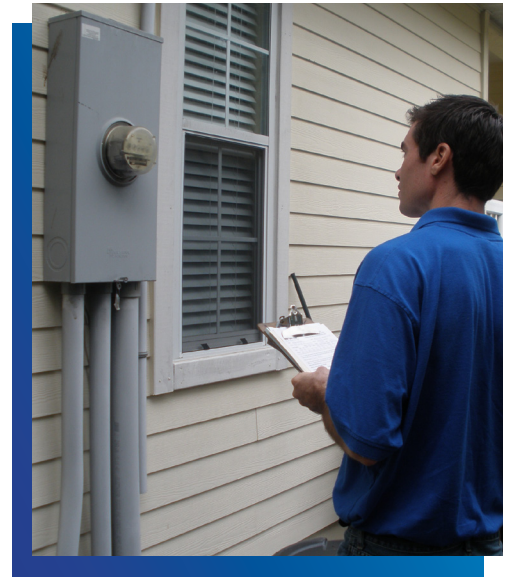


Item #160211
9/13/16



Low-income Energy Efficiency Program



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 ("LEEP 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.

Irrigation Surveys – A quick survey is performed of the home, apartment or business to identify leaks and encourage proper irrigation techniques. The in-ground irrigation system and controls are inspected for settings, wasted water and possible leaks. The local water management district's irrigation guidelines are emphasized.

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.

Residential Energy Management Program – This educational program offers energy management practices to residential customers that include a comprehensive evaluation of a customer's behavior, lifestyle, home and utility consumption to establish a baseline and progressive goals to reach within a year's time.

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 will 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 Contractor under this Agreement. The sole responsibility for providing appropriate insurance coverage is the obligation and responsibility of Contractor, 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:

1. \$300,000 of Combined Single Limit, including Bodily Injury and Property Damage
2. \$300,000 of General Aggregate

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 contractor's credentials are currently not suspended, revoked, disciplined, expired or lapsed
- Pass a satisfactory background check with no active customer complaints at the time of application or annual renewal
- Provide customer contact information on 3 completed projects during the last 12 months
- Provide 3 satisfactory customer references
- Complete Contractor Business Information Form and W-9 Form
- Attend an introductory training prior to becoming a Partner
- 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 within 30 days of notification

Training

Training and certification/accreditation is required to ensure quality and consistency of services. All new Partners, technicians, and sales staff must attend GRU's training on home energy surveying techniques, program forms, guidelines, policies and technical specifications. This training will be offered multiple times to accommodate Partners. In addition to this training, all partner companies, including their sales staff must attend classroom and field training sessions offered by GRU pertinent to their scope of work. Companies and their employees may be required to attend additional GRU training sessions to maintain program requirements and eligibility. This additional training may be required for field technicians and/or sales staff to acquaint themselves with HVAC, air duct systems, diagnostic testing and sealing techniques, new insulation materials, changes to the Building Code, combustion training, etc. Additional time for companies may be scheduled.

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 code, 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, code requirements or GRU requirements
- 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 Contractor 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.

All written notifications will be done via certified mail to the name of the owner or the authorized representative at company address as provided to GRU by the company. Partners will have 7 days in which to address deficiencies or to request a waiver in order to remain in the program or be reinstated to active status. The Request for Waiver should provide a written and detailed explanation why the Partner is unable to comply with the terms of the agreement. GRU reserves the right to reject any Request for Waiver.

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. The Partner would be required to attend GRU training sessions before reinstatement (all Partner employees, technicians, sales staff and/or individual contractors)

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
- Required to attend GRU training sessions before reinstatement (all Partner employees, technicians, sales staff and/or individual contractors)
- Reinstated in probationary status

Termination for Convenience

GRU may, by providing 30 days written notice to Contractor, 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 Contractor for goods and services accepted as of the date of termination. GRU is not responsible for Work performed after the effective termination date.

