



WarmWise Home Savings Program Program Manual



January, 2018

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1 Introduction

1.1 Home Savings Program Overview

The Home Savings Program is a comprehensive energy efficiency program that offers rebates to Columbia Gas of Virginia residential customers for the purchase and installation of qualifying high efficiency natural gas equipment at residential units. Rebates are offered for measures that produce cost-effective natural gas savings for existing home or take certain steps to weatherize an existing home. The Home Savings program provides Standard Rebates that are paid directly to participating customers, property owners, or property managers¹.

Qualified program measures include high-efficiency natural gas furnaces, high-efficiency windows, doors and skylights, and floor and attic insulation. Columbia Gas of Virginia will support the program by identifying customer installation opportunities and assisting customers with program requirements where applicable.

This program manual is specifically designed for use by potential participating customers as well as participating contractors, and is organized as follows:

- Section 2 contains contact information for Columbia Gas of Virginia.
- Section 3 includes information on program eligibility.
- Section 4 includes directions on participating in the program.
- Appendix A includes information on additional natural gas resources available on the Internet.
- Appendix B includes information on terminology used in this program manual.
- Appendix C contains a list of answers to frequently asked questions about the program.
- Appendix D contains a map showing the approximate service territory covered by Columbia Gas of Virginia.

¹ If the program participant is not the designated party on the Columbia Gas of Virginia account, such as a property owner or property manager making improvements to a house rented to tenants, the property owner/manager can fill out an Authorized Agent Addendum form to have the rebate sent to a different address or name. The rebate check will only be mailed to the owner/manager of the property after appropriate documentation is provided. See Section 4.2.3 for additional details.

2 Contact Information

2.1 Home Savings Program Inquiries

Program Information: 877-623-5065

Web site: www.WarmWiseVA.com

Rebate Application Mailing Address:

Columbia Gas of Virginia
WarmWise Rebates
916D West Atlantic Street #351
Emporia, VA 23847

2.2 Columbia Gas of Virginia

Carla Dix

Lead Performance Analyst

1809 Coyote Drive

Chester, VA 23836

Office: 804.777.3077

Fax: 804.768.6413

Email: cdix@nisource.com

3 Program Eligibility Requirements

To take advantage of cash rebates available through the Home Savings Program, the following eligibility requirements must be met.

3.1 Customer Eligibility

To participate in the Home Savings Program, a customer must be a Virginia resident, must receive natural gas service from Columbia Gas of Virginia on a residential service (RS, RTS, or EDS) rate schedule and install a qualifying measure in their residence. Customers with questions regarding their account or rate schedule should reference a recent utility bill or contact Columbia Gas of Virginia.

Eligibility status can be determined by reviewing a recent gas bill from Columbia Gas of Virginia. Figure 1 shows where the customer account number, service location, residential service rate schedule, and meter number is located on a typical Columbia Gas of Virginia customer bill.

Contractor Tip #1

When meeting with customers about a proposed project, ask them to provide a copy of their most recent utility bill. By examining the utility bill, you can determine whether customers are eligible for rebates and may be interested in qualifying high-efficiency natural gas equipment.

Figure 1: Location of Information on Columbia Gas of Virginia Bill

Gas Bill

Residential Service → Indicates Residential Customer

Account Number ← XXXXXXXX XX XXX X

Statement Date 12/11/2009

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Billing & Payment Summary

Customer Name	Columbia Gas of Virginia Customer	
Previous Amount Due on 12/07/2009		\$62.89
Payments Received by 12/02/2009	-	\$62.89
Balance on 12/11/2009	=	\$0.00
Charges for Gas Service This Period	+	\$164.96
Amount Due by 01/08/2010	=	\$164.96

Billing & Payment Notes
If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.5%.
See back of bill for Detail of Charges for Gas Service.

Service Summary

Meter Number MXXXXXX

Service Location → 123 Main St
Anytown VA 12345-6789

Service Summary Notes
Your next actual meter reading date is 1/14/2010

Meter Readings (31 Billing Days)		
Actual Reading on 12/11		4921
Actual Reading on 11/10	-	4804
Gas Used (Ccf)	=	117

3.2 Project Eligibility

Table 1 lists the energy-efficiency measures, eligibility requirements, and rebate levels offered under the Home Savings program. The high efficiency furnace, windows, doors and skylights, attic and floor insulation measure rebates are available in existing homes with primary natural gas heating.

