



Michigan Home Energy Rebates (MiHER) Contractor Scheduling Questions

State Purpose of Call:

Contractor reaching out to schedule the next step of the Michigan Home Energy Rebates (MiHER) Program, which is the home energy assessment.

Expectations of the Energy Assessment:

The energy assessor will conduct a thorough room-by-room evaluation of your home to identify energy inefficiencies. This includes reviewing past utility bills to better understand your energy consumption patterns. We encourage customers to walk through the home with the assessor to ask questions and gain insights about potential areas for improvement. We may incorporate advanced tests, such as a blower door test and a thermographic scan. These tests pinpoint areas where air leaks or insulation gaps may be affecting energy use. Special tools, such as blower doors, infrared cameras, furnace efficiency meters, and surface thermometers, may be used to detect energy loss and evaluate the performance of your home's systems.

During the assessment, the assessor will gather information and create a comprehensive report that includes detailed characterizations of your home's energy performance. The report will also provide specific recommendations to help you reduce your energy usage and improve the comfort of your living spaces.

Common suggestions from energy assessments include:

- **Whole-home air sealing:** This involves sealing cracks, gaps, and leaks around doors, windows, and other openings to reduce drafts and heat loss. By minimizing air leakage, you'll save on heating and cooling costs.
- **Insulation upgrades:** Adding or improving insulation in key areas like the attic, foundation, or walls can dramatically reduce heat loss in winter and keep your home cooler in summer, improving comfort and lowering energy bills.
- **Duct sealing and insulation:** Sealing and insulating ducts in unconditioned spaces, such as attics or crawl spaces, ensures that heated or cooled air isn't wasted due to leaks, enhancing the efficiency of your HVAC system.
- **Moisture and mold control:** Identifying and addressing moisture or mold issues in your home not only improves indoor air quality but also helps prevent structural damage and deterioration caused by excess humidity. Note: Any identified mold-related issues over 10 square feet must be remediated before IRA program work begins. Unresolved issues will determine your home ineligible for IRA rebates.
- **Efficiency improvements to HVAC systems:** Upgrading or tuning up your heating and cooling systems can enhance their performance, reduce energy consumption, and extend their lifespan.
- **Appliance upgrades:** Installing ENERGY STAR® certified appliances is just one way to modernize your home and reduce its carbon footprint.
- **Water heating:** Upgrading to a high-efficiency water heater and adding insulation to your hot water pipes can help improve reliability while lowering your energy costs year-round.



The specific mix of improvements recommended will vary depending on the age and condition of your home, your existing equipment, the climate in your area, and your overall energy goals. Each home is unique, and a tailored assessment will ensure the most cost-effective and impactful measures are implemented to achieve optimal energy efficiency.

General Questions:

1. Are you currently working with a registered MiHER contractor? Y/N
If yes, who? _____
2. Have you confirmed that contractor is a registered MiHER contractor through the Find-a-Contractor tool? Y/N
3. Have you already scheduled a MiHER energy assessment? Y/N
4. What is your general availability — morning, afternoon, or evenings?
5. What are you hoping to get out of the program? What project changes are you hoping for?
6. When you applied for the program, you said there were “X” number of people living in your home. Is this information still valid?
7. Do you have any questions I may be able to answer at this time?

Home System Questions:

1. Are your heating and water heating systems currently operating? Are there any major issues we need to know about?
2. Have you provided 12 months of utility data? (will be required to perform assessment)
3. Is there easy access to the attic? Mechanical systems? Should there be anything in the way, will you be able to move items beforehand so that we have access?

Health and Safety Questions:

1. Do you currently have a roof leak where water enters the home?
 - a. Where?
 - b. How big?
 - c. How long?
 - d. Is there any damage within the home?
2. Do you currently have standing water anywhere in the home?
 - a. Where?
 - b. How big?
 - c. How long?
 - d. Is there any damage within the home?
3. Do you currently have a pest (animal, insect) infestation anywhere in the home?
 - a. What?
 - b. Where?
 - c. How long?
 - d. Any attempts to resolve the issue? What was the result?
4. Are there any other energy or health and safety concerns within the home?