Disciplinary Stages

Warning <ul style="list-style-type: none"> One verified verbal complaint, written complaint and/or violation of program policies Final Inspection violation 	Warning Consequences <ul style="list-style-type: none"> Partner will remain on the list Partner will be notified in person, or via phone, and will receive an email with each warning
Probation <ul style="list-style-type: none"> Any combination of three verbal complaints, written complaints and/or violations of program policies (within 6 months) 	Probation Consequences <ul style="list-style-type: none"> Partner will remain on the list, but will not receive any new LEEP^{plus} referrals while in a probationary status Partner will remain in probationary status for 60 days Partner will receive a written notice of placement into probationary status
Suspension <ul style="list-style-type: none"> Any combination of four verbal complaints, written complaints and/or violations of program policies (within 12 months) Two of the same violation (within 12-months) Failure to maintain current license in good standing or required insurance Denial of participation in LEEP^{plus} program and refusal to provide estimates 	Suspension Consequences <ul style="list-style-type: none"> The Partner will be removed from the list of LEEP^{plus} Partners Proposals or projects will no longer be accepted and Partner will not receive any new LEEP^{plus} referrals All Partners, companies or individual contractors that have been suspended will need to complete required GRU training sessions before reinstatement into the program Partner will not be authorized to use any Program brands until reinstated Partner will remain in suspended status for 90 days Partner will receive a written notice of placement into suspended status
Termination <ul style="list-style-type: none"> Any combination of five verbal complaints, written complaints and/or violations of program policies (within 12 months) Blatant disregard for program policies or logo-related policies Major violation of health & safety guidelines that threatens the customer, home or employee 	Termination Consequences <ul style="list-style-type: none"> Proposals or projects will no longer be accepted, Partner will not receive any new LEEP^{plus} referrals, and all current referrals with work not yet started will be revoked Partner will no longer be authorized to use any of the Program brands All marketing materials must be returned to GRU within 30 days All Partners, companies or individual contractors terminated from any Partner Program will be removed from ALL GRU Partner Program lists and vendor lists and will not be accepted into any of the GRU Partner Programs in the future. This applies to all Partners, companies or individual contractors terminated from any past Partner program(s). Partner will receive a written notice of placement into terminated status

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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.

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.

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

Name & Title of Owner or Authorized Company Rep _____

Company Name _____

Company Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

Website Address _____

Mailing Address _____

(if different from company address)

City _____ State _____ Zip _____

**This agreement is not binding until signed by both parties,
must be renewed annually and proof of current required license
and insurance must be attached.**

Participant's Signature

Authorized Signature _____ Date _____

GRU Signature

Authorized Signature _____ Date _____

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

Attention: Vanessa Aragon

GRU - Energy & Business Services

PO Box 147117, Station A114

Gainesville, FL 32614-7117

Or

Fax #: 352-334-2731





Contractor Business Information Form

Attestation of Business Type

LOCAL BUSINESS: Company's principle place of business is located within the corporate city limits of Gainesville.

Is the company located in the corporate city limits of Gainesville? ☐ Yes ☐ No

MINORITY BUSINESS: A business that is unconditionally owned and controlled by a socially and economically disadvantaged individual or business (at least 51%).

Is the business minority owned? ☐ Yes ☐ No

If Yes, please indicate:

- ☐ African American ☐ Asian American ☐ Hispanic American ☐ Native American
☐ WBE (woman owned Business Enterprise)

SMALL BUSINESS: Company employs no more than 200 permanent full-time employees and the business and its affiliates have a net worth less than \$5 million.

Is company a small business? ☐ Yes ☐ No

CERTIFICATION: If the company is certified through an agency, please indicate:

- Alachua County Equal Opportunity Division as a Small Business ☐ Yes ☐ No
State of Florida as a Minority Business Enterprise ☐ Yes ☐ No
Small Business Administration as a Small Disadvantaged Business and/or an 8(a) Business Development ☐ Yes ☐ No
City of Gainesville – Local Small Business ☐ Yes ☐ No
Other (please list) ☐ Yes ☐ No

Any individual or entity that engages in fraud, misrepresentation, or other wrongful conduct, whether by act or omission, participation in or eligibility to participate in Gainesville Regional Utilities' (GRU) Small Business Procurement Program or in the performance of its Small Business Enterprise obligation under a GRU contract, shall be in violation of the program. Violators may be subject to debarment or suspension from participating in GRU's contracts in accordance with GRU's Debarment/Suspension/Termination policy.

