

North Carolina Department of Environmental Quality (NC DEQ) Application Terms and Conditions for HOMES and HEAR Programs

Effective: May 1, 2025

PLEASE READ THIS SECTION CAREFULLY:

My signature below authorizes Energy Saver NC Staff and Contractors to enter my home as needed to perform energy efficiency upgrades. My signature verifies that this residence is not currently for sale, nor is it designated for acquisition or clearance (foreclosure) by federal, state or local programs. Upon completion of work, I give permission for the contractor, sub-contractor staff, local, state, and/or federal officials to inspect said work. **I understand a final inspection of the work provided is necessary. I will be responsible for payment of services rendered if I refuse to allow work to be completed or the final inspection(s) of my home.**

I understand program requirement regulations prohibit warranties as an allowable program expense. Materials and labor will be covered by the installer for one year. I agree, on behalf and for all members of my home, that the state of North Carolina, energy auditors, and it's sub-contractors will not be held liable for any injury or expense incurred by me while participating in this program. I attest to the best of my knowledge that the information on this form is correct and complete. This service is free of charge but if my home is served due to incomplete or incorrect information that would otherwise make my household ineligible, I accept responsibility for paying for services received. I authorize the release of income and benefits information to the Energy Saver NC program to document my eligibility. Pursuant to 5 U.S.C. 552(b)(6), of the Freedom of Information Act, the Energy Saver NC program is required to keep confidential any specifically identifying information related to an individual's eligibility application for weatherization services, or the individual's participation in weatherization services, such as name, address, or income information. The State of North Carolina in conjunction with the Energy Saver NC program may, however, release information about recipients in the aggregate in a manner which does not identify specific individuals.

Recertification of income information provided must occur every 12 months.

CLIENT APPEALS PROCESS:

Once you have completed the application for services, you have the right for your application to be processed within 60 days. If your application is not processed within 60 days or if you are denied services, you may appeal the decision using the following appeals procedure: You may appeal to the Program Manager of Energy Saver NC. Appeals to Energy Saver NC should be in writing and addressed to:

Attn: Energy Saver NC North Carolina Department of Environmental Quality

**217 West Jones Street
Raleigh, NC 27603**

The office will have 15 days to respond in writing to all appeals and the decision will be considered final. If you are unsatisfied with the results of your appeal, you will be given the appropriate state or local contact information.

Signed: _____ Date: _____