

Frequently Asked Questions About Energy Efficiency

What are the initial steps I should take to make my home more energy efficient?

The first step is to collect as much information as possible to determine how much energy your home consumes (heat, hot water and electricity). This information comes in the form of your electric and fuel oil or propane bills. You should collect at least twelve months of these bills to get an accurate annual assessment. If you don't have your electric bills handy but you do have your WMECO account number, you can go to a [WMECO](#) website to retrieve this information. The next step is to contact an entity such as Mass Save® who can then analyze this information to determine how you can lower your energy bills. See the questions below for further information.

How can I get my home/apartment weatherized to lower my energy bills?

One of the best places to start is through Mass Save®. Mass Save® is a statewide energy efficiency program that offers free home energy assessments to evaluate opportunities to save you energy and money and make your home more comfortable and healthier. They also seal air leaks at no cost and will insulate your home, covering 75% of the cost up to a maximum of \$2,000 in subsidies. They can be reached at **1-866-527-7283** for more information about the program or to schedule a home energy assessment. Their website www.masssave.com.

What if I am not sure if I can afford to pay for home energy improvements?

The state offers programs for income-eligible residents. If you think your income may qualify you for fuel assistance, reduced utility rates, and/or additional savings on a range the best thing to do is call Mass Save at 1-866-527-7283 or visit their site at <http://www.masssave.com/residential/home-energy-assessments/income-eligible-programs/income-eligible-programs>

Are there any loan programs to cover the cost of home energy improvements?

Yes, the Mass Save® program offers the HEAT Loan Program. The 0% loans are available to qualifying participants for up to \$15,000 (depending on your utility) with terms up to 7 years. The following home energy improvements are eligible for the loan:

- Attic, Wall, and Basement Insulation
- High Efficiency Heating Systems
- High Efficiency Domestic Hot Water Systems
- Solar Hot Water Systems
- 7-Day Digital Programmable Thermostats
- ENERGY STAR® Qualified Replacement Windows

Please call (866) 527-7283 to schedule a free home energy assessment in order to access this loan program.

How long will a typical home energy assessment take?

A home energy assessment usually takes 1.5 to 2.5 hours. After you schedule an appointment, a Mass Save® energy specialist will visit to assess your home's current energy use, provide a custom list of energy-saving recommendations for your home and will help you develop a plan to make your home more efficient. You should expect the following:

- All key decision-makers should be present at the assessment
- The specialist will help you develop an energy plan and explain applicable incentives

What Can I Expect To Receive as Part of the Energy Assessment?

You will receive a personalized report outlining recommended energy efficiency improvements such as the installation of no-cost immediate savings measures such as compact fluorescent light bulbs (CFLs), programmable thermostats, and water saving devices, as needed. You will also receive:

- Screening for eligibility for the ENERGY STAR® refrigerator rebate
- Air Sealing and Insulation specifications, if applicable
- Infrared Testing, if applicable
- Combustion Safety Testing

Where can I get additional information on a home energy audit?

A good source for home energy assessments is as follows

<http://www.masssave.com/residential/home-energy-assessments>