I do solemnly declare and affirm under penalty of applicable state and federal laws of perjury that the statement(s) furnished and any documents herewith are true and correct, and that I am authorized on behalf of the firm to make this affidavit.

Company Name (Please Print)

Signature

Date

Printed Name





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 smalltn@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 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 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

Fax #: 352-334-2731



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
- Applicant must own and live in the home being improved
- Only single-family dwellings built in 1997 or earlier or mobile homes are eligible
- Homes or customers may receive assistance from either the LEEP or LEEP^{plus} program only once
- Customer must show proof that he or she meets current HUD Low-income Guidelines. Contact a federal, state or local assistance agency, such as, but not limited to:
 - Neighborhood Housing & Development Corporation -- 352-380-9119
 - Central Florida Community Action Agency -- 352-373-7667 (by appointment)
- Customer must use a GRU LEEP^{plus} Partner
- Customer must participate in an in-home training, which includes 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 visit to customer's home to inspect all repairs and confirm installation of CFLs. If customer does not allow the inspection to be conducted within 30 days of completion of work, customer will be held responsible for total cost of repairs
- All improvements are subject to an on-site post-inspection and approval by GRU for quality assurance, and are contingent upon fund availability

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 21 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). 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 CFLs. 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 Form

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)
- **Proof for each member living in household** (driver's license or photo ID card **AND** birth certificate, adoption form or school record for minors)

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 statement are required.)

CUSTOMER INFORMATION

(Please print)

Name _____ GRU Account # _____

Address _____

Contact #(s) Daytime () Evening ()

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

How did you hear about this program? _____

HOUSEHOLD INFORMATION

Names of ALL Household Members	Relationship	Age	Gross Monthly Income	Social Security #	Disabled
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 service in the home listed on this application, I own and live in this property and I agree with the following statements:

- Only single-family dwellings built during or prior to 1997 or mobile homes 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 applying.
- GRU's obligation is as the payer for home improvements listed in the GRU LEEP^{plus} Guidelines.

- **The intent of this program is NOT to make repairs for the purpose of leasing, selling or placing my home on the market.**
- If I am eligible, I can only participate in this program one time. Homes that have previously received assistance from LEEP or LEEPplus are ineligible.
- I give GRU and Partners permission to work on my home and analyze my utility usage.
- 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 homes to ensure upgrades have been maintained and energy education is being applied. My home may be selected to participate.

I agree to:

- Authorize GRU to contact any source to verify information necessary to determine my eligibility.
- 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, 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-thru.

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

This section must be completed by an agency. Call any of these agencies for assistance:

Central Florida Community Action Agency – 352-373-7667
1405 NW 13th Street, Suite B, Gainesville, FL 32601

Neighborhood Housing & Development Corporation – 352-380-9119
633 NW 8th Avenue, Gainesville, FL 32601

Print Name

Date

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

Phone Number

Title

Household Size: _____

Agency Name

Income: \$ _____ %

Mail to:

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

Ph: 352-393-1460
Fax: 352-334-2731
www.gru.com/leepplus

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,

FY 2016 HUD Income Limits Summary

The Gainesville, FL MSA contains the following areas: Alachua County, FL; and Gilchrist County, FL, Median Income \$59,700

FY 2016 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Low (80%)	34,000	38,850	43,700	48,550	52,450	56,350	60,250	64,100
Very Low (50%)	21,250	24,300	27,350	30,350	32,800	35,250	37,650	40,100
Extremely Low (30%)	12,750	16,020	20,160	24,300	28,440	32,580	36,730	40,100

For details on the calculation steps for each of the various parameters, please go to the HUD website and select the "Median Income" column heading or the Income Limits row labels ("Very Low-Income (50%) Limits", "Extremely Low-Income (30%) Limits" and "Low-Income (80%) Limits").

Income Limit areas are based on FY 2016 Fair Market Rent (FMR) areas. For a detailed account of how this area is derived please see the associated FY 2016 Fair Market Rent documentation system.

