

Town of Exeter Energy Committee

AGENDA

January 10, 2024; 3:30 PM
Wheelwright Room, Town Offices

1. Call to Order
2. Minutes of December 13th meeting MOTION to approve. *Attachment 1*
3. Presentation by Steve McFarland (via Zoom) re Window Dresser program (Stephanie)
Attachments 2 & 3 Also see website: <https://windowdressers.org/>
*** (Please review attachments 2 & 3 before the meeting) ***
4. Energy Section of New Zoning Ordinance – Dave Sharples
5. EHS update - Olivia and Neila
6. Community Power update - new rates, Town representation, net metering (Cliff) *Attachment 4*
7. Energy Committee member recruiting; quorum requirements
8. Energy Committee Calendar for 2024 (time permitting)
9. Other Business; Agenda items for next meeting
10. Adjourn

DRAFT MINUTES Town of Exeter Energy Committee

Wednesday Dec 13th, 2023 at 3:30 pm. Wheelwright Room

Lew Hitzrot, Robin Tyner, Renay Allen, Stephanie Marshall, Amy Farnham, Cliff Sinnott, Neila O'Brien, Olivia Shore

Staff: Kristen Murphy, Julie Gilman Members of the public: None

3:30 Call to order

ONGOING BUSINESS:

Minutes approval - Motion by Lew, Cliff 2nd approve Nov. Minutes. Motion passes.

Education & Efficiency Projects:

High School Liaisons: The EHS Environmental Club will host a speaker from the Union of Concerned Scientists. Amy suggested they look into "No Idling" signs.

Community Power. Our ECPAC will sunset on Dec 31. At their final meeting, they (Lew Hitzrot, Cliff Sinnott, Stephanie Marshall, Nick Devonshire) created 4 ongoing steps and provided written summary (attached): *1. Need a Rep and Alternate to CPCNH. 2. Create pathways to administer reserve funds when time comes. 3. Assign someone to manage the webpage w/ rate updates, Opt-Up programs, etc. 4. Continue Opt-Up PR at every tabling event, or make a film.* Also, discussion that the potential first project from this new reserve fund could be the long-awaited Lagoon Solar project at DPW.

"Window Dressers.org" program: Stephanie will invite a rep to Zoom in to our Jan meeting. She will send a video for all to review before the Zoom. We may start with 100 units. Measuring would happen in summer, build in fall.

Block Grant Application: Kristen reports that she and Renay and the 3 partners Zoomed with DOE last week. Some small fine-tuning details of the grant are now needed. Finance Dir, Corey Stevens, was on the Zoom as well. Details have been sent. Info on how to jazz up the intake program and make it fun were discussed (pizza?). Now need to wait 30-45 days for final approval of these details by DOE. Program should commence in late Jan/early Feb.

Personnel: Renay leaves the chair position. Vote taken on new slate: *Chair/ Cliff Sinnott, Vice-Chair/ Amy Farnham, Admin/Secretary – Stephanie Marshall.* Unanimously passed! Renay gave these three a memo she had written: "How to Run the Energy Cmte." Amy gave a speech on our history these past six years, while we all wore Clean Energy Headpieces and enjoyed carrot cake and sparkling cider. Cheers!!

Other Business:

- **Energy/Sustainability Cmte merge?:** May happen later, it may not. Up to Select Board.
- **SolSmart:** Kristen wants to get this done soon. It is like LEED certification for solar process.
- **NH Legislature bills:** Julie reports the energy bills are online now.
- **RPC Energy info-forum:** Cliff & Julie will attend on Jan 10 at Rockingham Planning.
- **RBG Lunch & Learn Dec 19th:** Kristen hosting, has 20 people signed up.

Motion by Amy 2nd by Stephanie to adjourn. Meeting adjourned at 4:30pm.

Next meeting Jan 10, Wheelwright Room

(2024 dates: 1/10, no Feb, March 13, April 10, May 8, June 12, July 10, No Aug, Sept. 11, Oct 9, Nov. 13, Dec. 11)

Action Items:

- Stephanie – invite Steve McFarland of Window Dressers for a Zoom, send pre-Zoom video to cmte
- Renay – Ask Henry about CPCNH rep/alt terms
- Amy – Find out why some people got net-metering on CPCNH billing.

ECPAC recommendations to the Exeter Energy Committee – 12/13/23

The Exeter Community Power Aggregation Committee terminates at the end of the calendar year. The Community Power Coalition of New Hampshire will continue to provide Exeter's electricity supply and the administrative requirements associated with doing so. However, going forward, there are some continuing responsibilities/tasks associated with Exeter's community power program that will require attention. At our last ECPAC meeting on Dec. 4, we discussed what we see as those responsibilities, they are listed below. We concluded that it would be best for the Energy Committee, perhaps in consultation with the Select Board and Town Manager, to determine how best to address them.

