

# Frequently Asked Questions

## 1 What residential services does TVA EnergyRight® offer?

TVA EnergyRight Residential Services offers a full suite of residential services that:

- Help homeowners understand how their homes use energy and provide steps they can take to save energy.
- Connect homeowners with quality contractors in their area who are specially trained and approved by TVA and their local power company.
- Offer free Inspections to provide assurance that upgrades made at the home were properly installed and that EnergyRight will work with them if there is an issue.
- Provide homeowners with a clear path to make their home its most energy efficient, through our free DIY home energy assessment or professional home energy evaluation.
- Increase home comfort and save money.

Our services are designed to let homeowners engage with them in ways that work best for them, re-engaging as many times as needed to achieve their home's best possible energy performance. The Quality Contractor Network (QCN) is list of professionals who have been specially trained and approved by TVA and the local power company. Its goal is to provide assurance that the job is done right and inspected for free.

## 2 Who is eligible to participate?

TVA EnergyRight Residential Services is available to single-family homeowners served by participating local power companies.

## 3 How do homeowners participate in the Residential Services program?

The first step to accessing any of our services is to register your home online or over the phone. Simply visit [EnergyRight.com](http://EnergyRight.com) or call 855-237-2673 to get started. From there, choose to do a DIY Home Energy Assessment, schedule a professional Home Energy Evaluation or find a trusted contractor to perform energy upgrades.

If the homeowner is ready to get started on upgrades:

- **Step 1 – Homeowner contacts a Quality Contractor Network (QCN) member to get started on the work they want to do.** If homeowners don't know a QCN member, a list specific to their area is available at [EnergyRight.com](http://EnergyRight.com) or through the contact center (855-237-2673). The contractor can discuss options and program details with the homeowner.
- **Step 2 – Participants receive a FREE evaluation of the home AND a quality assurance inspection of the work performed by the QCN contractor.** A certified Home Energy Advisor will visit and evaluate the home to provide an efficiency score and an efficiency report including a customized list of recommended upgrades. The Home Energy Advisor may also install instant savings measures, such as energy-saving LED lightbulbs.
- **Step 3 (optional) – Get up to 3 more quality assurance inspections on additional work performed by a QCN member through re-engagement with the program.**

## 4 Why should homeowners participate?

Participating local power companies care about their customers and want them to have peace of mind that their home

upgrades were installed correctly and in a quality manner per TVA standards. In addition, Home Energy Advisors can provide valuable information on the home's energy performance and provide prioritized recommendations for improvements to help the homeowner make smart energy decisions.

**5 What is an efficiency score?**

An efficiency score is a home's energy efficiency score, measured on a scale of 1 to 10. Homeowners get their home's efficiency score based on a professional home energy evaluation performed by one of our Home Energy Advisors. Homeowners can get their efficiency score either before work is performed or as part of the free Inspection provided after work is done by a QCN member.

**6 How do homeowners schedule a Home Energy Evaluation?**

Homeowners do not have to schedule an Evaluation prior to having work done. A homeowner can go to EnergyRight.com or call 855-237-2673 to register their home and begin work immediately with a QCN member. The homeowner will receive their free Home Energy Evaluation once the work is completed. If a homeowner wishes to have Home Energy Evaluation prior to having work done, this can also be scheduled by visiting the website or calling the contact center. In some cases, a nonrefundable fee may apply.

**7 What do homeowners need to do to prepare for an Evaluation?**

The Home Energy Advisor will need access to a homeowner's attic and crawl space (if applicable). The homeowner will need to relocate items that may prohibit access to these areas.

**8 How long will the Evaluation take?**

The Evaluation should take between one to two hours for the average home.

**9 How long will customers have to make recommended upgrades on their home?**

Energy upgrades can be made at any time. These services are designed to allow for continuous improvement on the homeowner's path to maximum efficiency, whether that happens quickly or over a period of time.

**10 Are upgrades eligible for rebates?**

Currently, there are no rebates available for upgrades.

**11 Is financing available?**

In many cases financing is available. Additional information is available in your EnergyRight account or call 855-237-2673 for more information.

