

SLCAP Weatherization Policies and Procedures Manual July 2008

Introduction

The main purpose of Salt Lake Community Action Program Weatherization program is to reduce the energy burden of low-income people by making improvements to their homes that reduce their home energy consumption. The program can add weatherization related measures to homes and, as funds allow, correct situations that could adversely effect the health and safety of the home's occupants.

The program uses the guidelines as issued by the U. S. Department of Energy and the State of Utah Department of Community and Economic Development to determine who is eligible to participate in the program and what measures to add to the homes of the participants.

SLCAP staff install almost all of the measures that are added to a home. Currently, only replacement of glass over 36"X48", extensive repair and thermopane repair are not done by SLCAP staff. SLCAP ensures that all persons doing work for the program have the required certifications and required insurance. Furnace and water heater installation may be augmented by subcontractors where necessary.

SLCAP's area of operation for weatherization is Salt Lake County, Tooele County and the Goshute Indian Reservation near Irapah, Utah.

Client Application

A client may apply for the program by completing the weatherization application form and returning it either by mail or in person. Before an application can be approved the client must have submitted proper documentation to prove they meet the income guidelines as published in the Utah State Weatherization Assistance Program Guidelines (State Plan). If they are a home owner they must provide proof of home ownership. If they are a renter they must provide the landlord's name and address. SLCAP will then obtain a Rental Agreement form from the property owner. The property owner must also provide proof of ownership.

Upon application approval the client is awarded priority points in accordance with the State Plan, and is then placed on the waiting list according to the number of points they received.

Energy Audit

When a client reaches the top of the waiting list an Energy Auditor will make an appointment to audit the home. Before arriving at the home the auditor will ascertain when the home was built. If the home was built before 1978 the auditor will take the Niton XRF to scan the home for lead based paint.

At the home the auditor will follow good auditing practices. These they learned in their auditing certification classes. They will obtain necessary data about the home and all information from the client needed to allow them to complete the audit. They will also fill in all necessary forms such as the Indoor Air Quality Check List. At the time they will also explain, as appropriate, about lead based paint and its ramifications, and provide a copy of the LBP pamphlet. At this time they also put a meter on the refrigerator that is later picked up by the refrigerator replacement person.

After returning to the office the auditor will input all the required information into the NEAT, or other approved audit. The auditor will then complete the Salt Lake Community Action Program Energy Audit form. This form will detail all the information about the home that work crews will need to do their work. It will list where the work is to be done and what materials are needed to complete the work. It will also plainly indicate if the crews are to follow Lead Safe Work practices. Crews should make every effort to do all the measures listed on the form. They may alter the work only after agreement of the Energy Auditor or the Weatherization Program Manager. Only items meeting State Plan requirements for SIR or health and safety may be ordered by the auditor.

At completion of the audit the auditor assigns a unique job number to the home. This number is then used to track the home and its materials in the agency computer system. Copies of the form are made by the auditor and given to the Weatherization Program Manager for distribution to the various crews.

An auditor will, as appropriate refer the client to other services that the client may need or that are needed before the home can be weatherized. If the home is located in Salt Lake City, and the work being done requires a building permit the auditor will obtain the building permit. If the auditors, in agreement with the Program Manager, believe that there are situations in the home that will prevent the home from being weatherized the work on the home may be delayed or cancelled until these situations are dealt with appropriately.

Weatherizing A Home

In general SLCAP has four types of crews that must perform work on a home before a home is considered complete. These are the air sealing crew, the insulation crew, furnace crew and the refrigerator replacement person. All homes will not have work done on them by all of the crews. For example many homes will not have work done by the insulation crew because the energy audit did not call for an insulation.

The refrigerator replacement person returns to the home at least 72 hours after the auditor has left the refrigerator energy consumption meter in order to pick up the meter. This person will record the energy used by the refrigerator and if appropriate will order an energy efficient replacement for the refrigerator. Our current refrigerator supplier is delivering the new refrigerator, removing and ensuring proper disposal of the old one. This person keeps a detailed list of homes tested, the test date, the meter readings, which (if any) refrigerator was ordered, and if a refrigerator is ordered, completes and submits a Materials Used form.

The air sealing crew performs all the necessary work on a home to make sure that the CFM@50 pa is reduced as detailed in the State Plan. This crew also replaces windows and doors and adds the appropriate O&M items to the home. This crew must record the beginning and ending CFM50. They must also record the size of the combustion appliances in the home.

