



CT WAP Weatherization Guidance No. 26

Effective Date: May 3, 2011

Updated: April 1, 2022

Completion Certificates to Clients

The purpose of this guidance is to instruct agencies of a change in policy regarding the distribution of completion certificates to clients. This guidance pertains to all CT WAP Weatherization programs.

Due to recommendations by the Department of Energy and Quality Work Plan requirements, CT WAP is requiring agencies to provide a copy of the Completion Certificate to the client at the time of inspection. This copy must agree with the copy that is in the file, therefore anything that is handwritten on the on-file completion certificate must also be written on the completion certificate given to the client. Both the Subgrantee inspector and the client must sign both copies of the document.

Clients who receive a copy of a completion certificate tend to be more aware of the measures that were installed in the home, and more educated about the potential energy savings that will result from these measures. This also allows for agencies to educate the clients regarding the installed equipment and manufactures instructions for use in their homes.

Monitors will be asking clients to produce a copy of this certificate for all jobs inspected and submitted as completed DOE WAP units to CT WAP. Agencies will be cited after this point, should this procedure not be followed. It is not expected that agencies should retroactively perform this measure.