LEEP^{plus} – 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: _____

Itemized estimates must be submitted by _____ to:

GRU LEEP^{plus} Program
PO Box 147117, Sta. A114
Gainesville, FL 32614-7117
Phone: 352-393-1460
Fax: 352-334-2731

Contact GRU LEEP^{plus} Partners* 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 HVAC system / GRU maintenance checklist & the following** _____

Pull / Clean evaporator coil & blower wheel Clean condenser coil Replace liquid line dryer

☐ **Return air filter grill with case of filters. Confirm return air is sized properly.**

☐ **Repair / Seal existing duct system w/ test out by airEnalaysys**

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 / Heat Pump / Gas Convert electric to gas Tankless gas

☐ **Air sealing** _____

Caulking Weatherstripping # Doors _____ # Windows _____

☐ _____

CUSTOMER RESPONSIBILITIES:

☐ Install 10 Compact Fluorescent Light bulbs

☐ _____

*See the "GRU LEEP^{plus} Partners" list for eligible Partners.

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 AirEnalaysys. Partners must provide duct testing results as provided by AirEnalaysys 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 using 60 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 air conditioners must meet the minimum 14 SEER requirement, all split system air source heat pumps must meet the minimum 14 SEER and 8.2 HSPF, and package heat pump units 14 SEER and 8.0 HSPF
- 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 pertaining to the installation and operation of air conditioning equipment, including permitting
- 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
- Air conditioner filters must be accessible and their location must be shown to customer
- 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 the indoor & outdoor model number of the system actually installed on the submitted Manual J Calculation, a copy of the Certificate of AHRI-Certified Performance, and mechanical permit
- LEEP^{plus} may not be used to replace an HVAC system that was installed through one of the following GRU programs:
 - Any of the Central Air Conditioner Rebates
 - Low-Interest Energy Efficiency Loan
 - Home Performance with ENERGYSTAR® Program

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

- Valid on units (10,000 BTUs) or larger
- Air conditioner units must have an Energy Efficiency Ratio (EER) of 11.2 or greater
- Unit must be ENERGY STAR Qualified
- Old unit must be removed from the home and proof of removal or destruction 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
- LEEP^{plus} may not be used to replace a water heater that was installed through one of the following GRU programs:
 - Any of the Water Heater Rebates
 - Low-Interest Energy Efficiency Loan
 - Home Performance with ENERGYSTAR® Program

Wrightsoft Right-Suite® Universal 2013

Access to Wrightsoft is available at no charge to assist LEEP^{plus} Partners with Manual J Calculations for central air conditioning system installations.

Contact GRU for your username and initial password at 352-393-1460

To access GRU's remote desktop:

- Click Start → Programs → Accessories → Remote Desktop
- For the desktop name please type in: acsize.gru.com
- On the initial log-in the user will be prompted to reset the password. Please reset your password to an eight digit alpha-numerical string using three different characters. Examples of types of characters are lower case letters, upper case letters, numbers, and punctuations marks
- It is necessary to log off the system when work is complete. Exiting out of the system leaves the user logged in to the remote desktop

I commit to saving money and reducing my energy use

I promise to:

- Turn off:
 - Lights and ceiling fans when leaving a room
 - A/C when leaving for two hours or more
 - Electronic devices when not in use
- Clean dryer vent after each use
- Set water heater thermostat to 120° or less
- Use cold water when washing clothes and rinsing dishes
- Set thermostat to 78° in the summer and 68° in the winter
- Replace incandescent bulbs with CFLs
- Change air filters as needed (monthly)
- Service A/C (seasonally)



FREE ENERGY EFFICIENCY UPGRADES

Up to \$4,200

Upgrade your home with **GRU's Low-income
Energy Efficiency Program^{plus}**.

Free upgrades include heating and air conditioning systems, ENERGY STAR water heaters and more.

Learn more at gru.com/leep.

Income and other restrictions apply. See reverse side for eligibility requirements.



GRU
More than Energy

Start saving today...

Getting started is easy!

- ☐ Are you a GRU residential electric customer with at least one year of service at your current location?
- ☐ Do you own and live in your home?
- ☐ Was your home built in or prior to 1997 or is it a mobile home?
- ☐ Do you meet the current HUD Low-income Guidelines below?

Household Size	Income Max
1	\$34,000
2	\$38,850
3	\$43,700
4	\$48,550
5	\$52,450
6	\$56,350
7	\$60,250
8	\$64,100

1	\$34,000
2	\$38,850
3	\$43,700
4	\$48,550
5	\$52,450
6	\$56,350
7	\$60,250
8	\$64,100

If you checked **all of the above**,
then you qualify!

