

# ***LOUISIANA'S ORIGINAL***

# ***HERO PROGRAM***

# ***GUIDELINES &***

# ***OPERATIONS MANUAL***



## **HERO**

## *Home Energy Rebate Option*

Existing Home  
Residential Energy  
Efficiency Program

Louisiana Department of Natural Resources

State Energy Office  
Administering the HERO Program  
Since 1999

Baton Rouge Phone  
#225-342-1399  
Statewide Toll Free  
#800-836-9589

[dnr.louisiana.gov](http://dnr.louisiana.gov)

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## HERO Program Background and History....

In 1998 the Technology Assessment Division within the Louisiana Department of Natural Resources became one of the first of four nationally accredited Rating Providers under the then newly formed national accreditation organization named “Energy Rated Homes of America” (ERHA). In 1998 DNR began training Home Energy Raters throughout the state of Louisiana until at its peak in 2002 had as many as 70 Home Energy Raters certified to conduct Home Energy Ratings throughout Louisiana. When the Home Energy Rebate Option (HERO) began in 1999, statewide participation was low but steadily increased until peak participation occurred in 2002 when over 3,400 new and existing homeowners participated in the program. In 2006, due to several changes within the Home Energy Rating Industry throughout the state as well as throughout the nation, events led to the HERO Program discontinued new home participation under the program. Statewide changes such as the implementation of the International Residential Code increased the base line energy efficiency for all new homes being constructed on a scale that could not be matched under HERO. The increased requirements within the Energy Star Program, and the reorganization of the now defunct ERHA into the “Residential Energy Services Network” (RESNET) in late 2006, spawned uncertainty about the increased costs of conducting business for many Home Energy Raters ultimately leading to a decline in the amount of Home Energy Ratings being undertaken. It is well documented that by increasing the energy efficiency of a poor performing pre-existing home by a minimum of 30% will far outweigh the same incremental costs applied to a new home in the way of saved utility dollars, therefore existing homes have remained eligible under the HERO Program throughout its existence.

In 2009 the American Recovery and Reconstruction Act ARRA allocated funding to all 50 United States in an effort to encourage “Green” jobs. Louisiana allocated a portion of its ARRA funding to the HERO Program. The ARRA funding allowed the HERO Program to expand its scope. The program, called the “Empower Louisiana HERO Program” re-implemented a New Homes program and added a Commercial component, which had never before been deployed in Louisiana, to the already in place Existing Home program. Both the Original HERO Program and the ARRA funded HERO Program reward participants for increasing energy efficiency however they base the rebate amount on a separate set of criteria. The ARRA funded program bases the rebate purely on energy savings, where the Original program bases the rebate on the lesser of either the energy savings attributed to the improvements, or the cost of improvements. As of the date of this publication, over 20,000 homes have been made more energy efficient throughout Louisiana by participating in the HERO Program.

## HERO Program Overview....

The Original *HERO-Existing Homes Program* encourages energy efficiency by providing a cash incentive to Louisiana residents who improve the energy efficiency of their existing home by a minimum of 30%. Existing Homes that reduce their energy use by 30% or more are awarded a cash rebate incentive of up to \$2,000. The cash rebate incentive is based on two factors, either the Cost of Energy Savings determined by comparing the pre-improved home to the post-improved home over the useful life of the added improvements as determined by a HERS rating, these saved utility costs are called the Energy Efficiency Premium (*EEP*), or the Cost of the Energy Efficiency Improvements. The cash rebate is 20% of the lesser of the two amounts up to a maximum rebate of \$2,000.

## HERO Certified Energy Rater....

The required program energy ratings must be performed by a HERO-Certified Energy Rater (*Energy Rater*). The term *Energy Rater* in this document *always* refers to a HERO-Certified Energy Rater. A list of HERO-Certified Energy Raters is available on the program website at: (<http://www.dnr.louisiana.gov>) or by contacting the HERO program hotline at: 1-800-836-9589

## Eligible Funding Levels....

Only existing home projects that achieve a 30% reduction in energy use are eligible for up to a maximum \$2,000 rebate.

HERO Program rebates are taxable and *Participants* will receive a *1099-MISC, Miscellaneous Income* Form from the State of Louisiana for the year in which the rebate is received.

HERO Program Participants must comply with all program requirements.

## Rating and Energy Performance Standards....

A preliminary rating of the existing home, as it is before improvements have been made to the home, *must* be submitted to the Louisiana Department of Natural Resources by the *Energy Rater*. The preliminary rating is necessary to be used as a bench mark in order to determine if the improved home has increased its energy efficiency by the required amount. Existing Homes that do not meet this requirement are disqualified from participation in the HERO Program.

An existing home qualifies for the HERO Program rebate by reducing its energy use by 30% (as determined by the rating process) compared to the home as it was before the energy improvements were made. When the improvements are completed, a final rating will be performed to confirm the energy reduction meets at least the minimum standard. Only the improvements made to an existing home after the preliminary rating was conducted can apply towards the rebate calculation of the improved final home.

## Qualifying Procedures for becoming a Louisiana Home Energy Rater Certified under the HERO Program....

### **Beneficial Background Qualifications...(helpful but not necessary)**

Four (4) years minimum experience in one or more of the following fields:

Residential Framing Contractor, Residential Heating and Air Conditioning Contractor, Residential General Contractor, Residential Home Inspector, Commercial Building Inspector, or a Bachelor of Science degree in Construction, Construction Engineering, Construction Technology, Mechanical Engineering, Civil Engineering, or a Bachelor of Architecture

### **Certification Requirements**

- Only residents of the state of Louisiana are eligible for Certification as a home energy rater under the Louisiana HERO Program
- Only independent, private sector business people are eligible for Certification as a home energy rater under the Louisiana HERO Program...individual may not be employed by or accept compensation from any rating company or rating organization
- If a HERO Certified *Energy Rater* receives payment for the energy rating service they provide for a participant in the HERO Program, the HERO Certified *Energy Rater* must always be paid any compensation directly by the participant and MUST not be paid for their rating service through any third party that is or is not providing any other service for the participant

### **Minimum Training**

- Home Energy Rater Training under a RESNET Accredited HERS Training Provider which covers a minimum curriculum of:
  1. Energy Efficiency Design for Residential Structures
  2. Training in the use of the equipment used to conduct energy ratings
  3. Training in the use of a HERS Accredited rating software
  4. Hands on field work conducting two training provider observed home energy ratings
  5. Score a minimum of 80% on the National RESNET Standard Rater Exam
  6. Conduct (3) supervised RESNET training ratings

### **Minimum Qualifying Ratings for HERO**

- Conduct a minimum of three (3) home energy ratings on three (3) separate homes, at no charge, and submit the rating information to the Louisiana Department of Natural Resources for review, and critique. Submitted documentation must include:
  1. HERO information
  2. Software building files
  3. Site diagrams
  4. Digital site photos
- Conduct one (1) additional home energy rating on a separate home, at no charge, accompanied by a representative from the Louisiana Department of Natural Resources' Energy Section or their designee (RESNET Accredited Training Provider). The rating information from this 4<sup>th</sup> home energy rating must also include items 1-4 above and be submitted to the Louisiana Department of Natural Resources for review.
- Upon completion of these 4 HERO training ratings DNR will determine if the candidate has grasped enough understanding of the HERO documentation submittal procedures to merit certification or if additional training ratings will be necessary
- Score a minimum of 80% on the DNR administered HERO Certification Test

### **Minimum Equipment Purchase**

*(Do not purchase this equipment until after you have completed the minimum training and rating requirements listed above and are ready to be fully certified under the HERO Program)*

- You must own, and provide receipts, serial numbers, certifications and verified sub-license agreements to the Louisiana Department of Natural Resources for a minimum of the items and equipment listed below with \*:

Estimated costs

1. Home Energy Rater Training	\$ 1,500.00
2. National RESNET Standard Rater Exam Test Results *	n/a*
3. Certificate of RESNET Certification*	n/a*
4. Blower Door*	\$ 2,500.00*
5. Duct Blaster*	\$ 1,000.00*
6. Digital Pressure Gauge*	\$ 700.00*
7. Light Transmittance Meter*	\$ 135.00*
8. Pressure Pan (small)*	\$ 50.00*
9. 3meg desk top or lap top computer	\$ 2,000.00
10. Internet Service (per/year)	\$ 240.00
11. Scanner	\$ 100.00
12. Proof of partnership/agreement with an Accredited DNR approved RESNET Rating Provider*	
13. REMRate software w/verified sub-license agreement (per/year)* <sup>@</sup>	\$ 200.00* <sup>@</sup>
14. Microsoft Word	\$ 100.00
15. Microsoft Excel	\$ 100.00
16. Adobe	\$ 100.00
17. Digital Camera	\$ 100.00
	<b>\$ 8,825.00</b>

(<sup>@</sup> is n/a if provided by Rating Provider)

**Submitting a rating....**

**All preliminary & final ratings MUST be submitted by e-mail to: [ratehero@la.gov](mailto:ratehero@la.gov)**

**Submitting ratings by e-mail means that:**

- If any information is omitted or incorrect in a submittal – the *Energy Rater* will receive an automatic reply from DNR to alert them that something was wrong with their submittal. The reply will not call out the problem. The *Energy Rater* must determine what was omitted or incorrect and resubmit the entire rating. The reply from DNR is the *Energy Raters* notification that the submittal was declined and must be resubmitted in its entirety.
- In order for the *Energy Rater's* forms to be properly processed by DNR – the *Energy Rater's* software must be compatible with ours so that the attached, scanned documents (*W-9, Certificate of Completion, Economic Summary, Energy Cost and Feature Report, Receipts, and Form 1119's*) can be printed for insertion into the application folder. Compatible software includes: Acrobat, Micro Soft Word, Micro Soft Excel, Corel Word Perfect.
- Every *Energy Rater* must keep a complete copy of every rating submittal sent to DNR for a period of five (5) years from the date of the final rating, for their own files, which must include the building files, and either a hard copy or an electronic file of the scanned documents that were submitted for the rating.

- It is mandatory to keep a copy of the receipts for the work performed on all existing homes with the *Energy Rater's* records for the home. The *Energy Rater* only submits receipts for the items that are listed on the final Form 1119 (*see page 28 for a list of the only items that the Energy Rater can submit receipts for*). Only the items that show up on the Form 1119 (*page 28*) will be used in the rebate calculation. All submitted receipts **MUST** be dated on or after the date of the preliminary rating, and clearly identifiable to both the rated property address and the homeowner.
- The *Energy Rater* must submit scanned copies of the receipts with their submittal and be able to produce them, if needed, at any point up to five years from the date of the final rating. Every receipt must show the vendors letterhead (*no generics*) with the vendors name and phone number. The receipts must be completely legible...hand written receipts will not be accepted or applied toward the costs of the improvements. Receipts for mechanical equipment **MUST** show Make, Model #, and Serial # for every piece of equipment claimed as an energy efficiency improvement measure that is applied toward the improvement costs.
- Only the labor charges provided by an authorized installer for the vendor of the specific energy feature being installed can be counted as qualified costs associated with the improved home rebate calculation...the homeowner can not add labor charges for equipment that he/she installs nor can labor charges that are paid to a "handy man/woman" be counted, as these type labor costs can not be verified.

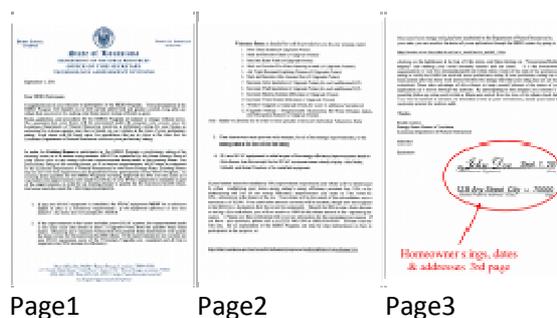
### Rater Responsibilities....

