



Low-income Energy Efficiency Program^{plus}

PARTNER HANDBOOK



Preface

Gainesville Regional Utilities (GRU), the City of Gainesville's municipal utility, has provided Energy Efficiency Programs for their customers since 1985.

GRU's Low-income Energy Efficiency Program^{plus} ("LEEP^{plus} Program") assists low-income customers with home improvements in an effort to help lower their electric bills, improve comfort, and reduce energy consumption.

This handbook is designed to familiarize LEEP^{plus} Partners ("Partners") with GRU's Residential Energy Efficiency Program options and qualifications. Terms and conditions are also defined in this handbook.

GRU will continue to update this document as needed. We also reserve the right to make changes or grant variances at any time deemed necessary without modifying the standing procedures or policies.

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Residential Energy Efficiency Programs

GRU is committed to helping customers lower their bills through education and efficiency programs.

Duct Testing Program – Duct testing is performed on a home's duct system(s) to determine duct leak percentage and is accompanied with a more detailed Energy and Water Survey.

LEEP^{plus} (Low-Income Energy Efficiency Program^{plus}) – Assistance to low-income customers by upgrading their home with energy-efficiency measures to reduce their energy use, improve comfort and save money.

Natural Gas Rebates – Available to customers who have an existing natural gas water heater or replacing a water heater with a natural gas model and replacing electric, LP gas or oil furnaces, ranges or clothes dryers with natural gas models. These rebates are to encourage the use of cost-effective and reliable natural gas appliances.

Water & Energy Surveys – A quick check of the customer's residence that includes a visual inspection of the air conditioner, heater, water heater, thermostat, appliances, shading needs, water leaks and provides recommendations for energy and water savings. A checklist of suggested improvements is left with the customer.

General Policies for Partners

Partners must maintain a license in good standing in the State of Florida and submit proof from the Florida Department of Business & Professional Regulation, issued by the appropriate Construction Industry Licensing Board, to participate in the program.

Required Documents

Partners must sign a **LEEP^{plus} Partner Agreement** to actively participate in the program and provide high-quality service to its customers. This is a voluntary agreement that may be terminated at any time for any reason by either GRU or the Partner.

Partners must also sign a **LEEP^{plus} Partner Marketing Agreement** to actively promote programs and services through their company in exchange for advertising benefits. This agreement may be renewed on an annual basis.

Proof of Insurance

Partner must acknowledge and understand that GRU provides no medical or workers' compensation insurance coverage for Partner under this Agreement. The sole responsibility for providing appropriate insurance coverage is the obligation and responsibility of Partner, who shall provide documents showing proof of insurance prior to commencement of this Agreement and prior to commencing any work on LEEP projects.

Liability and Workman's Compensation Insurance:

- Commercial General Liability: \$1,000,000 combined single limit for bodily injury and property damage
- Automobile Liability: \$1,000,000 combined single limit for bodily injury and property damage
- Excess or Umbrella Coverage: Minimum \$1,000,000
- Workers Compensation:
 - \$500,000 per Accident
 - \$500,000 Disease, Policy Limit
 - \$500,000 Disease, Each Employee
- Partners should also include on the Description of Operations/Locations/Vehicles the following text on the Certificate of Liability Insurance:
 - The City of Gainesville d/b/a Gainesville Regional Utilities is included as an additional insured under this policy. The policies have been endorsed to include waiver of subrogation in favor of City of Gainesville d/b/a Gainesville Regional Utilities. The insurance policy is primary and Partner will not seek contribution from any other insurance available to an additional insured.

For any Partner that is unable to meet the insurance requirements listed above, the Partner is required to indemnify the City of Gainesville d/b/a Gainesville Regional Utilities in addition to submitting a current Certificate of Liability Insurance. The indemnification is as follows:

To the fullest extent permitted by law, Partner shall defend, indemnify, and hold harmless City of Gainesville d/b/a Gainesville Regional Utilities, including its departments, agencies, boards, officials,

and employees, from and against any and all claims, investigations, damages, losses, or expenses (including court costs and attorneys' fees), as well as personal injury (including death) or damage to tangible or intangible property, caused or alleged to be caused in whole or in part by the negligent or willful acts or omissions of Contractor or any of its owners, employees, or subcontractors.

