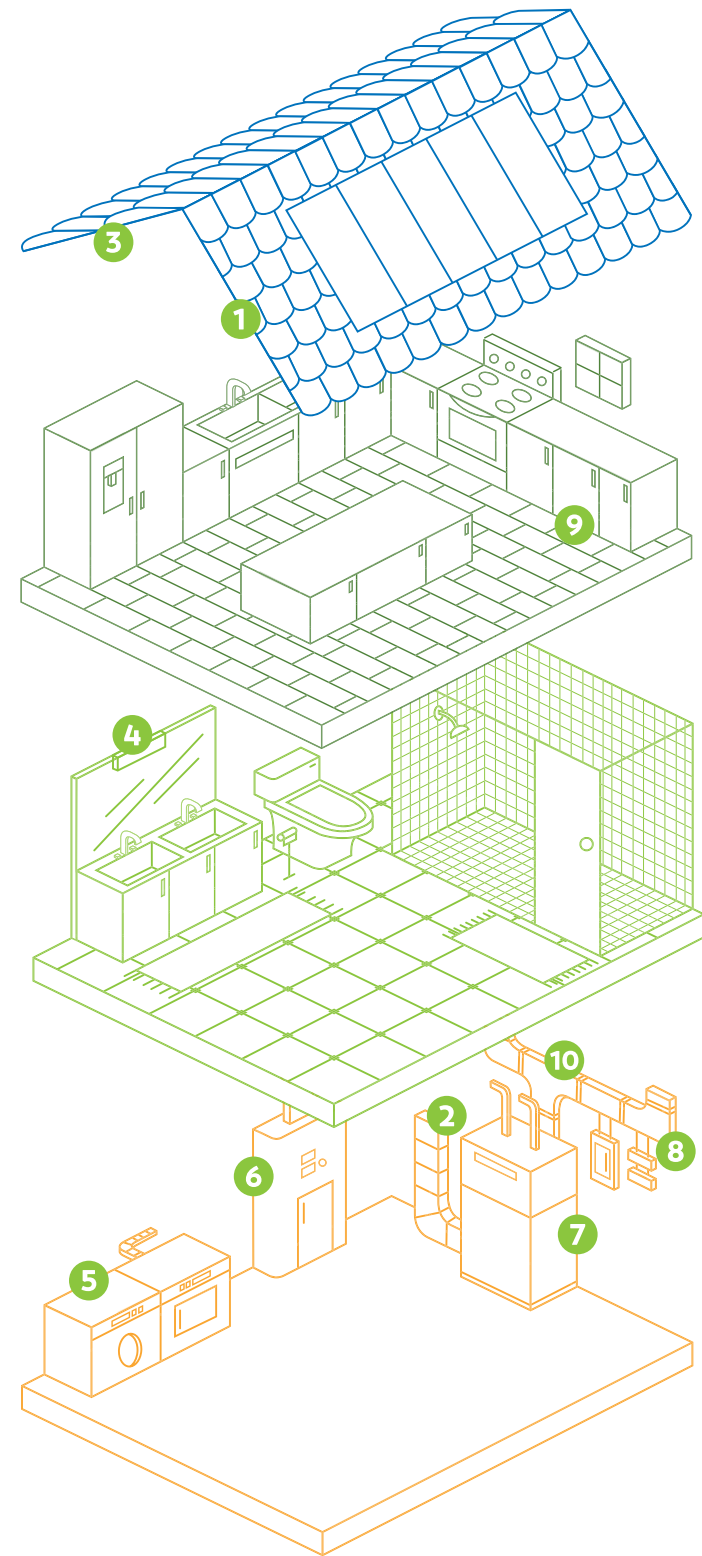


## It All Starts With Home Performance

A comprehensive assessment of how your home uses energy will identify the trouble spots in your home and how Home Performance with ENERGY STAR can help solve them.



### Before Home Performance with ENERGY STAR®

- 1 Poor Insulation Levels
- 2 Leaky Ducts
- 3 Insufficient Heat Pump
- 4 Incandescent Bulbs
- 5 Inefficient Appliances
- 6 Natural Gas Tank Water Heater
- 7 Inefficient Furnace
- 8 Potential Combustion Hazards
- 9 Inefficient Air Conditioning
- 10 Uninsulated Ducts

### After Home Performance with ENERGY STAR®

- 1 High-Efficiency Attic Insulation
- 2 Sealed Ducts
- 3 High-Efficiency Heat Pump
- 4 Energy-Efficient Lighting
- 5 ENERGY STAR Appliances
- 6 High-Efficiency Water Heater
- 7 High-Efficiency Furnace
- 8 Combustion Safety
- 9 High-Efficiency Air Conditioning
- 10 Insulated Ducts



## The Home Performance with ENERGY STAR® Program

What to expect—from finding your contractor through project completion.