- The *Energy Rater* **MUST** take an active role as the contracted party for the homeowner
- As the contracted rater for the property the *Energy Rater* must tell their customer to call you if they have any questions about their rating, and follow up on customer's calls expeditiously.
- The *Energy Rater* must tell their customers that they cannot participate in both the HERO and HELP Programs on the same rated property address.
- The *Energy Rater* must get W-9's signed upon initial visits, make sure only one name is on the form, that it is legible, PRINT the name of the signing person clearly below it, and have the homeowner sign two complete copies of the HERO Participant Letter (*Tax Letter*)... 1 for themselves & 1 that the *Energy Rater* will keep for the rating .
- No one, other than a Certified Home *Energy Rater*, or a HERO Associate (*see p. 19*) can discuss recommendations for improvements with the homeowner.
- No one, other than a Certified Home *Energy Rater*, or a HERO Associate can present HERO Program information to any organization, or group without obtaining prior approval from DNR. In addition, if an *Energy Rater* sees printed, or hears radio, or tv advertisements about the HERO Program – inform DNR so that we can review it's content for accuracy. Report abuses of the HERO Program by either vendors or other *Energy Raters* to DNR.
- An *Energy Rater* can not recommend any single vendor for work to be performed. If the home owner ask for suggested vendors, the *Energy Rater* **MUST** provide a minimum of three choices to the home owner instead of a single particular vendor (*3 choices or no choices – unless only 1 vendor is available*).

- The *Energy Rater* must review with the homeowner, upon the initial visit, the copy of the HERO Participant Letter, (*below*) which lets the homeowner know that their home could be audited at any point over the next three years as a quality control check. The letter also explains how the homeowner can access their rating information on DNR’s web site (*see pp. 38-41*), as well as tax information about the rebate.
- The *Energy Rater* must make it totally clear to the homeowner that the preliminary rating is only valid for six (6) months and if the work on the property is not completed within the six month period, the rebate for the property will no longer be guaranteed (*see p. 12 bullets 3-6*).
- Every preliminary and final HERO Program rating MUST be conducted by either a HERO Certified or HERO Associate Rater
- The *Energy Rater* must tell their customers that the homeowner cannot count their own labor charges into the costs of improvements in the final
- The *Energy Rater* MUST always use a 100% Equipment Performance Adjustment in the REMRate software building files on both the preliminary and final ratings
- The *Energy Rater* MUST NEVER use “Fuel Switching” in the REMRate software building files (*Fuel Switching = using a less efficient fueled appliance in the preliminary rating than is actually present in the pre-improved home in order to artificially inflate the energy savings in the improved home*)
- The *Energy Rater* can present options to the homeowner, but should never overrule the mechanical equipment sizing proposed by the mechanical equipment contractor for a property...doing so could eliminate the contractor’s liability and shift the burden of the equipment non-performance to the *Energy Rater*
- The *Energy Rater* must never use “Equivalent R-Values” for any insulating material... the *Energy Rater* must always use the R-Value per inch of any insulating material
- The *Energy Rater* must always use 78°F Summer & 68°F Winter settings in the REMRate software building files on both the preliminary and final ratings

### HERO Participant Letter (Tax Letter)....

- The *Energy Rater* must present to all participating clients upon their initial visit
- Consist of 3 pages
- The *Energy Rater* must have the home owner sign, date, and address the 3<sup>rd</sup> page of 2 separate copies of the Tax Letter
- The homeowner keeps 1 complete copy for themselves, and the *Energy Rater* must keep 1 complete copy for their records. Scan the 3<sup>rd</sup> page to send in with the preliminary rating for the property (*only the 3<sup>rd</sup> page needs to be scanned and submitted to DNR with the preliminary rating*)



## WHO IS ELIGIBLE FOR A HERO REBATE?....

*(DNR will only issue a rebate check to an eligible applicant)*

- A rebate can only go to the property owner at the time of both the preliminary & final ratings. The rating documentation is non transferable from the preliminary rating to the final rating
- ONLY residents of Louisiana can receive a HERO Rebate *(must reside in the state of Louisiana)*
- ONLY EXISTING SINGLE, and EXISTING TWO FAMILY *(duplex)* residences located within the state of Louisiana can receive a HERO Rebate
- A rated property can only go through the HERO Program one time *(no repeats of a rated property address)*
- Owners of Existing Homes can receive a HERO Rebate on a maximum of 4 different existing properties *(as long as the property participating is owned by the rebate recipient at the time of both the preliminary and final ratings. Four (4) time participation combines the participation under the Original and the Empower HERO Programs and limits participation to a maximum of four properties)*
- Existing home applicants must be an individual and can only apply for the program under their personal name and Social Security Number *(NO LLC., CORP., INC., BUSINESS, or PARTNERSHIP)*
- Both sides of an existing duplex can only go through the HERO Program if they are done at the same time *(new duplexes are disallowed under the HERO Program)*
- An *Energy Rater* is not allowed to rate or have another *Energy Rater* rate his/her own property under HERO...unless the *Energy Rater* receiving the HERO rebate has been in-activated for a minimum of two (2) consecutive years

## Eligible Projects....

- A. Eligible projects are projects with preliminaries conducted on or after September 1, 2011 and must be physically located within the State of Louisiana. The *Program* applies to existing residential buildings of two (2) dwelling units or less. Each residence must be metered separately.
- B. **Blighted or Burned Property**  
A “Blighted Property” is a property that has been abandoned and left to disrepair over a period of several years. If any mechanical equipment, insulation, or windows are still in place on a blighted or burned home, the efficiencies of the existing equipment, insulation, and windows must be entered as the “As Is” equipment efficiencies, even if the equipment is non-operational or has been destroyed by fire. If there is no remaining mechanical equipment or insulation left on a home that has been abandoned over a several year period, use the default mechanical equipment and insulation values listed below. If a blower door test is not possible on an existing home, such as a blighted or burned existing home, use the Whole House Leakage and Duct Leakage defaults listed below.

- Duct Leakage.....(House Ft<sup>2</sup> /500) X 200
- Whole House Leakage.....(House Volume X 1.5 X 21.5 X S) / 60  
 S = Stories
  - 1 story.....S=1
  - 1.5 stories...S=.9
  - 2 stories.....S=.8
  - 3 stories.....S=.7
- Insulation.....Attic=R19, Walls=R5, Ducts=R5
- Windows, Sky Lights, Doors.....SHGC=0.8, R=1.3
- Mechanical Equipment...Cooling=SEER 9.4, Gas Heating=68AFUE, Gas Water Heater=0.56 EF (If the final home is planned to have window units (wu), use wu's in the base with zero duct leakage)  
 In order to qualify for the rebate, the final home must be improved by a minimum of 30% above the defaulted preliminary rated property that uses the above defaults. Additionally the improved home must have a final score of 90 or below.
- If a blighted or burned property is submitted under the HERO Program the *Energy Rater* must state that the property is “Blighted” or “Burned” in the notes section of both the preliminary and final coversheets.

**C. Existing Homes with Solar Electric Systems (PV)....**

Existing homes that have an installed solar electric system (PV) at the time of the preliminary rating must include the (PV) in both the preliminary “As Is” home before improvements as well as in the final improved home ratings. Existing homes that install (PV) as part of the improvements made to the home MUST not include the (PV) toward the 30% increase in efficiency required for the final but will include the (PV) toward the Energy Efficiency Premium calculation. The costs of the (PV) system cannot be applied toward the costs of the improvements for the rebate calculation.

- The property MUST be able to show the 30% required improvement without the (PV)
- If a property is submitted under the HERO Program that has “PV” on the pre-improved home the *Energy Rater* must state that “The property contained PV in the pre-improved property” in the notes section of both the preliminary and final coversheets.
- If a property has “PV” installed as part of the improvements made to the home the *Energy Rater* must state that “The property has had PV installed as part of the improvements made to the property” in the notes section of the final coversheet.

**D. Existing Homes with Solar Collector Systems (Water Heaters)....**

Existing homes that install a solar water heating system as part of the improvement measures will treat the solar collector just as any other water heater upgrade in the software and will include the solar collector toward the 30% increase in efficiency required by the final as well as in the Energy Efficiency Premium calculation. However, the costs of the solar collector system cannot be applied toward the costs of the improvements for the rebate calculation.

*NOTE:* If a property has a “Solar Collector” installed as part of the improvements made to the home the *Energy Rater* must state that “The property has had a “Solar Collector” installed as part of the improvements made to the property” in the notes section of the final coversheet.

### **Ineligible Activities....**

In order to ensure that proposed projects result in the greatest amount of energy savings, and therefore the greatest benefit possible to the State, *the following activities are NOT eligible for funding under these guidelines:*

- (a) Buildings of over two (2) dwelling units.
- (b) Non-residential, mixed occupancy buildings, and mobile homes.
- (c) Portions of a residence. The entire residence must be included in the rating.
- (d) Buying or leased property.
- (e) Projects that were not rated in accordance with these guidelines prior to the installation of the improvements.
- (f) Only one rebate is available per dwelling unit. Projects are tracked by address. Addresses that have received a HERO rebate in the past are not eligible.
- (g) Projects that have received assistance through the State of Louisiana Home Energy Loan Program (HELP) program are not eligible.
- (h) Projects that include a new central air conditioning system of a lesser efficiency than SEER 14
- (i) Residential buildings that are used as a business establishment or commercial property
- (j) Properties that are unable to provide receipts for the improvement measures
- (k) Projects with preliminaries conducted prior to September 1, 2011

### **Home Construction Standards if HVAC Equipment is installed....**

If new HVAC equipment is installed as part of the improvements the home must also meet the following requirements:

- (a) The cooling components of any new air condition equipment must meet the minimum Energy Star® efficiency requirements in place at the time of the preliminary rating and new heating components must be of a higher efficiency than what is being replaced. *(This is a mandatory requirement. If the replaced cooling side equipment efficiency is less than the minimum Energy Star® efficiency requirements (SEER 14 as of 9/1/2011), or any replaced heating side equipment efficiency is equal to or less than the replaced heating side equipment efficiency the home does not qualify for a HERO rebate.)*
- (b) The home must incorporate improvements from the list below. Each improvement is assigned a number of points. The home must obtain at least 2 points to qualify for a rebate and at least 6 points to qualify for the maximum \$2,000 rebate *(detailed on pp. 35-37)*.
  - 1) *New Duct System (6 points)*
  - 2) *Seal and Insulate Chase (3 points)*
  - 3) *Insulate Knee Walls (6 points)*
  - 4) *Seal and Insulate Fire Place Opening in attic (3 points)*
  - 5) *Air Tight Recessed Lighting Fixtures (3 points)*
  - 6) *Seal and Insulate Attic Access Door (3 points)*
  - 7) *Increase Attic Insulation (2 points per every R-5 increase)*
  - 8) *Increase Wall Insulation (2 points per every R-5 increase)*

- 9) Increase Heating System Efficiency (4 points)
- 10) Increase Water Heater Efficiency (3 points)
- 11) Window Upgrade (2 points per every three windows)
- 12) Permanently Wired Lighting Fixtures Upgrade (2 points)

### **Allocating money for homes participating in the HERO Program....**

- Money for an existing home is allocated upon receipt of the Preliminary Rating (*see p. 23...it is the raters responsibility to submit the preliminary rating within 2 week of the date it is conducted*)
- This money is allocated to the rated property for 6 months
- After 6 months, if the final rating has not been completed and received by DNR ...this allocated money is returned to the general HERO Fund for reallocation and is no longer guaranteed
- In order for a home that has lost its allocation to finalize participation in the HERO Program...on or before 9 months from the date the preliminary rating was conducted, all documentation from both the preliminary and final ratings must have been submitted and received by DNR and have been cleared of all homeowner and rater processing errors. The home will then be placed on a waiting list for available funds. Every home that is still within its original 6 month allocation period that finalizes will have priority over the homes on the waiting list. Money frees up for homes on the waiting list when actively allocated homes do not finalize, or become disqualified. Freed up money will be applied toward the finalized homes on the waiting list in the order of first on the list first paid basis. All homes on the waiting list are subject to funding availability...homes on the waiting list are not guaranteed funding
- An energy rating has a shelf life of 9 months...after 9 months a preliminary rating, without a final, will be DELETED from the data base and will no longer be eligible for a rebate.
- Homes with preliminaries older than 9 months without finals that still wish to participate must start the entire process from the beginning. This means that they would have to have another full preliminary rating done on the home at that point (*which would include any and all of the improvements added to the home since the original preliminary was conducted*). This preliminary rating would establish the benchmark of efficiency on the home from which the home would have to be improved on by 30% in order to qualify for a rebate and would be subject to all other program guidelines.