General Requirements

- Insurance and license(s) must be current at all times
- License must remain in good standing with the Department of Business and Professional Regulation (DBPR) and the Better Business Bureau (BBB). "Good standing" means the qualified Partner's credentials are currently not suspended, revoked, disciplined, expired or lapsed
- Satisfactory customer references
- Complete Partner Business Information Form and W-9 Form
- All workmanship and installation must comply with local and state codes, ordinances, statutes and accepted engineering practices pertaining to the job specifications
- Partner must correct any deficiencies identified by the customer, GRU personnel or any code enforcement officer within 30 days of notification

Benefits

LEEP^{plus} Partners differentiate their services to homeowners by making their homes energy efficient, healthy, safe and comfortable. This creates customer satisfaction and value for home improvement. Partners may receive:

- Provisions for training and certification/accreditation as required to ensure quality and consistency of services
- The opportunity to respond to leads generated from public awareness campaigns
- Project incentives that reward productivity and development of partnerships with other Partners to provide comprehensive services across trades
- Access to the Partners' website
- Free access to "Wrightsoft Right J8" software to HVAC Partners for Manual J Calculations
- Use of GRU marketing materials that may include Partner's logos and other information
- Potential to participate in other GRU pilot programs and public events
- Co-operative marketing incentives to assist in collaborating Partner's marketing efforts
- Partnership announcement during GRU speaking opportunities
- Partner workshops with GRU for updates and feedbacks
- Copies of GRU brochures and promotional materials to handout to customers to encourage the purchase of energy-efficient equipment and materials as well as maintenance

Business Practices

Failure to meet the following requirements and practices may cause removal from the Partner Program:

- Treat GRU customers fairly, responsibly and provide quality, on-time service
- Address all customer disparities regarding work performed and promptly resolve customer concerns in good faith
- Pursue the customers' legitimate needs and not place Partner's needs above those of the customer
- Recommend and install the right equipment or materials, which are sized correctly, meet applicable codes, follow the manufacturer's recommendations, and operate safely for the customer
- Ensure that all jobs performed will include, at a minimum, the requirements listed for the program and required permits
- Represent themselves as independent contractors; not as working for, employed by, an agent of, or certified by GRU
- Ensure that all non-licensed personnel are supervised on all jobs
- Ensure that all staff receive introductory and ongoing training in compliance with continuing education requirements
- Provide ACCA approved Manual J Calculations when installing central air conditioning systems
- Provide a Certificate of AHRI-Certified Performance to the customer for each air conditioning system installed
- Allow GRU to perform quality-assurance inspections
- Correct any deficiencies identified by GRU personnel, Code Enforcement officer or Building Inspector within 30 days of notification
- Do not charge additional fees to customers for permits, or to meet code requirements or GRU requirements. Any cost to obtain a permit or comply with code requirements should be coordinated through GRU.
- Provide the customer with all documents relevant to manufacturer's warranty for labor and equipment. Equipment installed shall carry manufacturer's warranty, including optional extended warranty coverage

Warranty Requirements

All Partners shall warrant all materials, parts and workmanship for a minimum of one year. After the one year warranty has expired, GRU will not intervene in **any** customer or Partner liability disputes, claims or demands.

Partners shall act as the manufacturer's agent for all equipment, workmanship and/or material warranties. Partners shall provide to its customers information regarding these warranties and additional extended warranties offered by manufacturer at the time of final inspection

Disciplinary Actions

Progressive discipline, a process for dealing with job-related behavior that does not meet expected and communicated performance standards, will be followed should any violation of the policies stated in the Partner Handbook occur. In the event that GRU identifies Partner's failure to adhere to LEEP program guidelines, GRU shall provide Partner with a reasonable amount of time to cure such LEEP violation. If Partner fails to cure the violation to GRU's satisfaction, GRU will consult with the Partner to assess the situation and determine the appropriate course of action prior to Partner placement into a disciplinary status. Progressive discipline will begin with a warning to assess the legitimacy of the violation or complaint, followed by probation, suspension and then termination. Any or all of these steps may be bypassed if the violation is of a serious enough nature, i.e., health and safety violations or deficiencies, and will be at the discretion of GRU.