**Consumers Energy**  
Count on Us®

Are you considering making energy efficiency improvements to your home for the first time? Or are you thinking of taking your home's energy efficiency upgrades to the next step? In either case, the Home Performance with ENERGY STAR program is Consumers Energy's only program to take a WHOLE-HOUSE approach to energy efficiency.

Working with a participating contractor, you'll gain a new understanding of your home's energy use and be able to make home improvement decisions that fit your needs.

Learn how you can get started today.

**Consumers Energy**  
Count on Us®

[ConsumersEnergy.com/myhome](https://ConsumersEnergy.com/myhome)



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January 2022



## STEP 1. Find a Certified Contractor

Knowing what energy efficiency improvements to make in a home and how they can work together requires special expertise. Consumers Energy has worked to create a network of independent, specially trained contractors who use advanced, state-of-the-art equipment to evaluate your home's energy use and assist you in achieving your goals, whether they include cutting energy costs, improving comfort or protecting the environment.

For a list of certified contractors, visit [ConsumersEnergy.com/myhome](http://ConsumersEnergy.com/myhome). Only approved contractors are eligible to participate in the program.

## STEP 2. Get a Comprehensive Home Assessment

Your certified Home Performance with ENERGY STAR contractor will conduct a Comprehensive Home Assessment of your home. The assessment, which typically lasts two to four hours, will provide you with valuable information on the existing condition of your home and identify areas where energy efficiency, comfort and combustion-safety improvements could be made.

The cost of a Comprehensive Home Assessment varies by contractor, similar to how the cost of a home inspection varies when you purchase a new home. Your participating contractor will discuss costs with you before conducting the assessment. The average cost of a Comprehensive Home Assessment for a 2,000-square-foot home is \$275.\* The cost for your home may be more or less, depending on the size of your home and which participating contractor you select.

### First, Consultation

The Comprehensive Home Assessment begins with a consultation with you, the homeowner, to help your contractor understand concerns you have about your home's energy use and comfort. Your contractor also will ask to review 12 months of recent energy bills to help analyze your energy use and the potential savings to be gained from installing energy efficiency improvements.

During the consultation, your contractor will provide you with a Homeowner Agreement and a Rebate Application, which explain the program's participation requirements and rebates. Your contractor must submit a signed copy of the Homeowner Agreement to the program before any improvement work may begin.

### Next, Inspection

After the consultation, the contractor will complete a visual inspection of the living space, attic, crawlspace/basement and exterior of the house. The contractor also will perform a number of tests using special diagnostic equipment such as a blower door, which measures how much air is leaking from your home. Most important, if you have any major combustion appliances in your home (e.g., natural gas furnace, water heater or oven), your contractor will perform tests to determine whether they are operating efficiently.

### Benefits of Home Performance with ENERGY STAR

- Potential energy savings of 20 percent or more
- Fewer drafts and more comfortable rooms
- Work performed by specially trained contractors
- Quality assurance to make sure work is done right
- Rebates up to \$3,500†

## STEP 3. Review the Findings and Recommendations

### Comprehensive Home Assessment Report

Using the results from the home assessment, your contractor will provide you with a Comprehensive Home Assessment Report detailing:

- Recommended improvements and the associated costs and benefits
- Estimated energy bill savings
- Information on the expected payback from the improvements
- A list of non-energy-related benefits, including comfort improvements

### Typical Improvements

Each home is different, but some common recommended measures include:

- Sealing air leaks and adding insulation
- Improving heating and cooling systems
- Sealing ductwork
- Upgrading lighting, appliances and water heaters

## STEP 4. Complete a Home Performance Contract

### Exploring Cash Rebates Offered by Consumers Energy

After you have thoroughly reviewed the recommendations and costs with your contractor, determine which energy efficiency improvements make the most sense for your home. Consumers Energy offers rebates to help make these improvements more affordable.

### Reviewing the Contract

When you have decided on the improvements you want to install, your contractor will present you with a written contract to review and sign. Check your proposed contract carefully. Make sure that all the work you want done is detailed, everything you want to have installed is included and there is nothing in it that you do not want or do not understand. In general, the price offered should be a fixed price that cannot be changed without your written permission. Be sure the contract clearly states whether it is a fixed-price contract or an estimate. This contract also should cover the contractor's payment terms, such as the down payment amount, installment payments and the due date for the final payment.

