



Date: Jan. 17, 2007

To: Ann McMorris, Committee Secretary
Senate Utilities Committee, Kansas State Legislature

From: Catherine Couch, Communications Specialist
Kansas Housing Resources Corporation

RE: Weatherization Assistance Program & Kansas Energy Efficiency Program

Ann, as a follow-up to the presentations by Kansas Housing Resources Corporation regarding the Weatherization Assistance Program (WAP) and the newly launched Kansas Energy Efficiency Program (KEEP), we would like to provide Senate utility committee members with additional information.

Weatherization Assistance Program

During today's presentation, committee members asked about methods Kansans may use to easily determine if weatherization measures are needed for their home and if complaint procedures exist to monitor customer satisfaction once weatherization improvements have been completed on a home.

A home's energy efficiency level depends on several factors which include the building's age, the type and efficiency of the home's heating system, water heater and household appliances, whether or not the house is insulated, as well as the family's lifestyle. Because so many factors are involved, energy efficiency is best determined by professional energy auditors trained to conduct whole-house energy check ups. Energy auditors utilize specialized equipment such as infrared cameras and blower doors to determine where energy is being lost and what a homeowner should do to address the problems.

In regards to complaint resolution discussed at the hearing, the weatherization program contracts with trained inspectors who conduct a final inspection within a week or two after all work is completed. Inspectors ensure that improvements meet federal, state and KHRC materials and installation standards. Clients sign off on a statement either affirming or denying that the work was completed satisfactorily.

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If a complaint arises during the installation process, program application forms provide phone numbers for clients to contact the sub-grantee's weatherization director. If the weatherization director is unable to resolve the complaint, clients may then contact that agency's executive director. If the problem still remains unresolved, clients may lodge a complaint directly with KHRC and we will investigate the situation.

In addition, KHRC plans to implement a customer satisfaction survey to be distributed to weatherization clients within one year after work is completed. The survey will ask clients to rate their satisfaction with improvements made and their home's comfort level. The questionnaire will also ask clients to determine if their family's energy usage has decreased, if the homeowner received all improvements requested and if damages were made to the home during the weatherization process.

Kansas Energy Efficiency Program

Per a request by committee members, attached is the KEEP news release. You may also follow [this link](#) to view the KEEP brochure posted on the KHRC website. Once printing is completed, KHRC staff will forward hard copies of the KEEP brochure to committee members to keep for their records.

As mentioned during today's hearing, KHRC is working to distribute KEEP brochures to Sunflower Bank locations to our community action program agencies across the state. Westar Energy is also partnering with KHRC to promote KEEP to their utility customers through bill inserts and by posting information on Westar's website. KHRC will reach out to other utilities, such as Kansas Gas Service, Midwest Energy and the Rural Electric Cooperatives in an attempt to conduct the same type of promotion.

In addition, KHRC will contact city/county governments about promoting the program via their websites and effort producing a Public Service Announcement highlighting the benefits of KEEP which could air on radio stations around the state.

For more information or to apply for KEEP loans, homeowners may call Sunflower Bank directly at 888-827-5564 or visit the bank's website at www.sunflowerbank.com. They may also call Christine Reimler, KHRC Homeownership Manager at 1-800-752-4422 or 785-296-4818. Christine's email address is creimler@kshousingcorp.org.