

Case Study: Making Efficient Electrification Upgrades More Accessible



A Holistic “One-Stop Shop” Home Repair & Efficient Electrification Program

[Built to Last \(BTL\)](#) is a “one stop shop” whole home repair program created to serve homeowners who are living in neighborhoods with high poverty rates across the City of Philadelphia. The program was created by the Philadelphia Energy Authority (PEA) and brings the city’s home repair, energy conservation, and healthy homes programs into a coordinated service package. BTL allows programs to layer and streamline their services to address common pain points for serving overburdened households. Existing programs’ current funding, when layered strategically, can provide 60-70% of the funds needed to fundamentally restore homes. BTL finds external funding to fill in the gaps to avoid deferrals and get the projects completed.

Homeowners in Philadelphia apply through a single application that screens eligibility for all benefits and allows for inter-agency data sharing while protecting personal information. Eligible benefits are identified, and homeowners are screened for government, nonprofit, and utility housing services: Weatherization Assistance Program (WAP), Lead and Healthy Homes, Basic Systems Repair Program funded by Community Development Block Grants, aging in place and adaptive modification programs, utility energy and water conservation programs, Low Income Usage Reduction Program, and programs run by Habitat for Humanity Philadelphia. Required home improvements are matched with applicable funding sources and construction is managed and streamlined across multiple programs.

BTL concluded its first pilot in 2022 and served 50 homes. The results were clear and positive:

- 100% reported feeling safer in their homes,
- 50% reported improvements to their chronic illness,
- 50% reported lower utility costs,
- Deferrals for WAP were avoided in 25% of projects,
- The average spending per home was \$14,000,
- 3.6 unique funding sources were leveraged per home.

“Nancy has always been a giver, which is why it was very hard for her to not feel so overwhelmed with such a huge blessing. Thank you for restoring her home and giving her dignity back. All that has been done has alleviated her heavy heart. Her finances gave her no room to rise above.” – Letter to BTL from a client’s family.

Nancy’s chronic migraines were resolved when her poorly vented gas heater was replaced with a mini-split system, among other repairs.

PEA is now scaling up production with the goals of completing 10,000 holistic home repairs by 2033, bringing participants’ energy burden down below 6%, reducing the number of ER/urgent care visits for children with asthma, improving climate resilience (e.g., adding air conditioning), and creating local, well-paying jobs. PEA anticipates funding from the Bipartisan Infrastructure Law and Inflation Reduction Act to help grow BTL’s impact.



Photo caption: Senator Casey, Secretary Granholm, and Nancy with her **new heat pump and rooftop solar system.**

Learn about the [ENERGY STAR Home Upgrade](http://www.energystar.gov/Homeupgrade) at www.energystar.gov/Homeupgrade.