

Income and Age-Qualifying Home Improvement Program FAQs

What is the Income and Age-Qualifying Home Improvement program?

The Income and Age-Qualifying Home Improvement program provides in-home energy assessments and installation of select energy-saving products at no cost to you. Income and age-qualifying families are eligible for this no-cost in-home energy assessment conducted by local weatherization service providers. If you qualify, an energy expert will examine your home, generate a custom energy assessment report, and install the selected energy-saving products. *No products will be installed without the homeowner's permission. The homeowner or an authorized tenant will need to sign the application form that will state "I am the homeowner or I am authorized by the homeowner to have improvements made to my premise."*

What is the difference between the Income and Age-Qualifying Home Improvement program and other home efficiency assessment and improvement programs?

The Income and Age-Qualifying Home Improvement Program is an assessment and improvement program for Dominion customers meeting eligibility requirements in Virginia. This program is offered by Dominion and approved by the Virginia State Corporation Commission.

The Virginia Department of Housing and Community Development also offers [weatherization services](#). This program provides weatherization services to qualifying individuals through local Weatherization Assistance Providers. You may contact your local [weatherization assistance provider](#) for more information on programs for which you may be eligible.

What is included in the Income and Age-Qualifying Home Improvement program?

The Income and Age-Qualifying Home Improvement program currently offers the following installed energy-saving products:

- Replacing up to six (6) incandescent lamps (60W or 40W) with screw-in LED lamps of equivalent lighting output.
- Replacing up to two (2) existing non low-flow faucets with low-flow faucets
- Replacing up to two (2) existing non low-flow shower heads with low-flow shower heads
- Installing pipe-wrap insulation on water heater pipes that are not previously insulated
- Adding attic-insulation

Restrictions apply. Contact your local weatherization service provider to learn more.

Who conducts the energy assessment?

Energy assessments and installations will be conducted by qualified, local weatherization service providers who currently offer Weatherization related services through Virginia Department of Housing and Community Development and have been approved by the Income and Age-Qualifying Home Improvement program to complete assessments and install the selected energy-saving products.

Are there any charges (or hidden charges) involved with this assessment?

No. All services are being provided by Dominion Energy and are offered at no cost to the customer.

When will I receive my energy assessment report?

The weatherization service provider will provide the assessment report to the resident after the measures have been installed. The report will provide information on program improvements that were completed. The weatherization service provider will provide a copy of the report on the spot, through the mail or through an email following the assessment and improvements.

How long will the energy assessment take? How long will it take to make the improvements?

A typical assessment and improvements will take approximately one or two hours through the Income and Age-Qualifying Home Improvement program. The weatherization service provider may require your permission to visit your premise a second time for the installation of attic insulation. In addition, you may also be eligible to participate in the Virginia Weatherization Assistance Program. Discuss with your weatherization service provider the time commitment necessary to participate.

Will the improvements be made the same day as my energy assessment?

There will be times when the weatherization service providers will complete the work on the same day. However, if attic insulation is to be installed a separate appointment will be made at the time of the assessment.

Can I be home during the energy assessment?

Yes, the resident is required to be home during the assessment. If the resident cannot be there, the appointment will be rescheduled to a time when you can be present.

Where will the weatherization service provider need access to during the energy assessment?

The weatherization service provider will need access to every room in the home (excluding closets), the exterior of the home, the attic, and the basement.

Participation and Eligibility

Who is eligible?

The Income and Age-Qualifying Home Improvement program is available to qualified customers in our Virginia service territory. The program conforms to the Virginia Department of Housing and Community Development qualification guidelines, which is currently set at 60% State Median Income. It is also available to customers who are 60 years or older with a household income of 120% of the State Median Income. The program is available to qualified individuals living in single-family homes, multifamily homes, and mobile homes.

How do I know I am eligible for this program?

Contact a weatherization service provider that serves your community.

Are there any additional requirements to receive the energy improvements?

Yes. Before any work can be done in your home you will be asked to read and sign the program application form that states that you desire to have the work performed and that either you are the homeowner or that you are authorized by the homeowner to have the improvements made to your premise. No products will be installed without the homeowner's permission. You must be a Dominion Virginia Power residential customer.

Additional Information

What is an energy assessment?

An energy assessment can help you evaluate what energy-saving options you can take to improve your home's energy efficiency. A professionally trained weatherization service provider will come to your home and gather information on the current condition of the home, lighting, air conditioning and heating systems, appliances, and advise you on efficiency tips and other resources to maximize your home's energy efficiency needs. All information will be presented to the customer shortly after the assessment.

Is an energy assessment and the program sponsored improvements really worth it?

Yes. An energy assessment helps you systematically identify the areas where your home's energy consumption is high. The program-sponsored improvements are aimed at reducing the energy use in your home, in key areas such as lighting, space air-conditioning (i.e., heating and cooling) and water heating.

I've been told the Income and Age-Qualifying Home Improvement Program does not plan to be in my area this year. What other resources are available to me to help make my home more energy efficient?

Contact your local [weatherization service provider](#) for more information on weatherization programs for which you may be eligible.

Visit Dominion Energy's [energy calculators](#) to determine how to save energy in your home or business. By entering personalized information about your home or business into the calculators, you can receive a custom report with tips including no cost, low cost, and more cost ways to improve the efficiency of your home.

If you're interested in a comprehensive home energy assessment, contact a professional. They use a variety of techniques and equipment to determine the energy efficiency of your home. Equipment such as blower doors measure air leaks and infrared cameras find air infiltration and missing insulation.