



HomeFree Nevada

Homeowner Information



7/20/2011

What is HomeFree Nevada?



This information guide is ***YOUR*** first step to a healthier, energy efficient home. We get medical check-ups and exercise to have longer, healthier lives. We get our cars checked out and tuned up to extend the life of our car. But we don't give our homes, which are often our biggest investments, a regular check-up. Now ***you*** can, with the **Nevada Home Energy Fitness Campaign**, which makes it possible for people like you to have healthier, more energy efficient, and economical homes. **HomeFree Nevada** is leading this campaign with a comprehensive whole-house approach to improving your home's energy efficiency, comfort, health, safety and durability, while helping to protect the environment.

HomeFree Nevada is the State of Nevada's **Home Performance with ENERGY STAR** (HPwES) sponsor that is committed to lead the nation in improving energy efficiency and conservation for residential properties across Nevada. Coordinated by the **U.S. Environmental Protection Agency** (EPA) and the **U.S. Department of Energy** (DOE), Home Performance with ENERGY STAR is a national program that offers a comprehensive and quantitative, whole-house approach to improving energy efficiency, comfort, health, safety and durability at home, while helping to protect the environment. As a HPwES Sponsor and a non-profit organization, HomeFree Nevada's primary role is to establish and implement standards and quality assurance for energy auditors and contractors to create energy efficient residential environments and reduce Nevada's resource consumption.

HomeFree Nevada is a Section 501(c)(3) non-profit organization and is located in Las Vegas at Vegas PBS's LEED Gold certified Educational Technology Campus at 3050 E. Flamingo Road, a location generously reserved by **Vegas PBS**.



Detailed information about the program, including a comprehensive Program Manual, can be found at HomeFree Nevada's website, or by contacting HomeFree Nevada staff directly:



- HomeFree Nevada Website: <http://www.homefreenevada.org>
- HomeFree Nevada General email: info@homefreenv.org
- Southern Nevada Telephone: (702) 997-4367
- Northern Nevada Telephone: (775) 230-7133

What is the Home Energy Fitness Campaign?



The [Nevada State Office of Energy](#)'s (NSOE) [Nevada Home Energy Fitness Campaign](#) will increase and strengthen Nevada's residences. The goal of the Campaign is to implement Home Performance with ENERGY STAR under HomeFree Nevada and ultimately upgrade 50,000 single family residences in Nevada by 2021. The Campaign will focus efforts on the major Nevada metropolitan areas of Clark County/Las Vegas/North Las Vegas/Henderson, and Washoe County/Reno/Sparks.

The assembled participants in the Campaign, including Nevada's two largest counties and their respective cities, Home Free Nevada, Nevada State Bank, the Nevada System of Higher Education, NV Energy, Southwest Gas, and the NSOE represent a diversity of project expertise and draw together leadership at the local, state, and national level. Approximately \$1.75 million will be used to provide rebate incentives to homeowners for performing a whole home upgrade of their homes achieving a minimum 20 percent energy savings after making a minimum investment.



Who will Perform the Work to my Home?

HomeFree Nevada is made up of participating, independent home performance contracting companies called **Partners**. Partnered companies include, and are also known as: **energy assessors** (or energy auditors/raters), **general contractors**, and specialized contractors. All participating organizations Partnered with HomeFree Nevada must have at least one individual designated to perform work certified as both a [RESNET](#) HERS Rater and a [Building Performance Institute](#) (BPI) Building Analyst.

Your Partner has been pre-screened by HomeFree Nevada to ensure that they have all necessary documentation, as required by Federal, State, and local law, including:

- Energy assessor's license and training certifications
- Business Licenses
- Nevada Contractor's License and Bond
- Minimum Insurance requirements
- HERS and BPI certifications



What can I expect to make my home more energy efficient?

Each Partner follows minimum guidelines and procedures, consisting of standards meeting Home Performance with ENERGY STAR criteria and include:

1. **Home Performance Assessment (Test-in) and Report**
2. **Energy Efficiency Upgrades**
3. **Post-Upgrade Tests (Test-out)**

All Partners will conduct a homeowner interview to collect information about your home and your energy and comfort concerns. They may also conduct a walk-through with you to ascertain additional information. Remember, participation in the program requires a minimum investment.

Once you agree to participate in the program, the Partner will complete a **HomeFree Nevada Participation Form** and will submit it to HomeFree Nevada for verification and approval and energy assessment work will begin.

STEP 1 - HomeFree Nevada Energy Assessments

A Partner's Energy Assessor will conduct an assessment for you following industry best practices, state law, and RESNET and BPI standards. The assessment requires the use of energy modeling software, as approved by the U.S. Department of Energy. The assessment consists of:



- A Utility Bill Analysis
- A Building Envelope Inspection
- Heating, Ventilation, and Air Conditioning (HVAC) and Domestic Hot Water Systems Inspections
- Moisture Inspections
- Instrumented Tests on Combustion Appliances
- Appliance, Water Fixture, and Lighting Inspections

Once a Partner's energy assessor completes an assessment, they will review the findings with you and present you with a **HomeFree Nevada Assessment Report** that details improvement opportunities and energy conservation measures discovered during the Assessment. The energy assessor will then move you to the next step by providing solutions for improving the performance of your home and detail financing options for upgrades and available rebates.

