

1. *What is the difference between Home Repair and Weatherization?*

Home Repair is a program for homeowners in need of repairs or improvements by offering 0% interest deferred loans. Weatherization is a grant-funded program providing free energy conservation services. Please see full program descriptions and guidelines on our agency website.

2. *Where am I on the wait list?*

There is a separate wait list for each of our 10 counties. Your Referral Form is dated upon arrival in our office and filed by that date. The wait is anywhere from a week to four years depending on your county. Please call the office if you would like an approximation of your place in line.

3. *Do I have to pay anything for Weatherization?*

No. The Weatherization Assistance Program is grant-funded, which means there is no cost to you.

4. *What if I am renting?*

Renters may apply for Weatherization, but they must also sign a Landlord/Tenant Agreement with the Landlord agreeing to pay for 25% of the total cost of the work done on the home.

5. *What if I am over income?*

If your three-month household gross income is over the allowable limit, you will receive notification in the mail and will be denied services. However, you may be eligible for other agency programs. Please familiarize yourself with the income guidelines for Weatherization on the agency website.

6. *Will my furnace be replaced before Winter comes?*

The Weatherization Program is not designed as an emergency repair program. If you feel you need immediate assistance with your furnace, this program may not be for you. Also, please keep in mind that work on your home is not a certainty. Results of your inspection will determine what work, if any, will be done on the home.

7. *I had Weatherization services 12 years ago. Can I apply again?*

No. Unfortunately, the program is a one-time service. Only homes that have had Weatherization prior to September 30, 1994 may apply again.

8. *Do you service mobile homes?*

Yes.

9. *I have trouble with paperwork. Can I get help with the application?*

Absolutely. Please make an appointment to stop in at any of our three NMCAA office locations to receive assistance with your application.

10. *Can Weatherization repair my leaky roof?*

No. Our program can only make improvements to your home that would make it more energy efficient. We also cannot help with electrical, plumbing, structural or well and septic system issues.

11. *Once I am approved, how long does it take?*

The Weatherization Program is not a quick emergency repair program. Once you are income approved, it can take several weeks to several months to schedule your inspection. Inspections are scheduled based on a priority point system. If your home is eligible for energy saving measures after the inspection results are processed, it may take several additional months before any work begins. Our program runs year-round—we perform inspections and weatherization measures during all 12 months of the year.

12. I haven't heard anything from your office since I was approved. What should I do?

Once you are approved, you are put in line for an inspection (energy audit). We schedule inspections based on your household's priority points at the time of application. You do not have to do anything but wait for us to contact you to set up the inspection. We will contact you within two weeks of the anticipated inspection date.

13. What are priority points?

Clients are scheduled for an inspection based on a priority point system mandated by our funders. One point is given for each of the following: Families with children, Elderly clients, Disabled individuals, Clients with high energy use, Clients with high energy cost burden. Those with the most points are scheduled first, even if the client just applied.

14. Do you look at my credit card debt?

No. Our program only looks at the last three months of your household gross income. We do not consider credit cards, bank accounts, or any other assets.

15. Do I have to be there when they come to my house?

Yes. You or someone listed on the application who is over 18 will need to be present for inspections or for work to take place.

16. I just moved in. Can I apply for Weatherization?

Yes. However, you will not qualify for potential priority points for energy usage and energy burden when it comes to scheduling you for an inspection. Priority points are based on one year's utility usage. These priority points may place you higher up on the inspection wait list.

17. Where does the funding come from?

Our main funders are the federal Department of Energy and the State of Michigan Low Income Home Energy Assistance Program (LIHEAP).