



Estes Park | Fort Collins | Longmont | Loveland



## Efficiency Works Residential Programs Guide

Revised January 2026

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## EFFICIENCY WORKS RESIDENTIAL OVERVIEW

Efficiency Works is a regional utility collaboration that provides guidance and resources to enable customers to use energy effectively, work toward a noncarbon energy future and build strong, resilient communities for customers served by Platte River Power Authority and its owner communities of Estes Park, Fort Collins, Longmont and Loveland.

The Efficiency Works Residential Programs guide is here to help homeowners and renters gain a comprehensive understanding of the residential programs Efficiency Works offers. Our programs provide valuable rebates on efficient home products, from large retrofit projects to retail products purchased at a local or online retailer to free appliance recycling. We offer low-cost full home energy assessments and free energy advising to help get you started on your journey and answer any questions in order to enhance the functionality and comfort of your home.

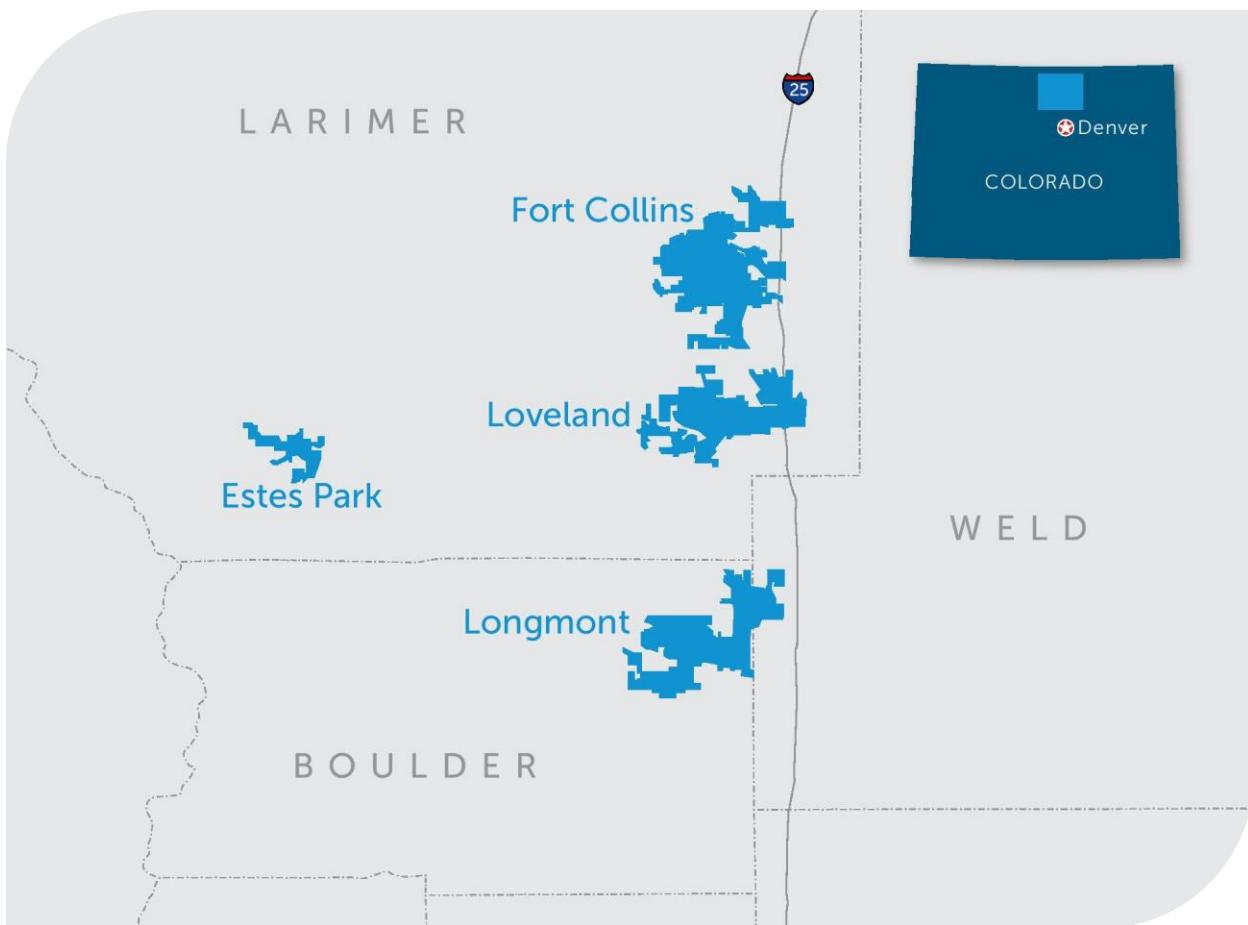
## CONTACT INFORMATION

For more information, clarification, or to speak to a member of the Efficiency Works Residential team:

- Visit us at [EfficiencyWorks.org](http://EfficiencyWorks.org)
- Email us at [Information@EfficiencyWorks.org](mailto:Information@EfficiencyWorks.org)
- Call us at 970-229-5650

## UTILITY SERVICE TERRITORY

Efficiency Works serves electric customers of Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communications, and City of Loveland Utilities.



Estimated electric service territory map for Efficiency Works programming. For a more detailed and interactive map, visit the [Efficiency Works](#) website.

## GENERAL PARTICIPATION REQUIREMENTS

### ELIGIBILITY

A customer is eligible to participate in the Efficiency Works Residential programs if the project site receives residential electric service from one of the following: Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communications, City of Loveland Utilities. For questions about site eligibility, contact Efficiency Works at [Information@EfficiencyWorks.org](mailto:Information@EfficiencyWorks.org) or 970-229-5650. Individual programs may have additional eligibility requirements.

### TERMS AND CONDITIONS

By participating in an Efficiency Works program, the participant will be required to acknowledge that they have read, understand, and agree to be bound by all requirements, terms, and conditions of the Efficiency Works Program including, but not limited to, the Terms and Conditions available in program applications.

