

## ➤ Single-Family Weatherization

### A. Description

The Single-Family Weatherization product targets income qualified customers who are receiving assistance on their energy bills. The product works with weatherization agencies and contractors around the state to provide this at-risk customer segment with free or low-cost home audits and electric and/or natural gas efficiency measures. Public Service offers significant rebates toward the incremental cost of these upgrades including:

#### Natural Gas Measures

- Efficient furnace
- Wall insulation
- Attic insulation
- Crawl space insulation
- Water heaters
- Storm windows
- 1.5 GPM showerheads
- 1.5 GPM aerators
- 0.5 GPM aerators
- Air Sealing
- Thermostat Installation and Programming
- Other cost-effective measures to be determined

#### Electric Measures

- Refrigerator replacements
- LEDs (A-19 and BR-30 bulbs)
- Cooling savings for building shell measures
- Water heater blanket
- Evaporative Coolers
- Heat Pump Water Heaters
- Air Source, Mini-Split Heat Pumps
- Other cost-effective measures to be determined

In addition to these measures, a major focus of this product is customer education. Auditors will provide educational materials, historical energy usage information, and bill analysis to these customers during the weatherization process to help them identify additional changes they can make in their day-to-day lives to further reduce energy use and demand in their home. Furthermore, the implementer will offer educational workshops in collaboration with local housing authorities, and other engaged community organizations.

Keeping bills low is very important to income-qualified customers. With the installation of smart meters and the transition to the Time of Use (TOU) rate in Colorado, the Company will work with the third-party implementer on bilingual educational efforts regarding the smart meter, new rate,

and how customers may save money by shifting electricity use to off-peak hours when rates are the lowest.

The Single-Family Weatherization product is delivered in partnership with a third-party implementer. The third-party implementer will work to secure public grants and private funds to match with Public Service funds. They will also develop annual contracts with weatherization agencies in the Public Service electric and gas service territories. Processes for reporting measure detail, rebates, and M&V are managed by the third-party implementer.

## **B. Targets, Participants & Budgets**

### Targets & Participants

Energy savings and participation targets were established in partnership with the third-party implementer using historical product participation as a guide. Recommendations from the third-party implementer on expected workflow were also considered when developing energy savings targets and participation rates.

### Budgets

Budgets for the product were developed based on the cost of measures installed in low-income homes. The Company also allocated funds for necessary health and safety upgrades in special situations; these funds will be used at the discretion of the third-party implementer with proper documentation.

## **C. Application Process**

Participating customers must receive residential electricity and/or natural gas from the Company and have a household income below 80% of the area median income (“AMI”), which varies by county. Customers will be informed of the Single-Family Weatherization product when they sign up for Colorado LEAP, among other outreach avenues. LEAP qualification is, currently, at 60% of State Median Income (“SME”), while the DOE Weatherization Assistance Program (“WAP”) allows for 200% Federal Poverty Level (“FPL”). Other reliable data sources may be used to determine eligibility.

Once the customer’s income and energy assistance status are verified, they will be qualified by their local weatherization agency, and the third-party implementer, to receive weatherization services.

## **D. Marketing Objectives & Strategies**

The primary marketing objective of this product is to deliver energy savings and demand reduction which help income-qualified customers reduce energy costs and increase comfort in their homes. A secondary objective is to provide income-qualified customers with access to materials and workshops educating them on the importance of energy efficiency and the value of taking action to improve efficiency in their homes. The Company will work with income-qualified providers,

such as local weatherization agencies and community organizations, to promote available services. Customers can find information on local weatherization agencies on Xcel Energy's website<sup>1</sup>.

## **E. Product-Specific Policies**

The third-party implementer will contract with subcontracted agencies to perform weatherization services. All contractors will be trained to follow BPI installation requirements for weatherization services. These contractors receive funding from the third-party product implementer and other state funding and have agreed to weatherize homes following state regulations and guidelines.

## **F. Stakeholder Involvement**

When designing the product, the Company worked with external consultants to define energy savings measures to help customers save money on their energy bills, while also improving the comfort of their home. The product is delivered in partnership with federal, state, and nonprofit low-income weatherization organizations. The Company collaborated with Energy Outreach Colorado on the development of weatherization targets and budgets.

## **G. Rebated & Incentives**

The Company will pay rebates toward the equipment and installation costs of predetermined electric and natural gas energy efficiency measures available to income-qualified, single-family customers. The Company will also pay for necessary health and safety upgrades associated with the installation of these weatherization measures which may include fixing gas leaks, updating electrical, or adding ventilation.

The Company will continue the Beneficial Electrification pilot which was implemented in Q1 2022 and designed to fund the full cost of mini-split heat pumps, air source heat pumps, and heat pump water heaters. The pilot focuses on expanding participation for these technologies within the Income Qualified portfolio of products. The study will review a portion of completed projects for post-installation bill impacts, identify best practices for minimizing energy burden, and assess various scenarios for heat pump installation. Installation scenarios will include heat pumps with gas back up, full system replacements, heat pumps with electric resistance back up, and heat pumps with boiler back up.

The Company is proposing the structure of a geographic based pilot to test the impact of prequalifying customers based on the physical location of their home. Customers in 1-4 unit homes will automatically qualify for a free tier of services based on inclusion in a pre-defined census tract that has been identified to have residents with a high propensity to represent income qualified customers. These initial services will be targeted at the identification of energy-efficiency opportunities and the installation of simple conservation measures. Multifamily buildings in these areas will also be offered a free audit and installation of basic energy-efficient

---

<sup>1</sup>[https://www.xcelenergy.com/programs\\_and\\_rebates/residential\\_programs\\_and\\_rebates/affordable\\_energy/income-qualified\\_weatherization\\_program](https://www.xcelenergy.com/programs_and_rebates/residential_programs_and_rebates/affordable_energy/income-qualified_weatherization_program)

equipment in the resident units and common spaces. Additional tools and resources will be provided in these target areas to further enable pilot participants to navigate the installation of efficiency measures independent of the traditional organization who normally coordinate and support this work.