Just visit gru.com/leep or call
352-393-1460 for more information.



Customers or homes that have previously received assistance from LEEP or LEEP^{plus} are ineligible.

We value your feedback!

1. Overall, how satisfied are you with the LEEP^{plus} program?

☐ Very satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very dissatisfied

2. How easy was it to complete the application?

☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

3. How easy was it to have your income verified?

☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

4. How well did the GRU Representative listen to and answer your questions during the pre-inspection?

☐ Extremely well ☐ Very well ☐ Neutral ☐ Somewhat well ☐ Not at all well

5. How easy was it to obtain estimates?

☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

6. How easy was it to reach Partnering Contractors?

☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

7. How well did the Partnering Contractors listen to and answer your questions?

☐ Extremely well ☐ Very well ☐ Neutral ☐ Somewhat well ☐ Not at all well

8. How easy was it to get your home improvements completed?

☐ Very easy ☐ Easy ☐ Neutral ☐ Difficult ☐ Very difficult

9. How well did the GRU Representative explain and answer questions during the post-inspection?

☐ Extremely well ☐ Very well ☐ Neutral ☐ Somewhat well ☐ Not at all well

10. How quick was the entire LEEP^{plus} process in comparison with your expectations?

☐ A lot faster ☐ Faster than I expected ☐ About what I expected ☐ Slower than I expected ☐ A lot slower than I expected

11. How likely are you to recommend the LEEP^{plus} Program to friends and family?

☐ Extremely likely ☐ Likely ☐ Neutral ☐ Unlikely ☐ Not at all likely

12. Is there anything we could have done to improve the program?

Contact Information (optional) :

Name _____ Phone number _____



THANK YOU!

GRU Administrative Guideline 8.16

TOPIC: Low income Energy Efficiency Program^{plus}

EFFECTIVE: March 1, 2007

REVISED DATE: August 1, 2016

DEPARTMENT: Energy & Business Services

GENERAL

Purpose: This is a program developed to assist low income customers upgrade their homes with energy efficiency measures to reduce energy use, improve comfort and save money.

Definition: The Low-income Energy Efficiency Program^{plus} (LEEP^{plus}) uses a “system” approach to improve energy inefficiency 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 energy efficiency improvements will be implemented based on the most effective measures for the best cost. Improvements covered by this program can include:

- Insulation (attic and/or floor)
- Duct Repair (sealing and repairing)
- Central HVAC system maintenance/repair or replacement
- Water heater repair or replacement
- Programmable thermostat
- Energy efficient lighting
- Caulking and weather-stripping
- Appliance repair or replacement

Residential Low Income: Average \$4000 in repairs per home

Payments will be made directly to GRU's LEEP^{plus} Partnering Contractor(s) for repairs.

Eligibility / Requirements

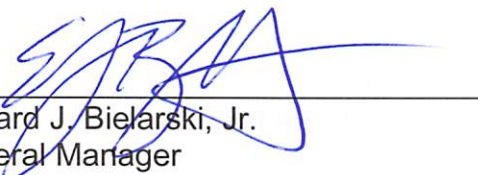
- Applicant must be a GRU residential electric customer with at least one year of service at current location
- Applicant must own and occupy the home being improved
- Only single-family dwellings built in or prior to 1997 or mobile homes are eligible
- Applicant must show proof that he or she meets current HUD Low-income Guidelines (at or below 80% of Median Family Income)
- Applicant must submit a completed application along with proof of eligibility from another federal, state or local income assistance agency, such as, but not limited to Neighborhood Housing & Development Corporation (NHDC) and Central Florida Community Action Agency (CFCAA)

