

WEATHERIZATION PROGRAM PROCESS

Please keep this step-by-step guide to understand the Weatherization process and who to call with questions.

Please help Project Home to provide the program efficiently by promptly scheduling appointments when you are contacted by our staff and sub-contractors.



Please let us know if you have a change of phone number as soon as possible.

STAGE 1 – Call the INTAKE DEPARTMENT with questions (608) 246-3737

- Client qualifies for **energy assistance** and calls Project Home to enroll in the **Weatherization** program.
- Intake Specialist obtains **required documents** from homeowner, landlord, and renter.
- Required documents are reviewed and the **application is approved**.
- The Intake Department schedules the **energy audit** 3 – 4 weeks after approval or as schedule permits.

STAGE 2 – Call the ENERGY AUDITOR with questions (608) 246-3737

- Auditor performs **energy audit** on building. Photos will be taken inside and outside of your home that are related to the weatherization project. Auditor returns to office to analyze data and prepare work agreement.
 - Occasionally a job is **deferred** because repairs must be done before we can do Weatherization work. If your building is deferred, the auditor will tell you what must be repaired before we can weatherize. Job will be put on hold until the deferral issue is fixed.
- Auditor mails **work agreement** to homeowner or landlord.
- When signed work agreement is **returned** to auditor, they give your job to the Coordination Department.

STAGE 3 – Call the COORDINATION DEPARTMENT with questions (608) 246-3737

- The Coordination Department will put your job into **production** and will reach out to you to let you know who to expect calls from.
- Some of your job may be performed by **sub-contractors**, not Project Home crews.
 - **Sub-Contractors** will contact you directly to schedule their appointments. You should be given 24 hours notice for all appointments.
- A **Project Home crew** will also contact you to schedule appointments to perform work not completed by contractors.
- Work is completed! Inspection still needed.

STAGE 4 – Call the INSPECTION DEPARTMENT with questions (608) 246-3737

- After the contractors and crew are done with work on your home, an inspector will call you to schedule a final **inspection**.
- When the job has satisfactorily passed the final inspection:
 - Your job will be **closed** and no additional work will be done under the program. The property cannot be Weatherized by Project Home again.
 - Your one-year warranty period begins.

*You may be contacted for an additional inspection by the State of Wisconsin for Quality Control reasons. (This could be well after the Project Home inspection.)