### **Project Completion....**

All projects that receive HERO Program funding from the Louisiana Department of Natural Resources must be completed, including final rating and receipt of required documentation, on or before *six (6)* months from the date the preliminary rating was conducted. At this six month period the HERO Program will not, without exception, authorize any extensions to the Project Completion Date, terminates the Rebate Agreement, and de-obligates allocated funds. In such case, the *Participant* shall not be reimbursed for costs incurred at their risk.

### **Application Process....**

In order for an existing home to participate in the HERO Program, the home must be evaluated and rated by an *Energy Rater* during the planning stages before improvement activities begin. The submittal of the

rating by the Rater opens a HERO - Existing Homes program application for the project. The typical application process includes the following steps:

1. *Participant* contacts an *Energy Rater*. It is expected that the selected *Energy Rater* will perform ratings throughout the entire project. If the participant wishes to change raters after the beginning of the process, he/she *must* contact the HERO Program beforehand.
2. The *Energy Rater* will verify the availability of funds (*via secure internet site*).
3. The *Energy Rater* will perform a preliminary rating on the Participant's residence before any improvements are made to the home, and make recommendations for achieving the energy performance goals.
4. The *Participant* and the *Energy Rater* review the energy improvement options and agree on a target performance level and a pathway to compliance.
5. The *Energy Rater* submits the preliminary rating to the HERO Program. At that time, \$2,000 is immediately obligated to the project for 6 months and the *project* will automatically be assigned a customer order number (CO#) specific to that property and that property owner.
6. Once the *Participant's* preliminary energy rating has been submitted to the HERO Program by the *energy rater*, the participant can monitor the status of the process through the HERO system by going to: <http://www.sonris.com/> and Click "Data Access", then Click "Lite". The screen will then ask for your name and ID# and will then display information about your rating.
7. The *Participant* completes the improvements to the residence within 6 months and contacts the original *Energy Rater* to perform the final rating. For the project to receive a rebate, the final rating must verify the required energy performance level.
  - To calculate a qualifying 30% improvement in an existing home, multiply the preliminary rating score by 0.70, the result of the calculation will be the maximum qualifying score to participate. (Example: If a Preliminary Rating Score is 170, the maximum qualifying Final Rating Score for that home is 119 (170 X 0.70 = 119) i.e. the rating must be 119 or lower)
  - The rebate is calculated by awarding 20% of the lesser of either the Cost of Energy Savings determined by the energy rating, or the Cost of Improvements, up to a maximum of \$2,000.
  - The final rating and *all* required documentation must be submitted *within the 6-month period*.
8. The rebate is issued to the Participant by the HERO Existing Homes program.
9. For projects not meeting the *6 month* requirement, see "Allocating money for homes participating in the HERO Program" (p. 12...bullets 2-5).

## Required Documents...

The *Energy Rater* will be responsible for submittal of the required documents, but the *Participant* is responsible for the accuracy of all documents submitted to the HERO Program. Several of the documents require the participant's signature in addition to the other information. The list below summarizes the required documents:

Required Documents	With Preliminary Rating	With Final Rating	Participant Responsible for Information	Rater Responsible to Submit
HERO Cover Sheet	✓	✓	✓	✓
Form 1119	✓ unsigned	✓ signed	✓	✓
Economic Summary	✓	✓		✓
Energy Cost & Feature	✓	✓		✓
Quick Analysis	✓	✓		✓
Building Files	✓	✓		✓

Tax Letter	✓ signed		✓	✓
W9	✓ signed		✓	✓
Performance Summary		✓		✓
Improvement Costs Receipts		✓	✓	✓
Certificate of Completion		✓ signed	✓	✓

## Description of Required Documents....

- **HERO Cover Sheet**.....The HERO Cover Sheet summarizes the results of the rating
- **Form 1119**.....This form establishes the final rebate amount. The *Energy Rater* is responsible for the technical portions of the form. The final Form 1119 must be signed by the applicant prior to the final submission
- **\*Economic Summary**.....Projected utility savings of the home over the useful life of the energy efficiency measures incorporated into the home
- **\*Energy Cost and Features Report**...Utility use comparison between as-is and improved home improvements
- **Quick Analysis**.....Score/Index of a home on a 500 point scale. The lower a home's Score/Index, the more efficient the home. A home Score/Index of zero equals a home that uses zero energy to operate
- **\*REMRate BLG Files**.....These are input files for the software that performs the rating and energy use calculations for your project
- **Tax Letter**.....All cash rebate amounts are currently taxable. The Applicant's signature on this document demonstrates acknowledgement that the Applicant will receive a Form 1099 for the year the rebate is received and that the rated property could be randomly selected for a field verification of the improvements within 3 years of the final rating date
- **W-9**.....The HERO Program is required to file an information return (1099) with the IRS for all rebates. This form provides your taxpayer identification number (TIN) for that purpose
- **Performance Summary**..... Annual MMBtu energy usage of a home
- **Improvement Costs Receipts**.....A pristine copy of the receipts provided by the home owner to the rater at the final rating for all of the improvement work done on the home that will be used in the calculation to determine the rebate amount. All submitted receipts **MUST** be dated and clearly identifiable to both the rated property address and the homeowner
- **Certificate of Completion**.....A certificate signed by the homeowner and the highest costs contractor provided to the energy rater at the final rating

\*NOTE: (The Energy Rater *MUST* use the published *MANDATORY* utility rates for the location of the property in Louisiana in the REMRate building files when calculating the energy use characteristics of the As Is and Improved Existing Homes...see p. 42)

### **Limits to HERO/HELP Participation....**

- 1.) A homeowner can not participate in both the HELP Program and the HERO Program on the same property address. A participant can not have an active HELP loan (*one that has not yet been paid in full*) and an active HERO application active at the same time.
- 2.) Any HELP loan will count toward the maximum allowable number of times an individual can participate in both the HERO and HELP programs (*see p. 9*).
- 3.) A participant may have only one active HELP loan at a time. Once a HELP loan is paid in full, an individual may apply again for another HELP loan or participate in the HERO program, subject to all qualifications and guidelines associated with these programs.
- 4.) A specific property is allowed to go through the HELP and/or HERO program one time only. Specifically: A property that has gone through the HERO program can not be put through the HERO program again, nor can that property be put through the HELP program. Likewise, a property that goes through the HELP program can not be put through the HELP program again, nor can that property be put through the HERO program.
- 5.) At no time can funds from the HELP program be used to purchase energy efficiency items, or services for a property that is, or will participate in the HERO program.

## Form W-9....

- A W9 must be submitted with the preliminary rating for all participating homeowners
- Address filled in on the W9 will be the address that the check will be mailed to, it does not have to be the rated property address
- If the check mailing address changes between the preliminary rating date and the final rating date, another complete W9 MUST be submitted with the final rating...no scratch outs, white outs, or write overs on the original W9 will be accepted by the state treasurers office...the homeowner will have to rewrite the entire W9

**Name of the Person submitting the W-9 ONLY ONE PERSON'S NAME SHOULD BE HERE AS IT OFFICIALLY APPEARS IN CONNECTION WITH THE PROVIDED SSN - not Jonathan and Mary Doe**

**If for an individual leave this blank**

**Address where CHECK is to be sent**

**SSN MUST fill in HERE Checks can only be paid to valid Louisiana SSN**

**Individual Signs it - Prints the name that is signed next to it - and dates it HERE**

**Although there is no space provided for it on the form - provide the phone # of the (individual / business) and (parish) Being mailed to HERE**

**Ph # (555) 555-5555 Caddo Parish**

## Additional Detailed Information on the submitted Form W-9....

- With a **preliminary rating**, the homeowner MUST submit a W-9 showing the expected mailing address that will be valid at the time of the final rating
- The **Energy Rater** MUST verify, with the home owner, at the time of the final rating, that the mailing address is still valid.

- If the mailing address is no longer valid at the time of the final - the *Energy Rater* MUST re-submit a NEW revised W-9 with the final rating, and mark CHANGED W9 in the “Final Notes Block” on the HERO Cover Sheet.
- If the *Energy Rater* must re-submit a W-9 – the *Energy Rater* cannot modify the W-9 that was originally submitted. The *Energy Rater* MUST have a new W-9 filled out and signed by the homeowner. Any modification of a W-9 (*such as whitening out the address on the original W-9, filling out the new address and re-submitting*) is considered an act of fraud by state government, therefore DNR cannot accept a W-9 that has been altered or modified.
- The time to get a revised W-9 filled out is when the *Energy Rater* is at the residence conducting the final rating. The *Energy Rater* should ask the homeowner if the check mailing address has changed since the preliminary was conducted and be prepared by always having blank W-9’s on hand to eliminate an additional trip to the home

## Naming your e-mails....

### NOTE:

Sending in a preliminary rating for a property does not require a pre-allocation of funds in order to be submitted. Once the *Energy Rater* conducts the preliminary rating and generates all of the appropriate documentation for the preliminary rating the *Energy Rater* simply submits the documentation to [ratehero@la.gov](mailto:ratehero@la.gov) . Before the *Energy Rater* sends in a final rating, the *Energy Rater* must go to the SONRIS link on DNR’s web site and obtain the CO Number (*Customer Order #*) that was assigned to the rated property when the preliminary was previously submitted. The CO Number that is required on all final submittals can be found under “Rater’s Inquiry” in the HERO Application Status section of the DNR’s website at: <http://www.sonris.com/> , then click “Data Access”, then click “Lite” (*see pp. 38-42 for details*). The CO Number must be plugged into the appropriate HERO rating documentation as well as into the e-mail subject line of the submitted final rating. All of the rating documentation attached in the e-mail for both preliminary and final rating submittals must be labeled as lined out below to aid in identifying files within the rating documentation.

### Examples of subject lines contained in e-mail rating submittals:

(*see pp. 37-41 to retrieve CO Numbers for Final Ratings*)

Preliminary Rating Example 1: (*Subject box of e-mail from energy rater Tom Paul*)

- T.Paul, Jones, Harry 1234 Rocky Road – P
- or
- T.Paul, Jones, H. 1234 Rocky Rd – P

Preliminary Rating Example 2 : (*Subject box of e-mail from energy rater Jane Merry*)

- J.Merry, Smith, John 4567 Pleasant Valley Road – P  
or
- J.Merry, Smith, J. 4567 Pleasant Valley Rd – P

Final Rating Example 1: *(Subject box of e-mail from Tom Paul)*

- CO9275, T.Paul, Jones, Harry 1234 Rocky Road – F  
or
- CO9275, T.Paul, Jones, H. 1234 Rocky Rd – F

Final Rating Example 2: *(Subject box of e-mail from Jane Merry)*

- CO8926, B. Haley, Smith, John 4567 Pleasant Valley Road –F  
or
- CO8926, B. Haley, Smith, J. 4567 Pleasant Valley Rd – F

## Labeling your electronic file submittals....

**Please label all of you electronic file attachments with the following suffixes:**  
*(can be either upper or lower case)*

HERO Cover Sheet for preliminary.....	CSP
HERO Cover Sheet for final.....	CSF
1119 preliminary.....	1119P
1119 final.....	1119F
W9.....	W9
Economic Summary preliminary.....	ESP
Economic Summary final.....	ESF
Energy Cost & Features Report preliminary.....	CFP
Energy Cost & Features Report final.....	ECFF
Certificate of Completion.....	CC
Receipts.....	R
Weighted useful life calculation.....	UL
Building File preliminary as is (as is existing home).....	BLGEX
Building File preliminary proposed (proposed final home).....	BLGP
Building File final (improved final home).....	BLGIMP

### Labeling Examples of HERO documentation attachments:

**Preliminary Example:** *(from Tom Paul)*

E-mail Subject line.....	T.Paul, Jones, Harry 1234 Rocky Road – P
HERO Cover Sheet for preliminary.....	JonesHarry1234RockyRoadCSP
or.....	JonesH1234RockyRoadCSP
1119 preliminary.....	JonesH1234RockyRoad1119P
W9.....	JonesH1234RockyRoadW9
Economic Summary preliminary.....	JonesH1234RockyRoadESP
Energy Cost & Features Report preliminary.....	JonesH1234RockyRoadECFP
Building File preliminary <i>(proposed)</i> .....	JonesH1234RockyRoadBLGP



