

Holland Board of Public Works Income-Qualified Energy Efficiency Assistance Program

Holland Board of Public Works (HBPW) will provide up to \$5,000 per eligible household to complete energy efficiency upgrades in income-qualified homes. This program aims to reduce energy costs, improve comfort, and improve the health and safety of occupants. Please contact our office at 616-355-1534 or energysmarthome@hollandbpw.com if you need help filling out this form.

Eligibility Requirements

To be eligible for funding, applicants must meet all of the following criteria:

- Be a Holland Board of Public Works residential electric customer in good standing.
- Be classified as a low-income household (80% AMI)
- Must live in the home year-round as their primary residence. Assistance is provided for single- and multi-family residential homes, including manufactured housing, apartments, condos, and new construction in the HBPW electric service territory. Renters may apply for funds but must secure the property owner's permission.

Funding Amount

- Applicants can receive up to \$5,000 in funding through HBPW's Energy Waste Reduction program, in addition to any applicable rebate money for any eligible equipment (refrigerator, range, dishwasher, clothes washer, clothes dryer, dehumidifier, water heater, heat pump, ductwork sealing, thermostat, electric panel and wiring, insulation, air sealing, or ventilation along with health and safety measure that allow equipment installation like mold, asbestos, lead remediation, roof and structural repairs, moisture control, or pest control).
- Funds can be combined with MiHER, CAA Weatherization, City of Holland Home Repair, Lakeshore Habitat for Humanity Home Repair, or other programs. Funds can be used for energy-efficiency equipment eligible for HBPW electric rebates (see page 6) and/or health and safety measures that improve energy efficiency or allow energy-efficiency projects to take place.
- **Note:** Except for standard rebates, HBPW WILL NOT FUND ANY WORK COMPLETED OR EXPENDITURES THAT HAVE OCCURRED BEFORE THIS ASSISTANCE PROGRAM APPLICATION HAS BEEN APPROVED.

Application Components

1. **Form Submission:** Apply for funds using the provided form (pages 2-4). Nonprofit organizations and contractors may apply for funding on a customer's behalf.
2. **Proof of Low-Income Status:** Participation in state or local low-income programs serves as proof of low-income status. Please verify your participation in one of these programs. (See examples on Page 3.)
3. **Additional Funding:** Indicate if you are working with (or expect to work with) other organizations for additional funding (e.g., MiHER, CAA Weatherization).
4. **Work Description:** Describe work and/or equipment needs. If an energy audit has been performed, include a copy. Attach one or more quotes or cost estimates for the desired work.

Income-Qualified Energy Efficiency Assistance Program - Application Form

Name of Electric Account Holder	Installation Address
Phone Number	Email
HBPW Electric Account Number	SEMCO Gas Account Number
	Name of Account Holder if different from name above

1. Is this your primary residence that you live in year-round? Yes No

2. Are you the legal owner of the home? Yes No *If no, please list the property owner's name and contact information. HBPW will contact the property owner to verify permission.*

3. Have you completed Home Energy 101 or have you had an Energy Audit conducted on your home?
 Yes No

4. Are you working with other organizations that are providing funding for your home?
 Yes No *If yes, please list the organization(s)_____*

5. Would you like someone to help you find other funding sources? Yes No

6. Describe the scope of the work for your home (use additional pages if necessary).
 - *Attach quote(s) from a contractor for any professional work described or cost estimates for self-installed items like appliances. Please ensure the quote(s) contains the contractor's name, contact information, phone number, and email. **Quotes may be submitted later if you are still determining the best use of program funds and want input from HBPW staff.***
 - Please see Terms & Conditions for eligible equipment and health and safety measures.
 - Please see Appendix A for replacement guidelines.

7. Verification of low-income status:

- Option 1: Attach proof of a pre-existing program qualification below: copy of SNAP or WIC card, HBPW Promise Funds/bill assistance, CAH Food Club card, Lakeshore Habitat for Humanity Home Repair Program, CAA Weatherization, City of Holland Home Repair, copy of a Medicaid card (adult) or eligibility letter, MiHER Enhanced Rebate qualification letter, etc.)
- Option 2: In-person income verification through the City of Holland (appointment required: information will be provided by BPW after receiving this application).

