



Appalachian Voices

# Home Energy Resource Guide

A comprehensive guide to home energy services and assistance in Madison, Yancey and Mitchell counties



*This guide is brought to you by Energy Savings for Appalachia*

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## PURPOSE OF THIS GUIDE

The purpose of this guide is to provide you with contact information for community agencies, non-profits and home energy repair companies that provide energy improvement services and/or funds for your home. Such services and/or funds may help improve the comfort and value of your home, reduce your monthly and annual utility costs, and ultimately reduce the ecological impact of your home.

Note that many of the agencies and organizations provide many forms of assistance, but this guide aims to identify assistance relevant to home energy efficiency only. However, we encourage you to pursue all services available in order to reduce your energy costs and use the savings for more pressing household needs.

## HELPFUL TERMS AND DEFINITIONS

**Community Action Agency:** A non-profit organization that offers services and assistance to households for financial self-sufficiency over multiple counties. Home weatherization is one of many specific services offered and eligibility for such services is reserved for low-income families or individuals. Funding is provided by federal grants, foundations and individual donors.

**Weatherization:** A service that enables residents to permanently reduce home energy costs through energy efficiency upgrades. By making your home energy efficient, you can save up to 40% on your annual energy costs. Not only does this save you money, you will improve your home’s air quality and increase the value of your home.

**Energy/Crisis Assistance:** The monthly funds made available to low-income households when you cannot afford to pay a specific monthly utility bill and your service is at risk of being shut-off. There are many agencies, non-profit organizations, and civic groups that provide utility assistance in each county. To receive this assistance, you are usually required to produce a “shut-off notice” from your utility.

# Regional Resources



The following agencies and businesses provide services and assistance to more than one county in the western North Carolina region. Counties serviced are noted under each agency/business.

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# COMMUNITY ACTION AGENCIES

## Community Action Opportunities

25 Gaston Street  
Asheville, N.C. 28801  
Tel: (828) 252-2495 (Buncombe)  
(828) 649-3231 (Madison)  
[communityactionopportunities.org](http://communityactionopportunities.org)

**Counties:** Madison and Buncombe

**Relevant Programs:** Weatherization, Heating Appliance Repair/ Replacement and Family Self-Sufficiency

### Weatherization Services Include:

- Performing an Energy Audit
- Performing tune-ups and repairs to heating and cooling systems
- Sealing major air leaks
- Installing insulation in attics, walls, and floors
- Sealing and insulating ducts
- Installing a smart thermostat
- Improving health and safety conditions by addressing carbon monoxide and combustion safety

### Eligibility:

Families with incomes below 200% of the Federal Poverty Level or households that have received income from SSI or TANF a maximum of 12 months prior to weatherization are automatically eligible, regardless of income. The Weatherization Assistance Program prioritizes eligible families, serving the elderly, people with disabilities, and families with children first. Both homeowners and renters can receive weatherization services.

To determine eligibility, applicants must provide:

- Income and utility records for the past 12 months
- Proof of home ownership or
- Permission from your landlord

## COMMUNITY ACTION AGENCIES

### W.A.M.Y. Communities in Action, Inc.

WAMYcommunityaction.org

Housing contact: Andre Largente

Andre@WAMYcommunityaction.org



**Relevant Counties:** Mitchell, Yancey

**Relevant Programs:** Weatherization, Heating Appliance Repair/ Replacement, Emergency Assistance and Family Self-Sufficiency

#### Weatherization services include:

- Air sealing, caulking and weather-stripping
- Attic and floor insulation
- Heating and air conditioning system tune up/replacement
- Cleaning and tuning of central furnaces to improve efficiency
- Inspection, sealing and insulating duct work
- Water heater and pipe insulation
- Installation of energy efficient compact fluorescent bulbs
- Carbon Monoxide and smoke detector installation
- Refrigerator assessment and possible replacement

#### Eligibility:

Eligibility is based upon family size and income as published in the federal register. Currently the Weatherization Assistance Program operates at 200% of the Federal Poverty Guidelines and the Heating Air Repair and Replacement Program operates at 150%. Interested persons should contact the W.A.M.Y. Community Action, Inc. office in the county they live to request an application or obtain additional information.

