

Home Energy Rebate Program Guidelines

Alaska Housing Finance Corporation

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Part I – Overview

Section 1000 – Introduction

01. The Home Energy Rebate (HER) program provides rebates for homeowners who make energy efficient improvements to their existing primary residential dwellings in accordance with Home Energy Rating Rebate Grant (15 AAC 155.300 - 15 AAC 155.350), <http://www.ahfc.us/efficiency/learn-and-diy/research-information-center/ric-links-interest/regulations/ch-155-article-21/>.
02. The Home Energy Rebate program may rebate up to \$10,000 to an eligible participant who completes energy efficiency improvements to his or her primary home within 18 months of date of As-Is energy rating and as recommended in the Improvement Options Report (IOR).
03. Participation in the Home Energy Rebate program is voluntary and is first-come, first-served, and contingent upon funding appropriated by the Alaska State Legislature. If, or when, funding becomes limited, the Alaska Housing Finance Corporation (AHFC) may terminate the program. Public notice will be provided 30 days in advance of program cessation on the AHFC website www.ahfc.us.
04. An eligible homeowner, who previously participated in the Home Energy Rebate Program, may participate every two years from the date of the previous rebate check, and who has moved and are owner-occupying a different residence for a second rebate up to \$10,000.
05. AHFC sets aside funds for each eligible homeowner participating in the Home Energy Rebate program upon receipt of the current, completed As-Is Energy Rating Reimbursement Form (HER-1). The funds are set aside for 18 months, or until the homeowner submits the required paperwork to claim a rebate, whichever occurs first. Funds are de-obligated if not requested within the 18 months.
06. The person to whom the rebate is paid (rebate recipient) must provide their Social Security number and the name on the application must appear as shown on the applicant's current or most recent Federal Tax return. The amount of the rebate will be reported to the United States Internal Revenue Service. An IRS Form 1099-G will be mailed to the homeowner no later than January 31 of the following year from the date of issuance of the rebate check.
07. Most of your communications with the Alaska Housing Finance Corporation are considered part of the public record and may be subject to disclosure under AS 40.25.110 - 40.25.120. Personal information obtained through the Home Energy Rebate Program is governed by AS 40.25.300 – AS 40.25.350. It requires notice when collecting personal information that may become part of the public record.

08. Program participant's signing of the current HER-1 and HER-2, understands and agrees that if they submit any false, inaccurate or incomplete information in these forms and subsequent attachments, they will be subject to the following: (1) immediate repayment to AHFC of any amount paid to them by AHFC; and (2) possible prosecution for fraud and misrepresentation.

09. AHFC does not endorse nor recommend companies, services or materials, including energy raters. AHFC authorized energy raters are independent, private businesses and are not agents, employees or assignees of AHFC. As independent businesses, energy raters set their own rates and fees for services.

Section 1001 – Purpose of Guidelines

01. The purpose of the Home Energy Rebate (HER) program guidelines is to provide for the administrative and procedural requirements, and is not inclusive of all situations, circumstances or issues. The guidelines pertain to both the participant and dwelling eligibility, as well as, provide instructions and program requirements. This guideline may be amended from time to time in accordance with program changes, at AHFC discretion.

Part II – Home Energy Rebate Program Participation

Section 2000 – Program Eligibility Summary

01. Eligibility is limited to owner-occupied residential dwellings only in the State of Alaska. The residential dwelling must be the primary residence of the applicant.

- a. AHFC has adopted the State of Alaska, Permanent Fund Division residency and allowable absences provisions in accordance with 15 AAC 23.143, <http://www.pfd.state.ak.us/content/StatsAndRegs/15AAC23-143-d-11.pdf>, and <http://www.pfd.state.ak.us/Eligibility/EstablishingResidency>.

Section 2001 – How to Participate

01. Homeowners wishing to participate in the HER program must contact the AK Rebate Call Center at 1-877-257-3228 or sign up at www.akrebate.com, to be put on the wait-list.

02. The eligible homeowner must provide a reliable contact telephone number and email address when signing up at www.akrebate.com or when calling 1-877-257-3228. The individual signing up should be the same individual that will submit the required documentation to participate.

