

## Program Steps

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The Smart Energy Loan Program was designed to be efficient and effective for both emergency equipment replacement and a whole-house approach (Home Energy Checkup). We have streamlined the process without compromising the quality of the project, while identifying the best financial return on investment. Below is a complete listing of milestones within each of the five steps:

### Step 1:

- a. Homeowner applies to City (online or hardcopy) and acknowledges Resident Agreement
- b. City determines homeowner eligibility
- c. City notifies homeowner and Credit Union of Texas (Lender) to proceed to pre-approval at Lender
- d. Homeowner applies for pre-approval with Lender

### Step 2:

- a. Lender determines pre-approval and notifies homeowner and City of pre-approval amount and authorization to proceed
- b. Homeowner coordinates HERO audit and review results, decides on scope of work and obtains estimate(s)
- c. Homeowner provides all documents to City for review and approval

### Step 3:

- a. City provides Project Eligibility Letter (PEL) to homeowner and Lender along with the scope of work estimate
- b. Homeowner completes Lender loan approval requirements
- c. Lender notifies homeowner and City to proceed with completing scope of work
- d. Homeowner coordinates and completes project scope and provides City test-out report, while selected auditor/contractor insures all permits and inspections are complete prior to test out

### Step 4:

- a. City reviews test-out from homeowner
- b. City issues Quality Assurance Certificate (QAC) to Lender and homeowner
- c. Lender issues funding check to contractor and homeowner upon completing/closing the homeowner's loan

### Step 5:

- a. Homeowner begins loan repayment