Your contractor may need to subcontract work to other companies. This is allowable as long as your contractor includes the subcontractor's work in the prime contract with you, executes valid subcontracts and takes responsibility for the subcontractor's work. You will also need to hire a participating contractor—a qualified contractor who is participating in the program—to perform a test-out inspection and apply for the rebate. There may be an additional charge by the contractor if the test-out inspection was not included in your original agreement with the contractor for the Comprehensive Home Assessment.

All work must be completed by a participating contractor to qualify for a rebate. Self-installed work does not qualify.

### Making It Official

When you are satisfied with the proposed plan of work, sign the contract and keep a copy for your records. Work cannot begin until both you and your contractor have signed the contract. At this time, you also should discuss expected start and completion dates. A copy of this contract will be submitted with your Rebate Application to document the improvement measures that will be installed.

## STEP 5. Install Energy Efficiency Improvements

Your contractor may have to visit your home on multiple days to complete the energy efficiency improvements to your home. It is strongly recommended that, at a minimum, you meet with the contractor at the beginning of each day, before work begins, and at the end of the day to review progress. Be aware that the normal routine of your household may be disrupted while contractors are in your home.

### Closing Out the Job

The energy efficiency improvements to your home often will result in your home being more airtight. To ensure that the increased airtightness does not cause air quality or combustion safety problems and to ensure that the contractor(s) completed all work properly, the contractor is required to complete a final test. On rare occasions, this test will reveal conditions that do not meet the program's requirements. Should this be the case, your contractor will recommend modifications to bring your home into compliance.

The final test and job closeout inspection will be documented on your contractor's final job test-out report. DO NOT sign the Rebate Application until all work specified on the original contract and any Change Orders are completed to your satisfaction. By signing the Rebate Application, you are agreeing that the work on your project has been completed to your satisfaction. Also be sure to include your email address on the application, which will allow you to receive updates on the approval status of your rebate.



## STEP 6. Assess Quality Assurance

### Raising the Bar

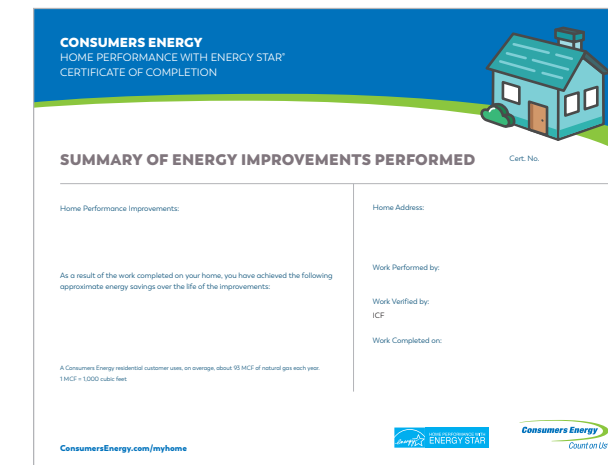
Your home may be inspected by a representative of the Consumers Energy Home Performance with ENERGY STAR program to verify the contractor's work. You can rest assured that our contractors are professional and highly qualified.

### Equipment Quality

Participating contractors will provide you with a written warranty on labor and materials for a minimum of one year from the date the service is completed. Equipment installed will carry the manufacturer's warranty and any optional extended-warranty coverage that you select.

**Consumers Energy does not warrant the products and/or services of participating contractors and is not responsible or liable for any work performed by contractors or their suppliers.**

## STEP 7. Receive Your Certificate of Completion



After signing the Rebate Application, your contractor will submit it to the Consumers Energy Home Performance with ENERGY STAR program for verification and approval. Once the application is accepted, your rebate check should arrive within six to eight weeks. After your rebate check is issued, you will receive a Certificate of Completion that officially documents the energy efficiency improvements that were made to your home.

## STEP 8. Sit Back and Enjoy

Congratulations! By taking a whole-house approach to home improvement with the Consumers Energy Home Performance with ENERGY STAR program, you can rest comfortably knowing you're getting the best energy efficiency from your home.

After completion of all improvements, you will receive a survey asking about your satisfaction with the contractor and any suggestions for improving the program. The survey should not replace dealing directly with your contractor if problems arise; its purpose is to determine if you were in any way dissatisfied with the program. These comments will not be seen by your Home Performance contractor, but they will be considered for program improvements. Participating contractors are independent home improvement contractors and are responsible for dealing directly with any customer concerns about quality and workmanship.

## GET STARTED TODAY!

Questions? Contact your contractor, visit [ConsumersEnergy.com/myhome](http://ConsumersEnergy.com/myhome) or call **866-234-0445**.

\*Source: ICF Participating Contractor Survey, September 2013

†Qualifying measures and incentive levels (incentives capped at \$3,500 for Consumers Energy natural gas and combination natural gas and electric customers, and \$1,800 for Consumers Energy electric-only customers)