Table 1: Home Savings Measures, Efficiency Requirements and Rebate Levels

Qualifying Equipment	Required Efficiency	Rebate (\$/unit)
High Efficiency Natural Gas Furnace	AFUE ≥ 90%	\$300.00/unit
High Efficiency Windows, Doors, Skylights	ENERGY STAR (North-Central climate zone)	\$1.00/sq.ft.
Attic Insulation – Single Family ¹	Existing Insulation R-0 to R-19, final insulation level must be ≥R-38	\$0.15/sq.ft. with cap of \$225 per home
Attic Insulation – Multi-Family ¹	Existing insulation R-0 to R-19, final insulation level must be ≥R-38	\$0.13/sq.ft. with a cap of \$125 per unit
Floor Insulation	Increments of R-19 or higher	\$0.40/sq.ft. with a cap of \$450 per home

¹See Section 3.3.3 for definitions of Single Family and Multi-Family residences.

Rebate applications must be submitted within 120 days from the date of purchase and installation in order to be eligible for a Home Savings rebate. Final program deadline is January 31, 2019.

3.3 Description of Eligible Measures

3.3.1 High Efficiency Natural Gas Furnace

Measure Description: High efficiency gas furnaces can significantly reduce annual energy costs compared to standard efficiency units.

Applicability: Retrofit installations in existing homes are eligible.

Equipment Eligibility & Rebate Level: All newly installed natural gas furnaces with an Annual Fuel Utilization Efficiency (AFUE) equal to or greater than 90%, the rebate is \$300 per unit.

Items to submit with application: Home Savings General Application, sales receipt or invoice, and a copy of the most recent Columbia Gas of Virginia bill.

3.3.2 High Efficiency Windows, Doors and Skylights

Measure Description: High efficiency windows, doors and skylights will reduce the amount of non-solar heat losses, which in turn will help reduce heating costs for the residence.

Applicability: Retrofit installations in existing homes are eligible. Home must have natural gas space heating as primary heating source.

Equipment Eligibility & Rebate Level: All newly installed high efficiency windows, doors, and skylights meeting or exceeding the efficiency thresholds specified in Table 2 below, the rebate is \$1.00 per square foot of window, door, or skylight installed. The square footage is determined by the manufacturer’s dimensions. For example, if the contractor installs a 48”x48” qualifying window, the rebate would be \$16.00 (48”x48” is equivalent to 4’x4’, which is a total of 16 square feet).

Table 2: Window, Door, and Skylight Efficiency Criteria

Category	U-Factor	SHGC
Windows	≤0.30	≤0.40
Skylights	≤0.53	≤0.35
Doors (Opaque)	≤0.17	N/A
Doors (≤ ½ Lite)	≤0.25	≤0.25
Doors (> ½ Lite)	≤0.30	≤0.40

Items to submit with application: Home Savings General Application, sales receipt or invoice, National Fenestration Rating Council (NFRC) stickers for each window, door, or skylight, and a copy of the most recent Columbia Gas of Virginia bill.

3.3.3 Attic Insulation

Measure Description: Increasing the R-value of the insulation in the home’s attic will decrease heat loss to the outside and reduce energy costs.

Applicability: Only retrofit installations in existing homes where the affected insulation is between conditioned and unconditioned spaces are eligible. Unconditioned space is defined as an area or room within a building that is not being heated or cooled, that has no fixed opening directly into an adjacent conditioned space, or which is outside of the building envelope. Home must have natural gas space heating as primary heating source.

Equipment Eligibility & Rebate Level: All attic insulation projects meeting all of the following criteria:

1. Pre-existing insulation level of R-0 to R-19,
2. Final total insulation level of R-38 or higher (pre-existing + new installed).