#### Mitchell Office

261 Oak Avenue  
Spruce Pine, NC 28777  
Tel: (828) 766-9150

#### Yancey Office

1040 E. US Hwy. 19E  
Burnsville, NC 28714  
Tel: (828) 682-6618

## HOME ENERGY BUSINESS SERVICES

### Conservation Pros

Marcus Renner

Tel: (828) 713-3346

conservationpros.com

Buncombe, Madison and Yancey counties

- Energy audits
- Air-sealing of attics, basements and crawlspaces
- Insulation: blown-in cellulose and fiberglass
- Air sealing of ducts and recessed lighting
- Mold remediation, indoor allergy solutions, crawlspace sealing and encapsulation



**Conservation Pros**  
*The Efficiency Experts!*

### Home Health and Energy Solutions

Rob Blake

Tel: (828) 788-2524

Homehealthandenergysolutions.com

Buncombe, Madison, Mitchell and Yancey counties

- Energy audits: blower door testing and infrared diagnostics
- Weatherization: air-sealing, insulation
- Insulation: cellulose and spray-foam
- Indoor air quality consultations
- Green remodeling



**HOME HEALTH &  
ENERGY SOLUTIONS**

### Burleson Plumbing & Heating Co.

Kenny Burleson

Tel: (828) 765-4042

burlesonplumbing.com

Yancey and Mitchell counties

- Energy audits: blower door and duct leakage testing
- Combustion appliance testing
- Radiant heating systems
- Humidity control
- HVAC, plumbing and electrical

Heating, Ventilation and Air Conditioning Contractors

Business	Service	Location/Phone
Laughrun Heating & Sheet Metal	HVAC	Burnsville, Madison County/ (828) 682-2219
Chandler Heating & Cooling	Residential and small business HVAC, ductwork, geothermal, winter servicing, emergency repair,	Marshall, Madison County/ (828) 656-8168 (828) 777-3260
Wells Heating & Cooling	HVAC, emergency service	Marshall, Madison County/ (828) 683-4208
Ace Heating & Cooling	HVAC	Barnardsville, Buncombe County/ (828) 626-2661
Harron's Heating & Cooling	Owner-operated heating and cooling service and repair	Weaverville, Buncombe County/ (828) 649-3441
Bullman Heating & Air, Inc.	Geothermal and HVAC	Asheville, Buncombe County/ (828) 658-2468
Blevins Heating & Cooling	HVAC and water heaters	Alexander, Buncombe County/ (828) 230-6955
Mayberry Heating & Cooling	HVAC	Weaverville, Buncombe County/ (828) 658-9145
Asheville Comfort Systems	HVAC, heat pump	Leicester, Buncombe County/ (828) 683-7707
Ken Sanders Heating & Cooling	HVAC	Leicester, Buncombe County/ (828) 683-9198
Affordable Comfort Heating and Cooling	HVAC, attic venting, whole house analysis and system design	Asheville, Buncombe County/ (828) 254-0206

**Lucent Green Technology**

Eco-energy efficiency product store

Tel:(828) 575-9337

Lucentgreentechnology.com

Buncombe, Madison, Mitchell and Yancey Counties

- Staff experienced in energy efficiency building and retrofitting
- Demos and live data
- Products for electric, washing machine, ducts, building

**Equinox Woodworks**

Tel: (828) 284-6552

equinoxwoodworks.com

Yancey County

- Specialists in energy efficient new home construction

**Austin's Heating and Cooling**

Tel: (828) 689-2980

austinsheating.com

Madison, Buncombe and Yancey counties

- Energy audits
- Installation, maintenance and repair of heating/cooling and air filtration systems
- Indoor air quality analysis

## Mini-Split Heat Pump Loan Program

This low-interest financing program provides access to a high-efficiency heating system to members of FBEMC. Currently available through July 2016, members can finance between \$1,500-\$5,000 to supplement or replace their current heating system. The interest rate is 3% and the monthly payments are made on the utility bill, which should be lower than before with the increased efficiency. Monthly payments will range between \$34-\$214 depending on amount borrowed and length of loan terms.

