

High Country Home Energy

Resource Guide

A comprehensive guide to home energy services and assistance in Alleghany, Ashe, Avery, Caldwell, Watauga and Wilkes 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 the 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 named 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.

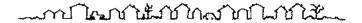
HELPFUL TERMS AND DEFINITIONS

Community Action Agency: A non-profit organization that represents multiple counties and offers services and assistance to encourage household self-sufficiency. 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 using energy efficiency, you can save up to 40% or almost \$400 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. Weatherization is almost always provided by your county's Community Action Agency. Funding is provided by the U.S. Department of Energy.

Energy/Crisis Assistance: These monthly funds are available to low-income households when you cannot afford to pay a specific monthly utility bill and your utility risks being shut-off. There are many agencies, nonprofit organizations and civic groups that provide utility assistance in each county. You are usually required to submit a "shut-off notice."

Regional Resources



The following agencies and businesses provide services and assistance to more than one county in the High Country region.

Counties serviced are noted under each agency/business.

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Blue Ridge Electric Services

Blue Ridge Community Action, Inc. (BRCA)

800 North Green Street Morganton, N.C. 28655

Tel: (828) 438-6255 or (828) 754-9085

Fax: (828) 433-5721

brcainc.org

Counties: Caldwell, Catawba, Burke, Alexander

Relevant Programs: Weatherization, Weatherization Spanish, Heating Appliance Repair/Replacement, 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 levels and combustion safety

Servicios De Climatization

Metas del Programa: Incrementar la eficiencia de energía a propietarios de viviendas o arrendatarios de escasos resucesos económicos reducir su total de gastos de energía, mejorar su salud y seguridad, particularmente a ancianos, familias con niños deshabilitados, viviendas con altas cargas de energías o alto uso de energía.

Eligibility:

Families with incomes below 200% (see chart below) 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 Program prioritizes eligible families, serving the elderly, people with disabilities and families with children first. Both homeowners and renters can receive Weatherization Services.

CALDWELL Office

901 Ashe Avenue Lenoir, N.C. 28645 Tel: (828) 754-7377 Ext. 202, 203

Si usted tiene preguntas concernientes a verificación de propiedad o de arrendatario, propiedades heredadas o sus derechos de toda por vida llamar a Jerry Thomas al (828) 438-6255 ext. 209

Blue Ridge Opportunity Commission, Inc. (BROC)

710 Veterans Drive North Wilkesboro, N.C. 28659

Tel: (336) 667-7174 Fax: (336) 667-5920

brocinc.com

Counties: Alleghany, Ashe, Wilkes

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

Weatherization services include:

- Caulking and/or weather-stripping windows and doors
- Insulate attics, walls and floor areas
- Replace rotten window sashes
- Wrap heating ducts
- Repair holes in the floor
- Repair or replace hot water heaters
- Carbon monoxide testing

Eligibility:

BROC provides free weatherization assistance to qualifying residents (elderly, handicapped, or low-income). The service will be provided to homeowners as well as those who rent. However, for renters, a landlord agreement must be signed. Also, a small contribution is required from the landlord. Priority is given to the needs of the elderly and disabled. Proof of income is required. Homeowners must provide a copy of their deed or landlords must provide two signed statements agreeing that the work can be completed.

Jim Absher Weatherization

Coordinator Tel: (336) 667-7174

PO Box 255 Old Warrensville School Rd Warrensville, N.C. 28693

ASHE Office

Tel: (336) 384-4543 Fax: (336) 384-4929 brocds@brocinc.com

ALLEGHANY Office

1747 Main St (US 21 N) Suite A Sparta, N.C. 28645 Tel: (336) 372-7284 brocds@brocinc.com

COMMUNITY ACTION AGENCIES FEATURED BUSINESSES

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

225 Birch Street, Suite 2 Boone, N.C. 28607 Tel: (828) 264-2421

Fax: (828) 256-0952

WAMYcommunityaction.org

Counties: Watauga, Avery, Mitchell, Yancey

Relevant Programs: Weatherization, Heating Appliance Repair/Replacement, Emergency Assistance, 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 Assistant Program operates at 200% of the 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.

