



Frequently Asked Questions

1 What is eScore™?

eScore is a residential energy efficiency program that:

- Provides homeowners with a clear path to make their home a 10 – its most energy efficient!
- Increases home comfort and saves money!

eScore allows homeowners to work toward a score of 10 for their home at their own pace, earning rebates on qualified energy efficiency upgrades and re-engaging with the program as many times as needed to achieve their home's best possible energy performance.

2 Who is eligible to participate in eScore?

eScore is available to single-family homeowners served by participating local power companies.

3 How do homeowners participate in eScore?

Step 1 – Homeowner registers online or over the phone.

Simply visit www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to get started.

Step 2 – Homeowner contacts a Quality Contractor Network (QCN) member to get started on the work they want to do.

If homeowners don't know a QCN member, a list specific to their area is available on the eScore website (www.2eScore.com) or through the contact center (1-855-2eScore). A QCN contractor can discuss options, rebates, and program details with the homeowner.

Step 3 – First time eScore participants receive a FREE eScore evaluation of the home AND a quality assurance inspection of the work performed by the QCN contractor.

A certified energy advisor will visit and evaluate the home to provide an eScore and a customized list of upgrades and rebates available. The certified energy advisor may also install instant savings measures.

4 Why should homeowners participate in eScore?

Participation in eScore gives homeowners access to rebates on qualified energy upgrades for their home – saving them money and increasing their home's comfort, allowing homeowners to work toward a score of 10 at their own pace.

5 How do homeowners schedule an eScore?

Homeowners do not have to schedule an eScore prior to having work done. A homeowner can go to www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to register for the program and begin work immediately with a QCN member. The homeowner will receive their free eScore once the work is completed. If a homeowner wishes to have an eScore prior to having work done, they can do so for a nonrefundable fee. This can also be scheduled by visiting the website or calling the contact center.

6 What do homeowners need to do to prepare for an eScore evaluation?

The energy advisor will need access to a homeowner's attic and crawlspace (if applicable). The homeowner will need to relocate items that may prohibit access to these areas.

7 How long will the eScore take?

The evaluation should take between one and a half to two hours for the average home.

8 How long will customers have to make recommended upgrades on their home?

Energy upgrades can be made at any time over the life of the program. eScore was designed to allow for continuous improvement on the homeowner's path to an eScore of 10, whether that happens quickly or over a period of time.

9 What upgrades are eligible for rebate? How many times may the homeowner be eligible to receive an eScore rebate?

Please see the Participant Rebate Schedule for more detail.

10 Why do local power company participate in eScore?

eScore provides local power companies with an easy-to-use tool that allows multiple engagements with their customer and gives increased visibility into the program.

eScore EVALUATION, REPORT AND WEBSITE QUESTIONS

11 What is the eScore evaluation?

An eScore evaluation is an on-site visual evaluation of the home. An eScore evaluation may happen after initial energy efficiency upgrades are installed by a QCN member or prior to any work being done for a nonrefundable fee. The evaluation includes an eScore card and eScore report with customized home upgrade recommendations.

12 What's the difference between an eScore evaluation and an inspection?

An eScore evaluation provides the homeowner with a score of 1 to 10 on their own home with an easy to follow path to work towards a score of 10. An inspection reviews and verifies energy upgrades meet program standards.

13 How does the energy advisor collect eScore data?

Data collection is performed during the eScore evaluation on a mobile device.

14 What is the eScore card?

The eScore card is a part of the eScore evaluation. The card gives an individual home a score from 1 to 10 (with 10 being the best) based on energy savings. It also provides homeowners with a clear path of additional energy upgrades that will help raise their home's score.

15 Why assign a "score" to a home?

The score is a visible symbol and reward for the progress made whether the homeowner's individual path to a score of 10 happens quickly or over a period of time.

16 What is the average home eScore on a home in the Tennessee Valley?

The average home scores around a 5 in the initial eScore.