2. Insulation Contractor
3. Window Distributor
4. Water Heater / Appliance Distributor
5. Infiltration Control Services Provider
6. Lighting Distributor
7. Energy Efficiency Equipment Product Sales or Distribution
8. Being on the payroll of a Energy Rating Provider or Rating Organization

### **Maintaining your active status as a HERO Certified Rater...**

*(In order to remain listed as an active rater on our web site):*

- The *Energy Rater* must attend all of the Announced HERO Rater Meetings
- The *Energy Rater* must conduct at least 3 ratings every 6 months
- If the *Energy Rater* does not conduct the minimum number of ratings - the *Energy Rater* will still remain certified, but their name MAY be removed from the web site until the *Energy Rater* conducts the required number of ratings
- The above is true as long as the *Energy Rater* has conducted at least one (1) rating within the past year
- If the *Energy Rater* has gone, or goes for more than 1 year without conducting a single rating – the *Energy Rater* will be removed from the web site and also lose their active status
- In order to recover active status – the *Energy Rater* MAY BE REQUIRED to conduct a series of training ratings (2 to 3) that will be submitted to DNR for review. Once reviewed - the *Energy Rater* MAY BE REQUIRED to conduct an additional training rating that will be observed by DNR or their designee

## HERO Energy Rater Code of Ethics...

A copy of the “Rater Code of Ethics” must be signed and dated by every HERO Certified Home Energy Rater and kept on file at DNR:

### **HERO Certified Home Energy Rater Code of Ethics Statement**

Honesty, justice and courtesy form a moral philosophy which, associated with mutual interest among people, constitutes the foundation of ethics. The rater should recognize such a standard, not in passive observance, but as a set of dynamic principals guiding their conduct. It is their duty to practice the profession according to this code of ethics.

As the keystone of professional conduct is integrity, the raters will discharge their duties with fidelity to the public, their clients, and with fairness and impartiality to all. They should uphold the honor and dignity of the profession and avoid association with any enterprise of questionable character, or apparent conflict of interest.

1. The rater will make statements only when they are based upon facts supported by the rating or by research done by an industry-recognized professional source. The rater will not recommend fuel switching. However, if asked by the client to calculate “what if” scenarios with different fuel types, the rater shall comply with the client’s request.
2. The rater will always act in good faith toward each client. The rater will not perform improvement work on a home the rater rates. Nor shall the rater rate a home on which the rater has done the improvement work.
3. The rater will not disclose any information concerning the results of the rating to any third party, outside ERHL, without the written approval of the clients or their representative.
4. The rater will not accept compensation, financial or otherwise, from more than one interested party for the same service.
5. The rater will not accept nor offer commissions, payment, or allowances directly from or to other parties dealing with their client in connection with work for which the rater is responsible.
6. The rater will promptly disclose to his client any interest in a business which may affect the client. The rater will not allow an interest in any business to affect the quality or results of the rating which they may be called upon to perform. The rating may not be used by the rater to deliberately obtain profit from the work recommended to the client, or obtain additional work in another field.
7. A rater shall make every effort to uphold, maintain and improve the professional integrity, reputation and practice of Energy Rated Homes of Louisiana and its certified raters. The rater will report all such relevant information, including violations of this Code by other members, to Energy Rated Homes of Louisiana for possible remedial action.

I, \_\_\_\_\_, have read this “Energy Rater Code of  
*(Print Energy Raters Name)*

Ethics” and understand that any violation of this Code could result in possible civil proceedings, up to and including full reimbursement of any or all awarded rebates.

\_\_\_\_\_  
*(Energy Raters Signature)*

\_\_\_\_\_  
*(Date)*

## Audits of Raters ....

On an ongoing basis, DNR conducts audits of homes that have gone through the HERO Program to assess the quality of work performed by the energy rater as well as to verify the accuracy of the submitted ratings:

- DNR reviews the electronic building files and associated required documentation on every preliminary and final rating submitted
- The rater’s Rating Provider conducts blower door testing on randomly selected homes as part of their yearly quality assurance requirements
- Every rater that has conducted at least one rating in the previous calendar year will have that one home field audited by DNR. Raters conducting more than 1 rating in the previous calendar year will have a predetermined percentage of their homes field audited as per the chart below:

# of finals by the rater	# of audits by DNR	% audited
1	1	100%
15	2	13.3%
30	3	10%
45	4	8.8%
60	5	8.3%
75	6	8%
90	7	7.7%
120	8	6.6%
150	9	6%
180	10	5.5%
220	11	5%
260	12	4.6%
300	13	4.3%
350	14	4%
400	15	3.75%
450	16	3.5%
500	17	3.4%

- If our findings are more than 10% off from your submitted rating documentation, you will be asked to justify the discrepancy
- If there are blatant errors, such as showing Low-E Argon Windows with less efficient windows installed, or higher SEER ratings than what is actually installed - possible disciplinary actions will be taken toward the *Energy Rater (see Rater Ethics p. 21)*

- The *Energy Rater* must keep, and submit copies of receipts for the work done on every existing home for auditing purposes for 5 years from the time of the final rating. *Energy Raters* are also subject to audits of their program records

## **When MUST the Rating be performed on an EXISTING HOME?....**

### **Preliminary Rating**

MUST be performed prior to any improvements being made to the home

- If the preliminary rating is conducted after the improvements have been made to the home...the home can not participate in the HERO Program
- Money for the existing home is allocated upon receipt of the Preliminary Rating

### **Final Rating**

MUST be performed as soon as possible after the improvements have been made to the home, but no more than 6 months after the preliminary rating was conducted on the home

- If the final rating is conducted more than 6 months after the preliminary rating was conducted on the home... the home will no longer be guaranteed a rebate under the HERO Program

## **When MUST the Preliminary Rating be turned in on an EXISTING HOME?....**

- Within two weeks of completion
- A preliminary rating MUST already be on file with DNR before a final for that property can be submitted
- It is a good idea for the *Energy Rater* to check the web site after 2 weeks of submitting a preliminary rating to be assured that DNR has received and posted the rating to insure the rated property is in the system and will have no problems when the *Energy Rater* submits the final later

## **When MUST the Final Rating be turned in on an EXISTING HOME?....**

- Within two weeks of completion
- A final rating MUST contain its assigned CO# within all of the associated documentation when it is submitted to DNR
- It is a good idea for the *Energy Rater* to check the web site within 2 weeks of submitting a final rating to be assured that DNR has received and posted the rating information

## **What MUST the Customer receive from the Rater to make up a MINIMUM PRELIMINARY RATING on an EXISTING HOME?....**

**Preliminary Rating** - *(upon preliminary visit, or within 4 weeks of the preliminary visit)*

- Signed, addressed, and dated copy of the Tax Letter *(on the preliminary visit)*
- Whole House Blower Door Test Results w/Duct Blaster Duct Leakage Test Results of the as is pre-improved home *(testing on the preliminary visit...results provided within 4 weeks after the preliminary)*
- List of recommendations for improvement *(within 4 weeks after the preliminary)*
- Preliminary Form 1119 showing the as is home compared to the recommended improved home *(unsigned copy within 4 weeks after the preliminary)*

## **What MUST the Customer receive from the Rater to make up a MINIMUM FINAL RATING on an EXISTING HOME?....**

**Final Rating** - *(upon final visit, or within 4 weeks after the final visit)*

- Final Form 1119 of the preliminary as was home compared to the completed improved home *(signed copy within 4 weeks after the final)*
- Two Building Economic Summary *(within 4 weeks after the final)*
- Two Building Energy Cost and Feature Report *(within 4 weeks after the final)*
- Whole House Blower Door Test Results w/Duct Blaster Duct Leakage Test Results of the improved home *(within 4 weeks after the final)*

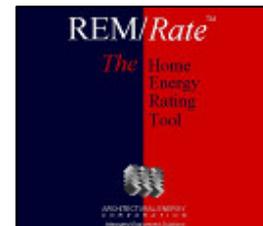
## **What is the acceptable energy use software under the HERO Program?....**

**Only REM/Rate version 12.0 and above is accepted for use under the HERO Program**

- The HERO Program always shifts to the latest version of REM/Rate to assess energy use

*Version 9.0 to 11.43  
HERS Score = 0 to 100 point  
Range  
Code Reference = 95 MEC  
Reference Home = 80 point  
Higher Score = More Efficient*

*Version 12.0 and above  
HERS Index = 0 to 500 point  
Range  
Code Reference = 2004 IECC  
Reference Home = 100 point  
Lower Score = More Efficient*



## Rating Info...

### HERO Form 1119...Preliminary Rating

**Energy Rated Homes of Louisiana**  
certifies that the home of John Doe located at:

123 Any Street City in LA 70000  
Address City State Zip

has been rated using the Uniform Energy Rating System

Rating Status  
 Preliminary   
 Final   
 New   
 Existing   
 (New Preliminary is from PLANS)

Current Rating	159.6	Estimated Annual Pre-Improvement Energy Costs	\$2,300	Rating After Improvement	111	Estimated Annual Post-Improvement Energy Costs	\$1,500	Estimated Annual Energy Savings	\$800
<small>Actual use and cost. May vary from this estimate based on occupants' use and weather. All improvements in effect at the time.</small>									
Least Efficient	200-151	150-101	100-91	80-66	85-71	70 or Less	Most Efficient		

Suggested Improvement Recommendations					Information for Lenders and Appraisers	
Frising	Recommended	Estimated	Annual	Measure		
	Materials	Cost	Savings	Lifetime		
Ceiling Insulation					Installed Cost of Improvements	
Wall Insulation					Weighted Life of Measures	
Floor Insulation					Present Value Discount Rate	
Window					Present Value Factor (PVF)	
Air Leakage					Expected Monthly Mortgage Costs	
Water Heating					Expected Monthly Energy Savings	
Duct Leakage					Expected Annual Energy Savings	
Heating Equipment					Expected Annual Maintenance	
Cooling Equipment					Net Annual Savings (NAS)	
Other					Energy Efficiency Premium	
<b>Total Package</b>					Home Owner Signature	
					EnergyRater Signature	
					Date of Rating:	
					<small>* Home Owner Signature required only on Final</small>	

**From Energy Cost & Feature Report...2 Bldg Comparison of AsIs Compared to Proposed Improved**

**Home as is Before Improvements**

**Proposed Final Rated Home after Improvements**

**Homeowners Name**

**Rated Property Address**

**On the Preliminary Mark as "Preliminary" & "Existing Home"**

**HERO Form 1119...Preliminary Rating**

### Rating Scores/Index & Energy Savings on Preliminary

- The Quick Analysis of the As Is Home before improvements provides the "Current Rating", and the Quick Analysis of the Proposed Final Home after improvements provides the "Rating After Improvements"
- The Energy Cost and Feature Report comparing the As Is Home to the Proposed Final Improved Home provide the "Estimated Annual Pre-Improvement Energy Costs", "Estimated Annual Post-Improvement Energy Costs", and "Estimated Annual Energy Savings"
- Remind the homeowner that they can track the progress of their preliminary rating through DNR's web site from the time that DNR receives the preliminary rating until the time the check is mailed (*see pp. 37-40 for details*)
- It is required that you use the MANDATORY utility rates posted by DNR for the area of Louisiana in which the rated property is located (*see p. 41*)

**HERO Form 1119...Preliminary Rating (continued)**



## Energy Rated Homes of Louisiana

Determine what the Existing As Is Equipment efficiencies are & what efficiencies the homeowner plans to increase to in the improved home

**1119** *located at:*  
 LA 70000  
 State Zip  
**1 Energy Rating System**

**Rating Status**  
 Preliminary   
 Final   
 New   
 Existing   
*(New Preliminary is from PLANS)*

**Rating** 109.0

**Improvement Energy Costs** \$2,300

**Improvement** 111

**Estimated Annual Post-Improvement Energy Costs** \$1,500

**Estimated Annual Energy Savings** \$800

Actual use and cost may vary from this estimate based on occupants use and weather conditions/efficiencies in effect at the time

Least Efficient
200-151
150 - 101
100 - 91
90 - 86
85 - 71
70 or Less
Most Efficient

Suggested Improvement Recommendations

	Existing	Recommended / Planned	Estimates		Measure
			Annual Cost	Annual Savings	
Ceiling Insulation					
Wall Insulation					
Floor Insulation					
Windows					
Air Leakage					
Water Leaks					
Duct Leakage					
Heating Equipment					
Cooling Equipment					
Other					
<b>Total Package</b>					

Note: The savings for each individual measure will change when combined with others. Thus, the sum of all individual savings may not equal the sum of the combined packages.