1. **CPCNH Representation.** The Town of Exeter has a seat on the Board of Directors of CPCNH and an alternate for that position as well. Currently Nick Devonshire is our representative and Julie Gilman is the alternate. They serve a vital role for maintaining Exeter Community Power by representing us at the coalition and by keeping us informed about developments at CPCNH. When their terms expire, a rep and alternate will need to be appointed or reappointed as the case may be. The mechanism for selecting candidates for those positions needs to be determined. It will be advisable for the Energy Committee and SelectBoard to receive periodic updates from it CPCNH reps.
2. **Exeter Community Power Reserve Fund.** CPCNH maintains a discretionary reserve fund for Exeter. The Town needs to determine how, when and to whom to report information about this fund. Over time Exeter's reserve fund will grow to a sizeable amount. Another point to consider is how the Town should spend its reserve fund and who is responsible for making those decisions.
3. **Public Information.** The Community Power website needs to be updated periodically and particularly when new rates are published. In addition, we recommend that the Town maintain a trifold or one page document about Exeter's CPP including its basic features, links to Exeter's community power website, a table of the current rates, how and why to opt up (or opt out), a link to the CPCNH website and the CPCNH information phone number, and Town contact person. Like the trifold we distributed to explain community power, copies of this document could be available at the Town Office and the Library.
4. **Renewable Electricity Advocacy.** The town engaged in Community Power in part as a means to increase the fraction of renewable electricity used by Exeter residents and businesses. As successful as the program has been to lower electric supply rates, it has had a comparatively small impact on this goal. Less than 2% in our community have opt-up to a higher than the default level of renewables. With the establishment and launch of community power behind us, we recommend that the major effort now be placing on encouraging residents and business to opt up to higher renewable energy content.



Window Dressers

How to start a WindowDressers Community Build

A Manual for Prospective Volunteers

Thank you for taking the time to learn more about WindowDressers! This manual is for those interested in starting a WindowDressers Community Build—to help neighbors lower heating costs, stay warmer in the winter, and reduce carbon dioxide pollution. This resource outlines the basic commitments that volunteers make when they agree to lead a Community Build, and the commitments WindowDressers makes to you.

What is a Community Build?

Imagine a bustling group of a dozen neighbors gathered in a local community building; talking and laughing while building Insulating Window Inserts. Each person has learned one simple step in a 7-step process, with different jobs accessible to a wide range of ability and mobility levels. Together they've completed about 40 inserts in just a few hours. Another volunteer is putting out the meal that they will share with the next group of neighbors coming in to work. Many of these folks didn't know each other before this workday but they have joined together for a common purpose: reducing the use of heating fuel for themselves and their neighbors by building attractive, low-cost, insulating window inserts. Their motivation may be cost savings, comfort, reducing greenhouse gas emissions, building community, or some combination of the four. This is a WindowDressers Community Build – it's like an old-fashioned barn-raising or quilting bee for windows!

A Community Build is an annually-recurring 5-7 day “pop-up” event at a donated community building. It is organized by a team of 4-10 core volunteers who recruit customers, measure their windows for inserts, and show them the ropes at the Community Build. Behind the scenes, WindowDressers staff trains, supplies, and supports the local leadership team as they create this community event.



The Impact

Since 2010, WindowDressers volunteers have constructed nearly 50,000 Insulating Window Inserts, with roughly 30% going to low income households for no cost. A University of Maine professor estimated that the inserts have saved an estimated 2.5 million gallons of heating fuel.

The Inserts



Each insert features a locally-sourced pine frame that is custom-built using the exact measurements of each window. This frame is wrapped tightly on both sides with polyolefin film, sealed, and finished with a foam gasket. Because our high-quality inserts are built by volunteers, they cost a fraction of commercial inserts. WindowDressers inserts create two insulating air spaces and perform better than commercially-available inserts that provide just one layer of insulation.

Building Your Team

Leading a Community Build requires about a 6–9-month commitment from a Leadership Team. The strongest Community Builds are led by at least 3-4 core organizers, plus 4-6 measuring volunteers. The measurers work in teams to measure windows in people's homes. Sharing responsibilities in this way expands the network of leaders in the community and ensures that the time required of each member of your leadership team is reasonable. Building the core team is the most important first step for a new Community Build.

The Leadership Team members can expect to spend 4-6 hours per month in the spring and summer on early organizing efforts, 4-6 hours per week during the busy fall season leading up to their Community Build, and a full week during the Community Build. We ask new teams to make a 3 to 5 year commitment for this annually recurring event.

Planning and recruitment of customers and volunteers take place throughout the late spring, summer, and fall. Community Builds are typically held between October and January. New Community Builds are held later, so new volunteers can visit and get training at nearby established Builds earlier in the season.

Teams can come up with their own division of labor, but successful Community Build teams are typically comprised of these roles:

Local Coordinator: Is responsible for recruiting other team members, coordinating their training, securing and scheduling a location, and overseeing every step of a Community Build outlined in this guide. With a strong team, this is primarily a management role.

Measuring Coordinator: Is the point person between the Local Coordinator and the Measurers. They assign each order to a volunteer measurer and oversee the training of the measuring teams. Most measuring coordinators are also volunteer measurers.

Outreach Coordinator: Creates the overall plan to promote the effort in the community. Engages other team members to help with disseminating promotional materials, tabling at local events, informing local media, and creating a social media plan. Makes connections with organizations and community groups that can help further promote the program. Outreach should focus on both customer and volunteer recruitment.

Volunteer Coordinator: Ensures that each shift at the Community Build is fully staffed with volunteers and customer-participants. Works with the Outreach Coordinator on a plan to recruit additional Community Build volunteers and with the Food Coordinator(s) to secure food donations for the Community Build.

