



SCHEDULE A - Participating Homeowner Workflow

PROGRAM STAGES

NAVIGATION STAGE

Homeowner makes contact with a Shift Program Home Energy Navigator, details of the program offerings are provided. Homeowner makes a decision on whether to participate in the Shift Program and by participating, agrees to the program's terms and conditions.

PROJECT PLANNING STAGE

Homeowner proceeds with engaging a Service Organization to undertake an Energy Assessment (or energy audit). Homeowner is provided with an EnerGuide Report.

Using the information provided in the EnerGuide report, the Home Energy Navigator will provide guidance around options for energy efficiency improvements for the homeowner's home.

FINANCIAL PLANNING STAGE

The homeowner will select the energy efficiency options they would like to investigate further. The Home Energy Navigator will continue to provide guidance for financial planning of energy efficiency projects for the home. For example, this may include, *inter alia*, supports to source pricing from contractors, supports to access the Shift Program-specific loan from the Newfoundland and Labrador Credit Union (NLCU), supports to improve household financial literacy in general, supports to access financial planners, etc.

CONSTRUCTION STAGE

The homeowner secures funds to complete the selected energy efficiency projects. The Home Energy Navigator will check in on progress during the construction phase.

COMMISSIONING STAGE

Homeowner proceeds with a post-project energy audit to confirm the energy savings from the energy efficiency projects undertaken.

CLOSE OUT STAGE

Homeowner participates in an exit interview. Questions will include e.g. experiences with the program itself, general satisfaction, likelihood of having carried out the energy efficiency projects without supports from the Shift program, willingness to offer review or testimonial.