The rebate for attic insulation projects is based on types of residence, as follows:

3. Single Family: The rebate is \$0.15 per square foot of insulation installed in a single family with a cap of \$225 per home. For the purposes of this program, single family homes include single family detached homes and single family attached homes, such as townhouses, duplexes, etc., if each single family housing unit occupies its own parcel of land.
4. Multi-family: The rebate is \$0.13 per square foot of insulation installed with a cap of \$125 per unit. For the purposes of this program, multi-family homes include buildings with multiple housing units that occupy the same parcel of land.

As an example, if the contractor installs 1000 square feet of insulation in the attic and/or floor in a single family then the rebate would be \$150 (1000 square feet x \$0.15/square foot = \$150) regardless of the square footage of the home. If the contractor installs in a multi-family with the same conditions then the rebate would be \$130 (1000 square feet x \$0.13/square foot = \$130). However, if the contractor installs 2000 square feet of insulation in the attic and/or floor in a single family then the available rebate would be \$225 (2000 square feet x \$0.15/square foot = \$300, which is beyond the cap of the project). Same mechanism works in the multi-family installation. With the same size of insulation installed, the rebate would be \$125 at maximum.

Items to submit with application: Home Savings General Application, Insulation Supplement Form, sales receipt or invoice, and a copy of the most recent Columbia Gas of Virginia bill. Additionally for insulation

projects, before and after photos of the installed insulation measure must be submitted. Photos MUST include:

5. A measuring tape or ruler inserted to the bottom of the existing insulation showing total insulation depth in inches.
6. Clear and legible numbers on the measuring tape or ruler for independent verification of insulation depth.

3.3.4 Floor Insulation

Measure Description: Increasing the R-value of the insulation in the home's floor will decrease heat loss to the outside and reduce energy costs.

Applicability: Only retrofit installations in existing homes where the floor is between conditioned and unconditioned spaces are eligible. Insulation in floors between two conditioned spaces, such as interior floors, is not eligible. Unconditioned space is defined as an area or room within a building that is not being heated or cooled, that has no fixed opening directly into an adjacent conditioned space, or which is outside of the building envelope. Home must have natural gas space heating as primary heating source.

Equipment Eligibility & Rebate Level: All floor insulation with a minimum new installed amount of R-19 value or higher, the rebate is \$0.40 per square foot of insulation installed with a cap of \$450 per unit. For example, if the contractor installs 1000 square feet of insulation in the floor then the rebate would be \$400 (1000 square feet x \$0.40/square foot = \$400) regardless of the square footage of the home.

Items to submit with application: Home Savings General Application, Insulation Supplement Form, sales receipt or invoice, and a copy of the most recent Columbia Gas of Virginia bill. Additionally for insulation projects, before and after photos of the installed insulation measure must be submitted. Photos MUST include:

7. A measuring tape or ruler inserted to the bottom of the existing insulation showing total insulation depth in inches.
8. Clear and legible numbers on the measuring tape or ruler for independent verification of insulation depth.

4 Program Participation Process

4.1 Participation Overview

Program participants, including customers, property owners, or property managers, may apply for single family or multi-family rebates by submitting a rebate application to Columbia Gas of Virginia’s Home Savings Program. An application form can be downloaded or completed online at the program’s website www.WarmWiseVA.com. The program participation process follows these general steps:

1. Qualifying equipment is purchased and installed in a CGV home.
2. Participating customer/property owner/property manager completes application form(s) and submits form(s) along with all required supporting documentation.
3. Columbia Gas of Virginia reviews and processes rebate application
4. Rebate check is sent to participant upon final approval of rebate application.

4.2 Completing the Application

The Home Savings Program requires the submittal of applicable program application form(s) upon the completion of an eligible project. Application may be completed two ways: download hard-copy application forms from the program website, or completed through the online application process.