Violation of Program Policies

Disciplinary action will occur for policy violations. These violations can include, but are not limited to, the following:

- Any use of program funding other than that which is authorized by GRU
- Any funding for or compensation to Partners for work they perform on their own home, property or business is considered unauthorized
- Any fraudulent use of GRU funds, such as submitting invoices or applications for services previously funded by another GRU Residential Energy Efficiency Program
- Any misrepresentation of the City of Gainesville, GRU, ENERGY STAR®, Home Performance with ENERGY STAR® or the Residential Energy Efficiency Programs by a company in communications or advertisements directed to a customer or potential customer
- Failure to participate in the LEEP^{plus} program by informing customers that they are not a LEEP^{plus} Partner and refusing to provide an estimate
- Failure to comply with the advertising guidelines stated herein
- Failure to maintain current insurance or license in good standing
- Failure to perform in accordance with stated program guidelines, policies and technical specifications
- Failure to comply with all state laws, licensing requirements, local permit and inspection requirements
- Failure to provide permit numbers to customers for all applicable installations
- Auditing inaccuracies are observed in reporting and/or during monitoring visits

- Partner deviates from scope of work
- Partner violates actions addressed in this Handbook to include improper use of brands, reporting errors, timeliness of reporting, excessive customer complaints, etc.
- Failure to pass all final inspections

Final Inspection Violations

All Partners are required to correct inspection failures within 30 days. The following constitute reasons for inspection failure:

- No-show at inspection
- Inaccurate or incomplete paperwork
- Failure to pass diagnostic testing
- Non-compliance with current building codes
- Use of improper materials
- Not completing jobs within the previously agreed upon time frame
- If a Partner's work fails inspection on more than 33 percent of its jobs over any three month period, GRU may suspend the Partner for a first offense.

Voluntary Removal

If a Partner elects to voluntarily remove themselves from the Partner Program and leaves in good standing, they may be re-admitted to the program at a later date.

If a Partner voluntarily removes themselves in lieu of termination they may be accepted back into the Partner Program 36 months from the date when the written request for removal notice is received by GRU from the Partner. After the 36 months, the Partner is:

- To have corrected the deficiencies that placed them into pending termination status in a manner acceptable to both GRU and the customer(s) satisfaction
- Reinstated in probationary status

Termination for Convenience

GRU may, by providing 30 days written notice to Partner, terminate this Agreement, or any part thereof, for any or no reason, for GRU's convenience and without cause. After the termination date, Contractor must stop all Work in connection with the LEEP^{plus} program. If GRU terminates for convenience, GRU will pay Partner for goods and services accepted as of the date of termination. GRU is not responsible for Work performed after the effective termination date.



LEEP^{plus} Partner Agreement

I have read, understand and agree to comply with all partnership commitments as described in GRU's LEEP^{plus} Partner Handbook, including all supporting policies described or referenced therein. The Partner Handbook is incorporated into this Agreement.

Check one of the following:

- ☐ Partner has submitted a Certificate of Insurance as proof that Partner has complied with the insurance requirements contained within the Partner Handbook. Partner is not required to indemnify the City of Gainesville d/b/a Gainesville Regional Utilities.
- ☐ Partner does not meet the insurance requirements contained within the Partner Handbook. Partner has submitted its Certificate of Insurance to Gainesville Regional Utilities. In addition, Partner agrees that to the fullest extent permitted by law, Partner shall defend, indemnify, and hold harmless City of Gainesville d/b/a Gainesville Regional Utilities, including its departments, agencies, boards, officials, and employees, from and against any and all claims, investigations, damages, losses, or expenses (including court costs and attorneys' fees), as well as personal injury (including death) or damage to tangible or intangible property, caused or alleged to be caused in whole or in part by the negligent or willful acts or omissions of Contractor or any of its owners, employees, or subcontractors.

I understand the provisions of this agreement are effective from date of signature. This agreement is voluntary and may be terminated at any time for any reason by either GRU or the Partner. GRU reserves the right to modify, at any time, the provisions of this agreement. The term of this agreement is one year and may be renewed annually. **Proof of 1) the current required license and 2) proof of insurance must be attached in order for this Agreement to become effective.** This agreement is not effective until signed by both parties.

Contact Information for Website Listing (Please print or type):

- ☐ If there is no change/s to previously submitted Company Information please check

Name & Title of Owner or Authorized Company Rep _____

Company Name _____

Company Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Website Address _____

Mailing Address _____

(if different from company address)

City _____ State _____ Zip _____

Partner's Signature

Authorized Signature _____ Date _____

City of Gainesville d/b/a Gainesville Regional Utilities Signature

Authorized Signature _____ Date _____

Please mail or email a signed copy of this completed Signature Form to:

Attention: LEEP^{plus} Staff

GRU - Energy & Business Services PO
Box 147117, Station A114 Gainesville, FL
32614-7117





LEEP^{plus} Partner Marketing & Advertising Benefits

GRU LEEP^{plus} Partners enter into a signed agreement with GRU to promote programs and services in exchange for the advertising benefits contained in this handbook.

