LOW INCOME ENERGY SAVINGS PROGRAM

Program Guidelines

Funded in part by:
Financé en partie par :
Canada
New Nouveau Brunswick
Énergie NB Power

Terms and Definitions

Home: For the purposes of this program, a home is defined as a detached (stand-alone), semi-detached (side-by- side), row/townhouse, or mobile and/or mini-home on a permanent or blocking-type foundation. (Apartments and multi-unit buildings do not qualify.)

Homeowner: The rightful owner(s) of the home as registered with Service New Brunswick.

LIESP: NB Power's Low Income Energy Savings Program.

Contractor: A company under contract with NB Power to deliver the LIESP.

Service Provider (SP): SPs are private sector companies licensed by Natural Resources Canada to offer energy evaluations to New Brunswick homeowners. They are under contract with NB Power to provide energy evaluations in both official languages in all regions of the province.

Energy Advisor (EA): Employed by a Service Provider, EAs have been trained and certified to deliver energy evaluations in accordance with procedures prescribed by Natural Resources Canada. EAs conduct on-site evaluations and energy analysis to ensure your home will meet the program requirements.

Program Overview

The **Low Income Energy Savings Program** (LIESP) is funded by the Government of New Brunswick and administered by NB Power. It will assist low-income homeowners in New Brunswick to reduce their energy consumption and energy costs through targeted energy efficiency retrofits.

Eligible homeowners will be offered a series of **upgrades**, such as the addition of basement, attic and wall insulation; ventilation for air quality or humidity issues; energy efficient light bulbs and low-flow shower heads to help reduce energy consumption. Homes can qualify for some or all of the potential upgrades to be completed at no cost.

Participation is limited and offered on a first come, first served basis dependent on upgrades required and funding availability.

Program Steps

1. Submit Application

The following steps must be completed in sequence; however, completion of one step does not guarantee that applicants will be moved on to the next step in the program.

To participate in the program, prospective homeowners must complete an application form which can be found at: **www.saveenergynb.ca/LIESP**

Email	Mail	Fax
LIESP@nbpower.com	**NB Power - Efficiency Services** **515 King Street, P.O. Box 2000 Stn. A,** **Fredericton, NB, E3B 4X1**	**1.506.643.7835**

Applicants may also choose to contact NB Power at 1-800-663-6272 to undergo a pre-screening process over the phone using a series of eligibility questions.

As part of the pre-screening, homeowners are required to provide their most current property tax bill and their most current income tax Notice of Assessment. Failure to submit required documents within 6 weeks will result in removal from the program. See **Eligibility** section for more information.

2. Referral to the Contractor

When a homeowner who meets the eligibility criteria reaches the top of the waitlist, a LIESP Contractor will reach out to them to schedule an appointment. Three attempts will be made to contact the homeowner. The homeowner will have 10 days to schedule their Energy Evaluation.

3. Pre-Upgrade Energy Evaluation

An Energy Advisor (EA) will visit the home to conduct a Pre-Upgrade Energy Evaluation. To complete the evaluation the EA will require access to all areas of the house, including the basement and attic. Homeowners must provide the EA with access to the required areas of the home to be eligible to participate in the program. After completing the evaluation, the EA will discuss potential Energy Efficiency Upgrades with the homeowner and will provide them with an overview of the type of upgrades for which they may be eligible. See **Energy Evaluation** section for more information.

4. Approval of Work by NB Power

Based on the recommendations of the EA, the Contractor will submit a Statement of Work to NB Power for approval. NB Power will then review the upgrade recommendations, the project cost and estimated energy savings to determine which upgrades are feasible. NB Power reserves the right to not approve an upgrade recommendation if sufficient energy savings cannot be met to justify the cost (i.e., Return on Investment or ROI).

5. Homeowner Consent

Once the Statement of Work has been approved by NB Power, the Contractor will meet with the homeowner to confirm which upgrades will be performed and discuss the timelines and expectations for the project. Homeowners must then review and sign the printed Statement of Work form to consent to the work and consent to a Post Upgrade Evaluation before upgrades can begin.

Low Cost Measures will be installed at the time of the meeting to get the Homeowner's consent. Products will be selected at the discretion of the EA. See **Direct Install Component** section for more information.

