

# Home Insulation FAQs

**Q: Who qualifies for this program?**

A: FirstEnergy currently offers the Home Insulation program to homeowners in The Illuminating Company, Ohio Edison and Toledo Edison territories in Ohio and the Penn Power territory in Pennsylvania, based on contractor availability.

**Q: Does the contractor come to my house to make a recommendation?**

A: Yes. A home insulation contractor will need to visit your home to determine your current insulation levels and make recommendations for additional insulation. The contractor will then provide you with a written estimate.

**Q: Is there a cost for the evaluation?**

A: All estimates provided are free, no cost to the homeowner. If you accept the free estimate, you will schedule the installation date directly with the contractor.

**Q: What type of insulation will be used?**

A: Contractors will recommend the type of insulation best suited for your particular area of the home. A variety of different types of home insulation exist including: batts and blankets, loose-fill, plastic foam, rigid boards, and reflective. Materials commonly found in insulation are fiberglass, cellulose, and rock wool.

**Q: What areas of the home can the contractor install insulation?**

A: Insulation can be installed in the attic, walls, floors, basement and crawl spaces of a home.

**Q: How long does it take to have attic insulation installed?**

A: In most cases, one day is normally needed for the contractor to perform the installation. The contractor will advise.

**Q: Is there a warranty for the Home Insulation installation?**

A: The contractor will provide you with all warranty information, guarantees, and copies of manufacturer's warranties relating to the work. You will also receive the Terms and Conditions statement from FirstEnergy.

**Q: How soon will the contractors call me? How soon will they install the insulation?**

A: We expect the contractor to phone you within three (3) working days and typically the insulation is installed within three weeks from the day your order is placed. Please let us know if you would like the contractor to contact you sooner.

**Q: Are permits or inspections required?**

A: Normally, permits are not required for retro-fitting an existing home with insulation.

**Q: What payment options are available?**

A: We offer a convenient interest-free payment plan on your electric bill if you are approved. You may also pay by credit or debit card (for customers in OH & PA) or check or money order when the work has been completed.