

Looking Forward

- The program goal is to weatherize 300 homes in PY21, with at least 10 percent of those in the City of Wilmington. The expected budget is approximately \$3,000,000 from RGGI, DOE, LIHEAP and utility funds.
- A large campaign will be launched to recruit into the program newly eligible homes that were weatherized more than 15 years ago to address new energy-saving opportunities with a suite of measures that is now more effective and comprehensive.
- DNREC is looking to partner with the Milford Housing and Development Corporation to build seamless client referrals among energy efficiency and home repair programs throughout Delaware using a software platform, Unite Us Delaware, to share data among these programs.
- DNREC is developing a low- to moderate-income solar program, which is expected to pilot in late 2021. Initial homes served will be low-income WAP clients.
- DNREC will be launching an outreach and marketing campaign using radio and website advertising in PY21.
- A strong focus on technical and program training will continue to ensure all WAP field and office staff are providing state-of-the-art efficiency services.

Cover: Weatherization auditor arriving with diagnostic equipment (upper right); measuring windows for inputs to building modeling (lower left)

Spotlight: WAP Rises to the COVID-19 Challenge

Weatherization historically has worked face-to-face with clients from application through energy audit, measure installation and quality assurance inspection. WAP had to retool every part of its operations to meet the challenges presented by COVID-19 to keep both workers and clients safe and healthy.

The program ceased all in-person contact with clients and had to close from mid-March through the end of May. During that period, those who were not involved in devising new procedures were using the time to upgrade skills and certifications by attending online weatherization seminars and courses.

When the program reopened in June 2020, it did so with new protocols that eliminated many in-person touch points. DNREC and its subgrantee were able to change the application process, reaching out to clients to obtain documents necessary to verify eligibility by email, drive-through and home visits that all avoided direct in-person contact.

All field staff who provide services in client homes learned new protocols for assessing risks through client questionnaires, surface cleaning and distancing.

All clients were given the option to delay service until they felt comfortable having WAP staff in their home. Surprisingly, only one out of 20 chose to delay service.

New procedures led to success, weatherizing homes while ensuring that clients and workers remained safe. Happily, there were no instances of COVID-19 transmission in any WAP client interactions.

*The service was wonderful! I am saving \$20-\$40 a month on my utility bill.
I really like my new thermostat. It is set on a timer for the daytime and evening.
My home is very comfortable and I am very happy.*

— Smyrna Client



Truck-mounted insulation blowing machine

Contact Us

Visit de.gov/wap

State of Delaware

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

To apply for WAP, call Energy Coordinating Agency at 302-504-6111.

Weatherization Assistance Program

Annual Report
Program Year 2020
April 2020 – March 2021



What is WAP?

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

WAP began more than 40 years ago with minor services like caulking and weather-stripping. Now, WAP services are provided by highly trained contractors and are guided by sophisticated diagnostics, including blower-door testing, mechanical ventilation strategies and combustion analysis. Those diagnostics, typically completed before and after home weatherization, ensure that energy-saving measures are cost-effective.

More important are the energy savings and other benefits that low-income Delawareans gain from these services. WAP provides long-term savings for Delaware's vulnerable households. Those savings are estimated by the U.S. Department of Energy (DOE) to be \$283 per home per year. Energy improvements also can reduce asthma triggers and improve health and safety. Those benefits help low-income families by reducing medical expenses, lost-work days for parents and out-of-school days for children.

Measuring air movement with a blower door



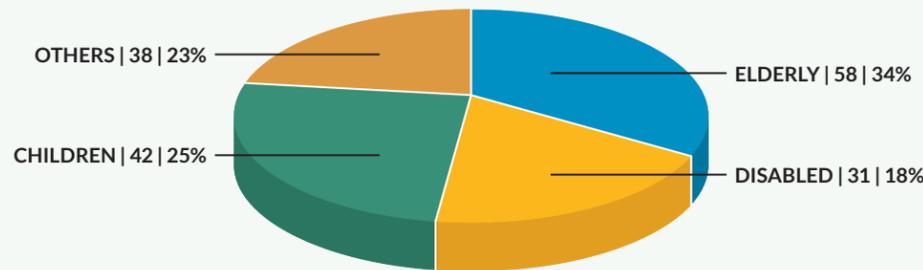
Who is Served?

WAP serves low-income Delaware residents, defined as those with annual incomes verified at or below 200 percent of the federal poverty level. WAP serves all types of housing, including detached or attached single-family, mobile or manufactured homes and small multifamily buildings. Services are available to owners and renters, provided the building owner consents and the benefits of weatherization go to low-income residents. Pre-WAP, a program to assist with building repairs that are necessary prior to weatherization, is administered by the Delaware Sustainable Energy Utility. Since its launch in 2016, Pre-WAP has provided essential repairs to more than 375 homes.

In Program Year (PY) 2020, there were sufficient resources to serve all eligible households, and there was only a relatively short waiting list of eligible households. Prioritization of the waitlist is based on need, as well as age (young and elderly), and special needs of residents.