03. During sign up the homeowner will be required (requested) to select a rater. This can be done on the sign up page by selecting the region they live in and a list of raters who work in that area will be created. This list is randomly ordered so no preference is given based on the name of the rater, business or address. The homeowner should research various raters as the costs as well as the level of service may vary.
04. After signup the homeowner will receive an email confirming their signup. The homeowner may check their status on the waitlist at www.akrebate.com, using their telephone number, or by calling the AK Rebate Call Center.
05. Upon reaching the top of the waitlist, the homeowner will be dispatched to the AHFC-authorized energy rater to schedule an appointment to receive an energy rating.
06. An AHFC authorized energy rater will perform an on-site energy rating using the AkWarm energy modeling software. The energy rater will provide the homeowner with the proper documentation: Home Energy Rating Certificate, current As-Is Energy Rating Reimbursement Form (HER-1 Invoice) and energy rater receipt for services rendered.
07. The homeowner has 90 days from the date of dispatch to have an authorized energy rater perform an energy rating, and to submit the proper documentation to AHFC. Failure to submit documentation within the 90 days will result in participant ineligibility. To become eligible again, the homeowner must sign up on the waitlist and fulfill the eligibility requirements. Note that by signing up again on the waitlist there is no guarantee of participation. Funds are only set aside when AHFC receives your completed HER-1 Invoice and required documentation.
08. After the homeowner completes improvements they will contact the AK Rebate Call Center at 1-877-257-3228 or sign up at www.akrebate.com, to schedule a Post-Improvement energy rating. The Call Center will dispatch the homeowner to either the original energy rater or one of the homeowner's choosing. The rater will contact the homeowner to schedule the energy audit, and will verify the improvements and provide the homeowner with the proper documentation: a Post-Improvement energy rating and required documentation to submit to AHFC.
09. The homeowner has 18 months from the date of the As-Is energy rating to complete energy efficiency improvements listed on the IOR, receive a Post-Improvement energy rating and submit all required documentation to AHFC for reimbursement and rebate.

Section 2002 – Required Documentation for Participation and Rebate

01. To participate in the HER program the homeowner **must** submit a current, signed and completed As-Is Energy Rating Reimbursement Form (HER-1), that is also signed by their energy rater. The following is a list of documents required for participation:
 - a. Current HER-1 Invoice

- b. Home Energy Rating Certificate,
- c. Energy Efficiency Improvement Options Report,
- d. Proof of ownership (e.g., current tax parcel notice, transfer deed or deed of trust, or recorded quit claim deed),
- e. Energy rater's invoice and proof of payment for the energy rating services.

02. Submitting the most current As-Is documentation indicates to AHFC that a homeowner wishes to participate in the HER program.

03. The homeowner must sign certifying statement contained in the HER forms that acknowledges submitting false, inaccurate or incomplete information is fraud.

04. If all required documentation is submitted within 90 days and meets the eligibility guidelines, AHFC will set aside rebate funds up to 18 months from the date of the As-Is rating. Unclaimed rebate funds will be de-obligated if not claimed within the 18 months.

05. To complete participation in the HER program a homeowner must submit proper documentation to AHFC after their Post-Improvement energy rating. The energy rater performing the Post-Improvement energy rating may be the same rater selected for the As-Is rating, or a different rater at the homeowners choosing.

06. The following are the required documents to submit:

- a. HER-2 Invoice,
- b. Post-Improvement Rating Certificate,
- c. Copies of receipts and proofs of payment for the eligible improvements,
- d. Energy rater's invoice and proof of payment for the energy rating services.

07. The HER program reimbursement and rebate documentation should be mailed to:

Alaska Housing Finance Corporation
ATTN: R2D2
PO BOX 101020
Anchorage, AK 99510-1020