Food Coordinator(s): One or two people to organize all aspects of food for the Community Build week. Volunteers really appreciate a good lunch and this is another way that we build community!!

Measurers: These volunteers are the face of WindowDressers for our customers. They learn to evaluate windows for insert-suitability, measure the windows with a laser measuring tool, input the measurements into our custom software, explain the Community Build process to our customers, schedule customers for participation shifts, discuss payment options, collect payments, and follow up with customers after the Community Build is over. This role requires volunteers with excellent character: trustworthy, conscientious, compassionate, diplomatic, and friendly.

What WindowDressers Provides

WindowDressers is a nonprofit organization that trains, supplies and supports dozens of Community Builds across Maine, Vermont and New Hampshire. WindowDressers employs 4 full time and 6 - 8 seasonal staff.

WindowDressers offers:

- Training and support throughout the season to teach all of the steps to organizing a Community Build;
- Workshops in the “off-season” to help volunteers strengthen their skill sets around fundraising, outreach, volunteer recruitment, and other topics identified by volunteers;
- Detailed resources and step-by-step guides for core volunteer roles;
- Custom gear used to assemble the inserts;
- All materials for the inserts, including the wood cut to size and ready to assemble;
- Custom computer software to track orders and enter measurements;
- Mentors from experienced Community Builds to support new teams;
- Year-round staff support to train volunteers, field questions, and help you in your process.

“As coordinators of a first-time community build, we felt totally supported by the WindowDressers "Central" staff. They have thought through every detail needed to enable a bunch of volunteers who have never done it before to successfully make hundreds of good-fitting window inserts— from getting customer orders, to measuring the windows accurately, to signing up volunteers, to providing really great videos of the assembly steps and the jigs that make it almost impossible to mess up. Our staff contact, Jessica, was available any and every time we had a question. Besides building inserts, we also built "community" through new connections within and among our towns. We're eager to do it again.

– Linda Gray of Norwich, VT and Judy Payne of Hanover, NH

Leadership Team Commitments

Before starting a new Community Build, a prospective Leadership Team must be prepared to make a series of commitments to ensure a successful WindowDressers partnership.

- **Setting Goals:** Leadership Teams are responsible for setting their own goals for the number of inserts they plan to complete. WindowDressers expects each new Community Build to aim for at least 200 inserts, which can be easily completed in 5 to 6 days. Goals are important for WindowDressers, because the organization uses these to determine the amount of materials to purchase, at significant up-front costs. Staff work closely with volunteers to help set a realistic and achievable goal, and support volunteers in making their Build a success.
- **Building Your Team:** Before WindowDressers agrees to work with a new Community Build, a solid leadership team must be established to ensure enough labor power to make the event successful.
- **Securing a Donated Location:** WindowDressers does not provide funding to secure a location for your Community Build. We provide guidelines for choosing an adequate location. Most Community Builds are held at donated spaces.
- **Reaching low income households:** As part of our nonprofit mission, 25% - 35% of our inserts are available at no charge to those with low-income or who are experiencing financial difficulty. Leadership teams help carry out our mission of making energy efficiency accessible to all by reaching out to customers who could benefit from this program. These inserts are funded by a mix of locally secured grants and donations, and WindowDressers-provided grants and donations.
- **Donating Mileage & Other Expenses:** WindowDressers provides the materials listed in the above section, as well as reimbursements for the trip to the Production Facility in Searsmont, Maine (or other established pick-up location) to pick up the gear and supplies. We do not reimburse for mileage for measuring appointments or other incidental expenses. Many teams conduct their own fundraising to cover these expenses and/or to be able to serve more low income households in their community.

Testimonials

New England has some of the oldest housing stock in the nation, with some of the coldest winters to boot. About 30% of heat loss is through windows and doors, but replacing windows can be one of the most expensive weatherization projects to undertake. WindowDressers Community Builds provide an innovative solution to these interlocking problems, by bringing neighbors together to build inserts and build community. Leading a Community Build is a rewarding experience. These testimonials speak to why so many choose to take on this role.

*We have spared at least a cord of hardwood a year since we installed WD inserts! The fact that we now exist at least 8 to 10 degrees warmer over the entire season is even more meaningful! - **Bill in Blue Hill, ME***

*We received inserts for our enclosed heated porch last year. We were able to enjoy our porch through some of the coldest parts of our winter. We are seniors & don't have much interaction outside our home in the winter. Our porch with all its 10 windows provides us with a therapeutic environment. We didn't get cabin fever at all. -**June & John in Augusta, ME***

*What a wonderful experience in Brunswick this past week on my first build with exceptionally gifted instructors, creative tools and positive community energy! All of our inserts are in and already making a difference in our energy use during our first "nor'easter" of the season. -**BJ in Brunswick, ME***

*"Being a Local Coordinator has been a great experience for me. One client told me that his daughter no longer needs to sleep in the living room because her own room is now warm. Another was thrilled because now his oil should last the winter. Others have told me that the heat comes on less frequently. Being a local coordinator has enabled me to serve my community in an incredibly fulfilling way." -**Christine Siebert, Orono, ME Local Coordinator***

Get Involved Today

Contact us today with your questions, to inquire about joining an existing Community Build, or to begin the process of establishing a new WindowDressers Community Build in your region.

Phone: 207-596-3073. Maine & E. New Hampshire - ex 1. Vermont and W. New Hampshire - ex 2.