Your logo and GRU

Email an electronic copy of your company logo in jpg format with a minimum of 300 dpi resolution to LEEP@gru.com for inclusion on GRU's website. Include your website information if you would like to have your logo linked to your site.

GRU LEEP^{plus} Partner Logo Guidelines

Partners have a limited license for the use of the GRU LEEP^{plus} Partner logo. Partners may use the logo only when advertising. Use of logo is subject to the following conditions:

- The logo may be reduced and enlarged, but the elements must remain in proportion
- The logo may not be permanently added to vehicles, equipment, signage or buildings. For example, vehicles may use magnetic versions of the logo but the logo may not be painted onto a vehicle.
- One-color application:
 - On a dark background the logo can be reversed and appear as white
 - The logo can appear in black if PMS 280 Blue is not one of the colors used in the printed piece or if the printed piece is black and white
 - Blue – PMS 280 or process ink color combination to produce PMS 280
 - Black

ENERGY STAR® Logo

GRU's Partners use of the ENERGY STAR® or Home Performance with ENERGY STAR® logo is subject to the following:

- Partners cannot access logos from the ENERGY STAR website.
- GRU will provide a logo approved for use by Partners.
- ENERGY STAR encourages the use of their logos; however, any literature using the ENERGY STAR or Home Performance with ENERGY STAR logos require Partners to get advanced written approval by GRU.
- **At no time shall the logo or wording be used in such a way as to imply that the U.S. Environmental Protection Agency (EPA), U.S. Department of Energy (DOE), or Home Performance with ENERGY STAR or ENERGY STAR, have in any way certified, endorsed or approved the GRU LEEP^{plus} Partner Program or the LEEP^{plus} Partner.**



LEEP^{plus} Partner Marketing Agreement

Congratulations on becoming a GRU LEEP^{plus} Partner

Our partnership can build a more energy efficient community!

GRU LEEP^{plus} Partners enter into signed agreements with GRU to promote programs and services in exchange for the advertising benefits contained in this document. However, certain programs are only available to customers who hire Partners. Your partnership offers a real benefit to GRU customers.

I agree to the stipulations regarding advertising contained in the above titled, LEEP^{plus} Partner Marketing and Advertising Benefits and other benefits as a GRU LEEP^{plus} Partner. Upon termination of my company's status as a Partner, I will no longer be eligible for any of the benefits listed in this agreement, the limited license will be deemed revoked and I will immediately cease all use of the Partner logo and any GRU trademarks and service marks in my promotional materials. All Marketing materials (window clings, vehicle magnets, brochures and/or any other promotional materials) that are the property of GRU must be returned to the Administration Building, located at 301 SE 4th Ave, Gainesville, FL or mailed to PO Box 147117, Station A114, Gainesville, FL 32614 within 30 days of notification of termination.

Name of company _____

Name (printed) _____

Name (signed) _____

Please retain a copy and return this signed agreement to:

Attention: Marketing & Communication

GRU - Energy & Business Services

PO Box 147117, Station A114

Gainesville, FL 32614-7117

Or

Email: LEEP@gru.com



Low-Income Energy Efficiency Program^{plus} (LEEP^{plus})

The Low-income Energy Efficiency Program^{plus} (LEEP^{plus}) uses a “whole-house approach” to improve energy efficiency, reduce energy use, improve comfort and save money in low income households. According to research from the Consortium for Energy Efficiency (CEE), one of the most cost-effective ways to improve energy efficiency is by making changes to an entire system rather than taking a piecemeal approach. All improvements will be implemented to the home based on the most effective efficiency measures for the least cost. The program also includes educational sessions throughout the process to assist the homeowner in being more energy efficient. GRU will compensate the Partner directly upon completion and post inspection of work.