6. Upgrades

Once the homeowner approves and signs off on the Statement of Work consent form, the Contractor will create a schedule and begin upgrades. Contractors will make every effort to ensure that there is minimum disruption to the homeowner, however - for health and safety reasons - depending on the type of work to be performed, homeowners may be required to find alternate accommodations for a short duration. Neither NB Power nor the Contractor will be responsible for any costs associated with the homeowner needing to vacate the home during this time. Any such disruptions will be discussed with the homeowner PRIOR to signing the Statement of Work form.

If while performing the upgrades the Contractor discovers or encounters unforeseen delays (such as previously undetectable structural issues) the Statement of Work may be revised and/or a stop work order issued. In the rare event that this may occur, the home will be restored to its previous state.

7. Post Upgrade Evaluation

Once the upgrades have been completed, the Contractor will send an Energy Advisor to conduct a Post-Upgrade Energy Evaluation. The homeowner will receive training on use, operation, and warranties of any new equipment (if applicable) and general tips and advice will be provided on how to maintain their home for optimum energy efficiency and energy savings. Other material on energy efficient behavior may also be provided.

8. Homeowner Sign-off

Once the upgrades have been finished and the post-upgrade energy evaluation and homeowner training have been completed, the homeowner will be asked to sign the printed Statement of Work – Completed Upgrade Consent Form indicating that the work has been performed to their satisfaction, that equipment is in working order and that they have received the required instructions (if applicable).

Eligibility

To participate in the **Low Income Energy Savings Program** the following criteria must be met:

1. Homeowner(s) must be the owner(s) and live in the home as their primary residence, and it must be occupied year-round; and
2. Property Taxes for the previous year must be paid in full. If **arrears** are indicated on your Property Tax Assessment you will not be eligible.
3. The home must be structurally sound and qualify for at least one of the upgrades categories listed in Section 5 – Upgrades; and
4. The household income must be at or below the established Housing Income Limits (HIL) threshold set by the Department of Social Development:

Household	Urban (Residing in one of NB's 8 major cities)	Rural (Residing outside city limits)
Single person or couple, requiring 1 bedroom	$33,000	$50,500
Single person or couple living with another person, requiring 2 bedrooms	$40,500	$59,500
Single person or couple living with more than 1 other person, requiring 3 or more bedrooms	$ 44,000	$67,500

Urban areas include the cities of Saint John, Fredericton, Moncton, Dieppe, Miramichi, Bathurst, Campbellton and Edmundston (municipal boundaries apply).

Rural areas include all remaining communities throughout the province.

The home must be 3 stories or less in building height, having a building area not exceeding 600 square meters (6458 square feet), and which is used for major occupancies classified as Group C (residential occupancies), defined in Part 9 of the *National Building Code of Canada*.

Ineligible Buildings

Buildings that are NOT eligible to participate in the Program include:

- Buildings currently for sale;
- Buildings that have participated in the Low Income Energy Savings Program and continue to be owned by the original applicant.

Upgrades

The following Upgrades will be recommended at the discretion of the Energy Advisor and are subject to approval by NB Power. Please note that these are the only upgrades available through this program.

MAJOR UPGRADES

a) **Air Sealing**
Air sealing upgrades include a variety of options, expected to be tailored to each home. This could include weather stripping around windows and doors, caulking around window and door trim, patching holes in walls and ceilings, weather stripping around attic hatches, etc. It may also include more complex upgrades such as rebuilding attic hatches or access areas into cold spaces. Air sealing will be conducted with the use of a blower door to ensure that the appropriate level of draft proofing occurs in the home.

b) **Basement/Crawlspace Header Insulation**
Insulation options include glass fiber batts and foam products. Header areas are to be insulated to a nominal insulation value of R-20. Installation will meet air and vapour barrier requirements.

c) **Basement / Crawlspace Wall Insulation**
Foam products are permitted (polystyrene, polyisocyanurate or polyurethane). Only dry, unfinished basements or crawlspaces are to be insulated. Minimum R-10 upgrade is required. Installation will meet air and vapour barrier requirements.

d) **Insulating Exposed Floors or Floors Over Unheated Areas**
Insulation options include fiberglass batts and foam products. Exposed floor or floors over unheated areas are to be insulated to a minimum nominal insulation value of R-20. Installation will meet air and vapour barrier requirements.