WATAUGA Office

225 Birch Street, Suite 2 Boone, N.C. 28607 Tel: (828) 264-2421 Fax: (828) 264-0952

Andy Bryant

Energy Efficiency Coordinator

Andv@WAMYcommunityaction.org

AVERY Office

723 Cranberry Street Newland, N.C. 28657 Tel: (828) 733-0156 Fax: (828) 737-7991 Jennifer Fowler

Self-Sufficiency Coordinator

Jfowler@WAMYcommunityaction.org

Blue Ridge Energy Works

Kent Walker

P.O. Box 1067 Boone, N.C. 28607

Tel: (828) 355-9143 Fax: (828) 355-9145

brewgreen.com

- Spray Foam Insulation
- Energy Efficiency and Conservation
- Insulation
- Duct Sealing
- Renewable Energy Installation
- Clean, Sealed Crawlspaces or Crawlspace Encapsulation



HOMEFFICIENT Comfort, Efficency, Savings

HomEfficient Will Haddaway

PO Box 128 Boone, N.C. 28607

Tel: (828) 773-3298

homefficient@gmail.com

- Energy Audit
- Weatherization
- Insulation
- Duct Sealing



Sunny Day Homes, Inc Sam Zimmerman

747 Rocky Creek Rd Boone, N.C. 28607

Tel: (828) 964-3419

samz.sunnyday@gmail.com

- Energy Audit
- Home Energy Management
- Remodeling
- Certified Green Building

High Country Energy Solutions, Inc Kent Hively

PO Box 103

Sugar Grove, N.C. 28679

Tel: (828) 265-2683

highcountryenergysolutions.com

Energy Analysis:

- Building envelope leakage testing
- HVAC System Leakage Test
- House Framing Inspection
- Insulation Inspection



Whole-House Weatherization:

- Air Sealing
- Duct Sealing
- Insulation
- Sealed Crawlspaces
- Combustion Safely Testing
- Moisture Control
- Radon Mitigation

FEATURED BUSINESSES LIST OF BUSINESSES

reNew Home Inc.

John Kidda

285 Williams Ridge Rd. Boone, N.C. 28607

Tel: (828) 719–5057 renewhomeinc.com

Counties: Alleghany, Ashe, Avery, Caldwell, Catawba, McDowell,

Watauga, Wilkes, Yancey

Services:

Home energy audit

- Insulation
- · Air leak sealing
- Gas safety
- Renovations
- Contractor Liaison for project consulting

Tarheel Basement Systems

2460 Hwy 421 N Boone, N.C. 28607

Tel: 1 (877) 963-9464

tarheelbasementsystems.com

Counties: Alleghany, Ashe, Avery, Caldwell, Watauga, Wilkes

Free Estimate and Consultation:

Each free estimate includes an on-site inspection and consultation, a custom-designed solution for your unique crawl space or wet basement problem, a basement waterproofing or crawl space science book, and a written quote.

Other Services:

- Crawl space encapsulation
- Basement waterproofing
- Foundation repair
- Crawl space moisture control
- Concrete lifting and leveling
- Financing

Financing:

We offer a variety of easy-to-use financing options for homeowners. From basement waterproofing to foundation repair, we can offer financing options for practically any job. During our in-house visit, your home basement systems specialist will help you find the financing options that work for YOU!

Business	Service(s)	Location/ Phone
72 Degrees Heating & Air Conditioning	HVAC Repairs, Air Duct Cleaning and Sealing, Energy Audit, Indoor Air Quality Improvements	Hickory, N.C. (828) 325-0072
BRESCO Limited*	Energy Audit, Solar Thermal	Morganton, N.C. (828) 584-3684
Building Performance Engineering*	Energy Audit, Comfort Assessments, Duct Leakage, Thermal Imaging, Gas Leak	Boone, N.C. (828) 265-4888
Canella Heating and Air Conditioning, Inc	Energy Audit, Duct Testing and Sealing, HVAC Maintenance, Indoor Air Quality	Hickory/Catawba Valley, N.C. (828) 327-9680
Evans Heating & Cooling Inc*	Energy Audit, HVAC Service and Installation, Geothermal Heat Pump, Radiant Floors	Glade Valley, N.C. (336) 657-3423
Green Horizons Innovators*	Energy Audit, Weatherization, Insulation, Air Sealing	Boone, N.C. (828) 773-2039
Home Energy Solutions*	Energy Audit, Duct Leakage, Thermal Imaging	Granite Falls, N.C. (828) 217-0506
Mountain Air Inc	Duct Sealing, HVAC Replacement, Rehab Work	Butler, Tenn. (423) 727-6463
Mountain Construction Enterprises Inc	Green Building	Boone, N.C. (828) 963-8090
Mountain West Builders*	Energy Efficiency Contractors, Energy Audits	Jefferson, N.C. (336) 846-4003
Scott Brothers Heating and Air	Duct Sealing, HVAC Replacement	Boone, N.C. (336) 877-1702

