

June 23, 2020

Frequently Asked Questions Guide

Returning to Work in the Weatherization Assistance Program

Contractor Considerations

Question: When will vendors and auditors be allowed to re-enter customer homes in the Weatherization Assistance Program (the “WAP”)?

Answer: In alignment with Phase 2 of Governor Lamont’s “Reopen Connecticut” plan, the WAP will allow in-home work to commence beginning on June 17, 2020.

Question: What is required of vendors in the WAP to commence in-home operations?

Answer: Vendors must complete the health and safety training required by the Utilities’ Health and Safety Guidelines and obtain a Certificate of Completion prior to commencing in-home operations. In addition, a completed self-attestation form must be submitted to the agency with whom the vendor is contracted to perform WAP services.

Question: How will compliance with the Health and Safety Protocols be enforced?

Answer: All vendors in the WAP must self-attest to their compliance with the Health and Safety Protocols, along with any subsequent alterations or additions to those Protocols. A self-attestation form will be made available.

Question: Do the Health and Safety Protocols issued by the Utilities and DEEP on June 11, 2020 apply to all vendors in the WAP?

Answer: Yes, if the vendor is working on a project funded by the WAP, that vendor must comply with the guidance issued on June 11th.

Question: May a vendor in the WAP refuse to perform services due to health and safety considerations outlined in the Health and Safety Protocols?

Answer: Yes, a vendor in the WAP may refuse to perform services at any time.

Question: Must a vendor who works with open flames adhere to the Utilities' Health and Safety Guidelines requirement to use Tyvek®-type coveralls?

Answer: According to *Table 1* of the Utilities' Health and Safety Guidelines, Tyvek® or other lightweight coveralls must be used when entering an occupied living space, unless wearing other full-body protection (such as a fire-resistant suit), in which case coveralls are not required.

Question: Will the use of body cameras for auditors be permissible and expendable in the WAP?

Answer: No, the use of body cameras is neither permissible nor expendable under current WAP guidelines.

Personal Protective Equipment (PPE)

Question: What is the cost associated with maintaining a supply of PPE which exceeds that of normal (pre-COVID) operations?

Answer: DEEP has requested that the Community Action Agencies (“CAAs”) provide recommendations based on current pricing and anticipated use rates.

Question: Are N-95 masks, which require a medical fit test, a requirement?

Answer: On June 18, 2020 the Utilities issued a notice which alters the original guidance regarding the use of N-95 masks. The notice allows for the use of dust masks or surgical masks as an alternate Level 3 PPE requirement in the event that N-95 masks are not available or not able to be fit tested.

Question: The U.S. Environmental Protection Agency (the “EPA”) guidance regarding approved cleaning products does not specify which products can be used in which situation. Can DEEP provide a list of cleaning products which simplifies what cleaning products to use and where?

Answer: DEEP cannot provide a list of recommended products. DEEP recommends that each vendor determine which products to purchase for their specific requirements while using the EPA guidance as a reference.

Question: What are the PPE requirements for the office environment?

Answer: Please refer to DEEP's Health and Safety Protocols issued on June 11th, 2020 for guidance regarding employees and office spaces.

Customer Considerations

Question: Are there penalties for deferring customers due to concerns surrounding COVID-19 related risks?

Answer: There will be no penalty for deferring customers because of the health considerations of the vendor or of the customer.

Question: Will we need to re-audit customer homes where work has been delayed due to the COVID-19 crisis?

Answer: Re-audits will be considered on a case-by-case basis. Please contact DEEP to review potential re-audits.