Section 2003 – Reimbursement and Rebate Processing Timeline

01. AHFC has within 60 business days to process a complete As-Is and Post-Improvement reimbursement and rebate invoice.

Section 2004 – Eligible Improvements and Reimbursable Costs

01. Only those energy efficiency improvements recommended in the Improvement Options Report (IOR) are eligible towards the rebate. The homeowner is responsible for choosing which energy efficiency improvements to complete.
02. All costs incurred by the homeowner for the As-Is energy rating is their responsibility. AHFC will reimburse up to \$325 for an eligible As-Is energy rating on an existing eligible residential dwelling unit.
03. All costs incurred by the homeowner during for Post-Improvement energy rating is their responsibility. AHFC will reimburse up to \$175 for an eligible Post-Improvement energy rating on an existing eligible residential dwelling unit.
04. The rebate amount for an eligible existing residential dwelling may cover some, but not necessarily all of the costs of eligible recommended improvements. The rebate amount is determined by the increased points and steps between the As-Is energy rating and the Post Improvement energy rating, and eligible receipts.
05. All energy efficiency improvements must be recommended in the Improvement Options Report (IOR) provided with the As-Is energy rating to be considered towards eligibility.
06. To be eligible, receipts for materials and contracted labor must be dated between the as-is and post-improvement energy rating dates.
07. Ineligible receipts for improvements include:
 - a. Improvements that are not operable and/or not installed,
 - b. Materials donated to the participant,
 - c. Cash payments that cannot be verified by a third party,
 - d. No proof of payment documentation,
 - e. Receipts from general contractors due to non-payment for services rendered.
08. Homeowners who elect to complete the improvements themselves rather than hire a contractor may include receipts for materials only.
09. AHFC strongly encourages that the homeowner or the contractor they hire, insure their aware of, and knowledgeable of, local and national codes, and the procedures for proper installation of equipment and materials.
10. Costs associated with switching from one fuel source to a different fuel source are not eligible, e.g. electric to gas, electric to oil, oil to gas, including storage tanks. Switching fuel sources is not considered an energy efficiency improvement.

Section 2005 – Calculating a Rebate

01. Rating steps and points are assessed for recommended improvement options in the IOR.
02. The final rebate amount will be determined by AHFC based on the increased points and steps between the As-Is energy rating and the Post-Improvement energy rating and eligible receipts.
03. Energy rating points and stars:

Points	Rating
0-39	1 Star
40-49	1 Star +
50-59	2 Star
60-67	2 Star +
68-72	3 Star
73-77	3 Star +
78-82	4 Star
83-88	4 Star +
89-91	5 Star
92-94	5 Star +
95-100+	6 Star

04. The increase from one Star rating to the next higher Star rating is considered one step.
05. Steps for maximum rebate amounts:

Steps	Rebate
1 Step	Up to \$4,000
2 Steps	Up to \$5,500
3 Steps	Up to \$7,000
4 Steps	Up to \$8,500
5 Steps	Up to \$10,000

06. Dwellings with As-Is energy ratings between 1 Star and 2 Star Plus need to increase their energy rating by a minimum of 5 points and at least one step to be eligible for a rebate.
07. Dwellings with As-Is energy ratings of 3 Star or more need to increase their energy rating by a minimum of 3 points and at least one step to be eligible for a rebate.

Section 2006 – Taxability of the Rebate

01. AHFC is required by the IRS to issue a Tax Form 1099-G to participants in the HER program for any reimbursements or rebates received, regardless of the amount. The individual who signs and submits the application, and to whom the rebate is paid (rebate recipient) must provide their social security number for this purpose. Their name on the application must appear as shown on the applicant's current or most recent Federal Tax return.
 - a. 1099-G Box 6 Taxable Grant instructions, "Enter any amount of a taxable grant administered by a federal, state, or local program to provide subsidized energy financing or grants for projects designed to conserve or produce energy, but only with respect to energy property or a dwelling unit located in the United States..."
02. The Internal Revenue Service (IRS) Issue Management Resolution System (IMRS) 11-0001463 has responded to State energy rebates in the following manner:
 - a. Many energy incentives are referred to as "rebates" even though they do not constitute rebates for federal tax purposes. Generally, only a manufacturer, distributor or installer of equipment can properly make a rebate for the costs of energy conservation equipment. Energy incentive payments from state and local governments that are includible in gross income must be reported using box 6 of Form 1099-G. There is no minimum dollar threshold for this reporting requirement.

Part III - Eligibility

Section 3000 – General

01. A homeowner is eligible to receive one As-Is and Post-Improvement energy rating reimbursement per eligible residential dwelling.
02. An As-Is energy rating for a residential dwelling, that has never been lived in, is eligible for reimbursement to participate in the program.
03. If a residential dwelling, under a previous owner, has had an energy rating, and that energy rating was used for reimbursement in the HER program but no rebate was given, then the new homeowner is eligible for an As-Is energy rating reimbursement and rebate.
04. Residential dwellings that have participated in the Weatherization or New Home Rebate programs after 04/05/2008 are ineligible to participate in the HER program.
05. Businesses, including Bed and Breakfasts, rental, or income generating properties that comprise more than 25% of the total square footage of the residential dwelling are not eligible.