### FUNDING AVAILABILITY

Rebates and technical and program services are provided on a first-come, first-served basis. Program funds are limited and subject to budget availability with some requiring preapproval prior to the commencement of work. Program requirements including, but not limited to, rebate values, structures, deadlines, and caps are subject to change without advance notice and may vary by utility territory depending on the pace of demand in each territory and the available programming budget. Up-to-date program and rebate information is shared on the [Efficiency Works website](#).

### GENERAL REBATE RULES

For all residential programming, the utility or a utility representative reserves the right to verify the installation of rebated equipment and to verify sales receipts. Rebates cannot exceed 100% of the project or purchase cost. Efficiency Works reserves the right to adjust rebates in the future, as market conditions change, and to discontinue rebate offerings without official notice.

Individual programs may have additional rebate and qualifying equipment rules.

## ON-SITE VERIFICATION

Efficiency Works, or Platte River's owner communities, reserve the right to verify project or equipment installations on-site prior to, during, or after the installation of the project or before the issuance of a rebate.

Basic verification guidelines include:

- Efficiency Works will inspect at their discretion, based on the project scope and random sampling. Efficiency Works will coordinate with the customer and/or contractor for site access as needed.
- Efficiency Works will be responsible for verifying the project implementation, start-up or commissioning details, and other verification activities, including site inspections. Participants and their program partners may be required to provide supporting documentation, information, or materials and access to the home to complete the verification process. On-site verification is defined as an on-site inspection to verify that a project was completed as intended, including ensuring that the existing equipment listed on the application is correct, all steps were taken to complete the installation, equipment was installed as invoiced, assumptions were put in practice, calibrations were completed, etc.

## RESIDENTIAL PROGRAMS

### 1. ADVISING AND ASSESSMENTS

The Efficiency Works Homes program offers free energy advising and subsidized in-home assessments to eligible residential customers to help customers better understand how their home uses energy. For more information regarding eligibility, click [here](#).

Energy advisors are available to discuss potential opportunities and benefits that upgrades can provide to your home, review project bids, or help plan your future projects after receiving an assessment.

