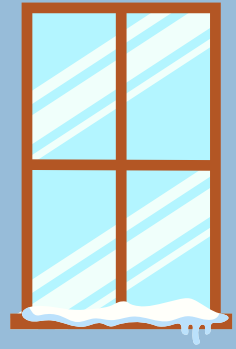




Single-Pane Window Replacement Information



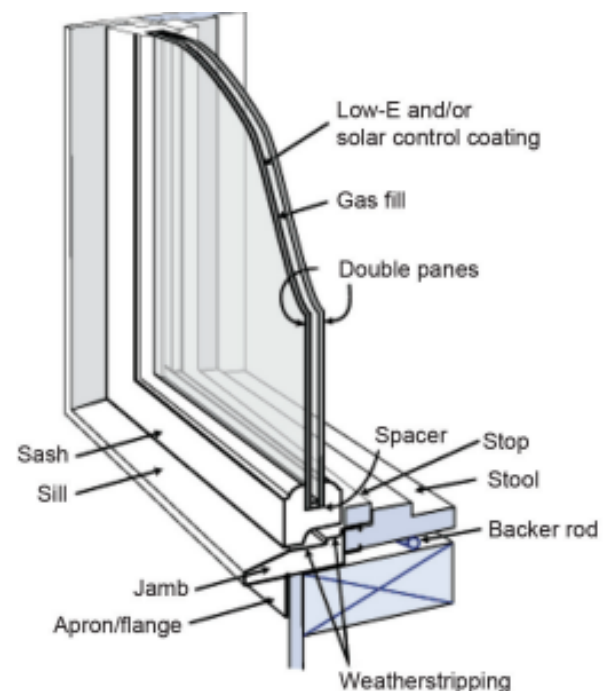
Upgrading your single-pane windows

Traditional window materials used in houses across the United States do a poor job of keeping out the cold and excessive heat. If you have these windows in your home, you are likely spending hundreds of dollars a year more in home heating and cooling costs than you would with the latest ENERGY STAR qualified windows. Replacing old windows represents a significant investment, but the payback in terms of improved thermal comfort, reduced energy usage, and money saved over the long term makes replacement a smart choice. Upgrading to ENERGY STAR qualified models can save you 7%-15% on annual household energy bills, or roughly \$71-\$501 annually, depending on your geographic location and window specifications.

ENERGY STAR qualified windows meet strict performance standards established under the ENERGY STAR program by the U.S. Environmental Protection Agency, and are recommended when looking to replace your single-pane windows.

Energy Star qualified windows will provide:

- ✓ Improved comfort
- ✓ Protection from winter chills
- ✓ Shielding from summer heat
- ✓ Improved energy efficiency
- ✓ Savings on energy bills
- ✓ Low emissivity protecting from UV damage





Window Replacement Incentive Program

General program information

City of Naperville Electric Utility residential customers are eligible for this program, which incentivizes homeowners to upgrade their existing single-pane windows to energy efficient double- or triple-pane windows. Incentives are \$250 per single-pane window replaced with an energy efficient window, with a maximum of \$2,500. Incentives are limited to 50% of eligible costs if lesser than \$250 per window.

What are the eligibility requirements?

Residential customers of the Electric Utility and the owners or renters of their residence are eligible for incentives. You will need to provide your utility account number when applying. 100% complete applications with required documentation must be received within 120 days of installation. New construction not eligible.

Existing windows MUST be SINGLE-PANE and ALL APPLICATIONS MUST INCLUDE CLOSE UP PHOTOS OF EXISTING CONDITIONS OF EACH WINDOW. Windows must be upgraded to energy efficient double- or triple-pane with a U-Factor of 0.3 or less.

Eligible applicants must be a contributor to the Renewable Energy Program at time of application to qualify for the incentive and are required to continue contributing a minimum of \$5 per month for at least 5 years following the award.

What do I need to do?

