

# NEW JERSEY WHOLE HOUSE PILOT PROGRAM FREQUENTLY ASKED QUESTIONS

Every family deserves a healthy, safe, and energy efficient home

## WHAT IS THE WHOLE HOUSE PILOT PROGRAM?

The Whole House Pilot Program ensures households that have been deferred from the Comfort Partners program, New Jersey's program to weatherize and make homes energy efficient at no cost to participants, can address health and safety hazards in their homes.

Residents who are eligible for the Comfort Partners program often receive limited program services due to health and safety issues in the home that can make weatherizing the home dangerous.

The Whole House Pilot Program brings together existing resources available in the community to ensure participants receive all necessary health and safety measures at no cost, so that Comfort Partners can proceed with weatherization.

The Program is currently a "pilot program" that is available to residents of Trenton, New Jersey, and is led by Green & Healthy Homes Initiative, NJ utility companies, and the NJ Board of Public Utilities. The program works in partnership with local community-based organizations and vendors.

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## HOW TO ENROLL IN THE WHOLE HOUSE PILOT PROGRAM

To participate in the program, residents must first enroll with the New Jersey Comfort Partners Program, a free program that helps income-eligible customers reduce their utility bills through energy efficiency upgrades.

If Comfort Partners finds they cannot proceed with energy efficiency work due to health and safety hazards, residents will be referred to the Whole House Pilot Program.



Residents can call **800-915-8309** or fill out the form found at the bottom of the webpage linked here: <https://tinyurl.com/2t4y9jcz>  
OR scan the QR code.

## WHAT CAN CLIENTS EXPECT TO EXPERIENCE AFTER ENROLLMENT?

A pilot program coordinator from the Green & Healthy Homes Initiative (GHHI) will contact residents via phone and connect them with housing programs that will provide rehabilitation work for their home.

1. The pilot coordinator will assist residents with the application process and serve as the main contact for residents while work is completed in their home. The coordinator will work to identify what programs each resident qualifies for.
2. The coordinator will ask to plan a home visit, so they can work face-to-face with residents and identify health and safety issues in their home.
3. The coordinator will then assist residents filling out a survey on weatherization, asthma triggers, and lead hazards, and will work with residents to schedule official housing assessments, and to coordinate and schedule the various jobs needed. We will keep clients updated on contractor progress throughout the process.
4. When healthy housing and weatherization work has been performed in the home, the coordinator will schedule a time with the resident to complete a follow-up assessment and survey.

## WHAT ARE THE ELIGIBILITY REQUIREMENTS FOR THE COMFORT PARTNERS ENERGY EFFICIENCY PROGRAM?

Both homeowners and renters may receive services through Comfort Partners. To be eligible for the Comfort Partners energy efficiency programs, residents must:

- Demonstrate they meet income-based requirements to participate (at or below 250 percent of the federal poverty guidelines).
- Use their home as a primary residence and be the customer of record with a New Jersey electric or gas utility.
- Live in a building (single-family house, apartment, townhome, etc.) with 1 to 14 units that are individually metered (buildings with greater than 14 units are not eligible).
- Have an active customer account with their utility.
- The program income guidelines are listed below:

2022 Income Guidelines (250% of the Federal Poverty Guidelines)			
Size of Family	Weekly Income	Monthly Income	Yearly Income
1	\$653	\$2,831	\$33,975
2	\$880	\$3,815	\$45,775
3	\$1,107	\$4,798	\$57,575
4	\$1,334	\$5,781	\$69,375
5	\$1,561	\$6,765	\$81,175
6	\$1,788	\$7,748	\$92,975
7	\$2,015	\$8,731	\$104,775
8	\$2,242	\$9,715	\$116,575

### For family units with more than 8 family members:

Add \$227 to the weekly income, \$983 to the monthly income, or \$11,800 to the yearly income for each additional member.

## **ADDITIONAL WAYS TO DETERMINE ELIGIBILITY**

Or, residents can demonstrate eligibility for the Comfort Partners program if they participate in one or more of the following programs:

1. Temporary Assistance to Needy Families (TANF)
2. Supplemental Security Income (SSI)
3. Section 8 Housing Assistance
4. SNAP
5. General Assistance (GA)

NOTE: USF, Lifeline, HEAP, and PAAD are not currently auto-qualifiers, but may become auto-qualifiers soon, as their income eligibility thresholds may be changing.

Residents living in low-income census tracts must still meet the income eligibility requirements but do not have to provide proof of income.

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## **WHAT ARE SOME EXAMPLES OF HOME INTERVENTIONS I COULD RECEIVE IN THE WHOLE HOUSE PILOT PROGRAM?**

The Whole House Pilot Program works with service providers in the community to provide the following interventions:

- Lead remediation
- Asbestos remediation
- Mold remediation
- Radon remediation
- Integrated pest management
- Structural and electrical repairs
- Gas leak abatement
- Sewer cleanup or decontamination
- Trip-and-fall hazard remediation.

## **WHO SHOULD I CONTACT IF I HAVE QUESTIONS ABOUT THE WHOLE HOUSE PROGRAM?**

Brandon Castro is the Whole House Pilot Program Coordinator at GHHI. You can reach him via phone at 609-905-0322 or via email at [njwholehome@ghhi.org](mailto:njwholehome@ghhi.org).

## **WHAT IS THE COST OF THE WHOLE HOUSE PROGRAM?**

There is no cost to participate in the Whole House Pilot Program.

## **WHY IS THIS A PILOT PROGRAM? WHAT DOES THAT MEAN?**

The Whole House Pilot Program is a one-year program. At the end of the program period, GHHI and the Board of Public Utilities will evaluate program outcomes. The goal of the pilot is to make a case for a statewide program like this one.