It is recommended that residential customers take advantage of free advising or subsidized assessments if they are planning to upgrade their home or are interested in learning more about their home. The assessment will identify opportunities and potential projects that can be implemented now or in the future, addressing both efficiency and electrification. There is no obligation to complete an efficiency project after receiving the assessment report.

## FREQUENTLY ASKED QUESTIONS

**Q: Do residential assessments cost money?**

**A:** Efficiency Works Homes provides subsidized home assessments to eligible customers. Normally valued at \$600, our assessments are available at a reduced rate. For the latest pricing and program details, please click [here](#).

**Q: Does it cost money to talk to an energy advisor?**

**A:** Efficiency Works Homes offers free energy advising for eligible residential customers.

**Q: What kind of service should I expect while working with an energy advisor?**

**A:** Energy advisors are available to talk about potential opportunities and benefits that energy upgrades can provide to your home, review project bids, or discuss ways to plan future projects after receiving an assessment.

**Q: What kind of information should I expect following a residential assessment?**

**A:** Residential assessments can help identify ways to address comfort issues, health and safety, reduce utility bills or the environmental impact of your home. Upon identification of these energy opportunities, the customer has no obligation to complete them.

## ENERGY ADVISING APPLICATION INSTRUCTIONS:

- On the [Advising and Assessments](#) page of the Efficiency Works website, click on the “Get connected with an advisor” button to begin the most up-to-date application.
- Complete all fields and submit.

## ENERGY ADVISING PROCESS:

- Submit the application as instructed above.
- An Efficiency Works representative will contact you within three business days to learn more about your needs and to schedule your advising session.
- There is no set schedule, timeline, or formula for energy advising. The energy advisor will work with you as much or as little as you’d like.
- A few things to note about energy advising:
  - o The energy advisor is available to discuss over the phone, in person, or via a virtual meeting to meet the needs of the customer.
  - o There is no limit to the number of interactions you may have with an energy advisor, and they will check in with you periodically to see how else they can be of help in your retrofit endeavors.

## ASSESSMENT APPLICATION INSTRUCTIONS:

- On the [Advising and Assessments](#) page of the Efficiency Works website, click on the “Schedule an assessment” button to begin the most up-to-date application.
- Complete all fields and submit.

## ASSESSMENT PROCESS:

- Submit the application.
- An Efficiency Works representative will contact you within three business days to learn more about your needs and schedule your assessment.
- The assessment will be completed by an Efficiency Works representative and take between two and four hours, depending on the complexity of the home.
- An assessment report will be emailed to the participant detailing the findings of the assessment with suggestions of the most impactful retrofits and the associated rebates available.
- Upon request, the Efficiency Works representative will schedule a time to go over the assessment report and answer any questions that you might have.

- If you are interested in pursuing an efficiency opportunity, the Efficiency Works representative can perform a technical analysis, proposal review, or other steps of the Efficiency Works Homes process.

## 2. RETROFIT REBATE OFFERINGS

Efficiency Works Homes offers homeowners and landlords rebates for efficiency upgrades, big or small. Rebates are offered on everything from heat pumps to windows and insulation. [Learn more](#) about additional eligibility requirements and the different types of rebate offerings.

Efficiency Works will review qualifying prescriptive measures periodically and may adjust values and eligibility requirements in the future, as market conditions and equipment standards change.

### Program rules

- Projects must be completed by a listed Efficiency Works service provider in order to be eligible.
- Projects that are submitted for preapproval and approved will be governed by the rules of the program at the time of preapproval.
- Projects applying for preapproval cannot have begun work at the time of the preapproval application is submitted.
- Efficiency Works reserves the right to re-calculate pre-approved project rebates (increased or decreased) to reflect changes in the project scope of work or other factors.
- Preapproved funds will be reserved for 45 days from the listed date of completed install.
- All rebates are required to be submitted within 45 days of project completion in order to be eligible.
- Equipment is eligible for rebate based on the final commissioning or installation date, not the purchase date.
- Homes must be more than one year old to participate.

