

ERR = Energy Related Repair (a program of Energy Assistance)

- The intention of ERR is to restore heat where there was once heat provided by an existing heating system to dwellings (houses or mobile homes) that are owned. ERR cannot be used for rental units.
- ERR is used for EMERGENCY repairs or replacements to the primary heating system only.
- A dwelling must have adequate electrical service to operate the heating system; electrical repairs outside the furnace are limited to the dedicated circuit wiring that connects from the furnace to the service panel or to the thermostat.
- **ERR is a CRISIS EMERGENCY program with Federal crisis timelines:** MAHUBE-OTWA MUST respond to and secure vendors with capacity to supply adequate, temporary heat (if heat cannot be restored) within 18 hours in a life-threatening or no-heat emergency, and 48 hours when non-life-threatening. Life-threatening examples include: gas leaks or dangerous combustion gases leaking into the dwelling, and non-working/red-tagged furnaces malfunctioning due to inadequate maintenance that can be made operable with cleaning & tuning or repair.

MECHANICAL EQUIPMENT AND WORK STANDARDS – Both WX and Energy Assistance

- MAHUBE-OTWA must follow Federal Procurement Standards and Requirements, including price quotes and bids. Work is typically awarded to the lowest bidder; however, other factors are also considered. Example: Ability to complete the work on time, etc.
- See attached regarding heating replacements.
- MN Energy Code requires HVAC equipment to be sized according to the 2005 ASHRAE Handbook of Fundamentals, ACCA Manual J. A Manual J calculation must be performed before installing a new heating unit.
- If a proposed repair is not cost-effective given the age and condition of the furnace, contact MAHUBE-OTWA to discuss possible replacement.

INVOICES/BILLING/GENERAL – Both WX and Energy Assistance

- **MAHUBE-OTWA will never ask a homeowner to call you to repair their heating system;** instructions will always be directly communicated to you by MAHUBE-OTWA. If a homeowner contacts you, ask them to call us.
- Please honor *“bids due by dates, complete by dates, and ASAP dates”*, as we are operating under timeline rules and much of our mechanical work is considered crisis emergency work. Any time extensions to complete work requires prior approval from MAHUBE-OTWA (please call and let us know).
- All replacements and repairs over \$1,000 completed with ERR funds must have a Completion Certificate signed by the heating contractor and homeowner, and a copy left with the homeowner. This Completion form must include model & serial numbers of replacements, as well as test dates and results.
- Rebates must benefit ERR/WX if MAHUBE-OTWA paid for a furnace eligible for a rebate. Best Practice: Contractor receives the rebate and lists the rebate as a deduction on the itemized bill.
- Payments made to contractors are typically within a week of satisfactory completion/inspection and receipt of invoice.
- Scanning and emailing or faxing of bids and invoices will expedite both the bid and payment processes. MAHUBE-OTWA does accept electronic, scanned invoices and documentation. If you send an electronic invoice, please do not also send a hard copy.
- Weatherization Contractors need to provide lien waivers to MAHUBE-OTWA for completed WX work.