



Fayetteville Public Works Commission

Home Efficiency Audit Program

Frequently Asked Questions

What is the Home Efficiency Audit Program (HEAP) and how does it work?

A Home Efficiency Audit can help you understand the whole picture of your home's energy and water use. At your request, a PWC Conservation Specialist will perform a visual inspection of your home to identify opportunities to make your home more efficient and comfortable. The PWC Conservation Specialist will point out ways you can conserve electricity and water and measures you can take to lower your monthly bill. You may request a comprehensive audit which will include a usage analysis, detailed report, and energy efficiency kit for \$40, or you may request a less intensive walk-through audit at no cost.

What can I expect from my comprehensive audit?

A PWC Conservation Specialist will complete a visual and technical inspection of your home and will discuss your previous twelve (12) months PWC utility usage. The PWC Conservation Specialist will use an infrared camera to check for air leaks and spot energy loss. Through the use of Electricities HEAT App, the PWC Conservation Specialists will walk-through your home creating a customized action plan for efficiency and conservation. Efficiency measures such as upgrading appliances, adding attic insulation, replacing doors and windows, servicing HVAC equipment are identified and conservation measures such as changing thermostat settings or water heater settings are promoted. This energy assessment report enables you to understand how your energy use varies throughout the year and answers questions regarding your household's daily energy consumption.

With the comprehensive audit, you will receive a free Home Energy Efficiency Kit (valued at \$20) and an Eco Lawn and Garden Water Saver Kit (valued at \$10) to help you get started.

What are the benefits of doing a home efficiency audit?

Among the major benefits of doing an efficiency audit are:

- Provides a comprehensive list of conservation and efficiency measures to lower your utility bills and improve your home's comfort.
- Reveals hidden problems in the home.
- Provides education about PWC's Time-of-Use (TOU) rate.
- Evaluates your electric usage history.
- Provides conservation and efficiency tools.

How can I qualify for this Program?

You must:

- Applicant must be an electric customer with active electric service in good standing.
- Applicant may own or rent residence.
- Applicant must be present during the audit.



- Applicant must agree to Terms and Conditions of this Program.

How do I schedule an appointment?

To schedule a home efficiency audit, call a PWC Conservation Specialist at (910) 223-4766, (910) 223-4226, or (910) 223-4024 or email customer.programs@faypwc.com.

Do I need to be present during the efficiency audit?

Yes, the applicant requesting the efficiency audit is required to be present during the audit to accompany the PWC Conservation Specialist, to answer questions about your home, and to review the assessment report.

What if I miss my appointment?

If you miss a scheduled appointment, without notice, your PWC account will be charged \$40 for the comprehensive audit. You may call or email PWC to reschedule at no additional cost.

Is there a charge for the audit?

You can request either a basic walk-through audit at no charge or a comprehensive audit for \$40. The \$40 charge will be applied to your PWC bill. Below are the listed features for both home efficiency audits.

Home Efficiency Audit Program Feature Comparison		
Features of Audit	Comprehensive \$40	Walk-Through \$0
Assessment of Thermostat Controls	Yes	Yes
Attic and Crawl Space Inspection	Yes	Yes
Education on Time-of-Use Rate	Yes	Yes
Energy Efficiency Kit	Yes	No
Energy Efficiency Report	Yes	No
Evaluation of Appliances	Yes	Yes
Hourly Usage Review	Yes	No
Thermographic Inspection	Yes	Yes
Utility Bill Review	Yes	No

What is in the Home Efficiency Kit?

The conservation kit includes LED bulbs, leak detection dye tablets, faucet aerator, educational material with tips for both electric and water savings, and a pamphlet explaining PWC's residential Time-of-Use (TOU) rate.

What if I can't afford the comprehensive audit fee?

You may elect to participate in the complimentary walk-through audit or contact Action Pathways. Action Pathways offers weatherization repairs to consumers that are considered to be low income. You may contact them at (910) 223-0116 to see if you qualify. Fayetteville Urban Ministry also does home repairs through the Nehemiah Project for qualified citizens that live within the city limits. You may contact them at (910) 483-5944.



Who are the Conservationists performing the audits?

Conservation Specialists are PWC employees who have been trained to provide a thorough assessment of your home’s energy use. In addition to a room-by-room examination of the home, the auditor will use an infrared camera to detect heat loss/gain and can examine your past utility bills and usage patterns to assist you with making energy-smart choices.

What if I complete the recommended efficiency improvements?

If you complete one or more of the below listed efficiency recommendations, you may be eligible for the following bill credits:

Improvements	Incentives
Upgrade HVAC unit to 16+ SEER ENERGY STAR® HVAC unit	up to \$800 bill credit
Full duct work replacement	\$200 bill credit
Upgrade/Add attic insulation from R-19 or lower to R-38 or higher	\$125 bill credit
High Efficiency Toilets	up to \$225 bill credit
LED Lighting	up to \$100 bill credit
ENERGY STAR Refrigerator	\$50
ENERGY STAR Dishwasher	\$30
ENERGY STAR Clothes Washer	\$30
ENERGY STAR Clothes Dryer	\$30
Holiday LED Lights (Seasonal)	Up to \$40
Rain Sensor (Seasonal)	Up to \$50
ENERGY STAR Smart Wi-Fi Connected Smart Thermostat	\$80

PWC reserves the right to cancel or amend Efficiency Programs at any time. Customers completing efficiency measures must agree to a potential random audit by PWC to verify Program compliance.

If I am a renter, can I qualify for the Home Efficiency Audit Program (HEAP)?

Yes, an account holder of a rented residence can qualify for either the walk-through or comprehensive audit. While renters may not be able to make home improvements, they may be able to take advantage of the off-peak shifting or conservation measures suggested by the PWC Conservation Specialist.

What if I have additional questions about the Program?

If you are unsure of eligibility requirements or terms and conditions, please contact a Customer Programs Analyst at 910-223-4358 or email PWC at customer.programs@faypwc.com.