**To apply:**

1. Contact FBEMC
2. Complete a loan application
3. A FBEMC representative will evaluate your location
4. Choose a contractor from a list of FBEMC approved contractors
5. When the work is completed, an FBEMC representative will 'sign off' on the job
6. Sign the following documents
  - Promissory note
  - Requisition for payment
  - Indemnity agreement
  - Truth in lending disclosure
7. FBEMC will pay your contractor
8. Your loan payments will appear on your next utility bill

**Marshall**

3043 Highway 213  
 PO Box 9  
 Marshall, NC 28753  
 Tel: (828) 649-2051  
 Toll-free: (800) 222-6190

**Burnsville**

650 W. Main St.  
 PO Box 307  
 Burnsville, NC 28714  
 Tel: (828) 682-6121

**Bakersville**

381 Crimson Laurel Hwy  
 PO Box 43  
 Bakersville, NC 28705  
 Tel: (828) 688-4815

**Visit**  
[frenchbroademc.com/energysavingtips.cfm](http://frenchbroademc.com/energysavingtips.cfm)  
 to learn how to reduce energy use!

- State and federal incentives
- Monthly kilowatt usage of appliances and electronics

## County Resources



The following agencies and civic groups provide emergency utility assistance and services to households in specific counties.

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 Extension Services  
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 Emergency Utility Assistance

## MADISON CO.

### Emergency Utility Assistance

#### Department of Social Services

5707 US-25  
Marshall, NC 28753  
(828) 649-2711  
madisoncountync.org

**Connie Harris**  
Director  
charris@madisoncountync.gov

#### Funds available through:

- Crisis Intervention Program: for adults with kids
- Low Income Energy Assistance Program (LIEAP)

#### Neighbors in Need

165 S. Main Street  
Marshall, NC 28753  
(828) 649-3622

Open Tuesday 1-3 P.M.

- Family must be at or below poverty level
- Shutoff notice required

#### Mars Hill Baptist Church

67 N. Main Street  
Mars Hill, NC 28754  
(828) 689-2911

#### Foster Seventh Day Adventist Church

375 Hendersonville Road  
Asheville, NC 28803  
(828) 274-2014

Open Tuesday 9-11:30 A.M.

- Shut-off notice required
- Social security # for all in household

### Upgrade Assistance Services

#### Community Housing Coalition of Madison Co.

Suite 304, 13 S. Main Street  
Marshall, NC 28753  
(828) 649-1200  
Chcmadisonscountync.org

#### Services:

- Home repair and rehabilitation
- Building new affordable housing

## YANCEY CO.

### Emergency Utility Assistance

#### Department of Social Services

320 Pensacola Road  
Burnsville, NC 28714  
Ricky Tipton  
(828) 682-6148  
yanceycountync.gov/social-services

#### Funds available through:

- Low Income Energy Assistance Program (LIEAP)

#### Reconciliation House

20 Academy Street  
Burnsville, NC 28714  
(828) 682-7251  
southernreconciliationministries.org

### Extension Services

#### N.C. Cooperative Extension

30 E US HWY 19E Bypass  
Burnsville, NC 28714  
(828) 682-6186

#### Services:

- Radon Testing Kits: A limited number of kits are available FREE OF CHARGE at the Yancey Extension Office. For more information contact the office.

### Upgrade Assistance Services

#### Yancey Homes of Hope

(828) 678-9385  
Yanceyhomesofhope.com

#### Services:

- Completes urgently needed home repairs

## Emergency Utility Assistance

### Department of Social Services

347 Long View Drive  
Bakersville, NC 28705  
(828) 688-2175  
[mitchellcounty.org/departments/socialservices.html](http://mitchellcounty.org/departments/socialservices.html)

#### Kristi Street, ext. 331

Income Maintenance Administrator

#### Funds available through:

- Low Income Energy Assistance Program (LIEAP)

### Shepherd's Staff

31 Cross Street  
Spruce Pine, NC 28777  
(828) 765-5385  
[mcshepherdstaff.org](http://mcshepherdstaff.org)  
Open Mon.-Thurs. 9 A.M.–3 P.M.

- Heating assistance only
- See website for required documents

### Spruce Pine United Methodist

(828) 765-7446  
11090 Hwy. 226 S.  
Spruce Pine, NC 28777

- Water, power and/or fuel assistance
- Open Mon-Thurs. 9 A.M.-2 P.M.

