Introductions (5 minutes – Chuck leads)
1. STEP-UP staff
2. Hosts
3. Attendees: who they are, where they live, why they’re attending (what they hope to learn), stage they’re at in the STEP-UP process

Join (20 minutes – Chuck leads)
1. What STEP-UP is: a little program history
2. Why join STEP-UP: bills, comfort, environment, civic reasons. Let’s ask them why!
3. Who else has joined & where are they in the process: numbers to date from the neighborhood
4. How: Participation Agreement
5. Obligations
   a. Audit
   b. Information sharing – energy data, program surveys, behavior surveys
6. Benefits
   a. Introducing the Energy Coach – one of the big benefits of joining
   b. Other information / guidance
   c. Financial incentive(s)
   d. Additional quality oversight

Assess (45 minutes – Suzanne leads, Dave for item 7&8)
1. Why have an audit – what is it, what does it tell me
2. What is involved in an audit – building systems and audit basics
   a. Building science basics: air movement, thermal envelope, HVAC, health and safety
   b. Audit basics – what’s reviewed, diagnostic tests performed
   c. Demonstration - blower door, infrared camera
   d. Walk-through: air leakage, HVAC equipment to be tested
3. What are the outcome of an audit:
   a. Common findings and recommendations
   b. Audit report
4. How do I choose an auditor

Improve (15 minutes – Suzanne leads)
5. Contractor selection process
   a. Obtain contractor proposals – contractor sheet
   b. Enter into contract
6. Apply for incentives and financing – financing and incentives sheets
7. Undertake the improvements

**Complete (5 min – Suzanne leads)**

8. Quality assurance / control
   a. Contractor test-out
   b. STEP-UP review
   c. Pepco & MD Home Performance review

9. Complete Incentive submission

10. Data follow up
    a. Surveys
    b. Post-install energy usage

**Thank Host (Chuck)**