### BONUS AVAILABILITY

Occasionally, bonus rebates are awarded on a first-come, first-serve basis while funding is available. Funds for any bonuses are limited and subject to budget availability and possibly preapproval. Program requirements including bonus values, structures, and caps are subject to change without advance notice and may vary by utility territory, depending on the pace of demand in each territory and the available incentive budget. Check the announcements on [EfficiencyWorks.org](#) for recent program changes and up-

to-date information or contact Efficiency Works Homes for more information.

## FREQUENTLY ASKED QUESTIONS

**Q: Do I have to use an Efficiency Works service provider to receive a retrofit rebate?**

**A:** Yes. Find a listed service provider [here](#).

**Q: Who actually applies for the rebate?**

**A:** The service provider applies for all rebates in the Retrofit program. However, the customer must sign Efficiency Works documents and refer to their service provider regarding the necessary documents.

**Q: Do I need an assessment to get an Efficiency Works retrofit rebate?**

**A:** Assessments are required for insulation and air sealing rebates only.

**Q: How long does it take to get a retrofit rebate?**

**A:** Rebate payments are typically processed and paid within four to six weeks of the program receiving final paperwork.

**Q: Who is eligible for a retrofit rebate?**

**A:** To qualify for a rebate through Efficiency Works programs, applicants must be residential electric customers of one of the following: Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communications or City of Loveland Utilities. To see additional requirements [click here](#).

**Q: Can my contractor be paid the rebate?**

**A:** Rebate payment can be sent to either the service provider or the customer upon completion of the project. It is the responsibility of the customer and service provider to work out the details of rebate payment, prior to any work being performed. If a participant decides to have the rebate paid to the service provider, the amount of the rebate must be shown as a discount on the final project invoice.

**Q: Does Efficiency Works guarantee the installation quality?**

**A:** Efficiency Works does not guarantee the accuracy of information or quality of work provided by any service provider, listed or otherwise. Efficiency Works conducts Post Installation Verifications of completed past jobs upon customer request. If errors are found in the work, a correction notice is sent to the service provider to correct the work for free at the customer's convenience. To request a quality control site visit, contact [Homes@EfficiencyWorks.org](mailto:Homes@EfficiencyWorks.org).

**Q: Does Efficiency Works guarantee that the project scope meets all codes?**

**A:** Efficiency Works does not guarantee the fulfillment of any applicable code requirements by any service provider, listed or otherwise. It is required that all local codes and permit rules are followed for all projects, but Efficiency Works will not verify this prior to issuing a preapproval or processing a rebate. It is the responsibility of the customer and/or service provider to ensure that all local codes and permit rules are followed.

**Q: What are performance-based rebates?**

**A:** Performance-based rebates must be inspected following an installation, to ensure that they meet the performance standards required for each upgrade.

The following Efficiency Works rebates are performance-based:

- Heat pumps
- Ductless mini splits
- Air sealing measures
- Attic insulation

After your scheduled installation, the Efficiency Works service provider will perform tests to ensure that your upgrade meets the performance specifications required to receive a rebate. These tests may happen during installation, or your service provider will schedule a follow-up appointment for testing. If the upgrades do not meet the Efficiency Works performance metrics, additional work may be required before a rebate is issued to the customer.

**Q: Does DIY work qualify for Efficiency Works retrofit rebates?**

**A:** Efficiency Works Retrofit Rebates are only eligible when completed by our listed service providers.

## RETROFIT REBATE APPLICATION PROCESS

1. Identify a potential retrofit rebate project
  - Determine project eligibility.
    - i. The project site must be a residential electric customer of Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communications, or City of Loveland Utilities.
    - ii. The home must be older than one year
    - iii. The home/building must be four housing units or less.
    - iv. [Assessments](#) are required for all insulation and air sealing rebates.
    - v. All work must be completed by a [listed Efficiency Works service provider](#) to be eligible.
  - Rebate funds are subject to change without notice. Check the announcements on [EfficiencyWorks.org](#) for recent program changes or contact [Efficiency Works](#) for more information.
  - **All Efficiency Works service providers are responsible for applying for all Efficiency Works Retrofit Rebates using the online portal.** The customer only needs to sign the necessary documentation. For more information about the rebate process, click [here](#).
2. Determine if [preapproval is required](#). This can be found in the [online rebate documents](#).
  - I. Apply for preapproval, if required.
    - If preapproval is required, you must submit the application PRIOR to work beginning.
    - The preapproval review will verify site and equipment eligibility.
    - Submit a rebate application along with a project proposal showing eligible equipment and any other supporting documentation like specification sheets.
  - II. Receive preapproval. If the project meets program rules, a notification will be sent to the service provider saying that the funds have been preapproved.
    - Rebate requests will be reviewed on a first-come, first-serve basis until all rebate funding has been committed.
    - If a project is seeking preapproval, the customer will be contacted to verify project details.
    - Projects are selected for inspection at random.
    - Program rebate funds will be reserved for up to 45 days beyond the estimated project completion date listed in the approved rebate application upon preapproval. An extension of the project completion date may be granted, pending available budgets and