- Applicant must participate in a mandatory energy efficiency education session in the form of a walkthrough survey by a GRU representative
- GRU representative will perform an on-site survey of the applicant's home and generate a "Certificate of Recommendation" document, which identifies a list of suggested energy improvements
- Applicant has 21 days (from the receiving date of the "Certificate of Recommendation") to submit estimates to GRU from current LEEP^{plus} partnering contractor(s)
- GRU reserves the right to accept or decline any or all of the estimates generated as a result of the "Certificate of Recommendation"
- Applicant must allow a post inspection to be performed by a GRU representative following completion of the work. If the applicant fails to allow a post inspection within 30 days of work completion, the applicant will be responsible for the total cost of repairs
- Applicant agrees to live in the home for at least 12 consecutive months after repairs are completed. If the home is leased, sold or placed on the market before this 12-month period is over, the applicant will be responsible for the full cost of repairs
- GRU will randomly inspect approximately 10% of prior fiscal year LEEP^{plus} homes to ensure upgrades have been maintained and energy reduction is being applied

Restrictions:

1. Program is subject to change without notice
2. Payments will be made directly to the contractor upon receipt of signed voucher and completion of post inspection
3. Efficiency measures may be deferred or denied if structural components need to be addressed first
4. Customer may only receive assistance from this program once. Homes that have previously received assistance from LEEP or LEEP^{plus} are ineligible
5. Applicants with \$0 total household income are ineligible
6. Location of repairs must be safe, clean and well maintained at all times
7. All improvements are subject to approval by GRU and are contingent upon fund availability
8. After the final inspection and customer acceptance, GRU has no further obligations. Any future issues regarding the improvements must be addressed with the contractor

Approved:


 Edward J. Bielarski, Jr.
 General Manager

8/10/14
 Date

HOW TO GET YOUR LEEP^{plus} HOME IMPROVEMENTS DONE

STEP 1: The Home Survey and Certificate of Recommendation

- Submit a Low-income Energy Efficiency Program^{plus} application verified by agency to GRU
- If customer is eligible, a GRU representative will contact customer to schedule a pre-repair home inspection
- GRU will complete a pre-repair home inspection and provide customer with a:
 - Certificate of Recommendation - list of recommended improvements
 - List of GRU LEEP^{plus} Contractors

STEP 2: Submitting Estimates to GRU

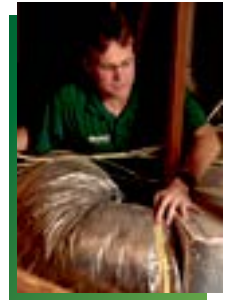
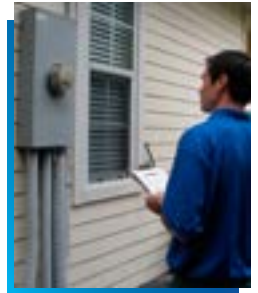
- Customer must get itemized estimates for all recommended work listed on the Certificate of Recommendation. Contact GRU LEEP^{plus} Contractors
- Submit copies of itemized estimates to GRU no later than 21 days after receiving Certificate of Recommendation

STEP 3: Getting the Work Done

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

STEP 3: Project Completion

- After contractor(s) completes the repairs to the customer's satisfaction, customer will sign voucher(s) and give to contractor(s). Customer should be sure to get necessary warranties from contractor(s).
- Contractor(s) will submit voucher(s) to GRU for payment
- GRU will schedule visit to customer's home to inspect repairs and confirm installation of CFLs.
If customer does not allow the intersection to be conducted within 30 days of completion of work, customer will be responsible for total cost of repairs
- GRU will pay contractor(s) upon completion of post-inspection



ELIGIBILITY

1. Must be a GRU residential electric customer with at least one year of service at current location
2. Customer must own and live in the home
3. Only single-family dwellings built in or prior to 1997 or mobile homes
4. Customers or homes may receive assistance from this program only once
5. Customer must show proof that they meet current HUD Low-Income Guidelines. Contact a federal, state or local assistance agency, such as, but not limited to:

- Neighborhood Housing & Development Corporation 352-380-9119
- Central Florida Community Action Agency 352-373-7667

Note: A customer may meet the eligibility requirements for this program, but still not qualify if the home does not need improvements that are eligible for this program. This will be determined when GRU performs the home survey.



(352) 393-1460
www.gru.com/leep



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)
- **Proof for each member living in household** (driver's license or photo ID card **AND** birth certificate, adoption form or school record for minors)

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 statement are required.)

