

Energy Efficiency

Community Action Agency Channel Customer Journey

The Ameren Illinois Energy Efficiency Program Community Action Agency (CAA) Channel works with Community Action Agencies in the Ameren Illinois territory to administer the Illinois Home Weatherization Assistance Program (IHWAP). IHWAP helps income qualified customers with ways to improve health and safety, manage energy usage and reduce energy costs in their homes.



Customer finds CAA and completes an application

Customer contacts their local CAA or completes an application online for weatherization. To find the CAA that serves their community, customers can visit this webpage.



Eligibility check is conducted

The agency determines if the customer's household is incomeeligible and notifies them after all the required documentation has been received. Eligibility is determined by family size and household income in accordance with federal guidelines.



Home Energy Assessment is performed

If the household is eligible, one of the trained agency staff will perform an energy assessment that will determine what work can be done to save the most energy.



Work is scheduled

The work will be scheduled and the agency will contact the customer to arrange a time for the weatherization work to begin.



Work is completed

Experienced contractors use the work order generated from the energy assessment to complete the energy efficiency home upgrades.



Work is inspected

The home is inspected to make sure the work is complete and correct.

Weatherization services are FREE for households that:

- Are eligible for the Low-Income Home Energy Assistance Program (LIHEAP).
- Have an occupant receiving Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), Aid to Aged Blind and Disabled (AABD) or are at or below the annual income chart shown here.