

LOW-INCOME WEATHERIZATION PROGRAM

FREQUENTLY ASKED QUESTIONS

What is this program about?

The Low-Income Weatherization program is designed to assist families with limited income by providing access to home energy efficiency improvements through third-party participating energy efficiency Services Providers. The primary objective of this program is to achieve the cost-effective reduction of energy use in the homes of eligible families.

How do I know if I qualify?

To qualify, the customer's annual household income must be at or below 200% of the federal poverty guidelines. The income eligibility levels are listed below.

Income Eligibility

Size of Family	Annual Income
1	\$20,420
2	\$27,380
3	\$34,340
4	\$41,300
5	\$48,260
6	\$55,220
7	\$62,180
8	\$69,140
For each additional person, add:	\$6,960

Is there a fee to evaluate my home?

Most Service Providers do not charge a fee to evaluate your home, however, some may. Feel free to contact other Service Providers to compare fees and the types of energy efficiency improvements they provide.

Will I have to pay for the work done in my home?

This program is intended to provide energy efficiency improvements at no cost or very low cost to you. Your financial obligations should be discussed with your Service Provider before any work is done in your home.

Do I have to be a homeowner to participate in this program?

No. Consumers who rent their homes may also participate, with the approval of the homeowner. However, Oncor Electric Delivery must be your electric delivery provider.

How do I find a participating EESP to install the measures in my home?

A [list of energy efficiency Services Providers](#) is provided on our website.

What if I am not satisfied with the work that is done in my house by the participating Service Providers?

Each participating Service Provider is required to ensure all installations are completed with quality workmanship. You should contact your participating Service Provider to resolve any issues with the installation. The next step would be to utilize the complaint procedure outlined in the customer disclosure brochure provided by the participating Service Provider.

For more information about the Low-Income Weatherization Program call 1-866-728-3674 or email: eecustinfo@oncor.com.