e) **Insulating Main Walls**
Only uninsulated walls will be considered as applicable for an upgrade. Blown cellulose should be used to insulate uninsulated wall cavities with holes to be drilled from the outside if possible. Siding must be removed, and holes plugged before siding replaced. In some cases, insulating from the inside is acceptable. In cases where wall cavities are open to the inside, the use of fiber insulation, installed with an air and vapour barrier and covered with drywall are an option.

f) **Insulating Attics**
Blown cellulose insulation is preferred for flat ceilings. Ventilation space between the top of the insulation and the roof must always be maintained, except for sloped ceilings, where spray foam upgrades may be possible. Minimum R-10 will be added to a maximum final total R-50 where possible.

g) **Moisture Barrier Installation Over Dirt Floors in Heated Areas**

A moisture barrier, such as 6 mil polyethylene, will be applied over dirt floors in cases where this can reduce moisture/humidity levels in the home.

HEALTH AND SAFETY

a) **Duct Sealing** - Existing forced hot air ducting running through attics or other unheated spaces will be sealed with an approved duct sealing material and insulated to a minimum of R-4.
b) **CO Detectors** - CO detectors are to be installed in homes where combustion spillage is a potential risk. CO detectors will be CSA approved.
c) **Installation of Bathroom Fans** - Bathroom fans may be installed in homes where fans do not currently exist or in homes where existing fans are not functional. Fans will be ENERGY STAR qualified with a 2.0 sones or less sound rating, have a minimum 70 cfm exhaust capacity and be installed with a timer switch.
d) **Heat Recovery Ventilation -** HRV installations may be considered on a case-by-case basis. HRVs will be ENERGY STAR qualified, able to provide 100 cfm supply and exhaust capacity and include one timer control and one humidistat wall control. Systems will be installed and balanced based on the total ventilation capacity requirements using the room count method.

Direct Install Component

The following low-cost measures are to be installed, as appropriate, in all homes that receive a Pre-Upgrade Energy Evaluation:

All items are per household and will be selected and installed at the discretion of the Energy Advisor.

Upgrade	Product or Measure	Specifications	Item to be replaced	Max
Lighting	LED Bulb	ENERGY STAR® certified, 25,000 hrs.	min 60 watt incandescent/halogen	20
Water Heating	Water-efficient showerhead	Max 1.5 gpm	Standard showerhead (2.2gpm+)	2
	Pipe wrap	On hot water side	To be installed on uninsulated water pipe	16 ft.
	Kitchen faucet aerator	Max 1.5 gpm	To be installed on faucet without existing aerator	1
	Bathroom faucet aerator	Max 1.5 gpm	To be installed on faucet without existing aerator	2

All items are per household and will be selected and installed at the discretion of the Energy Advisor.

Residential Energy Evaluation

- In order to participate and receive upgrades in the **Low Income Energy Savings Program** (LIESP), all homes will undergo both a Pre- and Post-Upgrade Evaluation. The required evaluations will be completed by an Energy Advisor (EA) working for the Contractor appointed by NB Power.

- The Pre-Upgrade Evaluation will consist of an on-site evaluation. The evaluation should take 2-4 hours, depending on the size and complexity of the home. The EA will require access to all areas of the home, including (but not limited to) the basement, attic, mechanical room and all habitable spaces.

- After the site visit, the EA will perform an energy analysis of the home by entering all of the data recorded on site into the energy analysis software HOT2000. A **Statement of Work Consent Form** containing a list of recommended energy efficiency improvements will be provided to the homeowner.

- Information from the energy evaluation will be used by the Contractor to create a **Statement of Work** for NB Power. This **Statement of Work** will include the list of upgrades eligible for the LIESP. NB Power will review the information provided by the Contractor and determine which upgrades will be paid for through the LIESP.

- After the upgrades are finished, a Post-Upgrade Evaluation will be completed. The EA will review the building to capture the improvements that have been made to the home. The homeowner will be required to sign a **work completion form**.

Quality Assurance

NB Power is committed to a **Quality Review and a Quality Assurance** process to ensure that upgrades will be done in a professional, safe and thorough manner.

Quality Assurance:

The Contractor has signed a legal contract with NB Power to perform Quality Control on 100% of the homes participating in the LIESP.

Quality Review:

NB Power will perform Quality Review of the process which may include a review of documents submitted by the Contractor, conducting follow-ups with homeowners, and performing site visits, as necessary.

Participation in this program may result in contact by NB Power for a follow-up survey to better serve our customers. All of your responses are confidential and will be used to help improve the program and our delivery to you, the customer.