4.2.1 Hard-Copy Application Forms

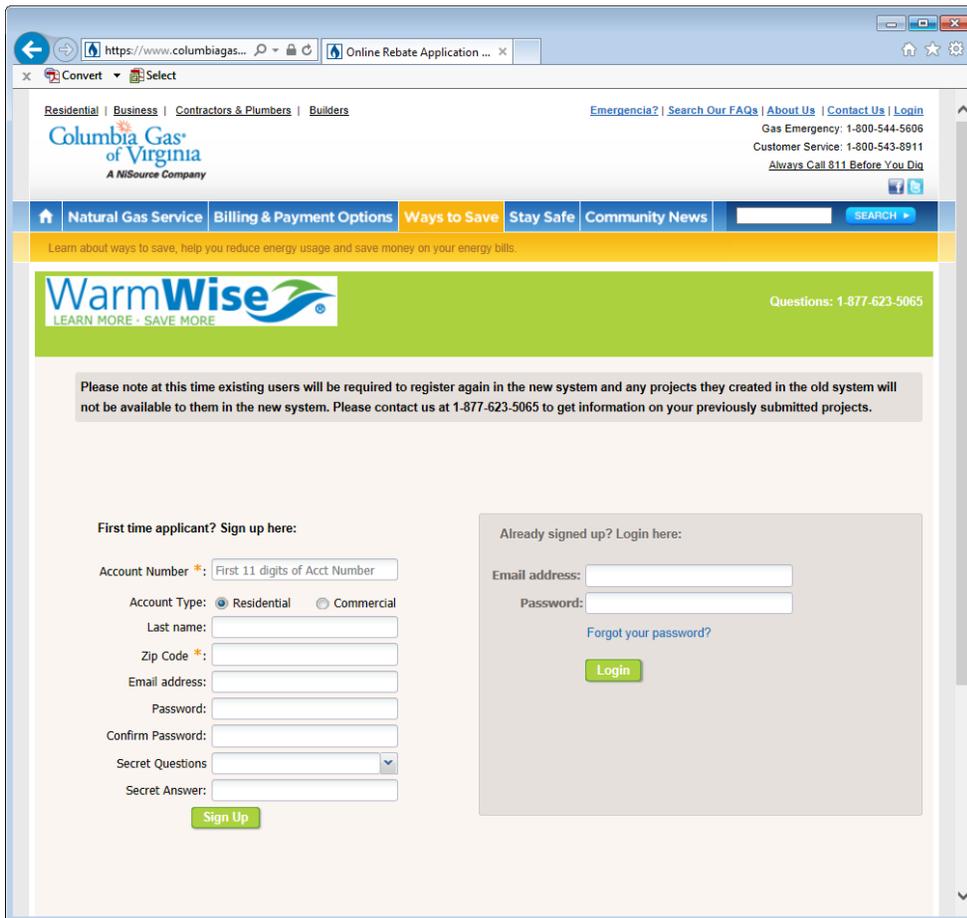
The following hard-copy application forms are included in the Home Savings program:

5. Home Savings General Application – all Home Savings projects must complete and sign the General Application form.
6. Insulation Supplement Form – all projects that include floor insulation or attic insulation measures must complete and sign the Insulation Supplement form in addition to the General Application form.
7. Authorized Agent Addendum – projects completed and/or funded by a property owner or property manager that is not the Columbia Gas of Virginia account holder may submit an Authorized Agent Addendum so that the rebate will be directed to the property owner or manager.

4.2.2 Online Applications

Participants may complete the application process through the program website, www.WarmWiseVA.com. Figure 2 shows the login page for the online application process.

Figure 2: Online Application Login Page



To complete the online application process, customers must register using their Columbia Gas of Virginia account number to create a WarmWise account, and then complete the appropriate application fields for the measures included in their project.

4.2.3 Required Information

The following information is required for each application submittal:

Property Information

Customers must provide the Columbia Gas of Virginia account number. This information can be found on the customer's bill – the account number is 15 digits for example 12345678-001-0001.

Customer Information

Customers must provide the Columbia Gas of Virginia account name, the complete address for the home where the qualifying equipment was installed, and a phone number. The customer must also list their mailing address if it is different from the installation address. Customers rebates will be sent to the mailing address listed on the Columbia Gas of Virginia account and in the customer's name on the

account. One exception to this rule is in the case of a landlord who owns a home, but is not the designated party on the Columbia Gas of Virginia account (i.e. house rented to tenants). In this circumstance, the property owner can fill out an Authorized Agent Addendum form to have the rebate sent to a different address or name. If there are multiple units (2 or more), the landlord can provide a listing of the addresses and corresponding meter numbers to Columbia. The rebate check will only be mailed to the owner of the property after appropriate documentation is provided that proves ownership of the home. Appropriate documentation may include, but is not limited to a rental contract or lease agreement or County Tax Records.