17 What is the eScore report?

The eScore report is a part of the eScore evaluation and defines a clear path for the individual homeowner to reach a score of 10. The report includes photos of the areas evaluated and a customized list of what to do to make an individual home as energy efficient as possible.

18 What is the eScore customer portal (website)?

The eScore customer portal is a secure program website that serves as a point of entry for program participation, data collection, and reporting. Visit www.2eScore.com for more information.

19 Will homeowners receive a copy of their eScore card and eScore report?

Yes. The advisor will go over the results of the eScore at the end of the evaluation and each inspection (when necessary). At that point, all data will be available to the homeowner on the eScore customer portal or available to be mailed or emailed upon request.

20 Why does TVA want homeowners to lower their electric bill?

By encouraging homeowners to make energy efficient upgrades to the home, TVA can do a better job of planning for future power needs. Making homes more energy efficient helps offset the need to build new power plants and having to go outside the Valley to purchase power during times when demand is high and power is expensive.

SPECIFIC SITUATION QUESTIONS

21 If a house is sold, may the new owner participate in eScore if the previous owner participated as well?

Yes. Participation is defined by the homeowner and property address. If the new homeowner would like to participate in eScore, they should visit the website at www.2eScore.com or call the contact center at 1-855-2eScore (1-855-237-2673) for full program details and restrictions.

22 Are customers who participated in the In-Home Energy Evaluation (IHEE) program eligible to participate in eScore?

Yes, IHEE participants are eligible to participate in eScore. Participation limitations may apply to the property and/or the homeowner.

23 Will the IHEE program still be offered?

The IHEE program will no longer be offered. eScore will replace IHEE.

24 Are unoccupied homes eligible to participate in eScore?

Many local power companies define occupied as an active meter that a customer is paying on monthly, whether or not someone is actually in the home full-time.

25 Is there an age requirement on homes? Do new homes qualify for eScore?

eScore requires the home to have permanent electric service for one year to be eligible. However, it does not matter how long the customer has lived in the home.

26 How are inspections handled?

Every first-time participant in the program is required to have an eScore either before or after having work completed. When customers reach a 10, TVA's program administrator will perform a site visit and award the customer with a bronzed medallion for making their home the best it can be. Random Quality Control visits will be conducted as determined by TVA.

27 Why do energy upgrades need an inspection?

Energy upgrades are inspected to ensure program standards have been met. The inspection verifies each upgrade is installed properly in order to maximize savings.

28 Can homeowners shop around for best pricing on work?

Yes. We encourage homeowners to get the best pricing from QCN members for recommended upgrades.

29 Is a home with a ventless fireplace eligible to participate in the program?

Yes. Homes with ventless equipment are eligible as long as it is not the primary heating source at the home.

30 Can a landlord who owns several homes enroll all of their homes in eScore?

Yes, as long as the homes are single-family homes and both the landlord and tenant sign the Agreement to Participate for every home.

31 If a homeowner does not meet the maximum rebate amount, can they apply for additional rebates for the same measure?

It depends on the measure. There is a one-time limitation on rebates for attic insulation and envelope air sealing. If a homeowner does not qualify for the maximum rebate for these measures they cannot apply for the same measure a second time. Please see the Participant Rebate Schedule for more detail.

32 Are CFL or LED lights a rebated measure?

CFL and/or LED lighting is not featured as a participant rebate item.

33 Are sliding glass doors a rebated measure?

Yes. Sliding glass doors are included under the ENERGY STAR "door" criteria. The ENERGY STAR designation is based upon the percentage of glass in the door; and the acceptable U-factor and solar heat gain coefficient (SHGC) for that amount of glass. The detailed criteria is available at www.energystar.gov.

34 If the work on a home is self-installed, may this work qualify for a rebate?

No, self-installed work is not eligible for rebate in eScore.

35 If a homeowner makes upgrades not recommended on the evaluation report, may they receive the rebate?

Yes, a homeowner can receive rebates for upgrades not recommended on the report. However, these upgrades only qualify if they are on the Participant Rebate Schedule. Please see the Participant Rebate Schedule for more detail.

