

## Looking Forward

- DNREC began conversations with a national provider of low-income solar energy to ascertain how Delaware could launch a low- and moderate-income solar program. DNREC anticipates a launch in the fall of 2020.
- WAP training in the next Program Year will include
  - Hancock software training for auditors
  - Technical training at the National Home Performance Conference
  - Administrative staff training at the National Association for State Community Services Programs conference
  - Tool Box Talks, a new regular series offered by the DNREC State Monitor
  - Training on how to save energy in crawlspaces with a nationally recognized industry leader
  - Health and safety training
- Delaware-specific energy savings will be estimated through measurement and verification by DNREC contractor, EcoMetric Consulting.
- With our new subgrantee fully operational, our focus in the new program year is to increase production to meet our goal of 400 homes.

*Everything went very well with the contractor that installed the weatherization. I feel more comfortable in my home and the gas bills are less.*

– WAP Client, City of Wilmington

## Focus on Training: Energy Savings in Manufactured Homes

Our auditors, crews, and intake staff are all trained in the latest procedures. In Program Year 2018, WAP professionals underwent an extensive training schedule that included more than 2,000 documented hours of training.

One training focused on mobile and manufactured homes, which comprise 11.7% of housing units in Delaware. These homes tend to use more energy per square foot compared to other single-family homes. DNREC held a week-long training session on the unique weatherization aspects of mobile and manufactured homes. The training was conducted by two nationally renowned experts on the weatherization of mobile homes. All 32 Delaware WAP field staff attended the training, coming from DNREC, our subgrantees, and their five weatherization contractors. While some sessions were held classroom style, the benefits of hands-on training onsite at a mobile home made all the lessons that much easier to understand and take back to practice. Sessions covered heating systems, duct repair and sealing, air sealing, and insulation of floor, roof, and walls.



*Duct repair can be a source of big energy savings in mobile and manufactured homes.*



*A day of onsite training at a mobile home included everything from atop the roof to under the belly.*

## Contact Us

Visit [de.gov/wap](http://de.gov/wap)

State of Delaware  
Department of Natural Resources and Environmental Control  
Division of Climate, Coastal, & Energy

To apply for WAP in New Castle County, call Energy Coordinating Agency at 302-504-6111.

To apply for WAP in Kent County, call Catholic Charities at 302-674-1782.

To apply for WAP in Sussex County, call Catholic Charities at 302-856-6310.

# Weatherization Assistance Program

Annual Report  
Program Year 2018  
April 2018 – March 2019



## What is WAP?

Delaware's Weatherization Assistance Program (WAP) provides services at no cost to qualified low-income Delaware families to reduce energy costs. Typical services include air-sealing, insulation, heating system repair, lighting upgrades, and minor health-and-safety repairs that are necessary to complete energy-saving measures.

WAP began in the 1970s with minor services like caulking and weather-stripping. Now, WAP services are provided by highly trained Delaware contractors and are guided by sophisticated diagnostics, including blower-door testing, mechanical ventilation strategies, and combustion analysis. Those diagnostics, typically completed before and after home weatherization, ensure that energy-saving measures are cost-effective.

More important are the energy savings and other benefits that low-income Delawareans gain from these services. WAP provides long-term savings for vulnerable families. Those savings are estimated by the U.S. Department of Energy (DOE) to be \$437 per home per year. In addition to saving energy, the improvements have been shown to have other non-energy benefits, such as reducing asthma triggers. Those benefits help low-income families by reducing medical expenses, lost-work days for parents, and out-of-school days for children.

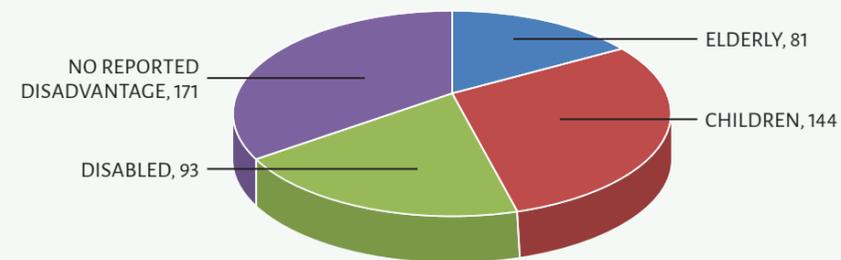
## Who is Served?