### First Baptist of Spruce Pine

(828) 765-9411  
125 Tappan Street  
Spruce Pine, NC 28777

### The Bridge

(828) 765-2969  
207 Pinebridge Avenue  
Spruce Pine, NC 28777

## Emergency Utility Assistance

### Department of Health & Human Services

Eblen Charities: CIP, EA and LIEAP  
(828) 255-3066  
92 Westgate Parkway  
Asheville, NC 28806

### Asheville-Buncombe Community Christian Ministry: CIP

(828) 259-5300  
30 Cumberland Avenue  
Asheville, NC 28801

#### Funds available through:

- Crisis Intervention Program: For adults or families with heating or cooling related emergencies. Funds are available monthly on a first come first served basis.
- Emergency Assistance: Once per year, families only. Heating/electric/other. Must meet income and reserve guidelines.
- Low Income Energy Assistance Program (LIEAP): Income verification required. Applications accepted in December for elderly and those with disabilities, in February for all others.

### St. Vincent de Paul Society

(828) 775-1933  
72 Culvern Street  
Asheville, NC 28804

#### Services:

- Funding for bills provided on a week-to-week basis. Call on Monday mornings 12 A.M.- 10 A.M. and leave a message with name, number and reason for request.
- Must be available for intake interview that day to receive assistance.

### Salvation Army Buncombe County

(828) 253-4723

#### Services:

- Emergency utility assistance



## OTHER REGIONAL ASSISTANCE

### Salvation Army of Madison, Mitchell and Yancey Counties

3421 NW US 25-70 Highway  
Hot Springs, NC  
(828) 622-3355

**Relevant services:**

- Emergency utility assistance

### Mountain Valleys Resource, Conservation & Development

Madison and Buncombe counties  
Alex Arnold  
(828) 275-0110  
alex.arnold@mountainvalleysrcd.org

**Relevant services:**

- Energy Conservation Assistance Program: funding opportunities for renewable energy and energy efficiency for farms and small businesses
- Solar hot water for dairy farms

### Appalachian Service Project

Unicoi, Mitchell and Yancey counties  
Asphome.org/apply  
(423) 854-9771



**Relevant services:**

- Volunteer-based organization provides free emergency home repair in central Appalachia
- Can only serve a small portion of applications, but it stays on file for three years

## On-Bill Financing Programs

On-bill finance programs are provided by an electric utility to cover the costs of needed energy improvements in a home, such as a new heat pump or better home weatherization. The costs of these upgrades will be paid back through an extra charge on the home's electric bill.

A well-structured on-bill finance program results in a reduction in your electricity bills, not an increase. The reason for this is because the savings on the energy bills you receive as a result of the home energy improvements should be greater than the energy efficiency service charge you pay on your bill.

These programs are typically tailored to residents who have high energy bills due to inefficient housing or appliances and who are unable to cover the cost of energy improvements themselves. A good on-bill finance program uses your energy bill payment history to determine eligibility— not your credit score.

Properly designed on-bill finance programs are offered as “debt-free” financing, meaning that if you happen to sell your home or move out of a home you are renting, the repayments remain with the property, and the next person who moves in continues paying off the improvements while still receiving the benefits.

To learn more, contact Rory McIlmoil at (828) 262-1500, or visit [appvoices.org/saveenergy](http://appvoices.org/saveenergy)

## Energy Savings Tips

The following are inexpensive, high-impact energy savings tips to help you lower your power bill.

**Lighting:** Switching your five most-used incandescent light bulbs to energy efficient CFLs or LEDs could save you around \$65 a year.

**Phantom loads:** Electronics and kitchen appliances account for 15% of your energy bill on average. Many of these appliances and chargers will continue to draw power when not in use. Unplug your chargers, electronics, and small appliances or use a power strip as a central “turn-off” point for appliances in the same area.

**HVAC:** Check to see that your vents, baseboards, and radiators aren’t obstructed by curtains or furniture for maximum circulation. Make sure you change your air filter regularly to maintain the highest efficiency of your system.

**Hot water:** Set your water heater thermostat to 120 °F. Wash your clothes in cold water to save around \$63 a year. Only use high temperature and heavy wash settings on your dishwasher for the really tough messes. Use the air-dry setting after you’re done.