06. Participants in the HER program must have signed up through the AK Rebate Call Center and have been dispatched by the AK Rebate Call Center.
07. Only official energy ratings, as a result of dispatch of the homeowner from the AK Rebate Call Center, are eligible to be used to participate in the Home Energy Rebate program.
08. Homeowners who have previously participated and received a rebate under either the HER or New Home Rebate program, and subsequently purchased or constructed a new home, may participate every two years from date of previous rebate check. All program guidelines must still be met and apply. This guideline is not retroactive. If newly constructed, reference New Home Rebate program guidelines.
09. The applicant must provide current ownership documents. The documentation must clearly demonstrate ownership and must match the homeowner's name and address on the official Home Energy Rating Certificate.
10. An applicant may participate more than once. However, the homeowner may only apply to participate for one rebate, per dwelling, every two years from the date of previous rebate check; as the homeowner is certifying primary, owner-occupied residency. Second, vacation or rental residential dwellings are ineligible.

Section 3001 – Multi-Unit Dwellings

01. All guidelines for the HER program, when referencing multi-unit dwellings, apply unless noted in this section.
02. Multi-unit dwellings, i.e. duplex, tri-plex, four-plex, may participate in the HER program once.
03. To be eligible, the participant must reside in and claim one of the units as their primary residence. The dwelling must be energy rated as a whole building and the building may qualify for only one rebate.
04. If the multi-unit dwelling is jointly owned, the owners may qualify for only one rebate, not per unit.
05. The energy rating may include, but is not limited to the following common areas/components:
 - a. Operable Heating system/boiler
 - b. Attic
 - c. Crawl space
 - d. Ceiling
 - e. Perimeter foundation
 - f. Windows and doors

06. Multi-unit dwellings with five units or more are NOT eligible, with the exception of condominiums.

Section 3002 – Condominiums

01. All guidelines for the HER program, when referencing condominiums, apply unless noted in this section.
02. The energy rater will determine how the condominium will be rated.
03. The unit or units must be owner-occupied and be the year-round residence of the homeowner participant.
04. Homeowners may participate for their individual unit, but are encouraged to sign up and participate as a group.
05. The condo association assessments may be used to support the payment of improvements for common areas. The formula for determining the individual per-unit share is: number of units divided by the total cost of improvements.
06. Acceptable receipts for condominium energy efficient improvements may include vendor invoices for the participating homeowner's costs for upgrading the unit and the condo associations' assessments and invoice(s) if applicable. (If an association assessment is used to support the payment of improvements for common areas, determine the individual per-unit share by dividing the total number of units by the cost of improvements).

Section 3003 – Non-Conforming Existing Dwellings

01. Features of non-conforming existing residential dwellings include, but are not limited to, an unconventional foundation system, unconventional utilities, lack of central heating, or unconventional ceiling height.
02. Participation in the Home Energy Rebate Program for non-conforming existing dwellings is limited to owner occupied single-family dwellings, duplexes, and Type I manufactured homes if they serve as permanent, full-time dwellings for at least two heating seasons in that location, with a foundation or mooring on blocks; is connected to electric, water, and sewer utilities when available nearby and is not motorized for mobility or resting on wheels or axles, and have not previously participated in the Weatherization, Home Energy Rebate or New Home Rebate program.
03. To qualify, the dwelling must be substantially complete and be able to be energy rated, shall be assessed in accordance with AHFC minimum building standards and program requirements. For instance, non-conforming existing dwellings could pertain to:
 - a. A houseboat

- b. A float home
- c. A bunker
- d. An unfinished house. To qualify, the house must be substantially complete and be able to be energy rated.

Section 3004 – Ineligible Dwellings

- 01. A dwelling that received a rebate under the New Home Rebate program or previously under the HER program, or has been weatherized after April 5, 2008,
- 02. A motorized vehicle, including boats, motorhomes, etc,
- 03. A hotel or motel room,
- 04. A travel trailer, camper, or other mobile residential unit,
- 05. A pleasure or fishing boat or motorized houseboat,
- 06. A dwelling leased or maintained by the US government,
- 07. A dwelling designated for acquisition or clearance by a Federal, State, or local government program within 12 months from the date a rating of the residential unit would be scheduled to be completed; appeal requests of this guideline will be considered on a case-by-case basis,
- 08. A dwelling that is not substantially complete,
- 09. A portion of a dwelling not being lived in,
- 10. A rental apartment or portion being converted for a rental apartment,
- 11. A residential unit that is not the primary dwelling of the applicant,
- 12. Yurts,
- 13. A commercial property.