ME & E. NH Program Manager: Steve McFarland, steve.mcfarland@windowdressers.org.

VT & W. NH Program Manager: Allison Pouliot, allison.pouliot@windowdressers.org



INSULATING WINDOW INSERTS

Community Build Guide

for

Local Coordinating Teams

WindowDressers
PO Box 1135
Rockland, ME

207-596-3073

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Welcome Letter from Executive Director, Laura Seaton

Dear Volunteers,

Welcome aboard! For more than 10 years, volunteers and volunteerism have been at the core of WindowDressers' non-profit work. Volunteers like you are the driving force behind our mission to warm homes, lower heating costs, reduce CO2 emissions and build community. Practically-speaking, our teams of community volunteers build affordable, insulating window inserts at local "Community Builds," while our staff supplies, trains, and supports the volunteer teams.

WindowDressers strives to create a positive culture that encourages respect, engagement, and collaboration. We value our volunteers and their unique skills, perspectives, and talents that contribute to the overall success of the team. The information in this handbook will help guide you through your volunteer journey with WindowDressers.

Each of our volunteers makes a difference. Welcome to the team and we look forward to working with you!

Warmly,

Laura Seaton

Executive Director

WINDOWDRESSERS MISSION, VISION, VALUES and COMMITMENT to EQUITY and INCLUSION

Our Mission

WindowDressers brings community volunteers of all economic and social situations together to improve the warmth and comfort of interior spaces, lower heating costs, and reduce carbon dioxide pollution by producing low-cost insulating window inserts that function as custom, interior-mounted storm windows.

Our Vision

Every community has access to affordably insulated windows.

Our Values

WindowDressers values volunteers and volunteerism, communities in which neighbors know their neighbors, warm homes, actions to lower heating costs, and a climate and environmentally conscious way of life.

Our Commitment to Diversity, Equity and Inclusion

You are welcome at WindowDressers regardless of who you are and what you believe. We strive to help reduce the many inequities in our society by encouraging and enabling everyone who wishes to participate in our programs. We actively seek diversity, equity and inclusiveness in our participants, volunteers, staff, and board members.

WINDOWDRESSERS STAFF

WindowDressers trains, supports and supplies over 40 Community Build Teams across New England, with 3 full time and 4 - 6 seasonal staff.

Program Managers

Coordinate the overall program for their assigned region; are the WindowDressers point of contact for all volunteers working in that region; provide volunteer training and technical support as well as regional customer service and support.

Maine & Eastern New Hampshire

Meaghan Lasala meaghan.lasala@windowdressers.org

207-596-3073 ext. 1

Vermont, Western New Hampshire & Massachusetts

Jessica Williams jessica.williams@windowdressers.org

207-596-3073 ext. 2

Production Manager

Works out of WindowDressers' Searsmont, Maine production facility; produces and provides all necessary materials and supplies to Community Builds; coordinates pick up and drop off supplies with staff and Community Build teams.

Searsmont, ME Production Facility

production@windowdressers.org

207-596-3073 ext. 3

North Searsmont Manufacturing Center

221 Belfast Augusta Rd (Rte 3)

2nd Floor

Searsmont, ME 04973

[Directions to Production Facility](#)

Executive Director

Has overall responsibility for managing the WindowDressers organization; develops the Community Build schedule; addresses policy and funding related questions.

Laura Seaton: director@windowdressers.org

207-596-3073 ext. 4

I. LEARN ABOUT WINDOWDRESSERS

WindowDressers 101

WindowDressers is a Maine-based 501c3 nonprofit, serving Northern New England. We bring volunteers together to improve the warmth and comfort of homes, lower heating costs, and reduce CO2 emissions by producing attractive, low-cost, insulating window inserts that function as interior-mounted storm windows. WindowDressers is truly a volunteer-run enterprise. A successful Community Build depends on a community volunteer Leadership Team that is ready to take responsibility for all local aspects of the Build. Our staff trains, supplies, and supports these teams as they build inserts at local Community Builds.

What is a Community Build?

A Community Build is an annually-recurring [5-7 day “pop-up” event](#) at a donated community building. Imagine a bustling group of a dozen neighbors gathered together, talking and laughing while building window inserts. Each has learned one simple step in the 8-step process and together they’ve completed about 40 inserts in just a few hours. Nearby, another volunteer is putting out food for the meal that they will share with the next group of neighbors coming in to work. Many of these folks didn’t know each other before but they have joined together for a common purpose: reducing the use of heating fuel for themselves and their neighbors by building insulating window inserts. Participant motivation may be cost savings, comfort, reducing greenhouse gas emissions, building community, or some combination of the four. This is a WindowDressers Community Build – it’s like an old-fashioned barn-raising or quilting bee for window insulation!

When Do Community Builds Take Place?

Community Builds are held between September and January with the newest Builds held in the later months of November, December and January. This allows new communities sufficient time to form a strong leadership team, recruit customers in the fall when the cooling weather drives orders, and train on-the-job at an established Community Build scheduled earlier in the fall.

What are Insulating Window Inserts and How Do They Work?

Each insert features a locally-sourced pine frame that is custom-built using the exact measurements

of each window. This frame is then wrapped tightly on both sides with polyolefin plastic film, sealed, heat treated, and finished with a foam gasket. Because our high-quality inserts are built by volunteers, they cost a fraction of commercial inserts.