*Home energy auditors that are authorized to participate in the Blue Ridge Electric Rebate Program

BLUE RIDGE ELECTRIC SERVICES



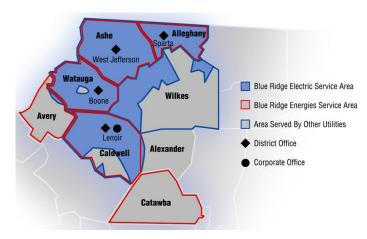
Corporate Office: Lenoir N.C. 1 (800) 451-5474 blueridgeemc.com

Alleghany County (336) 372-4646

Caldwell County (828) 754-9071

Ashe County (336) 846-7138

Watauga County (828) 264-8894



FlexPay

This is a BREMC billing option that allows you to design an affordable payment schedule according to your household budget. You simply spread out your payments over a longer period of time. To sign up, visit: secure.blueridgeemc.com/secureforms/flexpay.aspx

Operation Round-Up

This program is a way to contribute to helping those in your community that cannot always afford *one* of their winter bills. You have the option to round your monthly service charge up to the nearest dollar amount and that difference between the nearest dollar amount and your actual bill is what goes to help others heat their homes. See your monthly invoice to sign up.

The funds raised through Operation Round Up are given to local agencies, which then distribute the funds to households in need.

GreenSmart

Use this BREMC tool kit to manage your home energy use. By using such low/no cost tips and tricks with your appliances, lighting, and heating/cooling systems, you could save up to \$300 per year! blueridgeemc.com/greensmart

County Resources

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The following agencies and civic groups provide emergency utility assistance and services to households in specific counties. Here you will find contact information for the organizations' offices.

Allegh	any
Ashe .	Emergency Utility Assistance
Avery.	Emergency Utility Assistance
Caldwe	ell
Watau	ga
Wilkes	

ALLEGHANY CO. ASHE CO.

Emergency Utility Assistance

Department of Social Services

182 Doctors Street Sparta, N.C. 28675 Tel: (336) 372-2411 Fax: (336) 372-2635

alleghanycounty-nc.gov/social_services.php

Detha Shepherd

Income Maintenance Administrator detha.shepherd@alleghany.nc.gov

Funds available through:

- Heating/Cooling Assistance
- Low Income Home Energy Assistance Program (LIHEAP)

Alleghany C.A.R.E.S.

Located at: 25 Womble Street Sparta, NC 28675 Tel: (336) 372-5959 alleghanycares@skybest.com

Services:

- Emergency Heating Funds
- Fans for Seniors
 Income based program for senior citizens contact the Director for information
- EdenPure Heaters
 Income based program available only once to families. Must apply then pay small fee. Contact Director in October.

Extension Services

NC Cooperative Extension

90 S Main St Sparta, NC 28675 Tel: (336) 372-5597. **Radon Testing Kits:** A limited number of kits are available FREE OF CHARGE at the Alleghany Extension Office. For more information contact the office.

Emergency Utility Assistance

Department of Social Services

150 Government Circle, Suite 1400 Jefferson, N.C. 28640 Tel: (336) 219-2700 or 336-219-2719

Fax: (336) 219-2762

ashecountygov.com/departments/social-services

Jeana Arroyo

Income Maintenance Administrator

Tel: (336) 846-5720

jeanaarroyo@ashecountygov.com

Funds available through:

• Low Income Home Energy Assistance Program (LIHEAP)

Red Cross

Blue Ridge Chapter 331 Queen Street, Suite B Boone, N.C. 28607 Tel: (828) 264-8226

Salvation Army

Emergency Financial Assistance

220 Postal St Boone, N.C. 28607 Tel: (828) 262-1005

Michal.Chapman@uss.salvationarmy.org

Church Associations*

Three Forks Baptist Association

Tel: (828) 264-8331

United Methodist Church - Western N.C. Conference

Tel: (704) 535-2260

^{*}Request contact information for individual churches in your community

AVERY CO. CALDWELL CO.