36 Are condominiums allowed to participate in eScore?

Yes. Homes that meet the definition of a single-family dwelling are allowed to participate.

37 Do ductless heat pumps qualify for eScore?

Yes. Ductless heat pumps can receive a rebate according to the Participant Rebate Schedule.

38 There are a lot of contractors on the QCN list. How do I select one to install my energy upgrades?

All contractors on the QCN list are qualified and have been through the required training for QCN membership. We recommend you get several bids on the work you would like done, then select the contractor with which you feel most comfortable. A homeowner is able to sort the QCN list on the eScore website by services offered and by geographic location.

39 Why does TVA not offer rebates on all recommended measures, such as appliances?

eScore encourages home energy upgrades that provide the highest return on investment for the customer and a significant return for TVA. Some measures, such as appliances, require a significant investment and have a lower return, and may drain resources away from higher priority upgrades.

40 A homeowner is replacing two heating and cooling systems in their home. May the homeowner receive a rebate for each system installed?

Yes. The homeowner may receive a rebate on each ducted and on each nonducted system installed, according to the Participant Rebate Schedule.

41 A homeowner has two heating and cooling systems in their home. May the homeowner get rebates for each HVAC tune-up performed?

Yes. The homeowner may receive one tune-up per unit per year. Please see the Participant Rebate Schedule for more information.

42 A homeowner needs help insulating their home, and is on a fixed income. Will TVA help?

The homeowner may qualify for the state Weatherization Assistance Program (WAP). The WAP website for Tennessee is http://www.tennessee.gov/humanserv/adfam/afs_w.html. Please contact your local agency for participation information.

43 If homeowners install windows in an unconditioned space, can they receive a rebate?

No, windows must be installed in a conditioned space to qualify for a rebate.

QCN RELATED QUESTIONS

44 If a contractor is already an IHEE or Heat Pump Program QCN member, do they qualify to become a QCN member for eScore?

Yes. You qualify, but must apply to perform work in eScore. Please visit www.2eScore.com and complete and upload the required information and documents before submitting for TVA approval.

A completed QCN Application should contain:

- General company information
- Valid business license (minimum one year required)
- Completed Regions Bank forms for electronic funds transfer
- Completed W-9
- Certificate of insurance (general liability and workman's comp)
- Evidence of a minimum of \$500,000, or \$1 million for HVAC contractors
- List of local power companies in the area in which the company does business
- Proof of attendance at a mandatory training session discussing program guidelines and standards

Additional documents for HVAC contractors:

- Certificate of NATE/HVAC Excellence
- Manual J Certification

45 Do certain contractors need to perform the upgrades on a homeowner's residence in order to be eligible for rebates through eScore?

Yes. The contractor must be a member of the TVA Quality Contractor Network (QCN) in order for the homeowner to be eligible for rebates or financing. The QCN member list is located on the eScore website – www.2eScore.com – or by calling 1-855-2eScore (1-855-237-2673).

46 May multiple QCN members serve the same homeowner?

Yes. Sometimes QCN members will specialize in a certain area. Therefore, a homeowner may want to select multiple QCN members to perform their recommended eligible upgrades.

47 In order to qualify for rebates, do contractors have to use new materials or may they use recycled materials?

Materials must be new to qualify for rebates. No rebates will be provided for used materials.

48 Are there any restrictions for insulating over knob and tube wiring?

Yes. Not only is it dangerous to insulate over knob and tube wiring, it is not allowed in eScore.

49 Why should a contractor participate in eScore?

QCN members are able to offer rebates to their customers on work through eScore and have the benefit of being listed on the eScore customer portal as preferred providers for energy efficiency upgrades. There are also the benefits of eScore rewards – a financial payment to QCN members.

50 I do business under more than one license, which one do I register with to participate in eScore?

All contractors should register for eScore using the business license that they perform the largest amount of work under.