

QUALITY CONTRACTOR NETWORK (QCN)

Home Performance Program Quick Reference Guide

What is the Home Performance Program?

- The Home Performance Program is a home energy improvement opportunity that encourages homeowners to install one or more eligible upgrades.
- eScore offers the customer two paths to achieve a score of 10 on their home:
 - Scheduling work with a QCN member
 - Scheduling an eScore evaluation by calling the contact center at 888-261-4567 or registering online at www.TakeChargeWV.com/programs/for-your-home/home-performance-home-energy-assessments
- The Home Performance Program includes expert recommendations and inspections of work performed.
- An in-home evaluation is not required prior to making upgrades.

QCN Participation

Who can participate?

If you are a current QCN member servicing customers in Appalachian Power or American Electric Power's service area in West Virginia, you're eligible for eScore. There will be new contractor training opportunities made available to become a QCN member.

How do I take part?

Attend training, complete the required paperwork and work with homeowners to install eScore qualified upgrades in existing, single family homes with electric service provided by Appalachian Power or American Electric Power.



Getting Started

What do I need to do to get started?

It's pretty simple. In order to start extending rebates through the program, the QCN member must:

- 1** Be a current QCN member working in the Appalachian Power or American Electric Power service area in West Virginia. For more information, visit www.TakeChargeWV.com or call 888-261-4567.
- 2** Complete the registration process: QCN members must register and upload the required documents through the Home Performance Program contractor portal at www.TakeChargeWV.com/programs/for-your-home/home-performance-home-energy-assessments
- 3** Install qualified upgrades in single family homes with electric service provided by Appalachian Power or American Electric Power in West Virginia.



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Home Performance Process

Homeowner registers online via the eScore customer portal at www.TakeChargeWV.com/programs/for-your-home/home-performance-home-energy-assessments

- 1** Customer accesses the QCN list on the customer portal.
 - 2** Customer contacts one or more QCN members to get estimates for potential upgrades.
 - 3** Selected QCN member installs qualified upgrade(s).
 - 4** Customer Contact Center will call the customer to schedule an inspection at the home to ensure the qualified improvement was installed properly (if applicable).
 - 5** An evaluation is performed at no additional charge on the same visit as the inspection.
 - 6** Homeowner receives:
 - A Home Performance card that ranks the home from 1 to 10.
 - A detailed eScore report with photos of the areas evaluated.
 - Instant energy saving items (LED light bulbs, low flow shower heads, and fixtures that can help save energy associated with water heaters).
 - 7** QCN member receives Home Performance Rewards dollars from Appalachian Power or American Electric Power for installed energy efficiency improvements.
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