Certifications and Signature

I hereby certify that:

- The information contained in this application is accurate and complete, and all rules of the program have been followed.
- I hereby agree to indemnify, hold harmless, and release Holland Board of Public Works from any actions or claims regarding the installation, operation, and disposal of equipment (and related materials) contained herein, including liability from any incidental or consequential damages.
- I have read and understand the General Program Rules, Eligible Equipment and Measures, and Appendix A Guidelines for Replacement included with this document. I agree to verification of equipment installation, which may include a pre- and post-site inspection. I understand that I am not allowed to receive more than \$5,000 for this residence, not including equipment rebates. I understand that my submittal of the requested information is for the sole purpose of my program participation. I further understand that this information will be treated as confidential to the extent permitted by law.
- I give permission for Holland Board of Public Works and SEMCO Energy to provide two years of historical energy use data and three years of future energy use data for the installation address specified on this form. This information will be solely used for the information of the Holland Board of Public Works.

Account Holder Signature

Date

Optional to Include:

- Contractor quote(s) for work (may be submitted later)
- Energy report/audit for home (if you have one)

Send Application To:

EnergySmartHome@hollandbpw.com OR

Energy Smart Home

Holland Board of Public Works
625 Hastings Avenue
Holland, MI 49423

Frequently Asked Questions:

- **My home has multiple needs and I don't know where to start.**
 - This is not unusual. Home energy projects are complicated and often interrelated, so the HBPW Conservation Team is trained and eager to help any customer with questions about their specific circumstances. You can reach us at 616-355-1534 or energysmarthome@hollandbpw.com. We may be able to answer your questions via phone or email, or we may recommend coming to your home for a brief in-person visit to assess your needs better and give recommendations on the best steps for you to take.
- **How do I know which funding source(s) would be best to maximize the benefits and limit how much I spend?**
 - The Conservation team at HBPW works hard to stay up to speed on all the funding opportunities available to income-qualified customers. We will always try to help you identify funding opportunities that will limit your costs, and we may be able to make projects happen at no cost to you. To learn more, you can reach us at 616-355-1534 or energysmarthome@hollandbpw.com.
- **Does HBPW coordinate the work being done on my home?**
 - No. HBPW does not play any role in selecting materials or contractors, and we do not complete or schedule the work. This is all up to the resident.
- **How do I get paid by this program?**
 - It depends on whether a contractor does the upgrade(s) you want to complete or whether they are self-installed. For self-installed projects like a new appliance, HBPW will send you a check to reimburse the actual costs paid for the equipment and hook-up/delivery/etc.
 - For projects completed by a contractor, we can either pay you a check as reimbursement if you pay the contractor yourself, or we can arrange to pay the contractor directly if that is preferable to you and acceptable to the contractor. Any contractor invoices sent to the BPW should be emailed to energysmarthome@hollandbpw.com and should include a reference to the name and address of the property in question and a photo of the completed work for proof of install.
 - Contractors who have not done work for BPW in the past may be required to submit a W9 and banking (ACH) information to become established as a vendor to receive payments.
 - In both cases, you must have received written approval from HBPW that your application was approved. We cannot reimburse projects that were completed before approval.
- **Can Landlords apply for and complete this program on behalf of renters/tenants?**
 - Yes. If the landlord is not the electric account holder, they must get the account holder's approval by having them sign page 3 of the application on the account holder's signature line.
- **How often can I utilize the HBPW Income Qualified Energy Efficiency Assistance Program?**
 - The \$5,000 limit for this program applies to the residence or premise, so \$5,000 could be used all at once by one resident, or a total of \$5,000 could be used throughout multiple projects, over multiple years, and/or multiple residents. For multi-family buildings, the \$5,000 limit applies per unit.
- **Will the program replace my gas furnace with a new one?**
 - As an electric utility, we cannot use funds purely for natural gas measures. One option our program is intended to help you with is to convert gas equipment like furnaces, water heaters, clothes dryers, or stoves to electric versions. This often results in lower overall energy bills, improved indoor air quality, and other benefits. Additionally, our team can try to help you access other programs that may help you replace gas equipment if that is your desire or if an electric version is not feasible in your situation.
- **Is there a maximum amount of assistance funding from various programs that can be braided together?**
 - Every situation is different, but based on programs we are aware of today, many residents who are at 80% of the area median income or below will be able to access at least \$15,000-\$20,000 in energy improvements when applicable local, state, and federal resources are combined. Since programs and incentives change over time, the best way to determine your maximum incentive opportunities is to talk to our team: 616-355-1534 or energysmarthome@hollandbpw.com.