Eligibility

- Must be a GRU residential electric customer with at least one year of service at current location
- Homes must be 10 years old or older to qualify. Single family homes, manufactured homes, duplex and quadplex units or individually deeded townhomes and condominiums are eligible.
- Applicant must own and live in the home being improved
- Homes or customers may receive assistance from the LEEP^{plus} program once. Homes that have previously received assistance from LEEP or LEEPPlus are ineligible
- Customer must show proof that he or she meets current HUD Low-income Guidelines. Contact the below agency to submit the application:
 - Neighborhood Housing & Development Corporation -- 352-380-9119
- Customer must use a GRU LEEP^{plus} Partner
- Customer must participate in an in-home training, which consists of an energy-efficiency walk-through survey
- Efficiency measures will be deferred if structural components need to be addressed first. Location of repairs must be safe, clean and well maintained by homeowners at all times
- Customer must reside at this residence AND not sell, lease or place this property on the real estate market within one year of completion of repairs. If not, customer will be responsible for reimbursing GRU the full cost of upgrades
- GRU will schedule an inspection of the customer's home to evaluate all repairs and confirm installation of efficient lighting. If the customer does not allow the inspection to be conducted within 30 days of completion of work, the customer will be held responsible for total cost of repairs
- All improvements are contingent upon fund availability and are subject to an on-site post-inspection and approval by GRU for quality assurance

Note: A customer may meet the eligibility requirements for this program but still not qualify if the home does not need certain improvements. This will be determined when GRU performs the pre-repair home inspection.

Home Improvement Process

Step 1: Submitting Estimates to GRU

- Contact GRU LEEP^{plus} Partners to schedule an appointment to visit customer's home
- Customer must get itemized estimates for all recommended work listed on Certificate of Recommendation
- Submit copies of estimates to GRU no later than 30 days after receiving Certificate of Recommendation

Step 2: Getting the Work Done

- If approved, GRU will send customer a voucher(s) that will be valid for the selected Partner(s)
- Customer will schedule repairs with Partner(s)
- Work must be completed within 30 days of issuance of the voucher(s)

Step 3: Project completion

- After Partner completes the repairs to the customer's satisfaction, customer will sign voucher(s) and give it to the Partner(s) or LEEP Inspector during the Post-Inspection. Customer should be sure to get necessary warranties from the Partner(s)
- Partner(s) will submit voucher(s) to GRU for payment.
- GRU will schedule visit to customer's home to inspect repairs and confirm installation of Light-Emitting Diode (LEDs). If customer does not allow the inspection to be conducted within 30 days of work completion, customer will be responsible for total cost of repairs
- GRU will pay Partner(s) upon completion of the post-inspection

Note: The in-home training will be conducted by a GRU representative throughout the process. GRU reserves the right to inspect all work.



LEEP^{Plus} Application

ATTACH TO THIS FORM

ITEMS MUST BE ATTACHED OR APPLICATION WILL BE RETURNED

- **Proof of home ownership** (certificate of title, sales agreement, current tax notice or homestead exemption, heirs affidavits)
- **Proof for each member living in household** (driver's license or photo ID card **AND** birth certificate, adoption form or school record for minors. If special needs, written documentation of disability or chronic illness is required)

DOCUMENTS NEEDED FOR INCOME VERIFICATION

CONTACT AN AGENCY LISTED ON THE BACK OF THIS FORM TO SCHEDULE YOUR INCOME VERIFICATION APPOINTMENT

- **Proof of income** (current pay stubs, alimony, child support, Social Security, retirement, pension, dependent SSI, disability and/or public assistance. If self-employed, tax return and profit/loss statements are required.)

CUSTOMER INFORMATION (Please Print)

Name _____ GRU Account # _____

Address _____

Contact #(s) Daytime (_____) - _____ Email _____

Housing Type ☐ Single-family Home ☐ Mobile Home ☐ Other _____

How did you hear about this program? _____

HOUSEHOLD INFORMATION

Members	Relationship	Age	Income	Number	Eligible
1.	Applicant				Y or N
2.					Y or N
3.					Y or N
4.					Y or N
5.					Y or N
6.					Y or N

AGREEMENT

My signature indicates that I am a GRU electric customer with at least one year of current service in the home listed on this application, I own and live in this property and I agree with the following statements:

- Homes must be 10 years old or older to qualify. Single family homes, manufactured homes, or individually deeded townhomes and condominiums are eligible.
- I must meet U.S. Department of HUD Income Limits for low income to qualify.
- This is a **low-income** program, not a "no" income program, and claiming \$0 as total household income disqualifies me from the program.
- GRU's obligation is to fund home improvements listed in the GRU LEEP^{Plus} Guidelines.
- **The intent of this program is NOT to make repairs or improvements for the purpose of leasing, selling or placing your home on the market.**