CUSTOMER INFORMATION (Please Print)

Name _____ GRU Account # _____

Address _____

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

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

How did you hear about this program? _____ PROMO CODE _____

HOUSEHOLD INFORMATION

Names of ALL Household Members	Relationship	Age	Gross Monthly Income	Social Security #	Disabled
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 service in the home listed on this application, I own and live in this property and I agree with the following statements:

- Only single-family dwellings built in or prior to 1997 or mobile homes 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 applying.
- GRU's obligation is as the payer for home improvements listed in the GRU LEEP^{plus} Guidelines.

- The intent of this program is NOT to make repairs for the purpose of leasing, selling or placing my home on the market.
- If I am eligible, I can only participate in this program one time. Homes 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.
- 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 agree to:

- Authorize GRU to contact any source to verify information necessary to determine my eligibility.
- 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, 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-thru.

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 APPLICATION WILL BE RETURNED

Call the following agency and setup an appointment to have your income verified:

Neighborhood Housing & Development Corporation
633 NW 8th Avenue, Gainesville, FL 32601
(352)380-9119

Central Florida Community Action Agency
1405 NW 13th St, Gainesville, FL 32601
(352)373-7667

Print Name

Date

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

Phone Number

Title

Household Size: _____

Agency Name

Income: \$ _____ %

Mail to:

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

Ph: 352-393-1460
Fax: 352-334-2731
www.gru.com/leepplus

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.



FY 2016 INCOME LIMITS DOCUMENTATION SYSTEM

[HUD.gov](#) [HUD User Home](#) [Data Sets](#) [Fair Market Rents](#) [Section 8 Income Limits](#) [MTSP Income Limits](#) [HUD LIHTC Database](#)

FY 2016 Income Limits Summary

FY 2016 Income Limit Area	Median Income Explanation	FY 2016 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
Gainesville, FL MSA	\$59,700	Very Low (50%) Income Limits (\$) Explanation	21,250	24,300	27,350	30,350	32,800	35,250	37,650	40,100
		Extremely Low Income Limits (\$)* Explanation	12,750	16,020	20,160	24,300	28,440	32,580	36,730	40,100*
		Low (80%) Income Limits (\$) Explanation	34,000	38,850	43,700	48,550	52,450	56,350	60,250	64,100

LEEP^{plus} Pre-Repair Form Inspected by: _____ Survey date & time: _____

Cust name			
Address			
GRU number	2000 - -	GRU Services:	E G W WW
Telephone	Day () -	Eve () -	

Conditioned Ft²		Total Area			
Year built		Trash Can	20 35 64 96		
Years in home		Occupants	A: _____	C: _____	

Elec Panel Size	100 125 150 200 Other	
------------------------	--	--

Ext Wall/Floor	Block Frame	Floor:	Slab Raised
Windows	Metal Vinyl Wood	Panes:	Single Double
Doors	Metal Wood	Weather-stripping #	_____
Air Sealing Issues:			Inspect eaves Y or N

Water Heater	Elec Gas LP Solar	Age of Unit		Capacity
Type	Tank Tankless	Piping Corrosion:	Y or N	Insulation: Y or N
GRU gas available:	Y or N	Wants gas:	Y or N	Elec/Gas Conversion: Y or N
Location of unit:				

Dryer Type	Gas LP Elec	Stove:	Gas LP Elec	Smoke Detector: Y or N
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Thermostat	Programmable Digital Mercury Other:
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AC System:	Cent Package Ductless	Heat:	Heat Pump Electric Nat Gas LP
Condenser	_____ -ton	M#	Est. age:
Evaporator	_____ -ton	M#	Est. age:
Furnace		M#	Est. age:
Hi/Lo Combustion Air:	Y or N	Location of unit:	

Wall AC	_____ -ton	M#	Est. age:
Wall AC	_____ -ton	M#	Est. age:

Duct System	Metal Fiberglass	Duct Leak % Pre:	Post-Repair:
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Attic Accessibility:	Plenty of room Average Tight No access Mobile home			
Attic	R-value		Depth: _____	Fiberglass Cellulose Batt/Blanket Sprayed
Floor	R-value		Depth: _____	Netting: Y or N

Water leaks	Toilet Sink Tub Kitchen Other: _____	Outside: _____
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Other Notes:			
---------------------	--	--	--



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
Gainesville, FL 32614-7117
Telephone: (352) 393-1460
Fax: (352) 334-2731

Itemized estimates must be submitted by _____ to:

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 case of filters. Confirm return air is sized properly**

☐ **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 _____

☐ _____

CUSTOMER RESPONSIBILITIES:

☐ **Install 10 Compact Fluorescent Light bulbs** _____

☐ _____



LEEP^{plus} Partnering Contractors

Contractors are subject to change.