- WindowDressers inserts create two insulating air spaces and perform better than commercially-available inserts that provide just one layer of insulation.
 - [Click this link](#) for more information on how our inserts work and their benefits.
 - [Click this link](#) to learn more about how inserts help save energy.
- Inserts are removable and reusable for 5-10 years with proper [care and storage](#).

Special Rate Program

As part of our nonprofit mission, we provide 25% - 35% of our inserts, organization wide, at no charge to those with low-income or who are experiencing financial difficulty. These customers are encouraged to make an *optional* donation to help support the Special Rate program. Special Rate customers are eligible to receive approximately 10 inserts per year.

- Each Community Build is encouraged to provide about 25% of their inserts to low income customers.
- There are no "official" eligibility requirements to receive free inserts, and no formal application process because we strive to reduce barriers and make the program as accessible as possible for anyone who cannot afford the full cost of the inserts. **If customers receive, or are eligible for, public assistance of any kind, then they are eligible for free inserts.** Households who are above eligibility thresholds but still struggling financially should also be encouraged to participate in the Special Rate program. Measurers may ask customers if they receive assistance or benefits and/or may use their judgment based on conversations with the customer and observations while in the home.
- See the [Guide for Measuring Teams](#) for more detailed information about this part of our program.

Fundraising

Teams are encouraged (but not required) to do local fundraising to support their Special Rate customers. Local fundraising combined with grants and donations received by WindowDressers allow us to fully cover the cost of providing free inserts to low income households. Teams may also fundraise to cover miscellaneous expenses such as gas for measurers, outreach materials and food

for the Community Build or may include a request to allocate some funds when applying for local grants or funds. Please notify WindowDressers' staff of all funds raised for your Team. Possible sources of local fundraising opportunities:

- Local Banks
- Local Foundations
- Rotary Clubs
- [The Grassroots Fund](#) (have been very supportive of local teams)
- Round-Up Programs at Local Food Co-ops
- Share the Plate Programs at Local Churches and other religious organizations
- Donations and grants from religious and/or service organizations

Participation

- Customers agree to participate in the Community Build when they sign up to receive inserts.
- Participation is an expected part of the “cost” of getting inserts, regardless of ability to pay.
- Participants join one 4 hour shift for every 3-5 inserts they receive.
- No special skills are required and accommodations are made for those with limited mobility or other barriers to participation
- Those with significant barriers to participation can be asked to recruit friends or family to help, or can help with off-site tasks like turnout calls.
- Additional non-customer participants should be recruited in addition to customer-participants

Our Impact

- Every year, our local teams serve 1,000 - 1,500 households building 8,000 - 10,000 energy saving inserts with the help of over 1,500 volunteers.
- Since 2010 WindowDressers teams have built 48,753 inserts and saved an estimated 2,650,025 gallons of heating fuel.
- Community Builds also build resilience and strengthen both local and regional community ties.

II. FORM A LEADERSHIP TEAM

The strongest Community Builds are organized by a Leadership Team of 4-10 core volunteers. The Leadership team can be made up of members of one community or several small communities that work together to serve people from an entire region at one Community Build. The roles defined below allow the team to distribute the work of organizing a Community Build across all members of the team. Sharing responsibilities in this way expands the network of local leaders and ensures that the time required of each member of the Leadership Team is reasonable. The more dedicated volunteers you are able to recruit, the more manageable and fun the work will be for everyone. For a smaller group, some of these roles may be combined. At least some members of the Leadership Team will need to be comfortable using a computer to access WindowDressers software. **Please explore the [Public WindowDressers Drive](#) in Google for information and resources to support your team.**

Insert Goals

Insert goals are important for WindowDressers because the organization uses these to determine the amount of materials to purchase, at significant up-front costs. Your Program Manager will work closely with the Leadership Team to help set a realistic and achievable goal.

- First-year Builds aim to build 200 inserts in 5-6 days.
- Established Builds aim to build 250-350 inserts in 6-7 days.

Roles

Local Coordinator

This is the point-person between the Leadership Team and the regional Program Manager. The Local Coordinator will oversee the Community Build effort as a whole and make sure all team members have what they need. With a strong team, this is primarily a management role. The person fulfilling this role has access to a computer and is willing to learn how to use the WAdmin and WDMeasurer software.

Measuring Coordinator

This is the point person between the Local Coordinator and the Measurers. They assign each order to a volunteer Measurer/Measuring Team and oversee the [training](#) and work of the Measuring Teams. Most Measuring Coordinators are also Measurers. Experienced Measuring Coordinators may be responsible for training new Measurers that join the Team. The person fulfilling this role has access to

a computer and is willing to learn how to use the WAdmin and WDMeasurer software. Please read the [Guide for Measuring Teams](#) for more detailed information.

Measurers

These volunteers are the face of WindowDressers for our customers. With training, they learn to evaluate windows for insert-suitability, measure the windows with a laser measuring tool, input the measurements into our custom measuring software (WDMeasurer), explain the Community Build process to our customers, schedule customers for participation shifts, discuss payment options, collect payments, and follow up with customers after the Community Build is over. This role requires volunteers with excellent character: trustworthy, conscientious, compassionate, diplomatic, and friendly. You will need 4-6 measurers to form 2-3 measuring teams. **At least one person in each Measuring Team will be comfortable using a computer to navigate the measuring software.** Please read the [Guide for Measuring Teams](#) for more detailed information.