Take close up photos of your existing single-pane windows, proving that they are single-pane. Replace single-pane windows with double- or triple-pane windows with a U-Factor of 0.3 or less.

Fill out the application via the GOVQA portal. If you run into issues with the portal or require an alternative, please contact the program administrator.

Once an application has been submitted and the incentive application is fully processed, customers will receive their incentive within two months.

Required Documentation

- **PHOTO OF EACH EXISTING SINGLE-PANE WINDOW**
- A copy of your dated, itemized, paid purchase receipt
- Proof of U-Factor (often a sticker on new window or on invoice)
- Proof of contribution to Renewable Energy Program (utility bill)

Be prepared to provide the following information:

- Homeowner name and address
- Utility account number
- Installation date and contractor



Application Portal

https://napervilleil.mycusthelp.com/webapp/_rs/requestopen.aspx?rqst=114

Program Administrator

Payton Schield, Sustainability Specialist
SchieldP@naperville.il.us | 630-305-5357
400 S. Eagle St, Community Services Department



Window Incentive: FAQ



How can I tell if my windows are single-pane?

Many homes (besides newer builds) in Naperville still have their original windows, often single-pane due to the time of building. To determine if your windows are single-pane, take a look at the inside edge or corner of the window. A double- or triple-pane window would include spacers between each pane of glass, while a single-pane window would have no spacers.

You can alternatively open the window and place a finger on each side of the glass and observe how many panes appear to exist between each finger.

Why are only single-pane window replacements incentivized?

Single-pane windows offer poor insulation and are often drafty with leakage points, requiring higher energy usage to maintain internal home temperatures. Double-pane windows are about twice as energy efficient and are often Energy Star rated.

The energy savings of upgrading from a single-pane window to a double- or triple-pane window has measurably higher energy savings than an upgrade from double-pane to triple-pane, this being why only single-pane window replacements are incentivized.

Can I self-install?

Yes, you can self-install your windows for the incentive. Because the only eligible costs involved in a self-installed project would be for the materials, incentive award amount may be lower.

Why are photos of each existing window required?

Photos of each of the existing windows are required so the City can confirm they were single-pane without inspection being required.

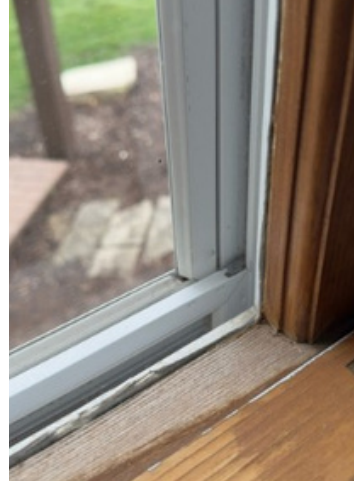


Window Incentive: FAQ



How should I take the close up photos?

For each single-pane window being replaced (up to 10 considering incentive maximum) take a close up photo in which it is clear the window is single-pane. The best way to do this is by choosing a corner of the window and taking a photo at an angle. These examples work great!



What is U-Factor?

The U-Factor of a window indicates how well it insulates, with the lower the U-Factor being the higher the insulation and efficiency. The City incentive requires new windows have a U-Factor of 0.30 and lower, based on Energy Star minimum requirements for the Northern United States.

If I complete my project in phases, can I apply for the incentive each phase?

If all other requirements are fulfilled, an incentive can be applied for in multiple phases. The total of all incentive awards cannot exceed the maximum allowed incentive amount (\$2,500).

For example: a household replaces 5 single-pane windows one year, receiving an incentive of \$1,250 (\$250/window), and replaces 10 more the following year, receiving an incentive of \$1,250 (\$2,500 maximum TOTAL).

Why are doors and skylights not included in the incentive?

While upgrading single-pane doors and skylights will offer additional energy savings, this specific incentive program is targeting standard windows. By only incentivizing standard windows, more projects can be incentivized.