Efficiency Works staff approval. If an extension is needed, the service provider must include that in the project update form submission in the portal.

3. Complete the project. Install products per program requirements and all applicable building codes.
  - For pre-approved projects, document and inform the Efficiency Works team of any changes to the product installed or project scope on the project update form. This may affect the final rebate amount. See the “Rebate changes from preapproval” section for more details.
4. Submit the final paperwork.
  - The service provider shall submit the rebate application and any required documentation **within 45 days of the project completion date**.
5. Receive the rebate payment.
  - Rebate payment can be sent to the customer or contractor completing the project.
  - Rebate applications are typically processed and paid within four to six weeks of the submission.
  - Post-project inspections may be required prior to the release of the rebate payment.

## REBATE AVAILABILITY

Retrofit rebate requests will be reviewed on a first-come, first-serve basis until all rebate funding has been committed. Once an application is submitted, the customer and the service provider will be sent a notification saying that the application has been received.

If the applicant has chosen preapproval, program staff will review the project for eligibility and, if it meets the necessary requirements, the service provider will be notified by email of the project’s preapproval.

If the applicant did not choose preapproval, program staff will review the project for eligibility and if it meets the necessary requirements, the customer and the service provider will be notified by email once the project is approved.

For all projects, the application and all supporting documentation must be submitted within 45 days of project completion to be eligible for rebates.

## REBATE CHANGES FROM PREAPPROVAL

Project scope changes that will significantly affect the total incentive amount (more than a 10% increase), require a project update form to be submitted to Efficiency Works for an updated preapproval. If you are unsure of how changes in your project might affect your incentive, contact the Efficiency Works team for assistance at [Homes@EfficiencyWorks.org](mailto:Homes@EfficiencyWorks.org).

Changes to project scopes that result in an increase greater than 10% from the pre-approved rebate amount that did not complete a project update form will be capped at 110% of the originally approved amount. No increase greater than 10% from the pre-approved rebate amount is guaranteed. Exceptions to the 10% increase may be granted, pending available budgets and Efficiency Works staff approvals.

## 3. INCOME-QUALIFIED PROGRAMS: CARE IN PARTNERSHIP WITH EFFICIENCY WORKS

Efficiency Works Homes has partnered with Energy Outreach Colorado to offer an expanded version of the CARE program (Colorado Affordable Residential Energy program) to eligible residential customers.

The CARE program in partnership with Efficiency Works, is a no-cost to customer program that aims to meet the energy needs of eligible customers by improving their home's efficiency while enhancing health, safety, and comfort.

This program has a household income eligibility of 80% or below the county area's median income. Full eligibility details can be found on the Efficiency Works [website](#).

During an initial home assessment, the energy advisor will determine what measures the home qualifies for, install energy and water-saving products where possible, and provide educational materials to the customer on how to use energy and water more efficiently in their home. If further measures are identified that require outside contractors, the energy advisor will be responsible for managing that process through the completion and final inspection of the work.

### FREQUENTLY ASKED QUESTIONS

**Q: Does the CARE program in partnership with Efficiency Works cost money?**

**A:** The program is completely free to the customer. All eligible upgrades will be 100% paid for by the program.

**Q: How do I know if I am eligible for the program?**

**A:** Customers whose household income is at or below 80% of the area's median income are eligible for the program. Customers who participate in certain programs such as LEAP are automatically qualified. A full list is available [here](#).

