must retain copies of the landlord/owner's signed certification page, homeownership record and tax forms in the tenant's application file. If the landlord/owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the landlord/owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace notes that the landlord/owner is WHEAP eligible and tax forms were used to verify rental income. The landlord/owner's person ID shall also be included in the notes.
4.1	**Chapter 4: Operational Procedures** General Responsibilities	Revised to add: Agencies with a tiered inspection process are required to submit their inspection plan to the division for approval prior to implementing.
4.1	**Chapter 4: Operational Procedures** General Responsibilities	Revised to add for final job invoicing: A furnace note shall be added when there is a delay beyond 45 calendar days (for Wx-Refs or Non-Emergency Referrals) as long as there is no conflict with the year-end FFY program deadline for invoicing.
5.2.3 (also affects 5.2.5)	**Chapter 5: Technical Specifications and Requirements** Replacements; Installation	Revised to add: Any identified re-work that is generated from a Quality Assurance inspection performed by the division will not be reimbursed by the program.
5.2.6	**Chapter 5: Technical Specifications and Requirements** Collateral Activities	Revised to add: If all other adjustments (gas pressure, O2, i.e.) do not bring the installed heating system's temperature rise into the heating system's manufacturers specifications, the Weatherization agency shall request a waiver by contacting the HE+ Help Desk

		(heat@wisconsin.gov or 608-267-3680).
6	**Chapter 6: File Documentation**	Revised number of years agencies shall retain documents from the date the Furnace Program application is submitted from five to three years.
6.2.1	**Chapter 6: File Documentation** WHEAP Emergency or non-emergency Furnace Referral	Revised to add: For deferrals or denials: a copy of the Weatherization agency's letter of deferral/denial sent to client shall be included in the client's file
7.1.1	**Chapter 7: HE+ System Data Entry** HE+ System Dashboard—Recent Tasks	Explains new system enhancement that provides alerts to HE+ Program Staff regarding the status of certain applications and functions related to Furnace Program referrals and job cost invoicing.
8.1	**Chapter 8: Cost-Related Requirements and Monthly Furnace Invoice** Monthly Furnace Invoice for Program Support and Administrative Expenses	Revised to add that a broadcast email will be issued with the date that first monthly furnace invoices for this program are due.
8.2	**Chapter 8: Cost-Related Requirements and Monthly Furnace Invoice** Tracking expenses and reimbursement	Revised to clarify that the expenses associated with the Emergency Furnace assessment/inspection and the weatherization audit shall be tracked **separately** and accurately charged to each program (Wx or Furnace).
8.4	**Chapter 8: Cost-Related Requirements and Monthly Furnace Invoice** Furnace Program Administration Expenses	Revised to add: Administrative support expenses shall not exceed **10%** of direct cost for repair and/or replacement and Program Support.
8.5	**Chapter 8: Cost-Related Requirements and Monthly Furnace Invoice** Furnace Program Support	Revised to add: Program support expenses shall not exceed **15%** of direct cost for repair and/or replacement.
Form	**Furnace Program Client Agreement**	Disclaimer added to indicate that the HE+ Furnace Program does not service air conditioning units and is not liable for future

		maintenance and operation of air conditioning units.
Form	**Heating System Checklists**	Acceptable Draft Test Reading tables have been changed to reflect the new draft formula that is used in conjunction with the outside temperature at the time of the test.
Attachment 4	**D. Specifications** Natural Gas/LP Furnaces	Required AFUE increased to > 95%
Attachment 4	**D. Specifications** Gas Boilers-High Efficiency	Comments: Modulating boiler, removal of 5.1 turndown ratio requirements. 5.1 turndown ratio is recommended when available
Attachment 4	**D. Specifications** Gas Boilers-Standard Efficiency	Required AFUE increased to > 84%, only allowable when high efficiency model not feasible.
Attachment 4	**D. Specifications** Manufactured Housing—Natural Gas/LP Furnaces	Required AFUE increased to > 95% Addition to comments: “Door should close fully”
Attachment 4	**D. Specifications** Manufactured Housing-Oil Furnaces	Addition to comments: “Door should close fully”
Attachment 4	**D. Specifications** Direct Vent Gas Space Heaters	AHRI Certification required: Yes Required AFUE > 80% Addition to comments: “Electronic Intermittent Pilot or Electric Ignitions. No standing pilot lights. No vent free units”
Attachment 4	**D. Specifications** “B” Vent/Inside Wall gas Space Heaters	AHRI Certification required: Yes Required AFUE: > 75% Addition to comments: “Air circulating fan required. Electronic Intermittent Pilot or Electric Ignitions. No standing pilot lights. No vent free units”
Attachment 4	**D. Specifications** Condensing Gas Space	AHRI Certification required: Yes

	Heaters	Required AFUE: > 90% Addition to comments: “Installer shall implement a means to drain condensate (or deliver condensate to an approved drain). An evaporator pan is not an acceptable condensate management system. Air circulating fan required. Electronic Intermittent Pilot or Electric Ignition. No standing pilot lights. No vent free units”
Attachment 4	**3. Replacing Space Heaters**	Additional requirements: • Replacement space heaters shall have an Electronic Intermittent Pilot or Electronic Ignition • Replacement space heaters shall not have a standing pilot light • Replacement space heaters shall not be vent free
Attachment 4	**9. Heating-Unit Replacement in Manufactured Housing**	Additional guidance indicating replacement gas furnaces shall “fit footprint of existing space and door should close fully.”