In PY20, WAP served 90 households with a total of 169 Delaware residents.

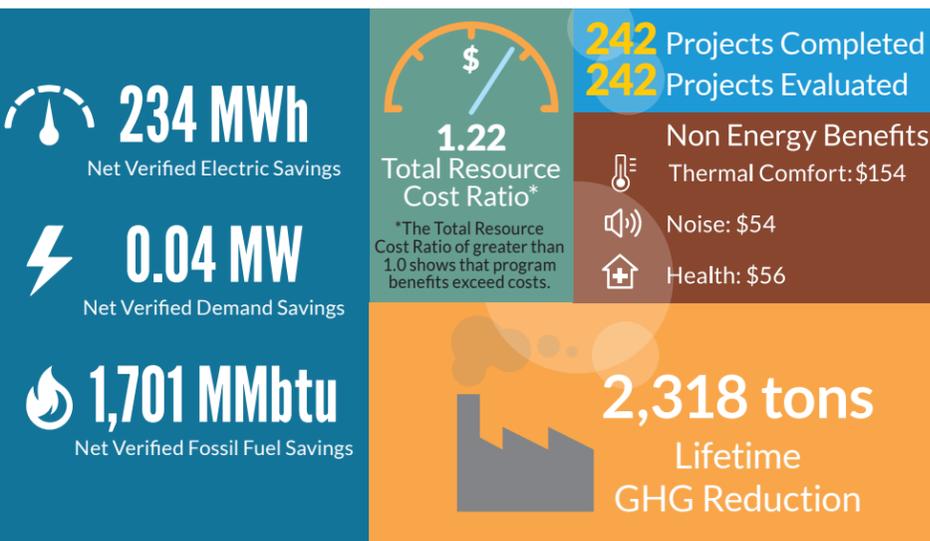
Delaware Residents Assisted by WAP PY20



The summer was really great! With the weatherization my home was cool inside, and I'm saving money on my electric bills. I am saving anywhere from 30%-50% of what I paid before. In the wintertime the heat was spaced out evenly throughout my home and every room was warm. The insulation blown in my home made my home comfortable! And I feel pretty good, healthy and happy.

— Georgetown Client

Independent evaluation results of weatherization projects completed in calendar year 2018 (EcoMetrics, 2019 Evaluation Report, December 2020)



Sources and Uses of WAP Funds

Delaware WAP is funded by three sources:

- U.S. Department of Energy (DOE - 72 units)
- Regional Greenhouse Gas Initiative (RGGI - 7 units)
- Ratepayer Utility (Delmarva Power - 11 units)

Sources of Funds

RGGI	\$ 964,696
DOE	\$ 763,473
Utility	\$ 330,476
	\$ 2,058,645

Uses of Funds

Direct Labor and Materials	\$ 671,360
Program Operations	\$ 431,151
Training	\$ 57,122
Savings Verification	\$ 184,481
Administration	\$ 714,531
	\$ 2,058,645

Accessing crawl space to air seal and insulate



Program Year 2020 Highlights

- WAP provided services to 90 homes in PY20, saving a total of 336 million British thermal units. According to the U.S. Environmental Protection Agency, this savings reduces carbon equivalent to 7,939 gallons of gasoline. (Estimated savings are based on Delaware homes and client utility data.)
- Federal regulations changed to allow the program to return to homes weatherized more than 15 years ago, bringing new effective improvements to homes. DNREC is reaching out to more than 4,000 previously weatherized homes.
- WAP evaluation results showed the program to be highly cost-effective and estimated non-energy benefits to be \$264 per home for improvements in thermal comfort, noise and health. (See graphic at left.)
- DNREC provided virtual training to all WAP staff on the new COVID-19 procedures and protocols.
- Catholic Charities executed a new contract with Department of Health and Social Services to continue Low Income Home Energy Assistance Program (LIHEAP) intake services. As part of this new contract, Catholic Charities must offer WAP services to all LIHEAP applicants, helping to ensure access to services by those who need it most.
- DNREC trained Catholic Charities LIHEAP intake staff on how to complete the WAP application and enter client data directly into the Hancock software used by WAP.
- In October, DNREC signed a new contract with Energy Coordinating Agency (ECA) to extend its WAP service territory to the entire state after competitive solicitation.
- WAP staff attended virtual sessions of both the 2020 National Home Performance Conference and the 2020 National Association for State Community Services Programs Annual Conference.
- Four mandatory lead-based Renovation Repair and Painting (RRP) Program certifications were renewed in July and December 2020.
- DNREC completed annual administrative and technical reviews of ECA in New Castle County with no major findings reported. Statewide, 6.7% of completed units were monitored.
- Data from weatherization jobs were monitored, with a concentrated focus on the non-energy impacts of weatherization work to verify calculations of the value of those benefits.
- ECA utilized the list of all eligible LIHEAP recipients and conducted a letter campaign statewide to increase client intake from 4 to 12 applications per week.