**Q: What kind of service should I expect while working with an energy advisor in the CARE program?**

**A:** Energy advisors will perform an assessment of your home and present you with a list of all measures that your home qualifies for. They will also talk to you about health and safety and the best energy efficiency practices for your home. Finally, they will educate you on the most effective use of any new and existing equipment in your home.

### **CARE APPLICATION INSTRUCTIONS:**

- On the [Income-Qualified Energy Programs](#) page of the Efficiency Works website, click on the “Learn more” button to begin the most up-to-date application.
- This will take you to the CARE application page where you can download an application in English or Spanish. The application can be mailed or emailed in.

### **CARE PROCESS:**

- Submit the application.
- An Efficiency Works representative from the CARE program will contact you via email within four to five weeks of your application to learn more about your needs and schedule the assessment.
- The assessment will be completed by an Efficiency Works representative and take between two and four hours depending on the complexity of the home.
- The energy advisor will discuss the findings with you, discuss the measures that qualify within the home, and provide education on energy efficiency best practices.
- Where possible, the energy advisor will install water and electric efficiency products at their initial visit.
  - o If measures that require a contractor are identified and accepted, the energy advisor will schedule the work.
- Upon completion of the work, the energy advisor will perform a final inspection to ensure that all work meets the required standards.

## 4. RETAIL PRODUCTS REBATES

Efficiency Works offers qualified customers post-purchase rebates for self-install equipment purchased at local or online retailers through the Retail Products program. A current list of qualifying rebates can be found on the [Efficiency Works website](#).

To start the rebate application process, visit EWrebates.com and select “Begin application”. If Efficiency Works needs to contact you regarding your application, an email will be sent from [Information@EfficiencyWorks.org](mailto:Information@EfficiencyWorks.org). Please check your Spam or Junk folders as these emails tend to land there. When an application has been approved for payment, a customer will receive an email within a week or two from [EfficiencyWorks@MyRedemptionCenter.com](mailto:EfficiencyWorks@MyRedemptionCenter.com) to make a payment selection. Payment options will include a digital MasterCard or Visa, check, Venmo or PayPal. Any rebate over \$2,500 will automatically be sent a check for payment.

### REQUIREMENTS

Applications for retail product rebates are required to be submitted within 45 days of purchase or delivery/installation (proof of delivery or installation is required to be provided, self-certification is not accepted). Used or refurbished equipment purchases are not eligible for rebates. Some product rebates are not available for new construction projects.

Proof of purchase, or other supporting documentation, is required as part of the application process and should show the purchase date, price paid, model number, and shipping address, if applicable.

Limits apply, either through the eligible application or premise cap or by the availability of rebate funds. Some equipment has a minimum quantity requirement to be eligible for rebates.

All program rules and equipment requirements are detailed on the Efficiency Works [website](#).

### FREQUENTLY ASKED QUESTIONS

#### **Q: What stores can I purchase from?**

**A:** There are no restrictions on what retail stores or online retailers products can be purchased from. Products purchased must meet the program requirements to be eligible for rebates. Ensure that products purchased are new, if ordering from third-

party sites, such as eBay. Documentation will be required showing that the equipment is new.

**Q: Who sends me my rebate payment?**

**A:** Efficiency Works partners with a third-party vendor for payment of rebates. Within a weeks or two of rebate approval, an email from [EfficiencyWorks@MyRedemptionCenter.com](mailto:EfficiencyWorks@MyRedemptionCenter.com) will be sent to make a payment selection choice. If no choice is made, the default payment method is a check. Rebates totaling \$2,500 or more, or to commercial customers, will automatically be mailed a check for rebate payment.

**Q: How long will my rebate payment take to arrive?**

**A:** Once a payment selection is made, any digital payments (digital MasterCard, Venmo or PayPal) should be received within 24 hours of selection. If a check is selected, payment should arrive in the mail within 10 - 14 days.

**Q: I'm not seeing the rebate I'm trying to apply for?**

**A:** If you cannot see the equipment you are looking to get a rebate for, ensure that you have the correct information listed on the application, as most rebate showings are based on utility provider selection.