Outreach Coordinator

This person gets the word out so customers and volunteers will sign up to participate. They work with other team members to help with sharing promotional materials, tabling at local events, informing local media about the program and creating a social media plan. They make connections with organizations and community groups that can help further promote the program. Outreach should focus on both customer and volunteer recruitment.

Volunteer Coordinator

Ensures that each [Community Build shift](#) is fully staffed with [volunteers/participants](#). Confirms that all customers have signed up to participate for the appropriate number of shifts. Works with the Outreach Coordinator on a plan to recruit additional non-customer volunteers as needed and with the Food Coordinator(s) to secure food donations for the Community Build. The person fulfilling this role will be comfortable using a computer and is willing to learn how to use SignUp, WindowDressers' volunteer management software.

Food Coordinator(s)

One or two people to organize all aspects of food for the Community Build week. One person can be responsible for securing donations of food from local businesses and/or volunteers and making sure the food is picked up or delivered to the Community Build site in time for the meal. The other person

can be responsible for making sure there are dishes and utensils available, receiving the donated food, setting it up and cleaning up after the meal. Volunteers really appreciate good food and this is another way that we build community!

Community Build Shift Supervisors

Shift Supervisors play an important role during the Community Build week. We recommend 2 Shift Supervisors per 4 hour shift. They are usually members of the Leadership Team and:

- Have attended a Community Build to gain experience with all of the insert assembly steps.
- Teach participants how to do each insert assembly step.
- Troubleshoot problems as they arise.
- Ensure overall quality control.

Communicate Role Assignments to Program Manager

Once you know who will fill each role on your Leadership Team, please share their role and contact information (name, address, email and phone number) with your Program Manager. This information is needed to provide access to the WAdmin and WDMeasurer software.

Track Volunteer Hours

WindowDresser is not requiring teams to enter their volunteer hours and mileage this year, but if your team would like to track this information, please enter it and your Program Manager would be happy to generate a report for you and your team. You may record your volunteer hours and miles traveled during your measure visit(s) in WDMeasurer.

- Login to WDMeasurer (online) and click the “**Report Volunteer Hours**” button on the “**Home**” screen. Fill in the job description, hours, & mileage. Be sure to click the “**SAVE VOLUNTEER HOURS**” button when you are done.

Time Commitment

Leading a Community Build requires a 6–9-month commitment from the Leadership Team. Team members can expect to spend 2-4 hours per week in the spring and summer on early organizing efforts, 4-10 hours per week during the busy fall season leading up to their Community Build, and up to 20 hours during the week of the build. We ask new teams to make a 3 to 5 year commitment for this annually recurring event.

III. COMMUNITY BUILD LOCATION AND DATES

Community Build Location

Your team will need a location in which to hold your Community Build. WindowDressers does not provide funding for Community Build locations, therefore the space should be donated and available for uninterrupted use for the duration of your Build.

When approaching potential sites, emphasize that this is a community weatherization effort in partnership with an established nonprofit and that up to 35% of the inserts will be donated to local low-income residents. Bring brochures to share and a sample insert to show. Your Program Manager will provide a Certificate of Insurance if needed.

<p>The ideal space will:</p> <ul style="list-style-type: none">● Be at least 30' x 50' (bigger is better).● Have bathrooms and ideally, kitchen facilities.● Have parking available.● Have ceilings that are at least 8.5-9ft high. Higher of course is better.● Be able to supply tables and chairs.	<p>Possible locations to explore:</p> <ul style="list-style-type: none">● Municipal buildings● Church halls● Grange halls● Schools● American Legion/VFW Halls● Vacant retail or commercial spaces● Community nonprofits.
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Community Build Dates

Your Program Manager will work with you to find the best dates for your Community Build.

- The length of your build will depend on your [insert goal](#).
- Please be as flexible as possible with your dates. This makes creating the overall schedule for over 40 locations across New England much easier. Because we have limited gear to loan out to Community Builds and limited “cut days” at the production facility, we can only schedule so many Community Builds at a time.
- Include at least one weekend day in your dates.
- Two additional days will be added to your Community Build schedule - one for materials pickup and site setup and another for site breakdown and transfer of gear to the next Build.
- Immediately communicate to staff any changes to agreed upon dates.
- We will post all Community Build dates to the WindowDressers website once confirmed.

IV. CONDUCT OUTREACH

We want your Community Build to be a success! The ideas and links in this section will help you get the word out to your community about the benefits of WindowDressers inserts and help you reach your [insert goal](#). Below is an overview of how to get started. For more details please go to the [Outreach Guide For Community Build Teams](#).

Outreach Goals

- Recruit customers (homeowners, renters, local businesses), additional volunteers and future members of your leadership team from your area. Talk about the community building part of the Windowdressers Community Build effort.
- Reach enough households to meet your insert goal. **The average number of inserts per household is 7.** We recommend you over-recruit by a factor of 2.
 - A goal of 200 inserts = about 30 households (recruit about 60 households).
 - A goal of 250-300 inserts = about 35-45 households (recruit 70-90 households).
- Decide how far and wide to conduct outreach. Typically, a Community Build will serve a 30-40 minute radius around the Community Build location.
- Consider [racial justice and energy efficiency](#). Engage [BIPOC](#) (Black, Indigenous and People of Color) communities for customers, volunteers and future leaders.

