

Innovative Outstanding Weatherization Assistance News

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Wishing you a
Happy New Year!

From all of us in the
Bureau of Weatherization
in Des Moines

Jim, Gwen, Mark, Chris, Mike
and Rosemary

Welcome

Winter is here and the holidays have been wonderful. We are entering the fourth quarter of the Weatherization Program and look forward to the New Year.

- Be sure to send us comments you receive from your clients to be included in our newsletter. We would like to recognize all of your hard work!
- If you haven't been to our website lately, be sure to check out the Division of Community Action Agencies home page at www.state.ia.us/dhr/caa. You will see that we have added items regarding the Commission as well as a link to our Iowa Code and Administrative Rules. Then, be sure to visit our Weatherization page at www.state.ia.us/dhr/caa/

[WXPage.html](#). You will find Energy Saving Tips, How and Where to Apply (and other questions), the Weatherization Program History, Current Events, Resources, and News. Coming soon is our "Members Only" section, which is only accessible to Weatherization Program staff. Once it is up and running, you will be given a "Members Only" password. This page is still under construction but we plan to include the Policy and Procedures Manual, the Technical Standards Manual, the State of Iowa Forms and Waivers, as well as samples of forms from other agencies. If you think of anything else you would like to see added, please let us know at Christine.Taylor@iowa.gov.

Statistics

ITEM	*QTRLY	**YTD
Houses Worked On	617	1,325
Completions	504	1,144
Closed Incomplete	113	181
Owner Occupied	590	1,253
Rentals	27	72
Elderly Occupied	244	505
Disabled Occupied	297	625
Furnace Replacements	309	515
Refrigerator Replacements	213	458
Freezer Replacements	79	156
Average Costs Per House	\$4,381	\$4,485

Totals for all agencies combined
* QTRLY (September, October, November)
** YTD (Program year through November)

Agency Spotlight – Operation New View

Weatherization Put a Smile on This Client's Face

By: Don Naderman

Mary, an 81-year old widow from Dubuque, visited the Operation New View office on October 2, 2003 to apply for heating assistance. During her appointment, Mary told the Outreach Worker that her utility service company had inspected her furnace and found that it had a cracked heat exchanger that needed to be replaced. Mary said she had saved some money to replace her dentures because they were in poor condition and causing sores in her mouth. She said she could use the money she saved for dentures on a new furnace instead, but wondered if there was anything they could do to assist her. The Outreach Worker referred her to Don, New View's Weatherization Evaluator/Inspector. He immediately scheduled an appointment for a weatherization evaluation.

At the time of the evaluation, Don found that Mary's house did not have any insulation in the attic and walls and that the master bedroom had a cantilevered floor with 3-1/2 inches of fiberglass in a 11-1/4 inch cavity. The furnace's heat exchanger was cracked and the water heater was not properly vented. When moving the refrigerator to meter it, Don found that the linoleum was charred black from the heat of the compressor running so often.

Don contacted a furnace contractor who was able to replace the furnace, line the chimney and vent the water heater properly the very next day. The refrigerator was then replaced

and the insulation portion of the Weatherization was started.

When Don returned to the house for the final inspection, he was greeted by a very happy lady. Because the Weatherization Program was able to replace her furnace, Mary had been able to spend the money she saved on new dentures. She was feeling much better and could not believe the difference in her home. She could no longer feel drafts and the traffic noise from the nearby street was no longer waking her in the middle of the night. Mary went on to explain that every year her daughter takes her south for the holidays and that she was reluctant to go because, for the first time in 40 years, her home was truly comfortable.

Resources

www.buildersbest.com/indoor.htm#ILLNESS

Reasons not to vent dryers indoors

www.nfpa.org/Research/nfpafactsheets/dryer_safety/dryer_safety.asp

General information on dryer safety

http://www.energystar.gov/index.cfm?c=news.nr_news

The Energy Star newsroom

<http://www.eia.doe.gov/emeu/steo/pub/contents.html>

Short-Term Energy Outlook December 2003

Service Recognition

One Year Anniversary

Chris Taylor is the Program Specialist with DCAA in Des Moines.

