

# IAQ Monitor

Efficiency United is launching its Healthier Homes pilot providing assessments and home improvements for a limited number of households suffering from asthma and other respiratory ailments. This document is intended to help set expectations for a customer's participation in this pilot.

## Pilot Overview

**Step 1 – Eligibility Survey:** Customers have been identified as good candidates for the pilot because their household income meets program requirements (200% Federal Poverty Level) coupled with their responses to the Healthier Homes survey, or referred by a healthcare provider due to an existing respiratory condition.

**Step 2 - Assessment:** Eligible applicants will receive a Healthier Homes assessment from a qualified Efficiency United technician. The assessment includes a standard energy audit as well as additional inspection for asthma triggers such as dust mites, mold, and moisture, as identified by the U.S. Centers for Disease Control and Prevention (CDC) and U.S. Environmental Protection Agency's (EPA) Asthma assessment form. The assessment will be performed at an agreed upon time scheduled with the customer.

**Step 3 – Additional Work:** As a result of the assessment, the Efficiency United Program Team will determine whether the home meets eligibility criteria to have energy saving upgrades and health intervention work done. If so, an authorized Efficiency United representative and Trade Ally will coordinate all work and supplying all resources to the household. In addition, IAQ equipment will be setup throughout the house to monitor and air quality before and after installation.

## Customer Expectations

As a result of the assessment you, the customer, have been chosen to participate in the Healthier Homes pilot study. The Efficiency United technician and/or Trade Allies will provide an itemized work scope, review and explain the work, where in the house it will occur, and any necessary actions required of you to ready the home for this work (e.g., moving items stored in the attic so that it can be air sealed and insulated). **We ask that you complete such work before any improvements or upgrades and health intervention work is installed.** This work should be scheduled, in coordination with the Trade Ally or representatives, as agreed upon with your Customer Advocate.

An IAQ monitor will be placed in your home. **We ask that this IAQ monitor be connected to Wi-Fi, if possible, and left undisturbed in one location for at least 21 days after the installation of the final upgrades and health intervention measures.** The IAQ monitor is yours to keep as a benefit of participation and to help you maintain and monitor the indoor air quality within your home.

Finally, as the pilot is meant to build a better understanding of the home's indoor air quality as well as residents' health after the energy upgrades and health intervention work is done, Efficiency United asks that all customers who participate in this pilot agree to please take part in up to three (3) regularly scheduled check-ins over the following year. These check-ins may include completion of online, post-project surveys (e.g., Asthma Control Test) and follow-up quality assurance inspections observing of the household's satisfaction and well-being.

As far as what you can expect from us: we are committed to safety especially regarding the Covid-19 pandemic. Our representatives and Trade Allies follow established guidelines to adhere to social distancing recommendations provided by the Centers for Disease Control and Prevention (CDC), including the use of face masks when in proximity with customers.

### What is an IAQ Monitor?

The Indoor Air Quality (IAQ) monitor is a countertop device that will show you the indoor air quality of a given area at a given time, using color and face symbols to indicate the change in air quality. It has a sensor for fine particulate matter (PM 2.5), carbon dioxide (CO2), relative humidity and temperature.

### Why use the IAQ Monitor?

The program is measuring the effects of the installed energy efficiency and health measures on the air quality in the home, by accumulating the PM 2.5, CO2, relative humidity and temperature data before the measures were installed and then comparing those same data points after the measures were installed to look for improvement. The data will be analyzed by Pacific Northwest National Labs (PNNL), who frequently work with the Department of Energy. **The data that PNNL receives will be anonymous – your name and your address will not be included with them.** They will only know the serial number of IAQ monitor, and general house information (square footage, number of occupants, etc.). The program is interested in the collective data across all homes rather than any single home and will not publicly present data that is not anonymous.

If at any point you would like to opt-out of the anonymous data from your house to be measured, please contact the program via the email and/or phone listed in this document and we will not use that data.

### Program Cost

The assessment and any work performed, or materials provided, will be paid for by Efficiency United, and at no cost to you. The only thing we ask of you is your time and cooperation in completing the necessary work within the scheduled timeframe. Program funds are limited and available in select geographic areas on a first come- first serve basis.

### Final Note

Efficiency United would like to thank you ahead of time for your participation in this pilot. Your time is valuable, and your commitment to this pilot will allow Efficiency United to help many more families suffering from respiratory ailments, in the future.



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## Terms and Conditions

### Eligibility

This Program is valid for residential customers only. In order to be eligible, customers must utilize natural gas and/or electric distribution service from Efficiency United.

Any/all direct install measures offered by this program may be installed if the Energy Technician determines that energy savings will result. Measure eligibility depends on utility services provided by Efficiency United.

### Information Release

Customer agrees that the utility provider(s) may include customer's name, address, utility provider(s) account number, utility provider(s) services and resulting energy savings ("information") in a database hosted by a contractor of utility provider(s) and such information may be included in reports or other documentation submitted to utility provider(s), and/or the Michigan Public Service Commission ("Reports"). Utility provider(s) will treat such information as confidential.

### Approval, Verification and Inspection

The utility provider(s) reserve(s) the right to verify all measures.

### Limited Time Funding

The program is being offered on a limited timeframe and budget. The utility provider(s) has the right to discontinue Program at any time without notice.

### Limitation of Liability

IN NO EVENT WILL UTILITY PROVIDER(S) BE LIABLE WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, WARRANTY OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CONNECTED WITH OR RESULTING FROM PARTICIPATION IN THE PROGRAM.

### Disclaimer/Warranty

Neither utility provider(s) nor any of its affiliates guarantees the energy savings or makes any warranties associated with the measures eligible under this program. The utility provider(s) has no obligations regarding, and does not endorse or guarantee any claims, promises, work, or equipment made, performed, or furnished by any contractor or equipment vendor that sells or installs any energy efficiency measure. The utility provider(s) makes no warranties or representations of any kind, whether statutory, expressed, or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding the manufacturer or vendor. In no event shall utility provider(s) or CLEAResult be liable for any incidental or consequential damages.



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## Summary of Customer's Key Items and Timing

Part in the Process	Timing	Eligibility Requirements
Complete the initial questionnaire	Entry into the pilot	Customers answers will help qualify them for this pilot
Schedule an assessment	At earliest convenience once contacted	Customers who complete the initial questionnaire will be contacted to schedule an appointment
Receive the assessment	As scheduled	
Installation of IAQmonitor	At the assessment or shortly thereafter	For homes that are eligible for Energy upgrades
Qualify for Energy upgrades	At the assessment or shortly thereafter	Based on characteristics of the home andwhether work can be performed
Agreement to work scope	At the assessment or shortly thereafter	If Trade Ally identifies and proposes eligible measures, approve the proposed work for the home
Energy upgrades and health intervention work in home	Approximately two to four weeks after the assessment	For homes that are eligible for Energy upgrades
Follow up surveys	At a scheduled cadence for up to a year after the work is completed	For homes that are eligible for Energy upgrades



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