Emergency Utility Assistance

Department of Social Services

175 Linville Street, PO Box 309 Newland, N.C. 28657 Tel: (828) 733-8230 Fax (828) 733-8245 averydss.com

Don Benfield

Income Maintenance Administrator don.benfield@avervcountvnc.gov

Funds available through:

Crisis Intervention Program

Provides assistance for adults or families with children with heating or cooling related emergencies. Funds are available monthly on a first come first basis.

Emergency Assistance

Provides assistance for families with children under age 18 in the household, and in an emergency situation. Funds may help pay rent, heating costs, electric bills, and other one-time necessary expenses. The assistance must alleviate the emergency. Families may receive this assistance once per year. Families must meet income and reserve guidelines.

Low Income Home Energy Assistance Program (LIHEAP) Applications for LIEAP are usually taken for two weeks in November of each year.

Red Cross Blue Ridge Chapter

331 Queen Street, Suite B Boone, N.C. 28607 Tel: (828) 264-8226

Salvation Army **Emergency Financial Assistance** 220 Postal St Boone, N.C. 28607

Tel: (828) 262-1005

Michal.Chapman@uss.salvationarmy.org

Emergency Utility Assistance

Department of Social Services

2345 Morganton Boulevard Southwest Lenoir, N.C. 28645 Tel: (828) 426-8200

Will Wakefield

Emergency Assistance Coordinator

Tel: (828) 426-8271

wwakefield@caldwellcountync.org

Funds available through:

Emergency Assistance (WFFA-EA)

For any financially eligible family, with at least one member under age 18, that is experiencing a financial crisis involving heating, cooling, rent, etc. (financial guidelines subject to change)

Low Income Home Energy Assistance Program (LIHEAP) Applications begin each December.

Crisis Intervention Program (CIP) For any financially eligible individual or family experiencing a heating or cooling crisis (financial guidelines subject to change).

United Way (UW) For any financial emergency where CIP or WFFA-EA does not apply or those funds are exhausted.

**DSS works with other agencies in the community to help relieve a financial crisis, such as Yokefellow, Salvation Army, South Caldwell Christian Ministries, Red Cross, and area churches.

Caldwell Co. Yokefellow **Emergency Assistance Hours**

Monday, Tuesday, Thursday, Friday 9am - Noon and 1pm-3:30pm Tel: (828) 754-7088

yokefellowfriends@gmail.com

Salvation Army **Emergency Financial Assistance**

750 Third Ave. Pl, Hickory, N.C. Tel: (828) 322-8061 Michael.Harris@uss.salvationarmy.org

South Caldwell Christian Ministries

5 Quarry Rd. Granite Falls, N.C. 28630 Tel: (828) 396-4000

WATAUGA CO. WILKES CO.

Emergency Utility Assistance

Department of Social Services

132 Poplar Grove Connector, Suite C

Boone, N.C. 28607 Tel: (828) 265-8100 Fax: (828) 265-7638

JoAnne Holland

Emergency Assistance Coordinator

Tel: (828) 265-8100 ext. 228

Funds available through:

- Emergency Assistance
- Low Income Home Energy Assistance Program (LIHEAP)

Watauga Crisis Assistance Network (WeCAN)

338 Brook Hollow Road Boone N.C. 28607

Graham Doege

Coordinator

Tel: (828) 264-1237

Walk-in Appointments Available:

Monday - Friday: 10am - 12pm

Wednesday: 5pm - 7pm

Red Cross Blue Ridge Chapter

331 Queen Street, Suite B Boone, N.C. 28607 Tel: (828) 264-8226

Salvation Army

Emergency Financial Assistance

220 Postal St Boone, N.C. 28607 Tel: (828) 262-1005

Michal.Chapman@uss.salvationarmy.org

Church of the Holy Cross

Hwy 194 Banner Elk, N.C. 28604 Tel: (828) 963-4609

Emergency Utility Assistance

Department of Social Services

304 College Street Wilkesboro, N.C. 28697 Tel: (336) 651-7400

Fax: (336) 651-7559

Lynn Cox

Emergency Assistance Coordinator

Tel: (336) 651-7400 ext.7578

Funds available through:

• Low Income Home Energy Assistance Program (LIHEAP)

A one-time cash benefit to assist with heating expenses. Payments are based on the number of applications approved statewide and the amount of money allocated.

Crisis Intervention Program

Assists with heating or cooling emergencies. Provides payments directly to vendors for households experiencing life-threatening or health-related emergencies.