Disclaimer: Every effort has been made to provide accurate information on this form based on the best professional judgment as to the house energy features based on the date of their inspection. Neither this form nor any entries made on it constitute any warranty, express or implied, as to the condition or performance of energy features, the actual energy consumption, or the actual energy for this house after installation.

FHA Certification: I certify, and to the best of my knowledge and belief the information contained in this report is true and accurate and I understand that the information in this report may be used in connection with an application for an energy efficient mortgage to be insured by the Federal Housing Administration of the United States Department of Housing and Urban Development. Form 1119 (Rev. 1/19/11) (Form 1119) 4/11

Information for Lenders and Appraisers

Installed Cost of Improvements
Weighted Life of Measures
Present Value Discount Rate
Present Value Factor (PVF)
Expected Monthly Mortgage Costs
Expected Monthly Energy Savings
Expected Annual Energy Savings
Expected Annual Maintenance
Net Annual Savings (NAS)
<b>Energy Efficiency Premium</b>

Home Owner Signature:  
 EnergyRater Signature:  
 Date of Rating:  
*\* Home Owner Signature required only on Final*

**Determining existing equipment efficiencies**

- If you arrive at a property that has already removed the existing cooling equipment from the site or if you can not identify the efficiency of the existing cooling equipment, you MUST assign the removed cooling equipment as a minimum SEER 9.4
- If you arrive at a property that has an old existing piece of cooling equipment that is less efficient than a SEER 9.4, in order to assign an efficiency of less than SEER 9.4 you MUST include signed documentation from the HVAC contractor stating that the removed equipment is less than a SEER 9.4 and what the efficiency of the removed equipment is
- To determine the efficiencies of other mechanical equipment being removed...visit the HELP menu in the REMRate software...Click SEARCH...Click efficiencies and the software will display the minimum efficiencies for mechanical equipment by year of manufacture

HERO Form 1119...Preliminary Rating *continued*)



## Energy Rated Homes of Louisiana

certifies that the home of John Doe located at:

123 New Street City In LA 70000 State LA Zip 70000

Using the Uniform Energy Rating System

**Rating Status**

Preliminary

Final

New

Existing

(New Preliminary is from PLANS)

On the prelim. these are "Proposed" Improvements & "Estimated Cost"

Ca. Dept. of Natural Resources

Current Rating	159.6	Estimated Annual Pre-Improvement Energy Costs	\$2,300	Rating After Improvement	111	Estimated Annual Post-Improvement Energy Costs	\$1,500	Estimated Annual Energy Savings	\$800
----------------	-------	---	---------	--------------------------	-----	--	---------	---------------------------------	-------

Actual use and cost may vary from this estimate based on occupants use and weather conditions and rates in effect at the time.

Local Efficient	200-191	150-101	100-91	90-86	85-71	70 or Less	Most Efficient
-----------------	---------	---------	--------	-------	-------	------------	----------------

Suggested Improvement Recommendations				
Improvement	Current Rating	Recommended Rating	Estimated Annual Cost	Annual Savings
Ceiling Insulation	R5	R30	\$1,200	
Wall Insulation				
Floor Insulation				
Windows				
Air Leakage	2369 cfm @50	1000 cfm @50	\$300	
Water Heats	80ef	92ef	\$300	
Duct Leakage				
Heating Equipment				
Cooling Equipment	SEER 10	SEER 15	\$4,200	
Other				
<b>Total Package</b>			<b>\$6,200</b>	

Note: The savings for each individual measure will increase when combined with others. Thus, the sum of all individual savings may not equal the sum of the combined packages.

**Information for Lenders and Appraisers**

Installed Cost of Improvements: \$6,200

Weighted 1/3 of Measure: .

Present Value Discount Rate: .

Present Value Factor (PVF): .

Expected Monthly Mortgage Costs: .

Expected Monthly Energy Savings: .

Expected Annual Energy Savings: .

Expected Annual Maintenance: .

Net Annual Savings (NAS): .

**Energy Efficiency Premium**

Home Owner Signature: \_\_\_\_\_

Energy Rater Signature: \_\_\_\_\_

Date of Rating: \_\_\_\_\_

\* Home Owner Signature required only on Final

Equipment in the As Is Home Before Improvements

Proposed Equipment that will be installed in the Final Improved Home...use "Estimated Costs" in the prelim...MUST Collect Receipts for all the actual work done for the Final that shows up on the Final Form 1119

**Proposed versus Actual Costs & Improvements on Preliminary**

- On the preliminary rating the "Recommended" improvements are projections of how the improved final home will perform. The *Energy Rater* can use "Estimated" costs for the proposed improvements so that the homeowner will have a rough feel for what the improvements will cost
- The homeowner MUST be told by the *Energy Rater* that they MUST keep copies of the receipts for the improvement items that show up on this Form 1119. A complete legible set of these receipts MUST be presented to the *Energy Rater* at the time of the final rating

**HERO Form 1119...Preliminary Rating (continued)**



**Energy Rated Homes of Louisiana**  
certifies that the home of John Doe located at:  
123 Any Street City In LA 70000  
Address City State Zip  
has been rated using the Uniform Energy Rating System

OF LOUISIANA  
La. Dept. of Natural Resources

**Rating Status**  
Preliminary   
Final   
New   
Existing   
(New Preliminary is from PLANS)

Current Rating: 159.6

Estimated Annual Post-Improvement Energy Costs: \$2,300

Rating After Improvement: 111

Estimated Annual Post-Improvement Energy Costs: \$1,500

Estimated Annual Energy Savings: \$800

Actual cost and cost may vary from the estimate depending on occupancy, use and weather conditions which occur at the time.

Least Efficient

200-191

180-101

100-91

90-86

85-71

70 or Less

Most Efficient

Suggested Improvement Recommendations				
	Existing	Recommended	Estimated Annual Cost	Annual Savings
Ceiling Insulation	R5	R30	\$1,200	
Wall Insulation				
Floor Insulation				
Windows				
Air Leakage	2360 cfm @ 50	1000 cfm @ 50	\$300	
Water Heater	80 uf	92 ef	\$500	
Duct Leakage				
Heating Equipment				
Cooling Equipment	SEER 10	SEER 15	\$4,200	
Other				
<b>Total Package</b>			<b>\$6,200</b>	

Information for Lenders and Appraisers	
Related Cost of Improvements	\$6,200
Weighted Life of Measures	18.63
Present Value Discount Rate	
Present Value Factor (PVF)	
Expected Monthly Mortgage Costs	
Expected Monthly Energy Savings	
Expected Annual Energy Savings	
Expected Annual Maintenance	
Net Annual Savings (NAS)	
<b>Energy Efficiency Premium</b>	
Home Owner Signature	
EnergyRater Signature	

Perform a "Weight Useful Life" calculation...result goes HERE & in REMRate Useful Life field when running the Economic Summary

**Performing a "Weighted Useful Life" Calculation**

- ONLY the items listed below can track costs associated with a HERO Program rating
  1. Insulation.....30 years
  2. Windows & Doors.....20 years
  3. Whole House Infiltration.....30 years
  4. Water Heater (Conventional Gas or Tank-less Gas/Electric).....15 years
  5. Duct Leakage.....30 years
  6. Heat Pump.....17 years
  7. Conventional AC.....15 years
  8. Furnace (Gas).....15 years
  9. Combined AC & Furnace Unit.....15 years

*Note: "Other" is to provide an overflow to list multiple items 1-9...no items other than 1-9 above can track costs*

- If a single equipment item is installed use a Useful Life for that single item of equipment
- If multiple equipment items are installed perform the below calculation
  - a.  $(\text{Useful Life A} \times \$A) + (\text{Useful Life B} \times \$B) + (\text{Useful Life C} \times \$C) + (\text{Useful Life D} \times \$D)$   
 $\$A + \$B + \$C + \$D$
  - b. Example... $(\text{Insul.30yr.} \times \$1,200) + (\text{Infilt.30yr.} \times \$300) + (\text{Wat.Htr.15yr.} \times \$500) + (\text{AC15yr.} \times \$4200)$   
 $\$1200 + \$300 + \$500 + \$4200$   
 $= 115,500/6,200... = 18.63 \text{ years} = 18 \text{ years} \Rightarrow \text{DO NOT ROUND UP}$

**HERO Form 1119...Preliminary Rating (continued)**



**Energy Rated Homes  
OF LOUISIANA**  
La. Dept. of Natural Resources

**Energy Rated Homes of Louisiana**  
certifies that the home of John Doe located at:  
123 Any Street City IN LA 70000  
Address City State Zip  
has been rated using the Uniform Energy Rating System

**Rating Status**  
Preliminary   
Final   
  
New   
Existing   
(New Preliminary is from PLANS)

Current Rating	159.6	Estimated Annual Pre-Improvement Energy Costs	\$2,300	Rating After Improvement	111	Estimated Annual Post-Improvement Energy Costs	\$1,500	Estimated Annual Energy Savings	\$800
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Actual use and cost may vary from this estimate depending on occupant's use and weather conditions at the time of the rating.

Least Efficient	200-151	150-101	100-91	90-86	85-71	70 or Less	Most Efficient
-----------------	---------	---------	--------	-------	-------	------------	----------------

Suggested Improvement Recommendations				Information for Lenders and Appraisers	
Existing	Recommended / Installed	Estimated / Actual Cost	Annual Savings	Measure	Lifetime
Ceiling Insulation	R5	R30	\$1,200		
Wall Insulation					
Floor Insulation					
Windows					
Air Leakage	2389 cfm @60	1000 cfm @60	\$300		
Water Heater	80ef	92ef	\$500		
Duct Leakage					
Heating Equipment					
Cooling Equipment	SEER 10	SEER 16	\$4,200		
Other					
<b>Total Package</b>		<b>\$6,200</b>			

**Information for Lenders and Appraisers**

Installed Cost of Improvements	\$6,200
Weighted Life of Measures	18.63
Present Value Discount Rate	5%
Present Value Factor (PVF)	10%
Expected Monthly Mortgage Costs	n/a
Expected Monthly Energy Savings	\$67
Expected Annual Energy Savings	\$800
Expected Annual Maintenance	n/a
Energy Savings (NAS)	\$800
Energy Efficiency Premium	\$8,000

**Home Owner Signature:** \_\_\_\_\_  
**Energy Rater Signature:** Joe Rater  
**Date of Rating:** 8/15/2011  
\* Home Owner Signature required only on Finals

**Economic Summary**

<b>Economic Summary of As Is Compared to Proposed</b>	<b>Only the Rater MUST sign the Prelim</b>
---	--

**Lender & Appraiser Fields Preliminary**

- The “Installed Cost of Improvements” on the preliminary are an estimate of what it will cost for the improvements
- The “Weighted Life of Measures” is the result of a weighted useful life calculation for the proposed improvement measures shown on the Form 1119.
- “Present Value Discount Rate” is ALWAYS 5%
- “Present Value Factor” = Energy Efficiency Premium/Estimated Annual Energy Savings
- “Expected Monthly Mortgage Costs” & “Expected Annual Maintenance” are always n/a
- “Expected Monthly Energy Savings” = Estimated Annual Energy Savings/12
- The Energy Efficiency Premium on the preliminary comes from the “Economic Summary” of the As Is compared to the Proposed Improved Final
- The homeowner does not sign the Preliminary Form 1119
- Remind the homeowner that they have 6 months from the time of the preliminary rating to complete their improvements and have the final rating received by DNR in order to remain eligible for their rebate

**HERO Form 1119...Final Rating**

**Homeowners Name**  
**Rated Property Address**

**On the Final Mark as "Final" & "Existing Home"**

**Energy Rated Homes of Louisiana**  
certifies that the home of John Doe located at:  
123 Any Street City In LA 70000  
Address City State Zip  
has been rated using the Uniform Energy Rating System