- You can only participate in this program one time. Homes and customers that have previously received assistance from LEEP or LEEP^{plus} are ineligible.
- I give GRU and contractors permission to work on my home and analyze my utility usage.
- If I am not listed by name on the DEED, I will provide proof of ownership and occupancy. If the DEED shows "heirs" to the property, I will provide proof that I am an heir and that all other heirs have given me permission to make improvements to the home.
- I am responsible for the full cost of repairs if the final inspection is not complete due to inactions or continuous delays on my part.
- I must maintain a safe and clean working environment throughout the improvement period.
- The final decision on improvements will be determined and approved by GRU.
- Improvements may be deferred or declined if structural repairs are needed.
- After the final inspection, GRU has no further obligations. Any issues regarding the improvements must be addressed with the contractor.
- This application will be considered without regard to race, color, religion, creed, national origin, sex, political belief, sexual orientation or age.
- GRU will randomly inspect 10% of LEEP^{plus} homes to ensure upgrades have been maintained and energy education is being applied. My home may be selected to participate.

I also agree to:

- Authorize GRU to contact any source to verify information necessary to determine my eligibility.
- Authorize GRU to provide information and/or documentation obtained in connection with this application to agencies to which I have applied, may apply or be referred for assistance. I hereby release GRU and its employees from any liability for providing this information to any such entities, and their employees and representatives. GRU will notify me if a referral is executed.
- Reside at this residence AND not sell, lease or place this property on the real estate market within one year of completion of repairs. If I fail to comply with this requirement, I am responsible for reimbursing GRU the full cost of upgrades.
- Provide GRU with any information necessary to verify my eligibility.
- Allow GRU to conduct an inspection within 30 days of repairs.
- A final inspection and to take part in an energy efficiency walk-through.

I affirm under penalty of perjury that statements made about any person in my home, income, and all other information provided is true and correct. I understand that making false statements could mean state and federal penalties and denial of assistance.

Signature of Applicant

Applicant's Name (Please Print)

Date

INCOME CERTIFICATION

MUST BE COMPLETED BY AN AGENCY OR YOUR APPLICATION WILL BE RETURNED

Visit Neighborhood Housing & Development Corporation – 633 NW 8th Avenue, Gainesville, FL 32601 Walk-in appointments 8:00 am to 5:00 pm Monday through Thursday and 8:00am to 12:00pm on Fridays

Print Name

Date

Signature (I certify this application meets HUD Low-Income Guidelines)

Phone Number

Title

Household Size: _____

Income: \$ _____, _____%

☐ Special Needs

Agency Name

****Reminder All Applications must be submitted to above Agency**

LEEP^{plus} Contact Information:
Ph: 352-393-1460
Fax: 352-334-2731
www.gru.com/leepplus

Mailing Information:
ATTN: GRU Energy & Business Services
PO Box 147117, Station A114
Gainesville, FL 32614-7117

GRU will not disclose your personal information to any third party, unless required by law, including, but not limited to commercial entities engaged in the performance of commercial activities as defined by Chapter 119 of the Florida Statutes. Personal information includes information you provide to us such as your name, Social Security number, address, phone number, account information and e-mail address. We may use personal information internally, but we will not sell or rent that information. GRU collects your Social Security number for the following purposes: customer identification and verification, customer billing and payment, tax reporting, and creditworthiness.

HUD Income Limits Summary

Number of People Living in the Home	Household Income Limit
1	\$58,250
2	\$66,600
3	\$74,900
4	\$83,200
5	\$89,900
6	\$96,550
7	\$103,200
8	\$109,850



Certificate of Recommendation (COR)

GRU reserves the right to accept or decline any or all of the estimates resulting from this Certificate of Recommendation. **GRU does not guarantee the listed repair recommendation(s) will be performed.**

Customer Name: _____ **GRU LEEP^{plus} Program**
PO Box 147117, Sta. A114
Itemized estimates must be submitted by _____ **to:** Gainesville, FL 32614-7117
Telephone: (352) 393-1460

Contact GRU LEEP^{plus} Contractors for estimates of all the recommended improvements checked below:

☐ **Estimate to replace:** AC / gas furnace Heat pump Ductless mini-split Gas furnace only
☐ **Programmable Thermostat**