**Q: Are there any exceptions to the 45-day submission rule?**

**A:** To ensure the consistent implementation of program rules, there are typically no exceptions to the 45-day submission rule. Exceptions can be made on a case-by-case basis if extenuating circumstances are presented to Efficiency Works for consideration.

**Q: Does Efficiency Works process water rebates?**

**A:** As of January 1, 2026, Efficiency Works no longer processes water rebates. For information on water rebates, please visit the applicable city website that corresponds to your water service provider. [Fort Collins](#) | [Longmont](#) | [Loveland](#)

## TECHNICAL SUPPORT

Efficiency Works team members are available to answer questions regarding eligible electric equipment and the rebate application process. Contact us at [Information@EfficiencyWorks.org](mailto:Information@EfficiencyWorks.org) or at (970) 229-5650.

## 5. APPLIANCE RECYCLING

Efficiency Works offers convenient options for helping recycle old, working (cooling) refrigerators and freezers. Eligible customers can schedule a free pick-up service where an Efficiency Works third-party vendor comes to your home to haul away your working refrigerator or freezer to have it responsibly recycled. As an added service, Efficiency Works offers the pick-up of working mini-fridges and window or room A/C units with an eligible refrigerator or freezer. Mini fridges and room/window A/C units cannot be picked up without an eligible full-size refrigerator or freezer.

For more information or to schedule your pick up, visit [EWRecycle.com](http://EWRecycle.com).

## FREQUENTLY ASKED QUESTIONS

**Q: Who is eligible to participate in the Efficiency Works appliance recycling program?**

**A:** Electric customers of Estes Park Power and Communications, Fort Collins Utilities, and Longmont Power & Communications.

**Q: Why can't you pick up non-functioning appliances?**

**A:** The purpose of this program is to take inefficient refrigerators and freezers off the grid. If you have a non-functional appliance that needs to be disposed of, visit [EWRecycle.com](http://EWRecycle.com) for locations to take your appliance to for recycling.

**Q: Who completes the pickup and recycling services?**

**A:** Efficiency Works partners with CLEAResult to implement this program.

**Q: Do you need to come into my home to pick up the appliance? What if I'm not going to be home at the time of my pick-up?**

**A:** As part of the convenience of the recycling program, the Efficiency Works team can arrange to have someone come into your home to pick up the appliance (so long as there is a safe, clear path) or pick it up from a garage, driveway, or off the curb. You do not need to be home for the appliance pick up, as arrangements can be made with the pickup team in advance to ensure that the appliance can be moved to a safe space outside of your home prior to pick-up. Terms and Conditions will be required to be signed beforehand.

**Q: How do I get a mini fridge or room/window air conditioning unit recycled?**

**A:** Add-on appliances (mini-fridges and window/room air conditioner units) can be picked up for free if you are already recycling a full-size refrigerator or freezer.

NOTE: these units are also required to be in working condition to be eligible for pick-up.

## 6. EDUCATION PROGRAMMING

Efficiency Works provides support for required energy curriculum in 4<sup>th</sup> grade classrooms within Platte River's owner community school districts with the Think! Energy with Efficiency Works program. The Think! Energy with Efficiency Works program is offered at no cost to schools, with the main goal of energy education and teaching lifelong lessons about efficiently using energy and water. As part of the program, students and teachers receive education materials that meet curriculum requirements and Take Action kits containing energy and water-saving devices that students install at home with their families.

Students are asked to complete a Home Energy Worksheet with their family to inform the program of what equipment from the kit was installed, planned to be installed, or will not be installed; along with answering additional questions related to behaviors such as using thermostat setbacks and lowering water heater temperatures.

### FREQUENTLY ASKED QUESTIONS:

**Q: How do I know if my school qualifies?**

**A:** The physical address of the school must receive electric service from one of Platte River's owner communities.

**Q: Who pays for this program?**

**A:** Kits are paid for by Platte River Power Authority in partnership with the owner communities.

**Q: What is in the Take Action kit?**

**A:** LED light bulbs, a high-efficiency showerhead, kitchen aerator, shower timer, pipe insulation (for showerhead installation), water flow test bag, and LED nightlight are included in each kit. Installation instructions are provided in the kit and via an online portal.

