

Appalachian Power West Virginia eScore Program

Customer Rebates

The following are upgrades and rebate amounts available for eScore participants:

Measure Category	Upgrade Name	Rebate Criteria	Customer Rebate
Insulation	Attic Insulation (R-19), (R-27) or (R-38)		\$0.20/sf up to \$500
Insulation	Exterior Wall Insulation (R-13)		\$0.30/sf up to \$450
Insulation	Crawlspace Insulation (R-19)		\$0.30/sf up to \$300
Insulation	Basement Wall Insulation (R-13)	existing system must be Air Source Heat Pump	\$0.30/sf up to \$350
Insulation	Basement Wall Insulation (R-13)	existing system must have Central AC with Electric Resistance	\$0.30/sf up to \$400
Insulation	Air Sealing (30% reduction)		50% up to \$250
Insulation	Duct sealing	existing system must be Air Source Heat Pump or Central AC with Electric Resistance	\$300
HVAC	Air Source Heat Pump – 15 to 19 SEER	existing system must be Air Source Heat Pump	\$450
HVAC	Air Source Heat Pump – 15 to 17 SEER	existing system must be Electric Furnace or Electric Baseboard or Electric Resistance heat	\$600
HVAC	Mini Splits – 19-SEER	existing system must be Air Source Heat Pump	\$350
HVAC	Mini Splits – 19-SEER	existing system must be Electric Furnace or Electric Baseboard or Electric Resistance	\$750
HVAC	Ground Source Heat Pump => EER 16.1, COP 3.1*		\$750
HVAC	Tune-up for HVAC system		\$50
HVAC	Retrofit high efficiency furnace fan motor (ECM)		\$75
HVAC	Smart Thermostat		\$50

* must be ENERGY STAR certified

** Value represents the R-value increase (New R-value – Old R-value)

*** Homes must be heated with electricity in order to qualify for major measure rebates



Questions? Call 888-261-4567 or email takecharge@clearesult.com.

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Eligible Measure Rules

Measures must be purchased, installed, and HVAC equipment operable prior to submitting a rebate application. To avoid applications being rejected, contractors are responsible for ensuring that all measures meet the minimum program requirements and are installed to specified program and manufacturer quality standards.

Attic insulation: Attic flat or sloped roof insulation. Does not include knee wall insulation.

Exterior wall insulation: Conditioned walls above grade adjacent to the outside or unconditioned space.

Crawlspace insulation: Unconditioned space adjacent to the first floor.

Basement wall insulation: Includes rim joist insulation. As best practice, the basement should always be brought inside the thermal boundary. Basement ceiling insulation is not eligible.

Air sealing: Blower door test-in and test-out required, unless there is suspected mold or asbestos present. Contractors should target the highest sources of air leakage first, such as major penetrations in the attic, basement, or crawlspace. Measured leakage reduction must be 30% or greater to qualify.

Duct sealing: Accessible joints, seams, connections, and penetrations are sealed with approved mastics.

Air source heat pump: Must replace an existing ASHP or electric resistance heat. Fuel switches are not eligible. Equipment must be new, ENERGY STAR rated, and meet the minimum efficiency requirement.

Ground source heat pump: Must replace existing electric resistance heat. Fuel switches are not eligible. Equipment must be new, ENERGY STAR rated, and meet the minimum efficiency requirement.

HVAC Tune-up: Follow and complete the required system maintenance protocol using the 24-point maintenance checklist. Collect all data required for the rebate application.

ECM retrofit: Must replace an existing PSC motor. Upgrade should not be installed if existing equipment is near end of its service life or very low efficiency, in which case full equipment replacement is the recommendation.

Smart thermostat: Must replace a non-programmable thermostat and be connected to Wi-Fi. May not be combined with the Appliances rebate.

*Homes must be heated with electric heat in order to qualify for a major measure rebate



Installation Standards

Appalachian Power is committed to promoting the highest level of professionalism, integrity, quality, and expertise to their program participants. Each Quality Contractor Network (QCN) member shall strive to uphold Program guidelines and standards for scope of work, quality of work, and professional conduct.

QCN member will receive a detailed explanation of the installation standards by measure. These guidelines are to be used by CLEAResult staff and program contractors as a guide to the proper use of air sealing, insulation materials, and HVAC equipment and their proper installation in existing residential buildings. Its goal is for program participants to share a mutual understanding of how specified energy conservation measures are to be implemented for given residential applications. This includes an understanding of how materials are to be selected, which materials are approved, and how they are to be installed. The participating contractor shall provide the homeowner with a written warranty of labor and materials valid for a minimum of one year from the date the service is performed. Equipment installed shall carry the manufacturer's warranty, plus optional extended warranty coverage, if applicable. The contractor must provide copies of all relevant warranties to the customer.

QA/QC Policy

Energy Advisors shall inspect each installed energy efficiency upgrade included in a rebate application for compliance with applicable program standards. Every feasible attempt shall be made to identify any deficiencies during the initial visit, to eliminate the need for multiple visits to correct items.

If an installation requires repair, correction, or completion, then the Energy Advisor shall document the portion of the standard that is not met and assign an inspection score to the installation. If a job fails inspection, the QCN member will be notified within 24 hours of the required corrections (usually while advisor is on site), and the QCN member is responsible for correcting the work and notifying CLEAResult Program Team of the resolution within 30 days after the date of the failed inspection.

QCN members are required to maintain a minimum 80% inspection pass rate to continue program participation. Failure to meet this minimum requirement will result in the contractor being suspended from QCN membership, delisted from the eScore portal website, and loss of all QCN privileges. The Inspection Pass Rate will be based upon the number of incentivized upgrades inspected during the preceding twelve-month period. All inspections will be held to the standards which are included in this manual.



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