How and Where to Conduct Outreach

- Review and customize the resources in the WindowDressers [Outreach Materials](#) folder.
- Consider using the VECAN (Vermont Energy & Climate Action Network) [Communications Toolkit](#), a useful resource for making and putting into action an outreach plan.
- Contact local news media outlets. Ask to do a story on your project and invite them to cover at your Community Build. Publicity of this kind often results in potential customers for the current and following year.
- At events, sign up customers on the spot, as most people will forget to follow through if you tell them to go to the website. See [Appendix A](#) for a sign up sheet you can print out. After folks sign up, provide them with this useful [Customer Checklist](#) to prepare them for next steps.
- Some ways you can build your outreach inventory are by identifying:
 - **Internal Leadership Team Resources**
 - **Community Partners**

- **Where Do Neighbors Get Their News?** Use our [Press Release Template](#)
- **Existing Community Events** - Ask us about using one of WD's tabling kits
- **High Traffic Locations for Tabling**
- **Visibility - Where to Place signs/posters/banners**
- Use the inventory you've created to determine the best ways to reach specific groups. For example:
 - **Engaging Low Income Community Members**
 - **Engaging Businesses, Landlords, Institutions and Municipalities**
 - **Renters/Landlords**

V. SCHEDULE COMMUNITY BUILD SHIFTS

Create Build Shift Schedule

As soon as your Community Build dates are confirmed, your Program Manager will work with the [Volunteer Coordinator](#) to develop and set up a shift schedule on [SignUp.com](#), our volunteer management application.

- Each day of the Build usually has two 4-hour shifts. You may add an evening shift to expand accessibility to participants who work Mon. - Fri., 9am-5pm.
- Each shift has approximately 12 [participants](#) plus two [shift supervisors](#).

We recommend the following schedule for each day of your Build:

Morning Shift 8:00am - 12:00pm

- 2 Shift Supervisors
- 10-12 Volunteers/Participants

Lunch Break 12:00pm - 1:00pm

- 2 Food Coordinator Volunteers

Afternoon Shift 1:00pm - 5:00pm

- 2 Shift Supervisors
- 10-12 Volunteers/Participants

If necessary, you may add an evening shift to expand accessibility:

Dinner Break 5:00pm - 5:30pm

- 2 Food Coordinator Volunteers

Evening Shift 5:30pm - 8:00pm

- 2 Shift Supervisors
- 10-12 Volunteers/Participants

Schedule Volunteers/Participants

Once your shift schedule is set, Measuring Teams can talk to customers at the measuring visit about the importance of participating in the Community Build and help them select their shifts.

- ***Remember: Customer Participation = One 4-hour Shift for Every 3-5 Inserts Ordered regardless of ability to pay!***
- Please emphasize that customers will be volunteering their time towards completion of all

inserts for the Community Build. They will not necessarily be building their own inserts.

- You will need 10-12 participants for frame assembly shifts and 12-15 participants once you transition to doing all insert assembly steps.
- Please make exceptions for people with legitimate scheduling conflicts, infirmity, disability, or lack of transportation. Offer to arrange carpooling or a ride if transportation is a barrier.
- If a customer is unable to participate, please ask them to reach out to their friends, family and networks to ask if someone can participate in their place. Also let these customers know that some steps can be done seated, they can donate food for the between-shift meals, they can be a “greeter” who checks in participants at the beginning of each shift, they can call folks to remind them of their shifts and/or call customers to let them know their inserts are ready,.
- With strong customer participation, you should find 70-80% of your shifts filled. The remaining 20-30% should be filled by people in the community who aren’t ordering inserts but who support the Community Build effort and think it would be fun to join in.
- Remind participants of their shifts by contacting them a few days before the Community Build begins. SignUp.com can provide automatic reminders and notices to all participants.

VI. PREPARATION and TRAINING

WindowDressers staff provide training to leadership team members on all relevant systems, in a variety of formats, to ensure you have the information and skills you need to run a successful Community Build. Your Program Manager will communicate to you all opportunities for training. This section includes important links to training resources.

Read Team Guides

Please read this guide and the [Guide for Measuring Teams](#) thoroughly and more than once. These are long documents, but they contain essential information and links to other resources you need in order to be fully prepared. Take notes, highlight, and re-read as your Build gets closer.

Access WD Google Drive Resources

Staff have developed a [Public WindowDressers Drive](#) with lots of important information and resources.

Learn About WindowDressers' Custom Software

WindowDressers manages all requests for inserts, insert orders, customer data and measurement data through two custom-designed systems - WAdmin and WDMeasurer. Team members will receive training aligned with their leadership team role(s). Detailed written and video instructions for downloading and using the systems are available at our [software web page](#).

- [WAdmin](#) (WindowDressers Administrative System): is a web-based tool that Local Coordinators and Measuring Coordinators use to manage customer data and orders.
- [WDMeasurer](#): Downloadable software for measurers. This custom software was designed for WindowDressers, to allow for measuring volunteers to enter and save window measurement data while conducting measuring appointments. We recommend that one member of each Measuring Team install it on their laptop for use during measuring visits.