## State Resources



### Low Income Energy Assistance Program

Public Inquiries

Tel: 1 (800) 662-7030

Administering County Agencies: [ncdhhs.gov/dss/local/](http://ncdhhs.gov/dss/local/)

LIEAP aims to reduce a household’s utility costs through a one-time “cash benefit.” While federally funded, it is administered by each county’s Department of Social Services. Locate your DSS representative’s contact info in the County Resources section of this guide. General LIEAP information, qualifications, and benefits are provided below. LIEAP application availability varies by county.

#### LIEAP Income Eligibility Level:

Heating/Cooling: 150% Federal Poverty Level

Under the law, LIEAP grantees have the flexibility of serving households having at least one member who also receives assistance under any of the following Federal programs (referred to as categorical eligibility):

- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income
- Food Stamps
- Veteran Benefits.

#### LIEAP Program Dates

Heating: January 1– March 31

#### LIEAP FY 2015 Benefit

Heating: \$200 minimum  
\$400 maximum

Size of Family Unit	200% of the Poverty Threshold
One	\$22,340
Two	\$30,260
Three	\$38,180
Four	\$46,100
Five	\$54,020
Six	\$61,940
Seven	\$69,860
Eight	\$77,780

## State Resources



### NC Housing Finance Agency

The N.C. Housing Finance Agency helps low-income homeowners who need comprehensive rehabilitation, urgent repairs, or energy-related home improvements through the Single Family Rehabilitation (SFR) Program and Urgent Repair Program (URP). Program funds are administered by non-profits and local government agencies based on funds available, condition of homes and eligibility. Contact your county's administrator to apply for SFR or URP.

### Single Family Rehabilitation (SFR) Program

Eligible households may receive \$5,000-\$45,000 in the form of no-interest, forgivable loans—forgiven at \$3,000 per year. Household income must be below 80% of the area's median income.

#### High Country Council of Governments

##### Mitchell, Yancey

regiond.org

Michelle Ball, Administrator

(828) 265-5434 ext. 115

mball@regiond.org

### Urgent Repair Program (URP)

Eligible households may receive funds in the form of deferred-interest, forgivable loans—forgiven up to \$8,000. Households' income cannot exceed 50% of the area's median income.

#### Community Housing Coalition of Madison County

Chris Watson,

Grant Administrator

(828) 649-1200

chris@chcmadisoncountync.com

#### Mountain Housing Opportunities Buncombe

Lee DeVico,

Rehab Manager

(828) 254-4030

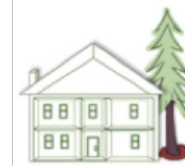
lee@mtnhousing.org

#### High Country Council of Governments

Mitchell, Yancey

See information above

## Web Resources



### Energy Savings Action Center

[appvoices.org/saveenergy](http://appvoices.org/saveenergy)

This is a tool designed to help residents save money and energy by promoting energy efficiency finance programs offered by your electric utility. Locate your utility to learn more about:

- Efficiency programs and incentives offered by your utility
- How to take action on energy efficiency measures
- Businesses in your region that can help you improve your home's energy efficiency
- Additional resources and tips to help you reduce your home energy use

**IT'S EASY TO USE — FOLLOW THE LINK TO START SAVING!**

## Being an Advocate

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French Broad EMC is a member-owned electric cooperative. As an account holder, you are a member and part owner, and you have a vote in how the cooperative operates. These seven cooperative principles set French Broad EMC apart from investor-owned utilities.

1. Voluntary and Open Membership
2. Democratic Member Control
3. Members' Economic Participation
4. Autonomy and Independence
5. Education, Training and Information
6. Cooperation Among Cooperatives
7. Concern for Community

As a member of a cooperative, you have the privilege of sharing what you feel with the organization's leaders. If your voice is not heard, you can share your concerns with others in your community to spark more interest—perhaps others are feeling the same way. Here are some ways you can share your voice with your community:

- Tell your family, neighbors and friends
- Write a letter to the editor
- Create or sign a petition

Once you have compared your thoughts and/or organized with peers, you can request a meeting with the cooperative's leaders and discuss your wishes as a member.

## NOTES

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For more resources on energy efficiency and energy conservation in the Appalachian Region, please visit:

[AppalachianVoices.org/energysavings/](http://AppalachianVoices.org/energysavings/)



**AppalachianVoices**

171 Grand Boulevard - Boone, NC 28607 - (828) 262-1500