**12 Why do local power companies participate?**

Local power companies care about their customers and want them to have peace of mind that their upgrades were installed correctly and in a quality manner per TVA standards. In addition, the free Evaluation includes prioritized recommendations for improvement from a Home Energy Advisor to help the homeowner make smart energy decisions.

## EVALUATION, REPORT AND WEBSITE QUESTIONS

**13 What is the Home Energy Evaluation?**

A Home Energy Evaluation is a visual evaluation of the home. It may happen after initial energy efficiency upgrades are installed by a QCN member or prior to any work being done. The Evaluation includes an efficiency score and efficiency report with customized home upgrade recommendations to help the homeowner make smart energy decisions. A nonrefundable fee may apply to evaluations done before work is performed. Please check with your local power company.

**14 What's the difference between a Home Energy Evaluation and an Inspection?**

A Home Energy Evaluation provides the homeowner with an efficiency score of 1 to 10 on their own home with an easy-to-follow path to work toward a score of 10. An Inspection reviews and verifies that energy upgrades were installed correctly and meet program standards.

**15 What is the efficiency score?**

The efficiency score is a part of the Home Energy Evaluation. Participating homes are assigned an efficiency score from 1 to 10 (with 10 being the best) based on home performance and energy savings. The Home Energy Evaluation also provides homeowners with a clear path of additional upgrades that will help raise their home's energy score.

**16 Why assign an "efficiency score" to a home?**

The efficiency score is a visible symbol for the progress made, whether the homeowner's individual path to a score of 10 happens quickly or over a period of time.

**17 What is the average efficiency score on a home in the Tennessee Valley?**

The average home scores around a 7 on the initial evaluation.

**18 What is the efficiency report?**

The efficiency report is a part of the Home Energy Evaluation and defines a clear path for the individual homeowner to reach a score of 10. The report includes photos of the areas evaluated and a customized list of what to do to make an individual home as energy efficient as possible.

**19 If a homeowner makes upgrades not recommended in the efficiency report, can they receive an Inspection?**

Yes, a homeowner can receive an Inspection for upgrades not recommended in the efficiency report. However, these upgrades only qualify if they are on the Participant Eligible Upgrades Schedule. Please see the Participant Eligible Upgrades Schedule for more details.

**20 What is the EnergyRight residential services hub (website)?**

Our customer portal is a secure website that serves as a point of entry for program participation, data collection and reporting. Visit [EnergyRight.com](http://EnergyRight.com) for more information.

**21 Will homeowners receive a copy of their efficiency report?**

Yes. The Home Energy Advisor will go over the efficiency report at the end of the evaluation. At that point, all data will be available to the homeowner on the EnergyRight residential services website or can be mailed or emailed upon request.

**22 Why does TVA want homeowners to lower their electric bill?**

By encouraging homeowners to make energy upgrades to the home, TVA can do a better job of planning for future power needs. Making homes more energy efficient helps offset the need to build new power plants and having to go outside the Valley to purchase power during times when demand is high and power is expensive.

## SPECIFIC SITUATION QUESTIONS

**23 If a house is sold, may the new owner participate in these services if the previous owner participated as well?**

Yes. Participation is defined by the homeowner and property address. If the new homeowner would like to participate, they should visit the website at [EnergyRight.com](http://EnergyRight.com) or call the contact center at 855-237-2673 for full program details and restrictions.

**24 Are customers who participated in the In-Home Energy Evaluation (IHEE) program eligible to participate in**

**TVA EnergyRight Residential Services?**

Yes, IHEE participants are eligible to participate. Participation limitations may apply to the property and/or the homeowner. The IHEE program was terminated in November 2014.

**25 Are unoccupied homes eligible to participate?**

Yes, provided that all other participation criteria are met. Many local power companies define occupied as an active meter that a customer is paying on monthly, whether or not someone is actually in the home full-time.

**26 Is there an age requirement on homes? Do new homes qualify for evaluations?**

To be eligible for a Home Energy Evaluation, we require the home to have permanent electric service for one year. However, it does not matter how long the customer has lived in the home.

**27 How are Inspections handled?**

Every first-time participant in the program may have a home energy evaluation either before or after having work completed. Participants are eligible for up to three free Inspections of their contractors' work when they hire a QCN member. When customers reach a 10, TVA's program administrator will perform a site visit and award the customer with a bronzed medallion for making their home the best it can be. Random quality control visits will be conducted as determined by TVA.