WAP serves low-income Delaware residents, defined as those with annual incomes verified at or below 200% of the Federal Poverty Level. WAP serves all types of housing including detached or attached single-family, mobile or manufactured homes, and small multifamily buildings. Services are available to owners or renters, provided the building owner consents and the benefits of weatherization go to low-income residents.

In Program Year 2018, there were sufficient resources to serve all eligible households, and there was only a relatively short waiting list of eligible households. Prioritization of the waitlist is based on need, as well as age (young and elderly), and special needs of residents.

In 2018, WAP served 235 households with a total of 475 Delaware residents. Our goal for Program Year 2018 was to weatherize 400 homes. The time and cost of finding and training a new subgrantee was a significant factor in our not meeting that goal. With our new subgrantee now fully trained in WAP systems, we expect to meet the goal of 400 homes in the next program year.

Delaware Residents Served by WAP in 2018



Total is greater than 475 because 14 residents categorized as elderly or children are also disabled

*It's been a lot better since I received Weatherization. I usually fill up my oil tank 3 times per year. I still have the same oil from last March with more than half the tank left and we are going into November. My utility bills before Weatherization were \$500. Now they are reduced to \$200. Yes, my home is nice and comfortable.*

—WAP Client, City of Seaford

## Sources and Uses of WAP Funds

Delaware WAP is funded by four sources:

- U.S. Department of Energy (DOE)
- Low Income Home Energy Assistance Program (LIHEAP)
- Regional Greenhouse Gas Initiative (RGGI)
- Ratepayer Utility (Delmarva Power)

The diversity of funding sources allows the program to do more in each home and greatly leverages the base grant funding from DOE. Funds from LIHEAP and Delmarva Power go exclusively to Direct Labor and Materials (the installed cost of measures in homes). DOE and RGGI allocations also support Direct Labor and Materials as well as all other program costs that include:

- Technical services: initial home energy audit and computer modeling and post-weatherization inspection
- Training: training and certification of DNREC staff, subgrantee staff, and contractor staff
- Subgrantee program operations, management, and administration: program marketing and outreach, client intake and qualification, transportation, diagnostic equipment, software, subcontractor management, insurance, personal protective equipment, reporting, and administration
- DNREC program operations, management, and administration: state-level monitoring of files and homes weatherized, transportation, diagnostic equipment, software, subgrantee management, and administration



The sources and uses of WAP funds for Program Year 2018 are:

### Sources of Funds

DOE	\$ 664,407
LIHEAP	\$ 1,138,334
RGGI	\$ 1,320,035
Delmarva Power	\$ 48,348
<b>Total</b>	<b>\$ 3,171,124</b>

### Uses of Funds

Direct Labor and Material	\$ 1,625,406
Program Technical Services, Operations Training, Management, and Administration	\$ 1,545,718
<b>Total</b>	<b>\$ 3,171,124</b>

## Program Year 2018 Highlights

- **WAP expanded outreach and marketing to the City of Wilmington.** We have developed stronger relationships with the Wilmington Council and their constituents. The City of Wilmington had been historically underserved by efficiency programs, despite its high population and concentration of poverty. WAP has successfully built bridges into the community and provided services to more low-income Wilmington homes.
- **WAP added a new contractor,** brought in through a competitive solicitation. The Energy Coordinating Agency now provides services in New Castle County, and Catholic Charities continues to provide services in Kent County and Sussex County.
- **WAP partnered with the Delaware Sustainable Energy Utility (DESEU)** to weatherize more than 100 homes that otherwise could not be served due to pre-existing conditions, such as faulty wiring, plumbing or roof leaks, or broken windows. The DESEU "Pre-WAP" Program is helping WAP to get into more low-income homes to reduce energy costs.
- **WAP is fully compliant** in our qualification of clients and quality control procedures. All clients are certified eligible for services under DOE rules. All required documentation is maintained in Hancock software. All completed weatherization jobs receive a detailed final inspection by a certified Quality Control Inspector. All incorrect or incomplete work is resolved before final billing.
- **WAP provided significant training of our new WAP subgrantee** including audit requirements, software training, and client intake procedures.
- **WAP improved inspection procedures,** spending more time onsite when contractors are at work. This reduced the need for post-inspection corrections and makes the process more convenient for our clients.

