# Deferral of Services Quiz Answer Key

# Weatherization Energy Auditor – Single Family

DISCLAIMER: This quiz is intended for use as an interim review. Distribute to students after training the associated curriculum chapter, or the next day, to refresh the lesson. Being publicly available renders this specific quiz invalid for use as a formal assessment tool for accreditation.  See Tier 2.14(b) IREC 01022 ISPQ accreditation standard.

Learning Objectives

By attending this session, participants will be able to:

* Recognize conditions that require deferral of services on a dwelling.
* Recognize conditions that allow for the subgrantee to defer weatherization services, but leave the decision up to the auditor/subgrantee.
* Describe the procedures for deferral, including information that must be presented in the deferral notice.

Questions and Rationale

**Objective:**

* Recognize conditions that require deferral of services on a dwelling.

**Question:**

1. According to DOE, which of the following scenarios would require deferral of weatherization services? *(Select all that apply.)*

1. You arrive at the home to do an audit and find a “condemned” sign on the door.
2. During the site audit, you discover substantial structural problems.
3. Upon approaching the home, you see that the chimney does not meet code requirements.

**Rationale:**

**A** is correct. WAP funds may not be spent to weatherize a condemned building.

**B** is correct. Substantial structural repairs are beyond the scope of WAP. It must be deferred until repairs can be made by the homeowner or through some other program, and may then be weatherized.

**C** is incorrect. WAP regularly addresses combustion safety, including flue vent and chimney work.

**Objective:**

* Recognize conditions that allow for the subgrantee to defer weatherization services, but leave the decision up to the auditor/subgrantee.

**Question:**

2. DOE guidelines require the deferral of a home if:

1. The client declines wall insulation, even though it is cost-effective, because of the associated mess.
2. The auditor discovers a marijuana cigarette in the client’s ashtray.
3. The home was weatherized in 1998, but an audit determines more opportunities for energy savings.

**Rationale:**

**A** is incorrect. DOE leaves the decision up to the subgrantee.

**B** is incorrect. Subgrantees may develop a policy for dealing with illegal behaviors, or they may leave it up to the auditor’s judgment.

**C** is correct. A home may not be re-weatherized if it was weatherized after September 30, 1994.

**Objective:**

* Describe the procedures for deferral, including information that must be presented in the deferral notice.

**Question:**

3. You determine that a home must be deferred until some needed repairs that are outside the scope of weatherization can be made. You:

1. Call the client and inform them that you will keep their file on record and to contact you when they have made the needed repairs so that weatherization can continue.
2. Notify the client in writing and include the reason for deferral, what they can do to correct it, and the timeframe for taking the corrective actions.
3. Send the client a registered letter indicating that weatherization will not proceed, and their file will be removed from the system.

**Rationale:**

**A** is incorrect. The client must be notified in writing and the notification must include reason for deferral, corrective actions (if applicable), a timeframe for the corrective actions, and describe the client’s right to appeal.

**B** is correct.

**C** is incorrect. A copy of the appropriate deferral of services notification must be kept in the client file and the file must be kept, not removed from the system.

**Objective:**

* Describe the procedures for deferral, including information that must be presented in the deferral notice.

**Question:**

4. A client disagrees with your decision to defer weatherization of their home. Which of the following allows them to follow-up on the issue?

1. Right to Appeal
2. Right to Services
3. State’s Rights

**Rationale:**

**A** is correct. The Right to Appeal must be described in the deferral notification and include contact information for the appropriate parties that the client should contact (generally, the agency director). If the issue can’t be resolved at that level, the state staff should be contacted.

**B** is incorrect because there is no Right to Services.

**C** is incorrect. See **A.**