**28 Why do energy upgrades need an Inspection?**

Energy upgrades are inspected to give homeowners assurance that the work is installed properly and program standards have been met.

**29 Do certain contractors need to perform the upgrades on a homeowner's residence in order to be eligible for an Inspection through TVA EnergyRight?**

Yes. The contractor must be a member of the QCN in order for the homeowner to be eligible for financing or an Inspection. The QCN member list is located on EnergyRight.com or by calling 855-237-2673.

**30 Can homeowners shop around for best pricing on work?**

Yes. We encourage homeowners to get the best pricing from QCN members for recommended upgrades.

**31 Is a home with a ventless fireplace eligible to participate in the program?**

Yes. Homes with ventless equipment are eligible as long as it is not the primary heating source at the home.

**32 A homeowner is replacing two heating and cooling systems in their home. Can the homeowner receive an Inspection of each system installed?**

Yes. The homeowner can receive an Inspection of each heating and cooling system installed, provided that the systems meet all requirements as stated on the Participant Eligible Upgrades Schedule.

**33 Can a landlord who owns several homes receive Home Energy Evaluations on all their homes?**

Yes, as long as the homes are single-family homes and both the landlord and tenant sign the Agreement to Participate for every home.

**34 Are sliding glass doors eligible for program participation?**

Yes. Sliding glass doors are included under the ENERGY STAR® door criteria. The ENERGY STAR designation is based upon the percentage of glass in the door, and the acceptable U-factor and solar heat gain coefficient (SHGC) for that amount of glass. The

detailed criteria is available at [www.energystar.gov](http://www.energystar.gov).

**35 Are condominiums allowed to participate?**

Yes. Homes that meet TVA's definition of a single-family dwelling are allowed to participate.

**36 There are a lot of contractors on the QCN list. How do I select one to install my energy upgrades?**

All contractors on the QCN list meet TVA's QCN membership and performance requirements, including completion of annual required training. We recommend you get several bids on the work you would like to have done, then select the contractor with whom you feel most comfortable. A homeowner is able to sort the QCN list on our website by services offered and by geographic location.

**37 A homeowner needs help insulating their home and is on a fixed income. Will TVA help?**

The homeowner may qualify for the state Weatherization Assistance Program (WAP). The WAP website for Tennessee is <https://thda.org/business-partners/weatherization>. Please contact your local agency for participation information.

## QCN RELATED QUESTIONS

**38 How does a contractor become a QCN member?**

Contractors must apply to become a QCN member and perform work for EnergyRight residential services. Please visit [EnergyRight.com](http://EnergyRight.com) to complete and upload the required information and documents before submitting for TVA approval.

A completed QCN Application should contain:

- General company information
- Valid business license (minimum one year required)
- Completed Regions Bank forms for electronic funds transfer
- Completed W-9
- Certificate of insurance (general liability and workers' comp)
- Evidence of a minimum of \$500,000, or \$1 million for HVAC contractors
- List of local power companies in the area in which the company does business

Additional documents for HVAC contractors:

- Certificate of NATE/HVAC Excellence
- Manual J Certification

**39 Can multiple QCN members serve the same homeowner?**

Yes. Sometimes QCN members will specialize in a certain area. Therefore, a homeowner may want to select multiple QCN members to perform their recommended upgrades.

**40 Are there any restrictions for insulating over knob and tube wiring?**

Yes. Not only is it dangerous to insulate over knob and tube wiring, it is not allowed as part of our services.

**41 Why should a contractor participate?**

QCN members are able to show customers that they are a quality contractor because they meet TVA's QCN membership and performance requirements. They can also provide access to third-party financing and assurance that eligible upgrades are installed correctly as verified through a free and independent third-party Inspection. They also enjoy benefits such as inclusion on EnergyRight websites as preferred providers, contractor rewards for each eligible energy upgrade submitted, and access to special promotions and other program services.

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**I do business under more than one license. Which one do I register with to participate in these services?**

All contractors should register using the business license that they perform the largest amount of work under.