Section 3005 – Communities without an Energy Rater

- 01. AHFC has established the Roving Energy Rater policy to provide homeowners in remote parts of the state with the opportunity to receive an energy rating so they can participate in the Home Energy Rebate program. There may be instances when a community either does not have a locally authorized energy rater or cannot obtain the services of an energy rater

due to logistics, etc. All energy ratings are the financial responsibility of the participating homeowner. Interested homeowners will not have the option to select their own rater under these circumstances.

02. AHFC recognizes as stewards of state funds a fiduciary responsibility to expend these funds in an expeditious and equitable manner, and to look for efficiencies. As a result, AHFC will seek volunteer energy raters to travel to communities that have 3 or more homeowners signed up through the AK Rebate Call Center. AHFC will cover the cost of the energy rater's travel in accordance with the AHFC Travel Guide and funding availability.
03. AHFC energy rater travel authorization may include costs of per diem, flight, hotel, and car rental in accordance with AHFC's Travel Guide.
04. Prior to energy rater travel, AHFC will identify travel circuits within regions and will coordinate with the energy rater to ensure all interested homeowners have an opportunity to receive a rating.
05. The energy rater will be provided with a list of homeowners from the AK Rebate waitlist that have confirmed interest in participating in the rebate program, and requests AHFC assist with energy rater travel costs. The energy rater will schedule appointments. Once all interested homeowners have been scheduled the energy rater must provide to AHFC, their travel dates and number of customers scheduled to receive energy rating services.
06. An energy rater who is travelling to a community where their travel costs are subsidized by a third party for non-rebate related business, and wishes to perform energy ratings for homeowners signed up on the waitlist in that community, must request pre approval from AHFC to cover non-subsidized travel expenses; per diem and hotel. Costs incurred by the energy rater while in the community, not covered by the third party may be considered for reimbursement. These additional costs must be allowable in accordance with AHFC Travel Guide.
07. Prior to the energy rater's travel, AHFC may advertise in the community to give homeowners an opportunity to get on the waitlist to be eligible for an energy rating. The volunteer energy rater may also advertise and may perform the energy rating upon notification from the Call Center.
08. In accordance with the Dispatch Policy contained in this document, the energy rater must refer homeowners interested in participating to the AK Rebate Call Center in order for the energy rating to be accepted by AHFC.

Section 3006 – Dispatch Policy – Homeowner Participant

01. All As-Is and Post-Improvement ratings must be dispatched through the AK Rebate Call Center. Energy raters must ensure if contacted by a homeowner seeking an energy rating to refer them to the AK Rebate Call Center for dispatch. Under no circumstances should an

energy rater perform an energy rating for the Home Energy Rebate program without an official dispatch.

02. Only energy ratings resulting from an approved dispatch: As-Is, Post-Improvement, requested through the AK Rebate Call Center are eligible to be used to participate in the AHFC HER program. This policy is not applicable to the Building Energy Efficiency Standard (BEES) ratings performed for any and all other purposes.

03. The AK Rebate Call Center will dispatch homeowners from the top of the waitlist to the energy raters they have chosen upon initial sign-up.

04. Energy ratings performed without being dispatched by the AK Rebate Call Center will be deemed ineligible for the rebate

05. For Post-Improvement energy rating requests, the homeowner will contact the AK Rebate Call Center and be dispatched upon request to the same energy rater who performed the As-Is energy rating, unless the homeowner notifies the AK Rebate Call Center they wish to have a different energy rater.

Part IV – Energy Raters

Section 4000 – Overview

01. All rating reimbursements and rebates are based on funding availability. Should program-specific reimbursement or rebate funds cease to be available, AHFC will provide written notice to the energy raters, 30-days prior to the cessation of the HER program.

02. AHFC authorized energy raters for the HER program are required to sign an energy rater agreement and to follow the AHFC Energy Rater Manual.

03. Official energy ratings performed by AHFC authorized energy raters must be produced using the most current version of AkWarm.

04. Energy Raters are strongly encouraged to allow homeowners to sign themselves up for the Energy Rebate Program. In cases where the energy rater must sign up a homeowner it is the responsibility of the energy rater to show evidence that the homeowner is aware of all the program guidelines, i.e. a signed acknowledgement attached to the AkWarm file.