☐ **Service / tune-up HVAC system** _____
Pull/Clean or Clean in place: Evaporator coil / blower wheel / condenser coil Replace liquid line dryer

☐ **Return air filter grill with year supply of filter(s). Confirm return air is sized properly** (HVAC replacement only)

☐ **Repair / Seal existing duct system w/ test out**
Pull / caulk registers Seal supply plenum / area Seal return plenum from combustion air

☐ **Replace room A/C** _____

☐ **Add insulation** _____
Attic Skylight / Kneewalls Attic Hatch (foam) Fiberglass / Cellulose Floor (R-11 w/ netting)

☐ **Water heater estimate** _____
Repair / Replace Tank Electric / Heatpump / Gas Convert electric to gas Tankless gas

☐ **Air sealing** _____
Caulking Weatherstripping # Doors _____ # Windows _____

☐ **Possible Electrical** _____

CUSTOMER RESPONSIBILITIES:

☐ **Install LED Light Bulbs** _____
☐

LEEP^{plus} – Added Insulation

Insulation slows down the amount of heat that flows in or out of a home and reduces the amount of energy needed by the heating and cooling systems to maintain a comfortable temperature. Adding additional insulation in an attic and/or under raised flooring when existing levels are inadequate can reduce heat transfer and help to lower energy bills.

Partner Requirements

- Minimum installation as indicated on the Certificate of Recommendation. If none exists, installation of R-30 insulation (batting, blanket, board, sprayed-on or blown-in) in the attic or minimum installation of R-13 insulation (batting, blanket or board form) under raised flooring.
- Final attic insulation levels must be between R-25 and R-38
- Final floor insulation levels must be between R-13 and R-19
- Insulation must be installed over or under conditioned space only
- Must be installed in accordance with the manufacturer's recommendations
- Added Insulation may not be considered in a home that has previously received it through GRU's:
 - Added Insulation Rebate
 - Low-interest Energy Efficiency Loan Program
 - Home Performance with ENERGY STAR® Program

LEEP^{plus} – Duct Leak Repair and Testing

Duct leaks cause a significant increase in air conditioning energy use. Leaks in joints between ductwork and around air handler cabinets allow expensive conditioned air to escape into attics and other non-conditioned spaces. Leaky ducts can make heating and cooling systems work longer and harder to maintain comfort in a home. These leaks can also cause negative pressure in the house which may allow moisture, non-conditioned air or carbon monoxide to enter the home.

Sealing these leaks can improve the efficiency and performance of your central heating and cooling systems. Duct testing verifies the repairs and provides a leakage measurement for the duct system(s).

Partner Requirements

- Inspection, testing and repairs must be completed by a GRU LEEP^{plus} Partner. Duct system(s) must be thoroughly inspected and repaired by the Partner; this includes the air handler, plenums, registers, and all duct work
- Ducts must be sealed using mastic or a combination of mastic and fiberglass mesh tape, pressure sensitive foil tape (UL 181AP) or heat sensitive foil tape (UL181AH). If foil tape is used it must be applied in a manner such that the duct board scrim pattern is visible through the tape
- Partner must itemize the duct seal and the repair portion of the service on the invoice, specify if there are modifications or additions to the ducts, and break out these costs
- Duct systems shall be installed and/or repaired in accordance with the manufacturer's recommendations, and be in compliance with all local, state and federal building code
- All ducts shall be supported at intervals no greater distance than 5 feet
- Flexible ducts are to be installed to full extension. Do not install in the compressed state or use excessive lengths
- Maximum permissible sag for flexible ducts is 0.5 inches per foot of run
- Supporting material in direct contact with flexible ducts must be at least 1.5 inches wide
- Bends in flexible ducts shall maintain a center line radius of not less than one duct diameter
- All post-testing must be performed by AirEnalasys. Partners must provide duct testing results as provided by AirEnalasys for each duct system tested
- Duct systems shall be tested in accordance with ASHRAE Standard 152 and duct system must test out at 15% or less (60 cfm/ton leakage, assuming total airflow of 400 cfm/ton)
- Limit 1 duct seal/test per HVAC system with a maximum of 3 per location. Duct repair and/or testing may not be done to a duct system previously sealed and/or tested through one of the following programs:
 - Any of the Duct Leak Repair or Testing programs
 - Low-interest Energy Efficiency Loan Program
 - Home Performance with ENERGY STAR® Program

LEEP^{plus} – Central Air Conditioner Maintenance

This is designed to educate customers on the efficient operation of well-maintained central air conditioner systems and to encourage annual planned maintenance to ensure air conditioner units perform properly. A well maintained air conditioner uses less energy leading to lower electric bills. Central air conditioner systems should be inspected on an annual basis to ensure proper and efficient operation and prevention of untimely breakdown.