HVAC / DUCT SEAL

A+ Air Conditioning & Refrigeration, Inc.	352-374-4988	Gator Heating & Air Conditioning	352-215-5531
Bertie Heating & Air Conditioning, LLC	352-331-2005	Mark Hurm & Co., LLC	352-378-9422
Bounds Heating & Air, Inc.	352-472-2761	Newmans Heating & Air Conditioning, Inc.	352-375-8555
Charles Berg Enterprises	352-377-0880	North Central Florida Air Conditioning, Inc.	386-454-4767
Comfort Temp	352-376-2366	S. L. Construction & Remodeling, Inc.	352-538-7091
Crystal Air & Water, Inc.	352-333-0460	Temp Control Services, LLC	352-474-1281
Gator Air & Energy	352-275-4827	Total Services, LLC	352-378-0435

INSULATION

Gale Insulation & Specialties	352-332-0401	Suncoast Insulators & Specialties	352-472-8595
Insulation Done Wright, LLC	352-231-1970		

WATER HEATER

Charles Berg Enterprises	352-377-0880	Mark Hurm & Co., LLC	352-378-9422
Crystal Air & Water, Inc.	352-333-0460	Performance Plumbing Service, Inc.	352-591-3669
Gator Air & Energy	352-275-4827	Total Services, LLC	352-378-0435
Fletcher Plumbing, Inc.	352-509-7130		

AIR SEALING

Gator Air & Energy	352-275-4827	Total Services, LLC	352-378-0435
S. L. Construction & Remodeling, Inc.	352-538-7091	Windowman Amor, Inc.	352-375-6575

OTHER

airEnalaysys (duct testing only)	877-437-7728	S. L. Construction & Remodeling, Inc.	352-538-7091
S.E. Williams Electric, Inc.	352-372-3324		

DATE: September 9, 2016

TO:

Gainesville, FL 326

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

SUBJECT: Using your GRU Voucher

GRU is pleased to work with you to increase your home's energy efficiency. The intent of the Low-income Energy Efficiency Program^{plus} (LEEP^{plus}) is to assist customers with home improvements that can lower their electric bill, improve comfort and manage energy use. The selection of the proposal is based solely on the best energy savings resulting from our investment.

We have reviewed the estimates you submitted for your home improvements. The accompanying voucher lists the proposal GRU accepted. Please contact the selected contractor to schedule an appointment to complete the home improvement for the accepted proposal. Once the work is completed and you are satisfied, sign the voucher and give it to the contractor. This voucher expires on .

If you have any questions, please contact us at 352-393-1460.

Thank you,

GRU LEEP^{plus}



Voucher reference # _____ - LEEP^{plus} _____ Issue date: _____

Customer name _____

Customer address _____

Contractor name _____

Redeemable value _____ Dollars (\$) _____

Work description All items on estimate dated _____ .

Pursuant to proposal Estimate dated _____

The voucher expires on _____ (30 days after the issued date) and is void thereafter.

I acknowledge that all work listed on this voucher was completed satisfactorily. I also acknowledge that I am aware that GRU will schedule a visit to perform a post inspection. If this inspection is not performed as a result of me, I accept full responsibility for payment to contractor. I understand that upon completion of the post inspection, GRU has no further obligations. I am responsible for maintaining and handling any issues (such as maintenance, warranties, repairs) that follow, including financial obligations, for the upkeep of improvements. Any issues regarding these improvements must be addressed by me with the contractor.

Customer's Signature

Date

Contractors can redeem this voucher by submitting the voucher along with a copy of the invoice to:

**Energy & Business Services
Gainesville Regional Utilities
P.O. Box 147117, Station A114
Gainesville, FL 32614-7117**

GRU certifies work has been completed & payment is hereby authorized.

Program Coordinator

Date