**Rating Status**  
Preliminary   
Final   
New   
Existing (New Preliminary is from PLANS)

**Final Rated Home after Improvements**  
Current Rating: **159.6**  
Estimated Annual Pre-Improvement Energy Costs: **\$2,300**  
Rating After Improvement: **110**  
Estimated Annual Post-Improvement Energy Costs: **\$1,400**  
Estimated Annual Energy Savings: **\$900**

**Home as is Before Improvements**

Least Efficient	200-151	150-101	100-91	90-85	85-71	70 or Less	Most Efficient
		+		+		+	

**From Energy Cost & Feature Report...2 Bldg Comparison of AsIs Compared to Final Improved**

	Suggested Improvement Recommendations			
	Existing	Recommended	Estimated Annual Cost	Annual Savings
Ceiling Insulation				
Wall Insul				
Floor Insul				
Windows				
Air Leaks				
Water He				
Duct Leaking				
Heating Equipment				
Cooling Equipment				
Other				
<b>Total Package</b>				

Information for Lenders and Appraisers	
Installed Cost of Improvements	
Weighted Life of Measures	
Present Value Discount Rate	
Present Value Factor (PVF)	
Expected Monthly Mortgage Costs	
Expected Monthly Energy Savings	
Expected Annual Energy Savings	
Expected Annual Maintenance	
<b>Net Annual Savings (NAS)</b>	
<b>Energy Efficiency Premium</b>	
Home Owner Signature:	
EnergyRater Signature	
Date of Rating	
<i>* Home Owner Signature required only on Final</i>	

Note: The savings for each listed measure will change when combined with others. Thus, the sum of all individual savings may not equal the sum of the combined packages.  
Disclaimer: Every effort has been made to provide information on this form based on the best professional judgment as to the true energy features found on the date of the inspection. Neither this form nor any entries made on it constitute any warranty, express or implied, as to the condition or performance of energy features, the actual energy consumption, or the cost of energy for this house after final date.  
FHA Certification: I certify, that to the best of my knowledge and belief, the information contained in this report is true and accurate and I understand that the information in this report may be used in connection with an application for an energy efficient mortgage to be insured by the Federal Housing Administration of the United States Department of Housing and Urban Development. Form 1119, Rev. 11/01 ER-LForm 1119 4/10

**Rating Scores & Energy Savings on Final**

- The Quick Analysis of the As Is Home before improvements provides the “Current Rating”, and the Quick Analysis of the Actual Final Home after improvements provides the “Rating After Improvements”
- The Energy Cost and Feature Report comparing the As Is Home before improvements to the Actual Final Improved Home provide the “Estimated Annual Pre-Improvement Energy Costs”, “Estimated Annual Post-Improvement Energy Costs”, and “Estimated Annual Energy Savings”
- It is required that you use the MANDATORY utility rates posted by DNR for the area of Louisiana in which the rated property is located

**HERO Form 1119...Final Rating (continued)**



## Energy Rated Homes of Louisiana

certifies that the home of John Doe located at:

123 Any Street City In LA 70000

City State Zip

is rated using the Uniform Energy Rating System

**Rating Status**

Preliminary

Final

New

Existing

(New Preliminary is from PLANS)

**Check "Installed" & "Actual Cost" on Final**

Current Rating	159.6	Estimated Annual Pre-Improvement Energy Costs	\$2,300	Rating After Improvement	110	Estimated Annual Post-Improvement Energy Costs	\$1,400	Estimated Annual Energy Savings	\$900
Actual use and cost may vary from the estimates due to occupant use and weather conditioning rates in effect at the time.									

Suggested Improvement Recommendations				
	Existing	Recommended	Estimated Annual Cost	Annual Savings
Ceiling Insulation	R5	R30	\$1,325	
Wall Insulation				
Floor Insulation				
Windows				
Air Leakage	2389 cfm @50	1257 cfm @50	\$380	
Water Heats	80ef	97ef	\$523	
Duct Leakage				
Heating Equipment				
Cooling Equipment	SEER 10	SEER 15	\$4,278	
Other				
<b>Total Package</b>			<b>\$6,506</b>	

Note: The savings for each individual measure will change when combined with others. Thus, the sum of all individual savings may not equal the sum of the complete package.

Information for Lenders and Appraisers	
Installed Cost of Improvements	\$6,506
Weighted Life of Measures	
Present Value Discount Rate	
Present Value Factor (PVF)	
Expected Monthly Mortgage Costs	
Expected Monthly Energy Savings	
Expected Annual Energy Savings	
Expected Annual Maintenance	
Net Annual Savings (NAS)	
<b>Energy Efficiency Premium</b>	
Home Owner Signature:	
Energy Rater Signature	
Date of Rating	
* Home Owner Signature required only on Final	

Equipment in the As Is Home Before Improvements

Equipment in the Final Improved Home...MUST Collect Receipts for all the work done on the Form 1119

**Proposed versus Actual Costs & Improvements on Final**

- On the final rating the "Installed" improvements are actual improvement measures added to the improved final home. The *Energy Rater* MUST use the "Actual Costs" for the improvements present in the final improved home that appear on the final Form 1119
- The homeowner MUST provide a complete legible set of receipts for all the item that appear on the final Form 1119 to the *Energy Rater* at the time of the final rating

**HERO Form 1119...Final Rating (continued)**



**Energy Rated Homes of Louisiana**  
certifies that the home of John Doe located at:  
123 Any Street City LA Zip 70000  
Address City State Zip  
has been rated using the **Uniform Energy Rating System**

**Rating Status**  
Preliminary   
Final   
  
New   
Existing   
(New Preliminary is from PLANS)

Current Rating: **150.6**

Estimated Annual Pre-Improvement Energy Costs: **\$2,300**

Rating After Improvement: **110**

Estimated Annual Post-Improvement Energy Costs: **\$1,400**

Estimated Annual Energy Savings: **\$900**

Actual use and cost may vary from this estimate depending on occupants use and weather conditions. Rates in effect at the time.

Least Efficient	200-151	150 - 101	100 - 91	90 - 86	85 - 71	70 or Less	Most Efficient
		+		+		+	

Suggested Improvement Recommendations			
Improvement	Existing	Recommended	Estimated
		Installed <input type="checkbox"/>	Actual Cost <input checked="" type="checkbox"/>
Ceiling Insulation	R5	R30	\$1,325
Wall Insulation			
Floor Insulation			
Windows			
Air Leakage	2389 cfm @50	1250 cfm @50	\$380
Water Heater	80ef	92ef	\$523
Duct Leakage			
Heating Equipment			
Cooling Equipment	SEER 10	SEER 15	\$4,278
Other			
<b>Total Package</b>			<b>\$6,506</b>

**Information for Lenders and Appraisers**

Installed Cost of Improvements	\$6,506
Weighted Life of Measures	48.93
Present Value Discount Rate	5%
Present Value Factor (PVF)	0.1%
Expected Monthly Mortgage Costs	n/a
Expected Monthly Energy Savings	\$75
Expected Annual Energy Savings	\$900
Annual Maintenance	n/a
Net Annual Savings (NAS)	\$900
<b>Energy Efficiency Premium</b>	<b>\$8,200</b>

Home Owner Signature: John Doe  
 Energy Rater Signature: Joe Rater  
 Date of Rating: 9/1/2011  
\* Home Owner Signature required only on Final

**Recalculate**

**PVF = EEP/EAES**

**Always**

**EAES/12 months**

**EEP from Economic Summary of As Is Compared to Improved**

**Homeowner & Rater MUST sign the Final**

**Lender & Appraiser Fields Preliminary**

- The "Installed Cost of Improvements" on the final is the actual money spent for the improvements verified with valid copies of the receipts for the work done
- The "Weighted Life of Measures" is the result of a weighted useful life calculation for the improvement measures shown on the Form 1119. If items on the Form 1119 have changed between the preliminary and final ratings the *Energy Rater* must perform another weighted useful life calculation for the items on the final. This new result will also be plugged into the Economic Summary when it is run for the final
- The Energy Efficiency Premium on the final comes from an Economic Summary that compares the As Is home before improvements to the Final Improved Home using "Actual Costs" of the improvements using a weighted useful life calculation of the installed improvement items
- The homeowner MUST sign the final Form 1119

## HERO Cover Sheet...Preliminary Rating

**HERO Cover Sheet Existing Homes**

**Property Address Information:** Zip 70000, City In, State Louisiana, Street Address 123 Any Street, Parish Parish.

**Energy Rater Information:** Rater's Name Joe Rater, Rater's SSN/VIN# 123-45-6789, Rater's Phone # 225-555-5555.

**Homeowner's Information:** Name John Doe, Homeowner's Phone # 504-222-2222, Mailing Address (for rebate check) [Redacted], Address same as above Y, Zip, City, State Louisiana, Address, Parish.

**Applicant Information:** Name John Doe, Homeowner's Phone # 504-222-2222, Mailing Address (for rebate check) [Redacted], Address same as above Y, Zip, City, State Louisiana, Address, Parish.

**HERO Information:** Rating Date 7/18/12, Preliminary Score (As Is) 159.6, Minimum Qualifying Score After a 30% Improvement = Line 2 X 0.7 111.72, Proposed Final Score 111, Proposed EEP \$8,000.00, Proposed Cost of Improvements \$6,200.00, Lesser of Line 5 or Line 6 \$6,200.00, Proposed Rebate = Line 7 X 0.2 \$1,240.00.

**Final Rating Information:** Final Rating Date, Preliminary Rating Score (As Was), Final Rating Score (Improved), Minimum Qualifying Score After a 30% Improvement = Line 2 X 0.7, Actual Cost of Improvements, Lesser of Line 5 or Line 6, Potential Rebate = Line 7 X 0.2 (Max \$2,000), Final Score.

**Utility Companies with Meter #'s:** Gas/Propane U-Tility 54-8821478, Electric U-Tility 968-458-78924.

**Improvements:** 7) Added Attic Insulation, 8) Added Wall Insulation, 9) Gas Heater Effic. Increase, 10) Water Heater Effic. Increase, 11) Window Upgrade, 12) Upgrade Package. TOTAL= 0.

**Annotations:**

- BLANK on the prelim...goto DNR's link to RETRIEVE before submitting the final
- Rated Property Address Information
- Energy Rater Information
- Homeowner's Information
- If check is to be mailed to Rated Property Address Check HERE
- If check is to be mailed to a different Address FILL OUT HERE
- Version of REMRate used for rating
- Utility Companies with Meter #'s
- Date prelim. rating conducted
- Rating Score of As Is home Before Improvements
- Minimum Qualifying Final Score (line 2 X 0.7)
- Proposed Final Score with the Recommended Improvements
- Proposed Rebate
- Lesser value of either Proposed Cost of Improvements or Proposed EEP
- Proposed Cost of Improvements based on Recommendations
- Proposed EEP from Economic Summary of As Is compared to Proposed

### Explanation of Preliminary

- Preliminary ratings do not require an allocation prior to being submitted
- Preliminary ratings do not require a CO# to be assigned prior to being submitted
- Money is allocated for an existing home upon receipt of the preliminary rating
- Preliminary ratings project the level of final efficiency based on recommended improvement measures using estimated costs for the improvements
- Remind the homeowner that they have 6 months from the time of the preliminary rating to complete their improvements and have the final rating received by DNR in order to remain eligible for their rebate
- Remind the homeowner that the final rated property MUST incorporate at least 2 Upgrade Points in order to qualify for 50% of the "Potential Rebate" of a qualified final property, with or without an HVAC upgrade...6 Upgrade Points will qualify the property for 100% of the "Potential Rebate"

### HERO Cover Sheet...Final Rating

**HERO Cover Sheet Existing Homes**

CO# 40000

Rated Property Address: Zip 70000, City City In, State Louisiana, Street Address 123 Any Street

Required Documents: HERO Cover Sheet (Prelim. signed, Final signed)

Final Rating Information:

1	Final Rating Date	8/1/12
2	Preliminary Rating Score (As Was)	159.6
3	Final Rating Score (Improved)	110
4	Minimum Qualifying Score After a 30% Improvement = Line 2 X 0.7	111.72
5	Does the property qualify for a Rebate?	YES Eligible
6	Improved Energy Efficiency Premium	\$8,200.00
7	Actual Cost of Improvements	\$6,506.00
8	Potential Rebate = Line 8 X 0.2 (Max \$2,000)	\$1,301.20
9	Adjusted Rebate	\$1,301.20

Utility Provider: Gas/Propane U-Tility, Company 54-8821478, Meter # 283; Electric U-Tility, Company 868-458-78824, Meter # 283

As Was Annual Mmbtu Usage: 91.7; Improved Annual Mmbtu Usage: 63.4

Upgrade Points Table:

#1 Duct Requirement	
#2 Chase Requirement	
3) Knee Wall Requirement	
4) Fire Place Opening	
5) Recessed Lights	
6) Attic Access Requirements	
7) Added Attic Insulation	10
8) Added Wall Insulation	
9) Gas Heater Efficc. Increase	3
10) Water Heater Efficc. Incea.	
11) Window Upgrade	
12) Upgrade Package	
<b>TOTAL</b>	<b>13</b>

MR Block: Total = Adj. 2 = (X 0.50), 3 = (X 0.625), 4 = (X 0.75), 5 = (X 0.875), >=6 = (X 1.00)

### Explanation of Final

- In order to submit a final rating on a property...that property must have had a preliminary rating submitted prior to submitting the final rating
- Final ratings require that a CO# be included on the cover sheet when being submitted
- You must retrieve the CO# that was assigned to the property when the preliminary rating for the property was received by DNR (see pp. 37-41 for how to retrieve CO#'s)
- Remind the homeowner again that they can track the progress of their rating through DNR's system from the time that DNR received the preliminary rating until the time the check is mailed (see pp. 37-40 for details)
- The Final Rating projects the level of expected efficiency based on the installed improvement measures using the actual costs of the improvements and utility rates in effect at the time of the final rating
- If the check mailing address has changed since the preliminary have the homeowner fill out another W9 to be submitted with the final rating and mark "Changed Check Mailing Address" or "Revised W9" in the Notes Section of the final Cover Sheet
- The final rated property MUST have incorporated at least 2 Upgrade Points in order to remain qualified for 50% of the final "Potential Rebate" with or without an HVAC upgrade...6 Upgrade Points will qualify the property for 100% of the final "Potential Rebate"



**Upgrade Item 3 (Knee Wall Requirement)**...The home owner will receive 6 Upgrade Points for insulating all existing knee walls. If the home has any knee wall construction that uses a dry blown insulation material – inspect that some type of retaining sheathing to hold it in place has been installed. If the home has no knee walls, or if the existing knee walls already meet this requirement, the homeowner can not receive Upgrade Points in this category. Completely MEET on all existing knee walls or receive no Upgrade Points in this category.

**Upgrade Item 4 (Chimney Requirement)**...The home owner will receive 3 Upgrade Points for properly sealing and insulating the chimney opening in the attic. If incorporating this measure be certain that the proper clearance is maintained between any hot surfaces and installed flammable materials. If the existing home's fireplace opening already meets this requirement, or if the chimney is located outside of the envelope, the homeowner can not receive any Upgrade Points in this category.

**Upgrade Item 5 (Recessed Light Requirement)**...The home owner will receive 3 Upgrade Points for making all of the existing recessed lights air tight. If the existing home has no recessed lights, the homeowner can not receive Upgrade Points in this category. Completely MEET on all existing recessed lights or receive no Upgrade Points.

**Upgrade Item 6 (Attic Access Requirement)**...The home owner will receive 3 Upgrade Points for sealing and insulating the attic access door. Installing an “Attic Tent” or “Air Lock” will meet this requirement...simply applying foam backed tape with a piece of insulation laid over the back of the door to the opening will not meet this requirement. If the existing home's attic access already meets this requirement, or if the attic access is located outside of the envelope, the homeowner can not receive Upgrade Points in this category.

**Upgrade Items 7 & 8 (Insulation Requirement)**...The home owner will receive 2 Upgrade Points for every R5 increase in the attic insulation up to a maximum of R38 in the attic, AND/OR will receive 2 Upgrade Points for every R5 increase in the wall insulation up to a maximum of R19 in the walls. If the existing home already has an R-38 in the attic, or an R19 in the walls, the homeowner can receive no Upgrade Points in this category.

**Upgrade Item 9 (Space Heating Requirement)**...The home owner will receive 4 Upgrade Points for upgrading the efficiency of the heating system, or by replacing a conventional HVAC with a 14 SEER or higher Heat Pump. If the replaced heating equipment is not part of a Heat Pump, the new heating components must be of a higher efficiency than what is being replaced. Replacing an electric strip heating system with any other electric strip heater will not qualify for any points in this category unless it is a change from a conventional HVAC with electric strip heating to a heat pump system. Replacing an existing gas heating system without a gas efficiency increase will also not entitle the homeowner to receive any Upgrade Point in this category.

**Upgrade Item 10 (Water Heating Requirement)**...The home owner will receive 3 Upgrade Points for upgrading the efficiency of the water heater. The new water heating equipment must be of a higher efficiency than what is being replaced. Replacing an electric tank water heater with any other electric tank water heater will not qualify for any points in this category. Replacing an existing electric tank water heater with either a gas tank-less or an electric tank-less water heater will however qualify the home for the 3 points. Replacing a gas water heater with out a gas efficiency increase will not entitle the homeowner to receive any Upgrade Points in this category.

**Upgrade Item 11 (Window Requirement)**...The home owner will receive 2 Upgrade Points for every 3 windows that are upgraded in efficiency. If the replacement windows do not carry an efficiency increase, the home owner will receive no Upgrade Points in this category. Credit is only given for 3 window combination upgrades (*ie...3 windows = 2 Upgrade Points, 6 windows = 4 Upgrade Points, 9 windows = 6 Upgrade Points, 12 windows = 8 Upgrade Points, etc.*)

**Upgrade Item 12 (Upgrade Package Requirement)**...The home owner will receive 2 Upgrade Points for installing a programmable thermostat, and adding an R8 insulation blanket to their water heater, and replacing at least 2 permanent lighting fixtures with permanently wired fluorescent fixtures controlled by occupancy sensors (*CFL's Do not meet this criteria*). This Upgrade Item is only good for 2 points per rated address. If any portion of this upgrade is pre-existing the home owner can not claim any of the Update Points for this item. If the homeowner can not get at least 2 points from some other upgrade area the home will not be qualified for a rebate under the program.

## Disclaimer for Participants...

### Important information for participants in the HERO Program

The rules, guidelines, and procedures for the HERO Program are subject to change without notice. The guarantee that your home will be processed under the program only occurs once the Louisiana Department of Natural Resources receives a preliminary rating for your home, as submitted by a home energy rater that is listed on our website at the time of your preliminary rating. Your rebate will be based upon the guidelines that are in place at the time that the Louisiana Department of Natural Resources receives your preliminary rating.

Individuals provided on this list are Home Energy Raters currently certified to submit associated documentation to the Louisiana Department of Natural Resources in connection with the HERO Program. Certification of the individuals on this list only designates that they have successfully completed training on how to properly submit correct and appropriate documentation to the Louisiana Department of Natural Resources required under the HERO Program. These individuals are private sector businesses, and are in no way affiliated with either the state of Louisiana or the Louisiana Department of Natural Resources. Neither the state of Louisiana nor the Louisiana Department of Natural Resources accept responsibility for any contractual agreement entered into between the individuals provided on this list and a homeowner, homebuilder, contractor, vendor, supplier, laborer, or any other person, company or group. Neither the state of Louisiana nor the Louisiana Department of Natural Resources assume any responsibility for any failure on the part of the individuals provided on this list to perform their prescribed duties under the HERO Program with a homeowner, homebuilder, contractor, vendor, supplier, laborer, or any other person, company or group. It is the responsibility of the individual home owner, or home builder to insure that the individuals on this list have submitted the appropriate documentation to the Louisiana Department of Natural Resources in a timely manner.

In order to meet the requirements of the HERO Program, and qualify the appropriate funds for the rated home, preliminary ratings must be submitted to the Louisiana Department of Natural Resources by the energy rater within two weeks of the preliminary rating date. Three weeks after the energy rater has conducted your preliminary rating, you can go to the following web site:

[http://sonris-www.dnr.state.la.us/www\\_root/sonris\\_portal\\_1.htm](http://sonris-www.dnr.state.la.us/www_root/sonris_portal_1.htm) and click on "Data Access". At the bottom of the page you will see a link to "HERO Application Status" where you can see if, and when the energy rater submitted your preliminary rating to the Louisiana Department of Natural Resources. The

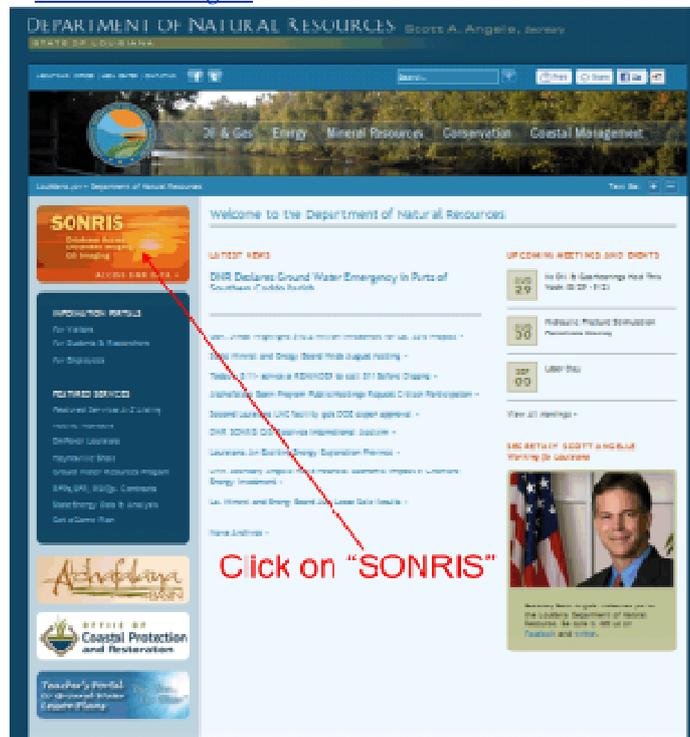
Louisiana Department of Natural Resources verifies the documentation submitted only by individuals on this list, assesses the appropriate rebate award associated with these submittals, and awards the cash rebate directly to the qualifying participants. Individuals found to not be sending rating information to the Louisiana Department of Natural Resources in an expeditious manner may be ultimately removed from this list. The Louisiana Department of Natural Resources strongly advises contacting more than one energy rater from this list before deciding on one to perform your preliminary energy rating. Once you choose an energy rater and have a preliminary rating submitted for your property under the HERO Program you must use the same energy rater to conduct the final rating on that property unless you first consult with the Louisiana Department of Natural Resources.

All individuals who are certified to work within the HERO Program must carry and present a valid and current Rater ID Badge to the home owner or home builder while performing HERO related work on any residence. HERO related work refers to consultation, software entry, and mechanical testing of the home. The Louisiana Department of Natural Resources strongly recommends that you check the credentials of anyone representing themselves as a HERO certified home energy rater against the list of raters posted on this site at the time of your rating. If you become aware of anyone presenting themselves as a HERO certified home energy rater without the proper credentials, do not provide them with any of your rating information and return to the list of HERO Program raters for the lastest posted directory. The Louisiana Department of Natural Resources does not set the fee charged for a home energy rating.