- Maintenance must be performed by a LEEP^{plus} Partner that is a licensed Heating, Air Conditioning, Refrigeration and Ventilation (HARV) or mechanical contractor
- Valid on central air conditioner units only
- Maintenance should include the following:

Condensing Unit

- Inspect and tighten wiring connections
- Inspect contacts, relays, and safety controls
- Look for proper clearance around condenser unit
- Check insulation on refrigerant lines, install if missing or damaged
- Check for refrigerant locking caps on the service valves, install if missing or non-locking caps are present
- Lubricate motor and bearings
- Comb condenser coil fins as needed
- Clean condenser coil (make sure bottom 2 rows are free of debris buildup)

Air Handler Unit

- Pull and clean the evaporator coil
- Clean the blower wheel
- Inspect and tighten all electrical connections
- Repair and/or seal area that seals return air plenum from intake & combustion air for bypass leakage
- Lubricate motor and bearings
- Cleanout condensate pan, drain line, trap and condensate pump sump
- Check belt wear and adjust fan belts
- Clean or replace air filter
- Repair and/or seal air leaks or broken seals in AHU closet or platform

Thermostat

- Inspect for proper operation, location, orientation and attachment to the wall
- Calibrate the thermostat
- Verify the set point range is set to 1°F or more

LEEP^{plus} – Central Air Conditioner Replacement

Central air conditioners are rated according to their seasonal energy efficiency ratio (SEER). This is the cooling output divided by the power input for a hypothetical average U.S. climate; the higher the SEER rating, the more efficient the air conditioner. Newer units not only run more efficiently and cost less to maintain, but also provide a comfort level acceptable to the occupant.

Partner Requirements

- A complete system, air handler & condenser, must be installed by a LEEP^{plus} Partner
- All AC systems must be 15 SEER or 14.3 SEER2 rating or higher
- A permit is required for any replacement performed
- Manual J Calculation for sizing the system must be completed by a licensed State of Florida Heating, Air Conditioning, Refrigeration and Ventilation (HARV) or Mechanical Partner performing the work and approved by GRU
- Outside design temperatures must follow the geographic design conditions as listed in the corresponding table of the ACCA Manual J Residential Load Calculation Guidelines or local code requirements
- No “worst case scenario” Manual J calculations will be accepted - homes must be correctly oriented and all windows placed on appropriate walls.
- The new system must have enough capacity to provide the cooling requirements of the structure/zone at summer design conditions
- Units using strip heat as a primary heating source will not be accepted
- All installations must be in compliance with all local, state and national codes and permit requirements pertaining to the installation and operation of air conditioning equipment
- The installation of the air conditioning system must be in accordance with the manufacturer’s recommendations and printed specifications, including the refrigerant line’s sizes and length
- Installed equipment combinations must be listed in the AHRI Directory of Certified HVAC Equipment (AHRI Directory’s website is www.AHRIdirectory.org)
- Partner must provide Indoor/ Outdoor Manual

LEEP^{plus} – High-Efficiency Room Air Conditioner

Room air conditioners use the same components as central air conditioners to remove heat from a home. Typically the unit rests in a window or wall with a section of the unit extending outside and a section facing the inside of the home. Room air conditioners are typically used to cool one or two rooms.

Partner Requirements

- Unit must be ENERGY STAR Qualified
- Old unit must be removed from the home and proof of removal or disposal required

LEEP^{plus} – Water Heater

Water heating is the second largest energy user in the home. Efficient water heating can significantly reduce energy demand.

Partner Requirements

- The installation of the water heater must be in accordance with the manufacturer's recommendations and printed specifications
- All electric water heaters must be UL listed
- All installed water heaters must be ENERGYSTAR qualified
- A permit is required for any water heater replacement performed
- A permit is required for propane or natural gas piping
- A permit is required for plumbing repair (re-piping)
- All installations must be in compliance with all local, state and national codes pertaining to the installation and operation of water heating equipment