Red Cross Blue Ridge Chapter

331 Queen Street, Suite B Boone, N.C. 28607 Tel: (828) 264-8226

Salvation Army Emergency Financial Assistance

220 Postal St Boone, N.C. 28607 Tel: (828) 262-1005

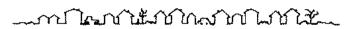
Michal.Chapman@uss.salvationarmy.org

Tri-County Christian Crisis Ministry Inc.

PO Box 511 Elkin, N.C. 28621 **Tena Blackburn**

Tel: (336) 526-1089

State Resources



Low Income Home Energy Assistance Program

Public Inquiries

Tel: 1 (800) 662-7030

Administering County Agencies: ncdhhs.gov/dss/local/

LIHEAP aims to reduce households' utility costs through a one-time "cash benefit." While federally funded, it is administered by all NC counties' Department of Social Services. For services, contact your local DSS representative, found in the County Resources section of this guide. General LIHEAP information, qualifications, and benefits are provided below.

LIHEAP Income Eligibility Level

Heating/Cooling: 150% Federal Poverty Level Crisis: 150% Federal Poverty Level

Under the law, LIHEAP 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
- Supplemental Security Income
- Food Stamps.
- Certain needs-tested Veteran Benefits.

LIHEAP FY 2015 Benefit

Heating: \$200 minimum \$400 maximum

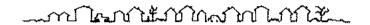
Crisis: \$600 maximum

LIHEAP Program Dates

Heating: January 1- March 31

Crisis: Year-round

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 and Urgent Repair programs. Program funds are administered by non-profits and local government agencies based on funds available, condition of homes, and met eligibility. Contact your county's administrator to apply for SFR or URP.

1. Single Family Rehabilitation (SFR) Program

Eligible households may receive \$5000-\$45,000 in the form of no-interest, forgivable loans—forgiven at \$3,000 per year. Households' income must be below 80% of the area's median income.

Western Piedmont Council of Governments

Caldwell, Catawba, Burke, Alexander 1880 Second Avenue, NW Hickory, N.C. 28603

wpcoq.org

Nancy Coley, Administrator Tel: (828) 322-9191 ext. 259

High Country Council of Governments

Alleghany, Ashe, Avery, Mitchell, Watauga, Wilkes, Yancey 468 New Market Boulevard Boone, N.C. 28607 regiond.org

Michelle Ball, Administrator Tel: (828) 265-5434 ext. 115

2. Urgent Repair Program (URP)

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

Western Piedmont Council of Governments Caldwell, Burke, Alexander Laurie Powell, Administrator

Tel: (828) 485-4259

Wilkes County Government Michelle Ball, Administrator Tel: (828) 265-5434 ext. 115

High Country Council of Governments Alleghany, Ashe, Avery, Watauga Michelle Ball, Administrator Tel: (828) 265-5434 ext. 115

Web Resources



See all of your home's utility data in one easy to understand place—FREE!

Easy Instructions

Use the link to create a personal ResiSpeak account. It will prompt you to enter your online Blue Ridge Electric login and password. Once entered, you will receive an email from ResiSpeak to confirm your email address. You have to open that email and click on the link to confirm your email address, and then your account is active!

Don't have an online Blue Ridge Electric account? No problem!

First create an online account at blueridgeemc.com — it only takes a few minutes. Then proceed to sign on to ResiSpeak, using the instructions above. You can do the same for your gas utilities if you purchase gas from Appalachian Energy, Blue Ridge Energies, or Piedmont Gas.

For frequently asked questions: resispeak.com/faq



Energy Savings Action Center

appvoices.org/saveenergy

This is a tool designed to help residents in the Southeast save money and energy by promoting energy efficiency loan programs through 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

Blue Ridge Electric is a Membership Corporation—a Cooperative. As an account holder, you are a member and part owner, which means you have a vote in how the cooperative operates. Listed below are BRE's "Cooperative Principles."

Principle #1: Voluntary and Open Membership

Principle #2: Democratic Member Control

Principle #3: Members' Economic Participation

Principle #4: Autonomy and Independence

Principle #5: Education, Training and Information

Principle #6: Cooperation Among Cooperatives

Principle #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 you are discontent and you feel like 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:

- Use word of mouth within your social groups
- Write a letter to the editor
- Create or sign a petition

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

NOTES

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

appalachianvoices.org/energysavings/



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