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|  <p style="text-align: center;">State of Ohio Weatherization Program Standards</p> | Section | ADMINISTRATION |
| | Subject | Completion Standards |

COMPLETION STANDARDS 112

Grantees shall apply weatherization measures per the documented energy audit procedure until: **apply measures**
112-1

All weatherization measures identified by the audit procedure that are required and allowed by applicable program requirements are performed or completed; or **all measures done**
112-1.1

Any applicable dollar expenditure limit is reached; or **dollar limit reached**
112-1.2

All weatherization measures unable to be performed or completed due to pre-existing health, safety, or technical reasons are accounted for and clarified with documentation in the client file. **measures accounted for**
112-1.3

Grantees shall not remove, replace, or duplicate effective pre-existing weatherization measures which meet the requirements under the appropriate section of the standards. **no removal/duplication**
112-2

Grantees shall not avoid completing the necessary range of required weatherization measures by “documenting away” a measure. The grantee shall never seek or gain a signed release from the customer to deliberately avoid a weatherization measure or procedure. **no "documenting away"**
112-3

If a customer agent refuses to allow a required weatherization measure to be performed or completed, the grantee shall determine if safe, effective and meaningful weatherization services can still be provided. In any case, customer refusal and the date of refusal must be documented in the client file. **customer refusal**
112-3.1

If, while the unit is in progress, the eligibility of the household changes so that the household is no longer eligible, complete only the weatherization measures in progress to secure the property from possible damage. Do not begin new weatherization measures. The reason for, and date of, the household’s ineligibility must be documented in the client file. **eligibility changes**
112-4

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| denial of services 112-5 | If grantee personnel determine that conditions exist which make safe, effective and meaningful weatherization services impossible to perform, the grantee may deny services to the household until such time that the conditions are remedied. In this event, the grantee must: |
| written determination 112-5.1 | Make a written determination of exactly what repairs or changes must be made to allow weatherization to continue; |
| information to customer 112-5.2 | Provide the customer with the list of repairs/changes along with a Grantee Denial of Services Form and copy of the Agency Appeals Procedure; |
| reapplication 112-5.3 | Make the customer aware that when the repairs are completed, the customer may request that weatherization resume under the original application. Income update procedures could, however, be necessary if the date of denial and the date of reapplication are separated by more than one year; and |
| other resources 112-5.4 | By virtue of its advocacy role for low-income persons, make a good faith effort to secure other resources on the customer's behalf to complete any repairs. |
| codes and regulations 112-6 | Grantees shall comply with all applicable state and local building codes and regulations. |