The insulation crew installs cellulose or fiberglass loose fill and fiberglass batt insulation in attics, walls, floors, ceilings and on perimeters of homes. They must patch and seal all holes or accesses used to install insulation and they must install ventilation as required by the audit. The crew must ensure that all insulation is kept the appropriate distance from possible sources of combustion.

The furnace crew will implement the Sun Power furnace protocol on all combustion appliances in the home. This crew will also ensure that all ducts are sealed properly and that heated air is being delivered to the home and not to the outside. It is critical that CO tests are performed and that appropriate protocols are followed if CO is found. A Questar green sticker test and adjustment must be performed on all furnaces and water heaters. Setback thermostats will be installed in every possible case.

All staff must ensure their work vehicles are properly maintained. They must ensure they are adequately stocked with materials that will allow them to do their work in a timely and efficient manner. They must not work on a home in SLC if the work requires a building permit and one has not been obtained. They must not drive on an expired registration; if they do they are responsible for any traffic or parking violations that they received.

All staff must complete and submit a Materials Taken From Inventory form any time they take materials from inventory and put it in their work vehicle. Also they must complete this form and supply receipts if they are picking up materials from a store and installing them on a home without first putting them in inventory. These forms must be reviewed and initialed by an authorized person. Upon returning unused materials to inventory all staff must complete a Materials Returned to Inventory form and have it initialed by an authorized person.

All staff must follow appropriate safety procedures and use the proscribed safety equipment. All staff must complete and submit a Materials Used form for all materials installed on the home. A Materials Used form must also be submitted for any materials discarded as waste. All staff must follow Lead Safe Work practices where appropriate.

All staff will at all times act in a business-like, but friendly manner towards clients, vendors and other staff. All staff are to follow the agency Personnel Policies and Procedures.

Inspection and Completion

When all work is reported complete on a home a final inspection will be performed. The inspector will verify that all materials listed on the Materials Used forms have been

installed and installed correctly. He/She will verify that all appropriate measures have been added. The inspector will ascertain the feelings of the client about the weatherization and have the client sign and date this form as well as complete and sign the SLCAP Weatherization Inspection sheet.

Any work the inspector finds not done or not correctly done will be documented. If it is a minor correction that is needed the inspector may do it on the spot. If more is required the crew responsible for the work will be sent back to finish or correct the work. Once all work is completed in a workmanlike manner the file will be sent to the staff responsible for completing the Building Weatherization Report (BWR). The BWR will be submitted to the State as required in the State Plan.

Inventory

Inventory will be maintained by the Inventory Controller. This person will ensure that all tools and materials needed to weatherize homes is readily available to staff. She/He will order and stock all necessary inventory items following SLCAP and other related purchasing procedures. All materials must meet the standards listed in the State Plan.

The inventory computer system must be maintained regularly. This system not only tracks what is in inventory but tracks materials used by job and crew. It is directly tied to the BWR production program so input is only done once.

Furnace Repair and Replacement

Most furnace repairs and replacements will be performed by in-house furnace installers, new to the program in 2005. When it is determined that the health and safety of a household is being adversely affected by a combustion appliance, that cannot be safely repaired, it will be replaced by the furnace installers. A rental furnace replacement policy is attached to this manual. Weatherization of a home with an unsafe combustion appliance will not go forward until the appliance has been properly repaired or replaced. Currently because of Questar funds we are replacing all furnaces, in homes we work on through crisis or regular weatherization, that have an AFUE of 61% or lower.

Staff Positions and Duties

Crews: Perform the duties as listed above under refrigerator replacement person, air sealing crew, insulation crew or furnace crew and other duties as assigned. They report to and are supervised by the Weatherization Program Manager. Crews may be paid hourly and/or a piece rate basis.

Furnace Installers: Perform furnace installations and repairs as needed for clients who are home owners and qualify under approved funding sources, as listed above, and other duties as assigned. These installers will now be used in lieu of or in addition to subcontractors. Subcontractors will be used only when there are crisis (i.e. in the winter) and two installers are not enough to complete all the work within a reasonable amount of time. Furnace installers will be paid piece rate. Upon completion of Sun Power training, installers may also assist in performing other furnace crew duties for piece rate pay.