- **What is the household income dollar amount corresponding to 80% Area Median Income (AMI) for our area?**
 - For 2026, you can use the following table to determine if your household income will fall under the 80% AMI threshold. This is based on Ottawa County figures, but we use this as the basis for our entire service territory.
 - [2026 Income Limits](#)

2026 Income Limit for Holland-Grand Haven MI HUD Metro Area	Persons in Family							
	1	2	3	4	5	6	7	8
Low (80%) Income Limits (\$)	63,700	72,800	81,900	90,950	98,250	105,550	112,800	120,100

- **How long does it take to review and approve my application for this program?**
 - If you provide all the required documentation with your application, we should be able to review your application and approve it within two (2) weeks. Applications that are missing paperwork or situations where residents request guidance or project recommendations by our team will take longer.
- **How long does it take to complete the work on my home from the time my application is approved?**
 - This depends on the scope of work you want completed and whether or not you are working with contractors or self-installing materials. HBPW does not have any ability to influence the speed of project completion since it is in the homeowner’s hands to coordinate and schedule all work.
- **Will HBPW apply for other funding programs on my behalf?**
 - No, we cannot apply for you, but we will try to connect you with other applicable programs and let you know what information you need to apply and succeed. We can speak with staff at other programs when necessary to help ensure the best resource braiding for your specific situation.

Terms and Conditions

General Program Rules

Funds of up to \$5,000 are available to verified low-income households that are Holland Board of Public Works electric customers for homes that they live in year-round. Ineligible homes include homes that are for sale or that have already received funding from this program. Offer is good while funds are available on a first-come, first-served basis. The program begins on January 1, 2026. Your completed application and required documents must be received by December 31, 2026. Holland Board of Public Works reserves the right to withdraw or change this offer without notice. Funding cannot exceed the purchase price, including any funding received from other organizations. Ineligible requests are subject to denial or repayment to the program.

Applicants will contract skilled professionals and/or licensed contractors to complete necessary upgrades and ensure that the work performed meets local codes and safety standards, including any applicable local permits.

After the upgrades are complete, the homeowner owns the upgrades and equipment. Therefore, HBPW is not responsible for any damage or repairs of any kind to equipment or the upgrades installed in the home. If repairs to the equipment are required or defects are discovered, the homeowner should seek coverage under the manufacturer’s warranty. In the event of weather events or Acts of God that cause damage to the equipment or upgrades, the homeowner should seek coverage under their homeowner’s insurance.

HBPW reserves the right to conduct inspections before and/or after the work to ensure it is completed to a high standard and the expected energy savings are achieved. Follow-up surveys or evaluations may be conducted to assess the impact of the energy efficiency work, including energy savings, client satisfaction, and any further needs. By utilizing HBPW funds for this program, participating households authorize HBPW to access both electric and natural gas utility data for 2 years prior to and 3 years after the project.

Eligible Equipment and Measures

Air Conditioning

- **A/C:** Replacement of window A/C units with a heat pump (ducted, mini-split, or window units).
- **A/C Tune-up:** Maintenance and servicing of existing air conditioning units to ensure they operate efficiently.

Energy-Efficient Appliances

- **Replacement of Household Appliances:** Upgrade to more energy-efficient electric appliances such as refrigerators, stoves, dishwashers, clothes washers, and dryers, including necessary upgrades to electric panels and wiring. Room Dehumidifier, Refrigerator, Pool Pump, Electric Clothes Dryer, Heat Pump Clothes Dryer, Clothes Washer, Dishwasher, and Air Purifier must be ENERGY STAR certified. Refrigerator must be 10 cubic ft. or larger. Induction Cooking Appliance ranges, cooktops, and single burner induction appliances are eligible.

Heat Pump Water Heaters

- **Installation of Heat Pump Water Heaters:** Replacing gas or electric resistance water heaters with ENERGY STAR-rated heat pump water heaters, including necessary upgrades to electrical panels (e.g. 240V wiring and venting).

Heating and Cooling

- **Installation of Heat Pumps:** Energy-efficient heat pumps that provide heating and cooling solutions. This includes necessary ductwork, wiring, and additional shell work (e.g., insulation, and air sealing) to ensure optimal performance. Heat pumps must be the primary method of heating and cooling the space. Heat pumps must have an HSPF2 ≥ 8.1 .
- **Programmable Thermostats:** Programmable or smart thermostats for existing or new heating and cooling systems.

