

NB Power: Low-Income Energy Savings Program (LIESP)

Funding? Yes

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Link: <https://www.saveenergynb.ca/en/save-energy/residential/low-income-energy-savings-program/>

Target: Individual

Who would administer the program?

- The Government of New Brunswick runs the program in collaboration with NB Power.
- Town of Florenceville-Bristol in collaboration with NB Power.

Instructions:

The LIESP will assist low-income homeowners in New Brunswick to reduce their energy consumption and energy costs through targeted upgrades free of charge. NB Power selects a contractor and is sponsored by the Government of New Brunswick.

The LIESP is a 9 step program to help low income home owners make their home more energy efficient free of charge. Major and minor upgrades could be covered. Household income and need for energy efficiency upgrades will determine eligibility.

Improvements will fall under the following categories: Major Upgrades, Health and Safety Measures, and Low Cost Measures.

Limited participation, first served basis dependent on Major Upgrades required. 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.

Eligibility: Must be a low-income homeowner of a habitable house.

How to Apply:

1. Contact NB Power - To participate in the program, prospective homeowners must contact NB Power at 1-800-663-6272 and select option 5 to have their name registered on a wait list. Homeowners will undergo a pre-screening process using a series of eligibility questions
2. Eligibility Assessment - Homeowners who pass the pre-screening will be sent an Eligibility Form that they must complete and return to NB Power (within 20 days) along with proof of income eligibility.
3. Referral to the Contractor - Depending on their placement on the waitlist, homeowners who meet the eligibility criteria may have their name referred to a LIESP Contractor to schedule an Energy Evaluation. Three attempts will be made to contact the homeowner. Homeowners who cannot be reached or who cannot schedule an energy evaluation within 10 working days will have their name placed at the bottom of the participant list
4. Pre-Upgrade Energy Evaluation - An Energy Advisor (EA) will visit the home to conduct a Pre-Upgrade Energy Evaluation. To complete the evaluation the Energy Advisor will require access to all areas of the house, including the basement and attic. Homeowners must provide the Energy Advisor with access to the required areas of the home to be eligible to participate in the program. After completing the evaluation, the Energy Advisor 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.
5. Approval of Work by NB Power - Based on the recommendations of the Energy Advisor, 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.

6. 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 allow upgrades to 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 Energy Advisor.

7. Upgrades - Once the homeowner approves and signs off on the Statement of Work 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.

8. Post Upgrades 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.

9. 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 - Closing Document 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).

Notes: Current waitlist time is between 24 and 26 months.