05. Energy raters must provide the homeowner with a receipt after completion of an energy rating for the HER program which contains the following:
 - a. Contact information for the energy rater performing the rating,
 - b. Customer information confirming proof of ownership documentation i.e., owner name, physical property address and mailing address,
 - c. Description of service i.e., As-Is or Post-Improvement,
 - d. Price of service and payment information,
 - e. Current and correct date of the rating.
06. Energy rater must insure the property address noted in the energy rating is the homeowner's legal address, as demonstrated by tax assessments, title documents, i.e., deeds of trust and match the HER-1 form.
07. Energy raters will provide proper documentation to the homeowner: current, signed HER-1 and HER-2 forms, after completion of energy ratings.

Section 4001 – Travel Policy

01. Only raters with current AHFC rater agreements are eligible to receive travel reimbursements.
02. Prior to travel, raters must notify and obtain approval from the AHFC designee.
03. Unless otherwise approved by AHFC, prior to rater travel, raters will only be dispatched once there are three or more ratings needed in a community.
04. The rater may advertise in the community prior to travel in order to maximize the number of ratings.
05. Travel will not be reimbursed if it is subsidized or paid for in any other way. If a rater is currently in the community for other work or organization or agency, no travel reimbursement will be paid under this policy. By a rater signing their invoice they attest to the fact they are doing these ratings without any other travel being supplied or subsidized by other parties.
06. Ratere must comply with reimbursement and any other applicable policies of the AHFC Travel Guide.
07. The following documentation must be provided to qualify for reimbursement:
 - a. Written AHFC authorization for the travel.
 - b. A list of the clients served, including names and addresses.

- c. For private vehicle travel, rater will be reimbursed at the IRS standard mileage rate in effect at the time of travel.
- d. For travel on a commercial airline, state ferry system, or other transport system, the receipt must include the date of travel and the dollar amount paid.
- e. Travel via personal aircraft/watercraft is not eligible for reimbursement.

08. The rater's travel time is not eligible for reimbursement. Eligible travel expenses include approved:

- a. Round trip mileage reimbursement, from the rater's residence to the rated property or properties, in accordance with the AHFC Travel Guide.
- b. Commercial air travel.
- c. State ferry travel, excluding staterooms and meals.
- d. Applicable current per diem rate for lodging, meals, and incidental expenses, per the AHFC Travel Guide.

Part V – Monitoring

Section 5000 – Overview

- 01. To perform qualified energy ratings, an authorized Home Energy Rater (rater) has to fulfill all the requirements to become a home energy rater and be authorized by AHFC as such. Energy raters must maintain current agreements with AHFC to perform energy ratings for the HER program and are subject to monitoring to verify compliance of said agreement. A home energy rater is not an employee, agent, or contractor of AHFC.
- 02. An authorized Home Energy Rater must sign the current HER-1 and HER-2, certifying that the information contained in the energy rating on the referenced property is true and correct, and that they have provided the owner of the property with a copy of the Energy Ratings, the As-Is Improvement Options report, consumer education on energy efficiency, and their receipt for the energy ratings. That they understand that any misrepresentation is subject to penalties detailed in 15 AAC 155.350
- 03. AHFC or its designee reserves the right to conduct random reviews of energy ratings, energy raters, Improvement Option Reports, and receipts submitted to support the rebate requested, as well as, all other components of the HER program.

Section 5001 – Falsification

- 01.If it is determined that a rebate has been obtained using false information, e.g., forged receipts, AHFC may request that the applicant return the rebate and reimbursement amounts. The applicant shall be notified in writing by certified mail.
- 02.Invalid receipts will not be accepted towards the reimbursement or rebate.

Section 5002 – Complaints

- 01.The AHFC shall investigate all complaints relating to the Home Energy Rebate program to ascertain the facts. The investigation may consist of the following:
 - a. Review of the documentation submitted for a rebate and reimbursement,
 - b. Possible discussion with the relevant parties,
 - c. A site visit to the dwelling and verification of the energy rating and/or improvements.
- 02.If a complaint is received related to an energy rater or an energy rating the complaint shall be referred to AHFC Quality Control who monitors the energy raters. If the complaint is regarding the accuracy of an energy rating, AHFC will coordinate efforts with the homeowner and if necessary the energy rater to provide an accurate energy rating.