**Q: How do I sign my 4<sup>th</sup> grader up for this program?**

**A:** Enrollment for this program is completed through teachers. Encourage your child's teacher to participate in the program if they have not already signed up. A registration link can be found at [EWEduces.com](http://EWEduces.com).

## 7. ELECTRIC VEHICLES (EV)

Efficiency Works does not currently have any residential EV or EV charging programs. With increasing interest around electric vehicles, Efficiency Works provides information and resources to help explore the best EV options for your needs. Tools available include a buyer's guide to help identify and compare EVs based on criteria such as budget, range, and charging options, showing available rebates and programs at the federal, state, and local levels.

Visit [EV.EfficiencyWorks.org](http://EV.EfficiencyWorks.org) for more information and to access our EV tools.

### FREQUENTLY ASKED QUESTIONS:

**Q: When is the best time to charge my EV?**

**A:** Your community may use time-of-use or time-of-day rates. The most economical time to charge an EV is during off-peak hours when electricity rates are lower. EV owners can choose to charge when there is more noncarbon energy on the system to reduce their carbon footprint. Visit Platte River's website for a [near-real-time view](#) of the energy resources on the grid.

**Q: Do I need to install special charging equipment at my home?**

**A:** While all EVs come with a Level 1 charger ready to plug in to a standard 120 V wall outlet, we encourage EV owners to install a Wi-Fi network-enabled, Level 2 charging unit at home for more rapid and programmable charging. Before installing a Level 2 charger, please contact your local building and zoning department with your plans to obtain proper permits and inspections. Efficiency Works recommends using a licensed electrician for the installation, to ensure that electric panel capacity and service line capacity are adequate to install a Level 2 charger at your place of residence.

There is a wide network of publicly available charging stations. Find charging stations by using the [Chargehub](#) or [Plugshare](#) locator maps online or via mobile apps.

## 8. PARTNERSHIPS

Efficiency Works partners with local and national organizations to ensure that we have the most up-to-date information on emerging technology, programming trends, and market drivers. Efficiency Works participates in a national consortium to bring low-cost, efficient appliances to income-restrained customers. Efficiency Works team members are part of the Beneficial Electrification League of Colorado (BEL-CO). BEL-CO is a coalition of stakeholders in Colorado working to advance beneficial electrification in Colorado's buildings and industrial facilities through building leadership, sharing knowledge, fostering collaboration, coordinating market development strategies, and increasing consumer awareness.

## 9. SERVICE PROVIDERS

Efficiency Works service providers have demonstrated their interest and ability in helping residents complete efficiency projects. Listed service providers are included in a database that is searchable to potential customers.

### 10 EFFICIENCY WORKS RETROFIT REBATE SERVICE PROVIDERS

#### FREQUENTLY ASKED QUESTIONS:

**Q: Do I have to use an Efficiency Works Homes Service Provider to participate in the program?**

**A:** Efficiency Works retrofit rebates are completed by listed and approved service providers. Therefore, to receive a retrofit rebate, you need to work with a listed service provider.

Approved listed service providers can be found [here](#).

#### 10.1 SERVICE PROVIDER TIER DESCRIPTION

##### STANDARD SERVICE PROVIDER

###### **Requirements:**

- Complete a minimum of one project per calendar year
- Attend one Efficiency Works Homes approved training per calendar year
- Consistently pass inspections. Field conditions must match the application and supporting documents
- Uphold the ethics requirements in the service provider application and agreement
- Renew the service provider application and agreement every two years
- Maintain general liability insurance policy

##### PREMIUM LISTED SERVICE PROVIDER

###### **Requirements:**

- Complete a minimum of 12 projects annually
- Attend one Efficiency Works Business training per calendar year
- Consistently pass inspections. Field conditions must match the application and supporting documents
- Uphold the ethics requirements in the service provider application and agreement
- Renew the service provider application and agreement every two years
- Maintain general liability insurance policy