New Staff

Don Ellis will soon be a new carpenter at Northeast Iowa. He had previously worked at Northeast Iowa as a crew leader but was laid off a couple of years ago due to budget cuts. Northeast Iowa is looking forward to having him back.

"We want to thank you very much for the furnace, water heater and insulation. It is such a generous program you have. We also want to say that all of the men who worked on our house were very courteous and polite. Thank you very much!"

— SIEDA Client

News

Furnace and Water Heater Repair in Renter Occupied Dwellings—DCAA is allowing a \$300 expenditure limit for furnace repairs and water heater repairs in renter occupied dwellings. This is addressed in the revised Section 122 (Cost Limits) of the *Work Standards* that was recently sent to the agencies.

Refrigerator Replacements—Side-by-side refrigerators are now being allowed as replacement refrigerators if the side-by-side unit is Energy Star rated. At the time that the DCAA refrigerator policy for the program was developed there were very few, if any, side-by-side refrigerators that were Energy Star rated. There are now several Energy Star rated side-by-side refrigerators available. These still are probably not as efficient as a regular top freezer model; however, by having side-by-sides as an option more clients may agree to a replacement.

Lead Paint Safe Work (LSW) Practices Training—The DCAA requirement up to now has been that all evaluators/inspectors, crew workers, and contractors had to have LSW training. We have changed the requirement to now only require that a person trained in LSW practices be at the job site while work is being done that could disturb lead paint. This is similar to the training requirement for slate siding removal and reinstallation.

Refusal of Weatherization—As you know, the annual block grant bill that addresses each year's LIHEAP appropriation contains language stating that clients who refuse weatherization services are no longer eligible for LIHEAP. There is some concern that because of the recent client consent requirement for Weatherization, clients who may refuse weatherization services due to health conditions, will have to be made ineligible for LIHEAP in order to comply with the legislative requirement.

In cases where a client does not want his/her home weatherized because of a health condition that could be worse by insulation dust, the client should remain eligible for LIHEAP. That is because our program has a policy for that. Weatherization's "walk away" policy allows agencies to walk away from a house if there is concern that weatherizing it could have a negative effect on the client's health. This policy is supported by DOE's health and safety guidance.

It is our intent to revise the language in next year's block grant bill to allow for some flexibility with respect to the LIHEAP eligibility issue. However, irrespective of that, agencies may walk away from homes due to clients' health conditions without making the clients ineligible for LIHEAP.

"Thank you so much for what you did for my family. The CO detector you installed the first day you came to our home went off and we got out of the house. The peak level when you checked was 128. You saved our lives! Now we have our new furnace, and I will certainly take the risk of CO poisoning seriously in the future. Thank you for all you have done. God bless you and the work you do!" - NE Iowa Client

Tax Increment Financing or TIF Districts—For the past several years many communities in Iowa have developed TIF districts as a means to stimulate economic development. There are districts established for housing purposes and others for general economic development. Taxes generated from the development in these districts quite often go to pay for the infrastructure to support them such as streets and sewers. Usually 1/3 of the funds must be used to support low to moderate income families. There are a variety of ways to do this. Cities in NW Iowa have used the funds to assist first time home buyers, developed rental housing or to support renovation efforts. Community Action Agencies may be able to utilize

Questions and Answers

Question: Is the condensate pump part of the venting costs?

Answer: Yes, we will consider it to be in the venting costs.

Question: Are venting costs in a rental unit the landlords responsibility?

Answer: Venting costs for water heaters and furnaces can be paid using weatherization funds.

Question: Is exhaust venting part of the incidental or general health and safety repairs?