Part VI – Exemptions

Section 6000 – Overview

01. AHFC may receive requests for extensions or waivers from homeowners participating in the Home Energy Rebate program. On a case-by-case basis, AHFC may consider requests, however, requestors are advised no guarantees exist that requests will be granted.
02. Participants that wish to appeal the program managers' decision, must do so in writing, and must include responses to the following:
 - a. Circumstances for request (request due to an emergency situation will not be considered).
 - b. Written verification of circumstance from a third party (Physician, health care provider or military authority, etc). Verification from a contractor, vendor, relative, or family owned business is not sufficient.
 - c. Original program deadline date.
 - d. List of improvements that have been done per the Improvement Options Report.
 - e. If improvements per the Improvement Options Report have been done, cost of said improvements, and if improvements provide sufficient points and steps to qualify for a rebate.
 - f. List of additional improvements to be made and if they will make a difference in points and steps.
 - g. Military deployment dates, if applicable.
 - h. Has participant gotten back on wait-list to start process over?
 - i. Length of extension request.

Part VII – Miscellaneous

Section 7000 – Combining Home Energy Rebate and other AHFC energy programs

01. Homeowners may participate in both the HER and Energy Efficiency Interest Rate Reduction (EEIRR) programs simultaneously. An energy rating dispatched and performed for participation in the HER program may be used for participation in the EEIRR program. EEIRR program policies and procedures supersede HER guidelines.
02. Homeowners may participate in both the HER and Second Mortgage for Energy Conservation programs simultaneously. An energy rating dispatched and performed for participation in the HER program may be used for participation in the Second Mortgage for Energy Conservation program. If a rebate is received and the homeowner has participated in both programs, the rebate will be applied to the loan principle.

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03. An energy rating performed exclusively for the EEIRR or Second Mortgage for Energy Conservation programs and not dispatched from the AK Rebate Call Center will not be valid for participation in the HER program.
04. Energy ratings performed during participation in the HER program will not receive an AHFC PUR-101 form and are not recognized as BEES Compliance ratings.

Part VIII – Definitions

01. AK Rebate Call Center

Effective October 1, 2008, AHFC established the AKRebate Call Center, www.akrebate.com and 1-877-257-3228. The purpose of the call center is to provide participants with a mechanism to request energy ratings and to ensure participants have a reliable expectation on how long they might have to wait to get an energy rating. It also allows AHFC a mechanism to adequately project funding availability, ensures a consistent flow of dispatches to energy raters, and maintains a track record of consumer requests.

02. AkWarm rating software

AkWarm is a computer simulation-based method for assessing a home's energy efficiency and its potential for improvement.

03. Approval

An approval signature either on a paper document or electronically via email.

04. Approver

The appropriate approving authority for the homeowner (as designated on the Home Energy Rebate applications and in AHFC business practices).

05. As-Is energy rating

A home energy rating performed on a home for the purpose of establishing a rating level and identifying opportunities for increased energy efficiency. As-Is ratings are to be done with the home in the condition it is when the rater arrives. A rater may not substitute a component that was recently changed to give the rating a lower score (i.e. if a furnace was changed out by a seller a week before the rater arrives, the rater must rate the home with the new furnace, not the one that was removed.) The home should be rated as the rater finds it, and not make additions or deletions to the thermal envelope, heating system, water heater system, or air movements in the building without submitting these changes in writing to AHFC. Submittal of "Notes to AHFC" on the AkWarm rating file is sufficient notification for this purpose.

06. BEES Compliance rating:

BEES (Building Energy Efficiency Standards) Compliance rating used by builders and/or owner-builders to meet the Building Energy Efficiency Standard, AHFC regulation 15 ACC 155.010.

07. Building Energy Efficiency Standard (BEES)

The Alaska Building Energy Efficiency Standard was established by the State of Alaska to promote the construction of energy efficient buildings. It sets building energy use standards for thermal resistance, air leakage, moisture protection and ventilation.

BEES for residential buildings is currently comprised of the 2012 International Energy Conservation Code (IECC), ASHRAE 62.2 2010 and Alaska Specific Amendments.

All new residential homes and community-owned buildings which began construction on or after January 1, 1992 must comply with the BEES in effect at the time the foundation is started, if AHFC is to be used in construction or the purchase of a loan.