If an account number for a service location is unavailable, the customer must determine the unique identification number on the Columbia Gas of Virginia meter at the residence and consult with Columbia Gas of Virginia to look up the account information.

Home Information

This section includes basic information about the home. Complete the information on building type, size, age, space heat source, and water heat source.

Qualifying Measures

This section lists each measure that is available for the Home Savings Program. Customers must select all of the measures that they are applying for and attach the appropriate Application Form for each measure.

Acceptance of Terms

Customers must sign and date the application. By signing, the customer certifies that all information contained on the application is accurate, that they have read all of the Terms and Conditions on the application, and that they understand Columbia Gas of Virginia may verify all information provided.

Measure Information

Customers must provide requested information on eligible measures they are applying for, such as make and model, amount installed, and efficiency characteristics. For attic and floor insulation measures, additional measure information is required to be completed in the Insulation Supplement Form, which must be submitted with the General Application Form.

Required Supporting Documentation

Customers must include the following supporting documents:

1. Paid sales receipt or invoice that clearly details ALL of the following (as shown in the sample invoice in Figure 3):
 - Retailer/Contractor name, address and phone number
 - Purchase date and install date (if different)
 - Itemized detail of the equipment purchased including cost, quantity, manufacturer, and model numbers
2. Copy of the most recent Columbia Gas of Virginia bill.
3. For select measures, additional required supporting documents include:
 - Windows, doors, skylights – NFRC sticker for each window, door, or skylight installed

- Attic and floor insulation – before and after photos of installed insulation. Photos MUST include a measuring tape or ruler inserted to the bottom of the existing insulation showing total insulation depth in inches. The numbers on the measuring tape or ruler must be clear and legible in the photos.

Contractor Tip #2

Contractors are in a unique position to assist their customers with applying for and obtaining rebates. When working with a customer on a rebate application, be sure to:

- Double check that specified equipment qualifies for the Homes Savings Program,
- Supply customer with two copies of an invoice that lists the model number, # of units sold, unit cost, and vendor contact information,
- Supply customer with AHRI certificates or other equipment submittals that verify efficiency ratings,
- For Window/Door/Skylight Rebates – Please **keep ALL NFRC stickers for submission**
- Assist with the WarmWise Program Manager in the inspection process to answer questions related to the installed measures when necessary.

Figure 3: Sample Invoice

INVOICE

The Space Heating Company
123 ABC St.
Fairfax, VA 20151
(703) 555-5555

Invoice Date: January 4, 2016

Customer Name: John Doe
Installation Address: 123 Cherry Ln., Richmond, VA 23836

Date of Installation	Quantity	Description	Manufacturer	Model Name/Number	Serial Number	Price
1/2/2016	1	Install new gas furnace	Acme	153.331492	153.331492-1410	\$XXX.XX
				Subtotal		\$XXX.XX
				TOTAL		\$XXX.XX
				BALANCE		

4.3 Application Submittal

Customers must submit hard copies of completed applications and supporting materials to:

Columbia Gas of Virginia
WarmWise Rebates
916D West Atlantic Street #351
Emporia, VA 23847
E-mail: rebates@columbiagasva.com

Rebate applications must be submitted within 120 days from the date of purchase and installation in order to be eligible for a Home Savings rebate.
Final program deadline is January 31, 2019.

Questions about filling out the application, application status, or rebate amount should be directed to Columbia Gas of Virginia at 1-877-623-5065 or email to rebates@columbiagasva.com. Customers can expect to receive their rebate check approximately 6-8 weeks after Columbia Gas of Virginia receives the application.

4.4 Random Inspections

Columbia Gas of Virginia conducts random inspections to verify the accuracy and validity of Home Savings applications. Applications are selected at random, except where program guidelines dictate that an inspection is required. Columbia Gas of Virginia reserves the right to inspect and/or install temporary monitoring equipment on any installation of qualifying equipment for up to 24 months following the installation date for program evaluation and quality control purposes.