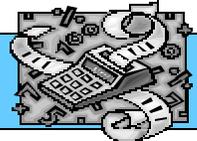
Answer: Exhaust venting will continue to be listed as it has been. It is a health and safety cost but not a repair cost.

Question: What constitutes a complete house?

Answer: The necessary measures for a completed home are listed in the standards. The standards say within structural limits those measures listed in NEAT are to be done (e.g., walls are double lathe and plaster or the siding is double nailed).

If there are unusual circumstances, please contact the DCAA office.

Fiscal News—Tips from the Fiscal Monitoring Team



As the Numbers Crunch

Have you noticed all the “buzzwords” creeping into our vocabulary? (That’s buzzwords not swear words!) Words like “mission-critical;” “granular;” “disambiguate;” “dialogue;” “core competencies” ...the list goes on and on. Here are some “buzzwords” that may help on the fiscal side of the weatherization program.

Vision—A mental image or imaginative contemplation. Organizations are often driven by an overriding vision. This vision is translated into a specific mission, which is quantified by one or more goals or objectives. These goals or objectives are reached by implementing an overall strategy, which is executed via specific tactics.

Example: The *vision* for weatherization staff is to adequately document every client file.

Mission—The overall purpose of a business or organization.¹

Example: The *mission* of weatherization staff is to assure adequate documentation is available for every client file.

Goal—The specific end or objective that a business or organization strives to attain, specific to the mission. A goal is quantifiable.¹

Example: The weatherization staff *goal* is to adequately document 100% of the client files.

Strategy—A plan of action to achieve the goals of a business or organization. Strategies describe how to meet goals and objectives.¹

Example: Weatherization’s *strategy* is to check each file for adequate documentation prior to submitting for payment.

Tactic—The method used to implement an organization’s strategy. Tactics are the details of a larger strategy.¹

Example: Our primary *tactic* is for each staff member to be diligent in turning in receipts and documenting work.

Get the point? This article is not intended to be a vocabulary-building lesson. The point is this: The *modus operandi* (A person’s manner of working) for weatherization staff is to be diligent in adequately documenting client files.

We’ll be visiting your agencies within the next 12 months. If we can be of assistance to you please feel free to contact us.

Jim Mezera at (515) 281-8537 or Jim.Mezera@iowa.gov

Mike Adams at (515) 242-6312 or Michael.Adams@iowa.gov

Tentative 2004 Fiscal Monitoring Schedule

January 27-28 Polk County

January 29-30 SCICAP

March 22-23 TRAIN

March 24-25 City of Des Moines

Equipment Maintenance

Equipment maintenance is very important in a weatherization practitioner's line of work. Armed with a variety of instruments, their decisions can affect the lives of those they serve.

Because testing results are so critical to the decisions that are made, it is extremely important that the tools the practitioner uses are in good working condition. Below, are some general guidelines about calibration and maintenance schedules. Be sure to check the owners' manuals for specific manufacturers guidelines.

Combustion Analyzers (once every six months)

- O₂ Sensors will only last about two years.
- CO Sensors will only last between three to five years.

Digital Gauges (yearly)

Thermometer (once every six months)

TIF8800 (replace tip yearly)

Gas Leak Detector (occasionally)

- Test occasionally using the gas from a lighter. If it does

not alarm with the gas, it needs to be repaired.

Analog Gauges (once every six months)

- This includes blower door and draft gauges.
- Check against a known calibrated digital gauge. You may find beneficial to use digital gauges instead of analog.

Insulation Blower (weekly)

- Check blower pressure weekly and chart pressures for future reference. If the pressure is dropping, so is the through-put.

Blower Door (every six months, minimum)

- Most problems with blower doors will be the gauges, however, the fan housing, which is a calibrated hole, can be damaged over time. Any fan unit that is cracked is likely to cause problems with accurate readings. Errors can also be caused if the fan motor shifts in its bracket. To ensure your fan is functioning properly, test the unit against a known good unit to assure they produce the same readings.

