

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

1. Client qualifies for **energy assistance** and calls Project Home to enroll in the **Weatherization** program.
2. Intake Dept. obtains **required documents** from homeowner, landlord, and renter.
3. Required documents are reviewed and the **application is approved**.
4. The Intake Department schedules the **energy audit** 6 – 8 weeks after approval.

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

5. 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.
6. Auditor mails **work agreement** to homeowner or landlord.
7. 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

8. Coordination department will put your job into **production**.
9. 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.
10. A **Project Home crew** will also contact you to schedule appointments to perform work not completed by contractors. *This crew work may follow in 2-3 months.*
11. Work is completed! Inspection still needed.

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

12. After the contractors and crew are done with work on your home, an inspector will call you to schedule a final **inspection**. (The inspector may or may not be a Project Home employee).
13. 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.

*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.)