5 APPENDIX A: Resources on the Internet

A brief listing of additional resources available on the Web is provided below.

- *Columbia Gas of Virginia* – Columbia Gas of Virginia hosts the www.WarmWiseVA.com website. The website includes information about programs for residential and business customers, as well as copies of application forms and lists of qualifying equipment.
- *Gas Appliance Manufacturer's Association (GAMA)* – GAMA is a national trade association serving the interests of manufacturers of gas, oil and electric appliances and equipment, components and related products used in residential, commercial and industrial applications. GAMA develops and delivers industry consensus positions on proposed legislation and regulations. (www.gamanet.org)
- *Consortium for Energy Efficiency (CEE)* – CEE is a non-profit organization that develops national initiatives to promote the manufacture and purchase of energy-efficient products and services. (www.cee1.org)
- *ENERGYSTAR*[®] – ENERGYSTAR is a government-backed program designed to help consumers increase their energy efficiency. Detailed information on the benefits of high-efficiency equipment and appliances is available on their website. (www.energystar.gov)

6 APPENDIX B: Terminology

Annual Fuel Utilization Efficiency (AFUE) – The annual fuel utilization efficiency is a measure of seasonal or annual efficiency of a furnace or boiler. It takes into account the cyclic on/off operation and associated energy losses of the heating unit as it responds to changes in the load, which in turn is affected by changes in weather and occupant controls.

Energy Factor (EF) – The energy factor indicates a water heater's overall efficiency based on the amount of hot water produced per unit of fuel consumed over a typical day. The energy factor accounts for recovery efficiency, standby losses, and cycling losses and must be determined by the manufacturer for certain classes and sizes of water heaters.

Modified Energy Factor (MEF) - The quotient of the cubic foot (or liter) capacity of the clothes container divided by the total clothes washer energy consumption per cycle, with such energy consumption expressed as the sum of the machine electrical energy consumption, the hot water energy consumption, and the energy required for removal of the remaining moisture in the wash load (drying energy).

Thermal Efficiency (TE) – The thermal efficiency is a ratio of the useful energy output of a device divided by the total input energy, usually expressed as a percentage between 0 and 100%.

7 APPENDIX C: Frequently Asked Questions

What is the rebate amount and how is it paid?

Rebate amounts vary depending on the measure and the equipment installed. See Table 1 for a list of qualifying equipment and rebate amounts. Rebates are paid in the form of a check following the approval of a submitted application. The rebate check will be mailed to the address on the customer account unless an Authorized Agent Addendum is attached with the rebate application.

What is an RS or RTS rate schedule?

Customers of Columbia Gas of Virginia pay different rates for gas, depending upon their rate schedule. RS stands for Residential Service and RTS stands for Residential Transportation Service. If you are unsure about your rate schedule, you may contact Columbia Gas of Virginia for this information.

Are customers who receive natural gas on non RS or non RTS rate or Propane Service Customers eligible?

No. Only customers where the installation address is on a RS or RTS rate schedule are eligible.

Are customers with multiple meters on different rate schedules at a single facility address eligible?

For customers with multiple meters on different rate schedules, eligibility must be determined on a measure-specific basis. Measures are eligible only if directly supplied with natural gas from a meter on a qualifying residential RS or RTS rate schedule. Please contact the WarmWise Program Manager or the WarmWise Program Manager to confirm whether measures will qualify for the program.

Are customers eligible to participate in Columbia Gas of Virginia's other energy efficiency programs and the Home Savings Program at the same time?

Yes, but not on the same piece of qualifying equipment. Applicants cannot apply for a rebate on the same measure from both Columbia Gas of Virginia and another natural gas rebate program.

What if I have further questions regarding the Home Savings Program?

Contractors should contact the WarmWise Program Manager at 1-804-777-3077. Columbia Gas of Virginia customers should contact the consumer hotline at 1-877-623-5065.

8 APPENDIX D: Columbia Gas of Virginia Service Territory Map

A map of the area served by Columbia Gas of Virginia is displayed below and can be found on the following webpage: <http://www.columbiagasva.com/Libraries/PDFs/MAP - CGV Service Areas.sflb>.