- Information from Ohio Weatherization

Tidbits

- Did you host a Weatherization Month activity? If so, contact Christine Taylor at the DCAA office and tell her all about it. She can be reached by phone at 515-281-4565 or by email at Christine.Taylor@iowa.gov.
- Just a reminder to use the correct sequence number for water heater replacements when utilities are paying for the replacement. Often times, the incorrect sequence number is used, incorrectly indicating that the replacement was for a health and safety reason.
- There are new specifications for Compact Fluorescent Light (CFL) bulbs. They will be sent to you soon. Be sure to purchase bulbs that meet the new specifications.
- New Health and Safety forms are being printed and will be mailed to your agency once they are done.
- DCAA representatives recently met with the utility companies regarding their 2004 contracts. The contracts will be sent to the DCAA office soon. If allowed by your agency, you may begin spending utility dollars commencing January 1, 2004.

News—Continued

ize funds for Weatherization, Housing Rehab., Housing Development or in other ways. Each city develops their own plans and rules for implementation. TIF districts usually expire within 10-15 years from their creation.

- Submitted by Dick Sievers, Mid-Sioux Opportunity

Multi-Service Center—A Community Service Center has recently been opened in LeMars providing for a variety of human services in one location. Approximately 4 years ago, the need to find a new home for Head Start, Early Head Start, and Outreach services caused Mid-Sioux Opportunity Inc. to contact the city of LeMars for potential options. The recent closing of Westmar College provided several potential sites. Through a Community Development Block Grant, Foundation grants, Head Start/Early Head Start funds, Local Funds and support from the City of LeMars a facility was selected that could house all of the above mentioned Mid-Sioux programs as well as Plains Area Mental Health Center, The Alzheimer's Association, and LeMars Community Daycare. The site now serves as the location for all Mid-Sioux services including: 3 Head Start classrooms, 1 Early Head Start classroom and the outreach office. Additional office space is available for the nursing and social service component staff in H/S and Early H/S. Tenants provide for the support of the project through monthly rental payments. The facility has been a very positive move for the service providers and has allowed the city to make use of an otherwise empty building. Total project costs were over \$700,000.

- Submitted by Dick Sievers, Mid-Sioux Opportunity

2002 SLICE Report—The 2002 SLICE Report is now final. Once again, the Community Action Agencies are to be commended for their commitment to the Weatherization Program. The WAP Program installed measures in 2,091 households during the 2002 calendar year. The average spent per household averaged \$4,795, with a first-year client energy cost savings averaging \$247 per household. The reason the 2002 client energy savings average was lower than the 2001 aver-

age (\$310) is because the price of fuels in 2002 was much lower than the 2001 prices. The final report can be viewed online at www.state.ia.us/dhr/caa/WxPage.html. Hard copies will be sent to each of the agencies. Below, are the top measures and the corresponding first-year client bill savings.

- Freezer Removal \$130
- Hi-Eff Heating Sys Repl \$113
- Refrigerator Removal \$103
- Refrigerator Exchange \$102
- Wall Insulation \$90
- Freezer Exchange \$78
- Std-Eff Heating Sys Repl \$71
- Waterbed Mattress Pad \$42
- Ceiling Insulation \$42
- Infiltration Reduction \$33
- Foundation/Crawlspace Insul \$31

Lighting and Water Heating Measures Vendors—Bids for the 2004 PY lighting and water heating measures vendors were recently reviewed. The winning bidder for lighting is Stitzell Electric. The winning bidder for water heater measures is Niagara. We will be sending you more detailed information on this soon. Please feel free to contact these vendors for any of your lighting and water heater measure needs.

Tentative 2003 PY Monitoring Schedule

January	City of Des Moines
February	West Central

News—Continued

House of Pressure—The DCAA Technical Specialist, Mark Bergmeier, was eagerly awaiting the arrival of the House of Pressure the week of Christmas. It finally arrived and is ready to be used in upcoming trainings.