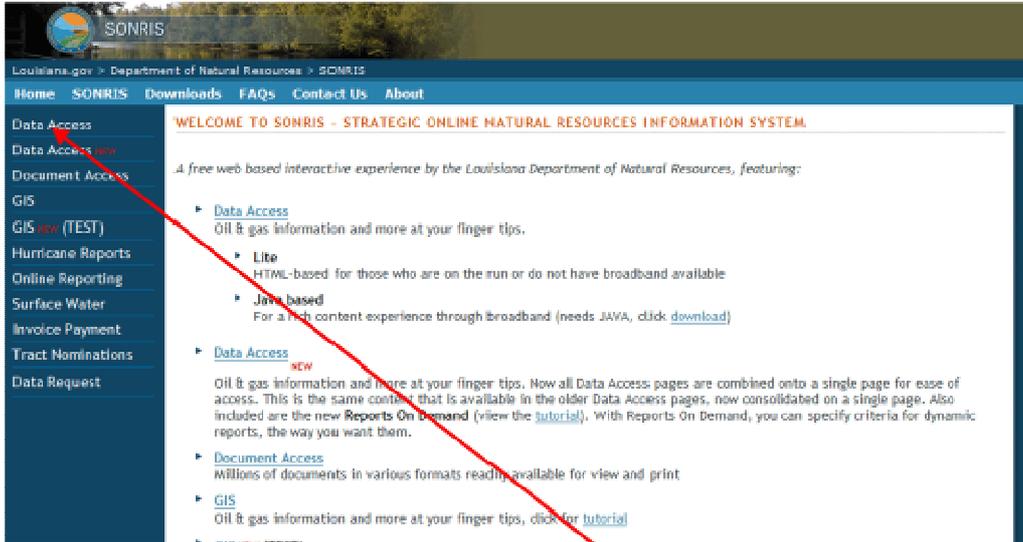
## Retrieving CO#'s & DNR Web Inquiries....

To retrieve a CO# for a previously submitted preliminary rating for assignment to the final for the same property...

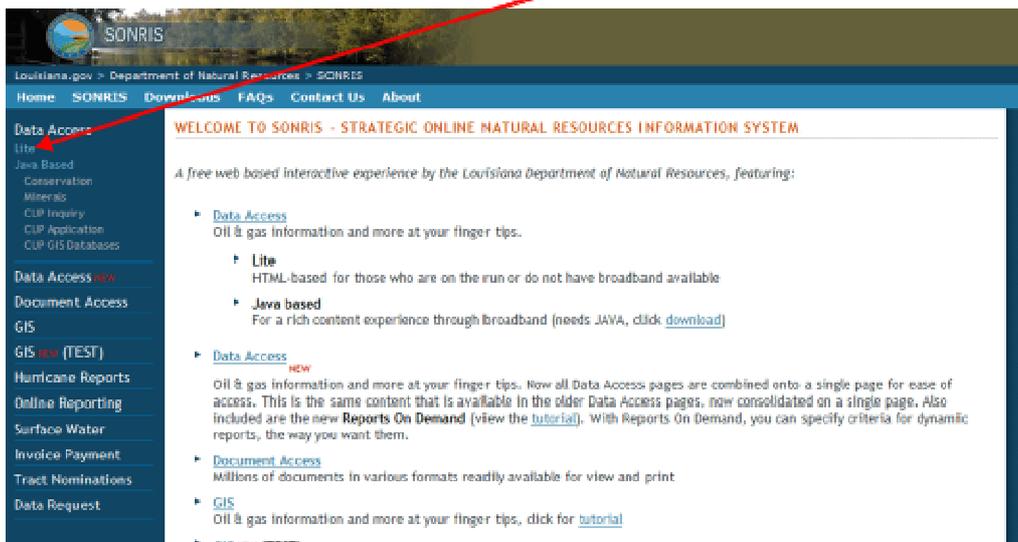
1<sup>st</sup> ...Go To: [dnr.louisiana.gov](http://dnr.louisiana.gov) and Click on the "SONRIS" button on the Home Page



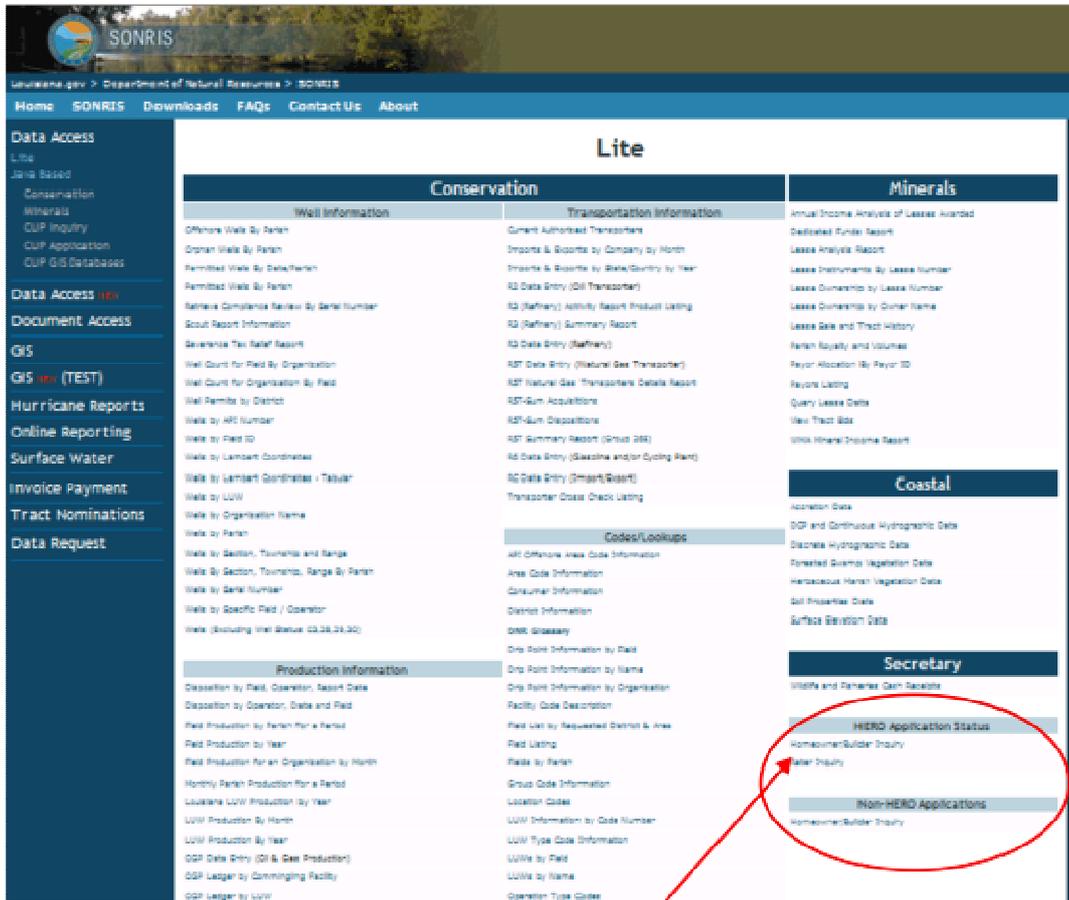
2<sup>nd</sup> ... Click on the “Data Access” link & then Click “Lite”



Click on “Data Access”  
&  
then Click “Lite”

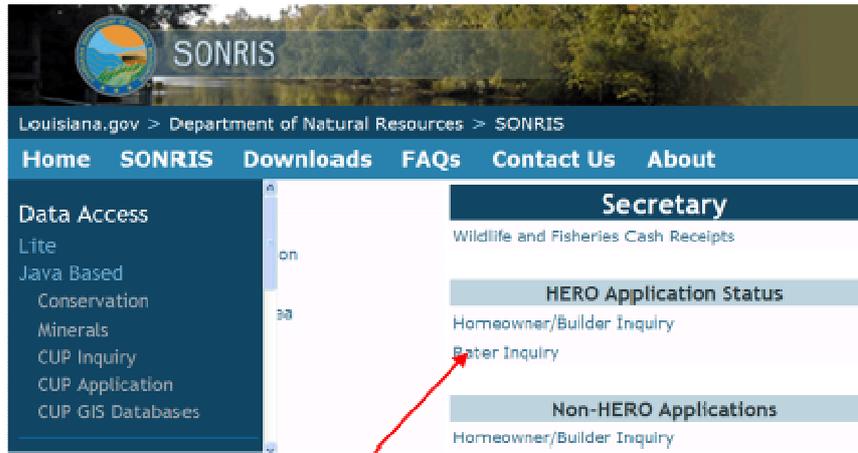


3<sup>rd</sup> ... After pressing “Lite” the below screen will be display



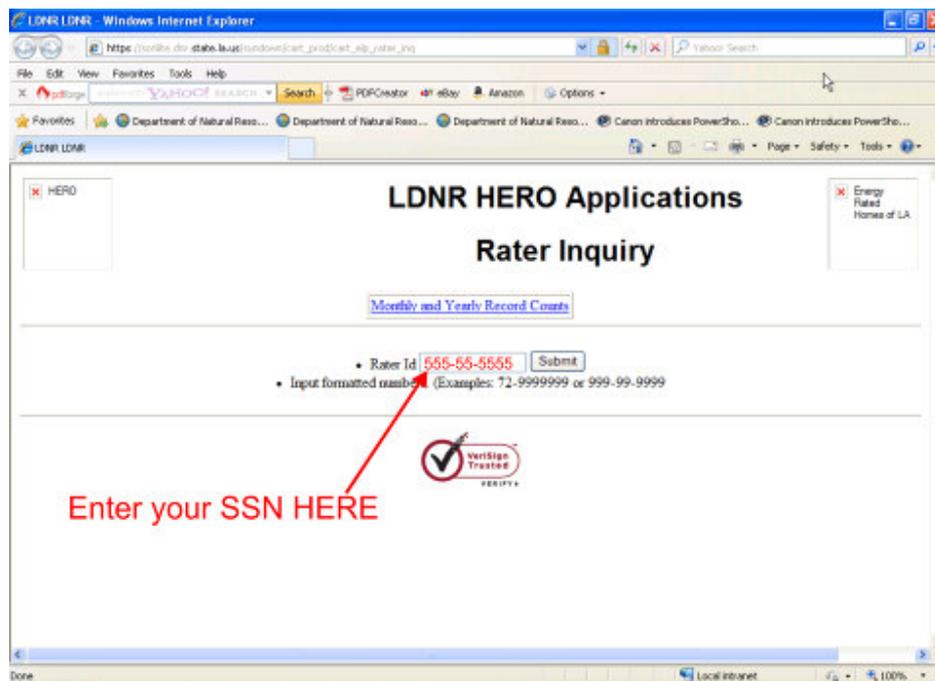
**“HERO Program Application Status”  
Menus for Raters & Homeowners**

4<sup>th</sup> ... Under “HERO Application Status” the Energy Rater can check the STATUS of any and all of his/her received ratings by Clicking “Rater Inquiry”, and the participant can check the status of their specific rating by Clicking “Homeowner/Builder Inquiry”...(see image below)



**When the Rater Clicks “Rater Inquiry”  
he/she will enter their SSN and  
have access to all of their received  
ratings listed out in a spreadsheet format**

**5<sup>th</sup> ...** Enter your SSN, placing dashes in the correct format as displayed on the screen and you will gain access to the Data Base (*Homeowners must enter their last name along with their SSN in order to inquire under Homeowner/Builder Inquiry*)



6<sup>th</sup> ... Your received ratings will be displayed in the below format

**NOTE:** If a rating does not show up in your list it means that DNR has not received it and you should contact DNR as soon as possible to determine why it is not in the system

The screenshot shows a web browser window displaying a table of customer data. The table has columns for Customer Name, CO#, Rated Property Address, Rated Property City, Status, Final Received by DNR, Prelim. Received by DNR, Final Reviewed by DNR, Final Conducted, Preliminary Conducted, Date Check Requested, Awarded Check Date, Customer Check Amount, Check #, and Rater Check Amount n/a. Red arrows point to various columns and rows, with labels such as 'Rated Property City', 'Final Received by DNR', 'Prelim. Received by DNR', 'Final Reviewed by DNR', 'Final Conducted', 'Preliminary Conducted', 'Date Check Requested', 'Awarded Check Date', 'Customer Check Amount', 'Check #', 'Rater Check Amount n/a', 'CO#', 'STATUS Paid Canceled Suspense Expired', 'Rated Property Address', and 'Customers Name'. A large red arrow points to a row with the text 'DATA SCREENED Out in this Example'.

## Locating & Using the Mandatory Utility Rates for the HERO Program....

A listing of the most recent required utility rates that **MUST** be used in REMRate building files when conducting ratings under the HERO Program can always be found by: Clicking on “News” under the “Rater Inquiry” Screen

The rates are broken into North & South Louisiana for gas & electric.