Energy Auditor: Perform the duties as listed above under Energy Audit and other duties as assigned. They report to and are supervised by the Weatherization Program Manager.

Job Expediter: Perform final inspections, assists in the application process, assists in inventory and prepares the client files for the production of the BWR, and other duties as assigned. Reports to and is supervised by the Weatherization Program Manager.

Inventory Controller: Performs the duties listed above related to inventory. Ensures the inventory is accurate. Purchases and maintains records of tools required by staff. Distributes tools and materials to the staff. Does computer input for materials purchased and materials taken from inventory, and other duties as assigned. Reports to and is supervised by the Weatherization Program Manager.

Weatherization Program Manager: Responsible for the day to day management and operation of the program. Supervises listed staff, takes and certifies applications, performs final inspections, arranges for staff training, and orders furnace repairs that cannot be done in-house. This position is the main contact for clients having questions or concerns about the weatherization program. Is responsible for production of completed homes. Makes program policy and improvement recommendations, and other duties as assigned. Reports to the Deputy Director.

Deputy Director: Supervises the Weatherization Program Manager(s). Develops BWR and other reports to the State. Makes program policy and improvement decisions. Enters Materials Used forms into the inventory system. Maintains the Weatherization computer equipment. Manages the program budgets. Supervises other staff in the absence of the Weatherization Program Manager, and other duties as assigned. Reports to the Executive Director.

Piece Rate

Piece rate is a method of compensating crews for their work based on how much work is done instead of how long they take to do the work. Air sealing crews, insulation crews and furnace crews are all eligible to receive piece rate pay.

Piece rate was implemented when production was low and the agency did not have sufficient funds to hire supervisors to watch how each crew was working. Crews are paid a set amount for the specific work they accomplish (see attached piece rate pay schedule). Work is recorded on an agency time sheet. On the time sheet crews record each job they work on, by job number, and the number of hours they worked on that job. They also must fill in the Job Completion book for each job. Each payday the work is verified and payroll uses the current version of the piece rate schedule to calculate the piece rate portion of the crews' pay. All work listed on the crew's portion of the audit form must be complete for the crew to earn the piece rate amount for the job.

Crews earning piece rate still earn holiday, personal preference days, sick and annual hours based on the total hours recorded on the time sheets. A crew can mix hourly, leave

time and piece rate on the same time sheet. All hourly must be previously approved by their supervisor. If work that would normally be paid piece rate is unusually hard or time consuming the crew can ask their supervisor for extra hourly pay for that job. This may or may not be granted by the supervisor. Crews earn hourly pay for travel time to homes in Tooele County. If a crew must return to a job to correct an error or to complete work on the original audit and they have already been paid the piece rate for the job they will not be compensated further for the work.

Crews may be paid on a piece rate or hourly basis. They will not receive both piece rate pay and hourly pay for the same work. Crews are not allowed to work over 40 hours a week without prior approval.

Client Files

All client information will be kept confidential. Only staff needing client information will have access to the client files. We separate applications and client files into five basic groups. Group one is applications filed alphabetically that have yet to be approved. Group 2 are approved applications filed by priority points and alphabetically. Group 3 is denied or cancelled applications filed alphabetically. Group 4 is jobs in progress, each client having a separate file filed alphabetically and group 5 is completed jobs filed by BWR year and alphabetically.

Upon completion all files must contain a specific set of information. The job expediter uses the SLCAP Weatherization Files Information Checklist to make sure they do.

Errata

This document is to be considered the basic guidelines to the program. It may be changed and updated without notice. It is not meant to be a complete account of all activities, procedures or requirements of the program.

Attachments

The attached forms are only those specific to SLCAP's program. Other forms that are in the State Plan are not included here.

Crisis Worksheet for Heating System & Water Heater Repair/Replacement
Materials Taken From Inventory Form(s)
Materials Used On A Home Form(s)
Materials Returned To Inventory Form
SLCAP Time Sheet
Piece Rate Pay Schedule
Salt Lake Community Action Program Energy Audit Form
SLCAP Weatherization Inspection sheet
SLCAP Weatherization Files Information Form
Weatherization vs. Remodeling (ce001)
Facts of Window Condensation
Items Addressed in the Weatherization Process (ce005)
Agencies Offering Assistance
Client Checklist (ce002)

Weatherization Application Packet
SLCAP Mold Inspection and Release Form