The House of Pressure is used to visually demonstrate Home Performance Testing using Pressure Diagnostics. The House is made of clear lexan (*High Strength Plastic Laminate*) so the inside of the House is visible from all four sides.

The House has an operable Forced Air Duct System, a Dryer, Bathroom Fan, and a Fireplace. There are smoke generators for the fireplace, water heater, and car exhaust.

Needless to say, this House has it all and is ready for business. Be sure to check it out at one of the upcoming trainings!



Upcoming Events

January 2004

Happy New Year!

February 2004

- 3—4 *High Density Insulation Training*. Tentatively scheduled to be held at MICA in Marshalltown. More information will be sent to each agency soon. The main contact person is Marcia Thompson at 515-281-3861.
- 24—25 *Blower/BTL/Duct Leakage and Combustion Health and Safety Training*. Tentatively schedule to be held at HACAP in Hiawatha. More information will be sent to each agency soon. The main contact person is Marcia Thompson at 515-281-3861.

March 2004

- 2 *Lead Safe Work Practices Training*. Tentatively schedule to be held at Community Opportunities in Carroll. More information will be sent to each agency soon. The main contact person is Marcia Thompson at 515-281-3861.
- 16—17 *Zonal Pressure Diagnostics Training*. Tentatively scheduled to be held at Polk County in Des Moines. More information will be sent to each agency soon. The main contact person is Marcia Thompson at 515-281-3861.
- 30—31 *Mold/Moisture/Ventilation Training*. Tentatively scheduled to be held at HACAP in Hiawatha. More information will be sent to each agency soon. The main contact person is Marcia Thompson at 515-281-3861.

April 2004

- 13—14 *Mold/Moisture/Ventilation Training*. To be held at North Iowa in Mason City. More information will be sent to each agency soon. The main contact person is Marcia Thompson at 515-281-3861.
- 26 - **Affordable Comfort Conference 2004: Advancing the Performance of Residential Buildings**, Minneapolis, MN. For more information, contact Affordable Comfort by phone at 1-800-344-4866 ext. 10 or visit their website at www.affordablecomfort.org.

Be sure to check our website for training updates at www.state.ia.us/dhr/caa/WxPage.html !

Speed Bumps

- The Underwriters' Laboratory (UL) standard requires metal venting for gas clothes dryers.
- When there are wall cavities over the windows, they need to be insulated.
- The inside of furnace cabinets (under the blower) should be checked to make sure they have a bottom. Sometimes, there will be a filter on the bottom with no bottom underneath the filter.
- The furnace installer needs to leave the installation manual that comes with the furnace. This is especially true when they are high-efficiency furnaces or other furnaces that vent directly out a wall. The venting codes have very little to say about some of these furnaces except that they need to be installed according to the manufacturers specifications. Without the manual, verification of proper installation cannot be done by anyone.
- Directions to homes need to be included in the memo field of the database. Even when there is a 911 address, it is still helpful to at least know what direction the house is from the listed town of the address. Changes in client addresses or phone numbers must be communicated to the person entering the data.
- There is a fairly new product used for return air panning that is made from metallic laminated cardboard. While this product seems to be okay in most circumstances, it will not support duct work being attached to it very well. It does not have the strength to support a lot of duct work, so you will need to make sure the duct work attached to it has other support. Also, the metallic tape a lot of people use to stick to this product does not stick very well. I would recommend that proper caulking or mastic be used for seams and along the joist to which it is attached.
- When conducting a blower door test, remember to place the end of the attic tube far away from the scuttle hole. If it is too close, you will get false readings because of the air flowing across the hole.

Please feel free to copy and distribute.

Iowa Bureau of Weatherization

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Lucas State Office Building, 2nd Floor
Des Moines, Iowa 50319

We're on the Web!!!
www.state.ia.us/dhr/caa/WXPage.html

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