



## WAweb –NEAT/MHEA v10 Question and Answer

Question 1: How many codes are allowed for the measures?

Answer:

The current WAweb count:

- 18 Wall Codes
- 18 Windows Codes
- 10 Door Codes
- 7 Unfinished Attics Codes
- 16 Finished Attics Codes
- 5 Foundation Codes
- 42 HVAC System Codes or more

Question 2: Which acronyms are we currently using and which are obsolete?

Answer:

We ARE using H&S, MISC, LMISC, IR, and OP. EE has been added.

H&S = Health and Safety (See CSPM 614)

MISC = Miscellaneous

LMISC = LIHEAP Miscellaneous (See CSPM 700 Series)

OP = Optional Measures (See CSPM 606.1)

IR = Incidental Repair

EE = Energy Efficiency

*New:* WxDEF Specific Energy Efficiency Measures (see CSPM 2100) will use the acronym EE.

We are NOT using: AV (Attic Venting), FV (Foundation Venting), LSW (Lead Safe Work, include under H&S), LDR (LIHEAP Deferral Reduction, include in the Deferral Reduction Program) and MH (Mobile Home).

### Question 3: Which is the best practice: Modeling tune ups as H&S or as an ECM?

Answer:

Deciding whether the Tune-up should be H&S or an ECM should be determined case-by-case. However, if it can be modeled as either, it should first be attempted as an ECM.

Creating an Itemized Cost called "H&S HVAC Tune Up" is one way and this will upload to the Compass, but that cost is added to the total H&S cost.

The tune up button will evaluate the SIR for performing a tune up. You will have to enter it into the Compass.

See help menu from WAweb for guidance:

- For the Heating Tune Up:

Recommended values are between 1 and 5.  
Absolute limits are between 0 and 10.  
1-2% typical. 2-5% possible if unit is old, has not been recently tuned, and is tuned using diagnostic equipment.

*MITEC highly recommends the Licensed HVAC professional install testing holes for the combustion analyzer for the 2-5% tune up.*

- For the Cooling Tune Up:

Recommended values are between 1 and 10.  
Absolute limits are between 0 and 20.  
1-5% typical. 5-10% possible if unit is old and air flow, charge, and duct leaks are all adjusted or fixed using diagnostic equipment.

*1-5% for MI. Correct diagnostic equipment would include using the duct blaster and a true flow to evaluate duct leakage and static pressure, respectively.*

Question 4: The ancillary cost cap limit is unreasonable to get some items called for like sillbox insulation, attic insulation, etc. (Ex. We will not be able to do a DC 315 coat (thermal/ignition barrier) on a foundation insulation ECM.)

Answer:

- Create a new "insulation type" in the library to account for the materials (Ex. Spray Foam with DC 315 coating for sillbox insulation). Describe this fully in the notes section in the library.
- If you note areas that appear to be out of line, please email [MDHHS-BCAEO@michigan.gov](mailto:MDHHS-BCAEO@michigan.gov)

Question 5: Should I put a water heater that is a health and safety issue in itemized costs or check "replacement required" in the water heating form?

Answer: Create an Itemized Cost called "H&S Water Heater Replacement" and this will upload to the Compass.

Question 6: If half the MHEA has a flat ceiling (pitched "roof type") and the other half is cathedral, would we model it as 50% cathedral ceiling?

Answer: Yes. This does not change the bag count though to 3-4 bags from 6 bags. Change the "Insulation to Add at Center" to get the bag count correct, since now the pitched roof is only half the size. We don't add insulation to cathedral ceiling. A bowstring requires an experienced contractor and is very difficult. A pitched roof requires an experienced contractor.

Question 7: If we wanted to model duct leakage as an ECM in NEAT, can we use the “whole house blower door subtraction method” or do we use a “duct blaster”?

Answer: Both are options. Request help from MiTEC for guidance. There is no “pressure pan” option in NEAT. Only MHEA has pressure pans as an option. Disconnected ducts in attics or vented crawls have a huge potential for savings for the client.

The ductwork needs to be connected and sealed. Options include modeling duct leakage as an ECM, H&S, or Incidental Repair (if replacing the furnace).

Question 8: How do I model a Fuel Oil or LP Furnace?

Answer: Select the correct Fuel Type on the Audit form and then the Equipment Type in the HVAC Systems form.

Question 9: Can the comments from the audit inputs go directly into the work order auditor comments?

Answer: Yes, you can easily copy/paste any notes from NEAT or MHEA.

Question 10: As a contract auditor, do I need two logins for 2 different agencies?

