

F.A.Q.

C P S E N E R G Y W E A T H E R I Z A T I O N A S S I S T A N C E P R O G R A M

HELP US
HELP YOU!

Due to our high volume of applications and phone calls, we cannot always offer direct assistance. Please read through the F.A.Q. to see if your question has been previously answered before you call, and help us to process your application more quickly!

WHAT CAN THE
CASA VERDE
PROGRAM
OFFER?

The Casa Verde Program is designed to make your home more energy efficient while lowering the cost of your utility bill. We can offer weatherstripping and caulking, attic, wall, and/or floor insulation, energy efficient light bulbs (CFLs) and more. All you have to do is apply!

I STILL HAVE A
QUESTION!

Call our Casa Verde hotline at
(210) 353-CASA

Casa Verde SA
Mail Drop 100601
CPS Energy
P.O. Box 1771
San Antonio, TX 78296-1771

Frequently Asked Questions

Q: Can I apply online?

No, however you can access a copy of the application online, fill it out, and mail it in.

Q: Can I receive personal assistance with my application?

Yes! Join us at one of our intake sessions posted online at www.cpsenergy.com/Casaverde.

Q: What are the qualifications?

The initial qualifications are based on income and family size. This information can be found on the front page of the application. After your application has been processed, and is pre-qualified, an evaluation of the home will be performed to determine final qualifications.

Q: How long will it take for me to be contacted after I have submitted my application?

It can take 60 to 90 days before you are contacted *by phone*. Then, an inspection will be performed on the home. If the home passes the inspection, weatherization work will begin within approximately 4-6 weeks.

Q: How can I check the status of my application?

After 60 to 90 days, you can check your application status by calling (210) 353-2272.

Q: May I still apply if I do not own my own home?

Yes, however you must complete the landlord agreement on pages 6 and 7 of the application and ensure your landlord signs the permission form.

Q: I own my home. Do I need to sign the Landlord Agreement on pages 6 and 7?

No. The home belongs to you, so the landlord agreement does not apply. You may leave these pages blank.

Q: Why do I need to send a copy of my energy bill? How many do I send and how current should it be?

We require a copy of your energy bill so that we have proof that you are a CPS Energy customer. The most recent bill is preferred.

Q: The energy bill for my home is not in my name. What should I do?

Submit the most current bill, regardless of whose name it is under.

Q: What proof should I send for social security/disability/etc.?

We request that you send in a copy of your most recent award letter(s).

Q: Why do I need to complete the Declaration of Income Statement form?

We require that you submit the Declaration of Income form for our records so that we have signed proof of your income. We understand that it may seem redundant, however you must complete this form in order for us to complete your application.

Q: Does the property have to be in good condition?

The program is NOT a home repair service. We require that the home be STRUCTURALLY SOUND— no major damage to the foundation, the roof, etc. so that we may adhere to state safety guidelines.

Q: After the primary inspection, when will the weatherization begin?

Typically, the weatherization process begins approximately 4-6 weeks after the primary inspection. Always take down the contact information of your contractors in case you have questions or concerns.

Q: I received a letter of declination. What can I do to still be considered for the program?

You may fill out the appeal form sent with the declination letter, however this does NOT guarantee your home will be weatherized.

Q: How long is the program available?

The program will be available until August 2011. When our contract with the state expires at this time, CPS Energy plans to roll out its own weatherization program that is expected to last for the next 10 years!

Q: Is it free?

YES! The audit, materials, and work completed is absolutely FREE!



Improve your home.
Conserve energy.
Save money.