STEP 2- Energy Efficiency Upgrades

After arrangements are made, an agreement will be made between you and the HomeFree Nevada Partner to perform the measures specified in a scope of work, combinations of which will lead to estimated energy savings of approximately 20 percent. You will make the final decision on modifications to the home, which may be based on your budget and available incentives.

- The following measures are **required** to be installed, if recommended:
 - Immediate Health and Safety Concerns—any measure that threatens your health and safety



- Building envelope—measures to seal the home including air sealing and weatherization
- Energy conservation measures involving lighting and behavioral adjustments
- The following additional measures may also be recommended and acted upon:
 - Health and Safety—long term (any measure that could threaten your health over an extended period of time)
 - Building envelope—measures that seal the home including insulation and duct sealing
 - Indoor environmental quality—measures that seal and improve the HVAC system
 - Energy conservation—additional measures including appliances
 - Water conservation measures
 - Renewable energy



Prior to beginning work, the Partner will take several photographs of each of the measures to be improved that adequately show the “before” conditions.

STEP 3- Post-Upgrade Tests or “Test-out”

After the Partner completes home performance improvements for you, the Partner’s Assessor will then perform post-installation tests and inspections. The Assessor will take photographs of each of the measures that were improved that adequately show the “after” conditions. At the conclusion of the test-out, sign the HomeFree Nevada Post-Installation Tests Form.

How is the job completed?

After the test-out has been completed and you agree that the overall job has been completed to your satisfaction, the Partner will complete and have you sign a **HomeFree Nevada Job Completion Form**. Once those forms are signed, they are submitted to HomeFree Nevada for verification and approval. **The Job Completion Form must be fully completed and signed by all parties that performed work for the homeowner.** Your HomeFree Nevada Partner will submit this for you. Once verified, HomeFree Nevada staff will submit a **HomeFree Nevada Certificate of Completion** by mail or electronically to you and the Partner that completed the work.

Am I eligible for incentives?

Any job submitted for approval to HomeFree Nevada by a Partnered company may be performed at the Partner’s price rates for Home Performance with ENERGY STAR credit, provided all HomeFree Nevada standards are met. However, HomeFree Nevada offers an Incentive Program to promote energy conservation and efficiency. If you or your Partner indicated that you are participating in the HomeFree Nevada Incentive Program, incentives may be approved if the job has been completed, **provided that all measures have been installed, minimum investment requirements have been met, and 20% energy savings has been achieved.** To receive incentives, a Job Completion Form must be received. In most instances, the incentive check will be sent from the State’s approved rebate processor within 30 days of a received Job Completion Form.

How do I know I'm receiving quality work?

Although problems with work should not be anticipated, HomeFree Nevada's **Quality Assurance Program** ensures that HomeFree Nevada Partners are meeting all program guidelines and technical standards and provides a mechanism for constructive feedback intended to improve Partner performance. This is done through a random **Quality Assurance Evaluation** in which a HomeFree Nevada Quality Assurance Specialist reviews all Assessment paperwork and conducts an inspection in your home, usually during the Assessment (test-in) or during the test-out.



Your Partner is required to inform you of the inspection if the job was randomly selected. In the event that you do not want the Specialist to visit your home, please inform your Partner immediately. Although your home may not be reviewed, you may request a Quality Assurance Evaluation for your home if you have specific concerns with the Partner's quality of work.

During the Quality Assurance Evaluation, the Specialist will conduct a brief interview with you to verify the work performed meets program guidelines and address any questions that you may have about the program. They will also conduct a walk-through inspection to verify that your Partner completed all work correctly.

HomeFree Nevada encourages homeowners to contact HomeFree Nevada with any feedback—both positive and negative. In the event you do have a complaint about the work performed by a Partner or if you refuse to sign a required HomeFree Nevada form to complete a job, try to resolve the dispute first with your Partner. If the Partner cannot resolve the issue, notify the HomeFree Nevada Quality Assurance Specialist, who will then complete the dispute resolution procedures pursuant to the HomeFree Nevada Quality Assurance/Quality Control Program.



HomeFree Nevada will strive to implement the Quality Assurance program and resolve any conflicts in a positive manner.

What's the Next Step?

Now that you have information about the program, it's time to get started: Work with your Partner to complete a Participation Form. This will initiate the process and permit your Partner's energy assessor to begin work and start you down the path to a healthier, energy efficient home. We at HomeFree Nevada are excited to begin work with you!