

North Carolina Weatherization Assistance Income Qualifying Program

Terms and Conditions

These terms and conditions apply to the ThermWise NC Weatherization Assistance for Income Qualifying Customers. The Program has been approved by the North Carolina Utilities Commission.

Any reference in these documents to “Dominion,” “Dominion Energy,” or “Dominion Energy North Carolina” should be read as a reference to Public Service Company of North Carolina, Inc. d/b/a Dominion Energy North Carolina, as well as its authorized agents and contractors.

Enrollment Qualifications and Requirements for Participation

1. The Weatherization Assistance Program provides in-home energy assessments and select energy-saving products at little to no cost to qualifying customers. Energy assessments and installations are performed by a Weatherization Service Provider (“WSP”) approved to participate in the Program. Resource Innovations (“Program Implementer”) will administer the Program.
2. These Terms and Conditions are applicable for the duration of the program (the “Term”). The Program will not accept any applications for services performed before July 1, 2022. The Program will accept applications for services performed during this Term unless the Program is otherwise extended, terminated or until Program funds are no longer available. Program applications are accepted on a first-come, first-served basis until the conclusion of the Program.
3. The Program is available to qualified customers in Dominion’s service territory in the state of North Carolina (“Customers”). To qualify for the Program, a customer must be a current or new gas service customer of Dominion receiving or intending to receive gas services on a residential rate schedule and meet the following eligibility requirements:
 - a. Customer must have a total household income of less than 200% of the federal poverty guidelines, or be receiving assistance payments under the Work First or Supplemental Security Income Programs; or
4. Customer shall certify to the income qualification requirements by signing a Customer Program Application and Assessment Form (“Application”) which is incorporated herein by reference.
5. Each Customer household is eligible for one assessment. Only one Application form shall be submitted per household for this Program. Customers receiving incentives through the Program are not eligible to receive incentives for the same measures through any other programs offered by Dominion.
6. Eligible Customers must be living in single-family residences. Multi-family properties are not eligible for the program. Eligible Customers must be responsible for the gas bill and either own the home or be able to secure permission from the owner to perform the Program qualifying installations or improvements.
7. The Program energy assessment must be completed by a Program-qualified WSP. Customer and the WSP will enter into a separate services agreement covering WSP’s installation of the Program qualified measures. The WSP will submit Customer’s Application and other relevant documentation and information relating to the installation of the Program qualified measures to Program Implementer.

8. Dominion and/or its designees, including Program Implementer, any WSP, administrators and evaluation contractors reserve the right to make final determination of customer eligibility, qualifying measures, system savings, and Project cost-effectiveness, and to review installations to verify completion and measure energy savings to ensure compliance with all Program requirements.
9. To support identification, verification, implementation and evaluation of energy efficiency measures at Customer's residence, Customer shall permit Dominion, Program Implementer, WSP and each party's subcontractor's access to the Customer's residence during normal business hours. In the case of a rental, Customer certifies that Customer has obtained appropriate permission from the building owner. Customer will provide any requested information relating to the facilities, systems, and installed equipment, as requested by Dominion or Program Implementer to allow for verification of compliance with Program terms, accuracy of project documentation, and for verification of energy savings. Denial of such verification or misrepresentation of installation location or measure eligibility may result in forfeiture of Program benefits.
10. Service must be completed in accordance with all laws, codes and other requirements applicable under federal, state and local authority.
11. The Customer understands that they may be contacted by Dominion via survey or questionnaire to provide feedback regarding Customer satisfaction with the Program.

Other Terms and Conditions

1. Program procedures, requirements and rebate levels are subject to change or cancellation without notice and are subject to Program funds being available and regulatory approval.
2. Dominion, its parents, subsidiaries, employees, affiliates and agents assume no responsibility for, and make no representations (express or implied) about, the performance of the equipment or equipment warranty for equipment supplied or serviced by, the quality of the work or labor performed by, the quality of the materials supplied by, and/or the acts or omissions of, itself or any participating contractor.
3. By participating in this Program, the Customer hereby agrees to indemnify, defend and hold harmless Dominion, its parents, subsidiaries, employees, affiliates and agents from any and all liability associated with the Program. Dominion shall not be liable for loss or damage to any person or property whatsoever, resulting directly or indirectly from participation in this Program.
4. Dominion retains all rights to energy and demand savings resulting from measures installed under this Program.
5. These Program specific terms and conditions are in addition to the terms and conditions of service currently on file with the North Carolina Utilities Commission and contained in any Application or agreement between the Customer, the WSP, the Program Administrator, and/or any other Program vendor. To the extent there is any conflict among such terms and conditions, these Program specific terms and conditions shall control.