08. Community without an energy rater:

Remote community in which no AHFC authorized energy rater resides or provides regular rating services.

09. Department Director:

For the purposes of this manual, Department Director shall mean the Director of Research and Rural Development Division.

10. Eligible homeowner:

For purposes of these guidelines the homeowner, participant, applicant all refer to the individual certifying on AHFC Home Energy Rebate forms that the home that was rated and having energy efficiency improvements completed is the customer's primary residence in which they occupy year-round.

11. Eligible improvements:

All improvements recommended in the Improvement Options Report (IOR) generated by the AkWarm software program that verify the energy efficiency of the dwelling.

12. Eligible dwelling unit:

A "residential or dwelling unit" means a house, including a stationary mobile home, a condo, which provide complete independent living facilities for one or more persons, including permanent provisions for sleeping, cooking, and eating; "residential or dwelling unit" does not include a motorized vehicle, a boat, a travel trailer, a hotel room, a bed & breakfast, yurt, or a housekeeping unit leased or maintained by the United States for employee or military housing..

13. Energy Cost and Features report

The Energy Features section of the report summarizes the information AkWarm has used to determine estimated energy use. It is divided into sections describing: Envelope Efficiency, Space Heating System, Water Heater, Ventilation, and Other Energy Uses. Any notes that were entered in the "Notes to Homeowner" on the "General" screen will be printed at the bottom of the report.

There are several important items to note:

Envelope Efficiency is shown with component composite R-values. This includes the R-value of the framing members and other materials, not just the R-value of the insulation in that component.

The Space Heating System Efficiency is an estimated efficiency of the entire heating system, including heating equipment and distribution system, based on the input information and some internal assumptions.

When using the information in the report you should always note the house size at the time of the rating, whether the garage is included in the rating, what type of rating was performed, and the version of Akwarm and date of the library that was used.

14. Energy rater:

The authorized Home Energy Rater (rater) is one who has fulfilled all the requirements for becoming a home energy rater and has been authorized by AHFC as such. Energy raters must maintain current agreements with AHFC to perform energy ratings and are subject to monitoring to verify compliance of said agreement. A home energy rater is not an employee, agent, or contractor of AHFC.

15. Home energy rating:

An energy rating performed by an AHFC authorized Energy Rater using an AHFC approved software program. A Home Energy Rating analyzes building energy performance based on thermal envelope, domestic hot water, as well as space heating systems and assigns both a numerical score and a star rating to the building. Depending on the purpose of the rating, it may or may not include recommendations for energy efficiency improvements.

16. Improvement Options Report (IOR):

A list of energy efficiency improvements generated as a result of an as-is energy rating for an eligible dwelling unit. The IOR also serves as a guideline for AHFC and the homeowner regarding the estimated points and steps that may be achieved, energy savings and return on the energy improvement investment. Only improvements from this report are eligible towards a rebate.

17. Post- Improvement rating:

The energy ratings done after improvements have been made to an existing residential dwelling. This rating is used to verify improvements made to the dwelling.

18. Program manager:

For the purposes of this manual, Program Manager is responsible for the administration of the Home Energy Rebate and New Home Rebate for new construction programs.

19. Rating from plans:

An energy rating using the AkWarm software that relies on inputs from a set of building plans. The rating type is an unofficial rating and cannot be used to verify compliance.

20. Rebate:

The eligible amount a homeowner may receive for making energy efficiency improvements in accordance with the recommendations in the Improvement Options Report (IOR) through the Home Energy Rebate and New Home Rebate for new construction programs.

21. Substantially complete:

A residential unit that has all of the normal integral parts including a foundation, floors, walls, roof, windows, doors, and permanent operating heating system *and* “thermal envelope” means the space in a building that is contained within the building’s wall, roof, and floor or crawl spaces and that separates the building’s heated space from unheated spaces, the ground, or the outdoors. If a local building permit agency exists, a Certificate of Occupancy will satisfy this definition from an AHFC approved municipality. A dwelling is not considered substantially complete if it is not considered habitable for local climates (e.g., an un-insulated building in Fairbanks, heating system not operational).

22. Year-round occupancy:

AHFC has adopted the Alaska Permanent Fund residency eligibility criteria to meet the year-round residency requirement, in accordance with AS 43.23.005 and AS 43.3.008, to participate in the Home Energy Rebate and New Home Rebate for new construction programs.