Home Performance Program Quality Assurance and Accountability

Energize Delaware takes good stewardship of resources very seriously, and expects positive results. The Energize Delaware Home Performance program continuously audits energy efficiency upgrades conducted in homes statewide and provides rigorous education and training to participating contractors.

Contractors are required to meet high standards of customer service. In fact under the Home Performance program’s whole-home energy efficiency program, no rebates are distributed until the contractor has done a test-out audit, which verifies that the home is sufficiently improved to achieve benchmarked savings.

What you should expect (and get):

- An energy audit of your home performed by a certified Building Performance Institute (BPI) professional. BPI is a nationally recognized training program in home energy efficiency. To receive BPI certification, contractors must demonstrate proficiency and knowledge of the latest building science and high quality standards.

- A contractor who understands that every home is unique and must be personally and thoroughly examined with a comprehensive home energy audit to determine which energy solutions are right for you with cost-savings that are calculated using valid indicators of your home’s energy use. The initial Home Performance energy audit uses the latest diagnostic equipment to determine baseline measures for improvement.

- A contractor who listens to the customer and asks a lot of questions to understand each homeowner’s goals and budget.

- A contractor who provides each homeowner with a thorough audit report, detailing their home’s energy use, specific opportunities to achieve improved efficiency with defined costs and payback period.

- A contractor who clearly communicates the steps involved in conducting home energy efficiency improvements – the work conducted and the schedule on which it will be completed.

- A contractor who conducts a test-out audit to verify improvements in the home’s air leakage and other measures determined in the initial home energy audit. Rebates are not paid until improvements are verified. Energize Delaware routinely performs quality checks on work performed throughout the state.

- Responsive, informed customer service representatives who answer your questions and act on your concerns.