Shell Work (Heat Pumps Only)

- **Insulation and Sealing:** Adding or improving insulation, sealing windows and doors, and improving air circulation and ventilation to ensure the house maintains comfortable temperatures and reduces energy loss. This measure does not apply to homes heated fully by natural gas.

Health and Safety

- **Safely Removing or Encapsulating Hazardous Materials and/or Abating Hazardous Conditions:** Investments in health and safety measures are appropriate and necessary to address health and safety conditions that impede the implementation of energy waste reduction and/or electrification measures for low-income residential properties. Examples include but may not be limited to mold remediation, asbestos remediation, lead paint remediation, roof repairs, structural repairs, moisture control, pest control, and electrical upgrades.

APPENDIX A GUIDELINES FOR REPLACEMENT

Knowing when to replace electric appliances with a more energy-efficient version is crucial for energy savings and program effectiveness. Here are **guidelines** that can help determine when an electric appliance should be replaced.

Funding for the replacement of electric appliances will be based on the following criteria:

- The appliance is near or beyond its expected lifespan.
- The appliance shows signs of inefficiency, frequent malfunctions, or increased energy use.
- The appliance does not have an Energy Star rating or comparable energy-efficient certifications.
- The cost of keeping the appliance is no longer justified by the savings it provides.
- The replacement appliance offers significantly reduced energy consumption (e.g., 20% less energy usage).

1. Appliance Age

- **General Lifespan:** Most appliances have an expected lifespan, after which their energy efficiency declines.
 - **Refrigerators:** Typically 10-15 years.
 - **Dishwashers:** 9-12 years.
 - **Washing Machines:** 10-15 years.
 - **Clothes Dryers:** 10-15 years.
 - **Ovens/Stoves:** 10-20 years.
- **Guideline:** If an appliance has exceeded its expected lifespan, it's likely more energy-efficient to replace it.

2. Appliance Condition

- **Frequent Repairs:** If an appliance requires frequent repairs, replacing it is often more cost-effective.
- **Inefficiency Symptoms:**
 - **Increased energy consumption:** Appliances that use more electricity than before, resulting in higher utility bills, indicate that they are not operating efficiently.
 - **Loud or irregular operation:** Noisy or erratic operation indicates an appliance is aging and inefficient.
- **Guideline:** frequent malfunctions or signs of deterioration indicate it's time to consider a replacement.

3. Energy Efficiency Ratings

- **Energy Star Ratings:** Many modern appliances are now Energy Star-certified, meaning they meet certain energy efficiency standards. Appliances not upgraded in years may use far more energy than newer models.
- **Energy Use Comparison:** Compare the energy use of the existing appliance to the Energy Star-rated model. New appliances have the Energy Guide label that shows energy consumption in kWh/year and cost estimates. If the new model's energy use is significantly lower, it's worth replacing the old appliance.
- **Guideline:** If the existing appliance doesn't have an Energy Star label and the new model has a much lower estimated annual energy cost, consider replacing it.

4. Rising Energy Costs

- **Utility Bills:** If a household's utility bills are increasing significantly despite normal usage, the appliances may not function as efficiently as they should.
- **Guideline:** A noticeable increase in electricity bills may indicate that one or more appliances are inefficient and should be replaced with more energy-efficient models.

5. Technological Advances in Efficiency

- **Technological Improvements:** Many modern appliances have built-in features that increase efficiency, such as variable-speed compressors in refrigerators or energy-saving drying cycles in washers and dryers.
- **Guideline:** Newer technologies, such as heat pump dryers, smart appliances (which can optimize energy use), and induction cooktops, are much more energy-efficient than older models. When these technologies become widely available, they can indicate that it's time to replace older models.

6. Manufacturer Recalls and Performance Reports

- **Recalls:** If an appliance has been recalled due to safety issues or inefficiency, consider replacement.
- **Performance Reports:** Manufacturer performance reports or government surveys may indicate that certain appliance models consume more energy. If your appliance is listed, it might be time for a replacement.

7. The Impact of High-Efficiency Alternatives

- **Older vs. Newer Models:** When a more efficient model becomes available for an appliance (such as a highly efficient refrigerator, washing machine, or HVAC system), it may make sense to replace an older model.