Answer: Yes.

Question 11: Can we model a skylight?

Answer: Yes. Check skylights under the Window Type. In MHEA, this will make the skylight cell appear.

Question 12: Can we check HVAC not working in the HVAC Systems form?

Answer: Yes, it does not affect the SIR though. Model the furnace like it is working. Consider using the deferral reduction funds that are available to evaluate replacement.

Question 13: Can doors be replaced on a buffered wall?

Answer: ORNL recommends omitting the door entry on buffered walls.

*Replacement of doors on buffered walls is not cost-effective, air-sealing/weatherizing is handled under General Air Sealing, and analyzing such doors is not compatible with the future EnergyPlus calculations. As such, doors on buffered walls are neither considered nor allowed in the entries.*

Question 14: Can libraries be copied?

Answer: Yes, libraries can be copied. ORNL has been notified that Lifetimes and On/Off characteristics were defaulting to “off” and have informed BCAEO that they will be corrected in the 7/29/24 WAweb update.

Question 15: Can additional cellulose insulation be modeled where the existing wall assembly has voids?

Yes, an additional wall can be modeled for the section of uninsulated wall. I.e If a wall is 8' and only 7' has insulation—two walls would be modeled one 7' wall and a 1' wall.

Question 16: If replacement window specifications are unknown, what is the guidance for U-value and Solar heat-gain coefficient (SHGC)?

The Auditor should reference the published manufacturer specifications on the replacement windows being evaluated.

Question 17: Do setback or smart thermostats need to be modeled as an Energy Conservation Measure (ECM)?

Yes, per Community Service Policy Manual (CSPM), setback or smart thermostats measure turned on and have a lifetime of 15 years.

Question 18: What is the guidance on overriding WAweb results to provide more insulation than calculated? Should all clients receive R-49?

Here is the technical tip from WAweb:

Values are between 3 and 50.  
*Optional.* Specify an R-value of added attic insulation you wish NEAT to consider mandatory, ignoring all other levels.  
**WARNING:** If the specified level proves not to be cost-effective, its addition will still be listed with the recommended measures. It's recommended to first allow the program to choose a cost-effective level, if one exists.

It is important to note that by specifying an R-value of added attic insulation, a measure with an SIR of less than 1.0 could be listed on the recommended measures report. As a reminder, measures with an SIR of less than 1.0 do not meet the SIR requirements as specified by DOE.

Question 19: Regarding box sills, how should inaccessible areas be modeled inside of WAweb?

Multiple foundation codes may be necessary to accurately model the home. The actual costs to insulate inaccessible sill boxes should be entered as additional costs for that foundation code.

Question 20: In MHEA, how do we model pressure pan measurements and the systems static pressure?

Pressure Pan Measurements: While the blower door is running at 50 pa WRT outside, test each supply register with a pressure pan. The total of pressure pan measurements are entered into the “before duct sealing (Existing)” box.

Duct Operating Pressures: While the air handler is running (blower door off), take a static pressure with a static pressure probe at 3-4 locations and average them to obtain a “Before Duct Sealing Supply (Pa)”. Add 5 pa to that number for the “After Duct Sealing Supply (Pa)” box. Ideally, two static pressures are taken at the closest registers to the furnace and two at the farthest registers from the furnace.

Question 21: When evaluating air conditioners what is the difference between EER and SEER?

Typically, SEER is utilized for central air and EER is for window air conditioner units.

Question 22: Is there a BCAEO naming convention for a) Account Name, b) Audit Name, c) Account Number?

No, there is not a BCAEO naming conversion for account name or Audit name. The empowOR household ID should be used as the account number.

Question 23: What is the guidance for finding and entering R-Value for Water Heater insulation thickness & type?

Referring to manufacturer specifications is the best practice. If unavailable, you may measure the width of the tank insulation by taking off the water heater burner jacket door and visually identify the insulation type.

Question 24: Regarding Lighting, can Room/Location be "multiple" and details in comments?

Yes, if sufficient detail for the QCI to locate them is included.

Question 25: When navigating the ASHRAE tab in WAWEB is was noted that the required ventilation appeared higher than necessary, which ventilation rate should I use?

When initially entering the audit data into WAWEB the ASHRAE calculator returns the correct ventilation rates. However, if a user exits the form and accesses it again, the ventilation rate becomes extremely high. This was noted and submitted to ORNL. As a short-term solution, you can navigate away from the ASHRAE calculator to the audit input section of WAweb and navigate back to the ASHRAE calculator.