[Logging into WAdmin](#) and WDMeasurer: Once you have communicated Leadership Team roles to your Program Manager, Team members will receive an email from “noreply@windowdressers.org” with the subject line “Welcome to WindowDressers!” that includes a username (your email address), password, and instructions on how to log in.

- Your username and password are the same for WAdmin and WDMeasurer.
- Your leadership team role will determine what type of privileges you have and what you will see when you login to WAdmin and WDMeasurer.

Learn How to Use Software / Attend Training Sessions

WD staff will offer training sessions for new teams during late spring and summer and as needed when for new teams. Staff also offers refresher trainings for returning teams to review software updates and the important elements of running a Community Build. Staff will offer the following trainings:

- Local Coordinator and Measuring Coordinator Training for new teams.
- Measurer Training (for Measurers and Measuring Coordinators).
- Volunteer Coordinator Training.

Attend an Established Community Build

This is required for new Local Coordinators. Nothing replaces the hands-on experience of participating in a Community Build. At your Community Build visits, please practice each step of the insert assembly process, and shadow a shift supervisor, so you get hands-on experience with all of the aspects of the build.

Connect with Mentors

If this is your first Community Build, your Program Manager will connect you with experienced Local Coordinator(s), Measuring Coordinator(s) and Measurer(s), as early in the season as possible, so you can form relationships. Mentors are not responsible for co-organizing your Community Build or supplementing your volunteer power. They are there to answer questions and guide your process during the first couple of days of your Build.

Other Training Opportunities

- Attend Program Manager office hours if offered
- Attend Off-Season Workshops.
 - Access [Off-Season Workshop archive](#)

VII. CUSTOMER REQUESTS, CREATING & VIEWING ORDERS

Customer Requests

Requests for new inserts and/or [re-wraps](#) (repairs) come to your Community Build in three ways:

- Customers request inserts and/or re-wraps through the WindowDressers website.
- Customers call the WindowDressers Customer Service line.
- Customers contact the local Community Build team as a result of outreach conducted by the team.

Please submit all customer requests for inserts and/or re-wraps through the WindowDressers website “[Request Inserts](#)” tab by filling in the form. Please obtain the following information for all requests before filling in the form:

- First and Last Name
- Telephone Number
- Email Address (if they have one)
- Street Address (location where inserts are needed)
- Estimated number of inserts and/or re-wraps requested

****Please note: Filling in the “Request Inserts” form does not obligate customers to purchase inserts and/or re-wraps. This simply lets teams know the individual is interested in receiving inserts and/or re-wraps.****

Creating Orders

After the “Request Inserts” form is filled in and submitted, WindowDressers staff will:

- Process the request, thereby creating a new empty order.
- Assign the new order to your Community Build.
- Send a welcome email to the customer, ccing the Local Coordinator and/or Measuring Coordinator so they are aware of the new order.

Viewing Orders for your Community Build in WAdmin

Once requests are assigned to a Community Build by WindowDressers staff, the Local Coordinator and the Measuring Coordinator will be able to see all the orders assigned to their Community Build when they login to WAdmin and WDMeasurer. After an order is created, the Measuring Coordinator should assign it to at least one Measurer in WAdmin and **will notify the Measurers that they have**

been assigned a new order so they can contact the customer to schedule a [measuring visit](#).

Measurers will see only orders that have been assigned to them.

Re-Wraps (Insert Repairs)

Prior customers whose inserts have been damaged may [submit a request](#) as above to have them re-wrapped at your Community Build for \$15 each. submit a request

After customers submit a re-wrap request through our website:

- They will receive a welcome email outlining how to prepare the insert for rewrap and emphasizing the expectation that they participate at the Build like all other customers.
- The re-wrap request will be processed by staff and the re-wrap order will appear in your list of orders in WAdmin in the “Rewraps” field. Please keep track of this number and work with your Program Manager to determine how many you will be able to reasonably accommodate within your work flow.

VIII. MEASURING WINDOWS FOR INSERTS

Please Refer to the [Guide for Measuring Teams](#) for More Detailed Information on the Measuring Visit and Measuring Windows for Inserts

Measurers are often the first face of the WindowDressers Community Build so it is important to be pleasant and well prepared! Recording accurate window dimension data is the primary responsibility of the measuring team. The success of the Community Build depends on carefully taken measurements. If mis-measurement results in inserts that don't fit ([Redo](#)), the measuring team will be expected to **re-measure the windows, and may be asked to help with rebuilding the new inserts, and/or deliver the corrected inserts to the customer.**

Leading and Managing Measuring Teams

The Measuring Coordinator is responsible for leading and managing the Measuring Teams by:

- [Assigning lead and co-measurers to orders.](#)
- Letting Measurers know when they have new customers to contact.
- Monitoring each team's progress with scheduling, measuring, and collecting payments.
- Addressing questions and concerns.

The Measuring Visit

Measurers always work in teams. This protects both our volunteer measurers and our customers and it allows measuring teams to work more efficiently. It is ideal, but not strictly necessary, to have measuring teams of mixed genders. Match up your measurers so they have complementary skill sets.

Together the measuring team is responsible for:

- Calling customers and scheduling the measuring visits.
- Discussing payment with customers, including the [Special Rate Program](#).
- Evaluating windows for inserts.
- Measuring windows and recording measurements in WDMeasurer on a laptop.
- Collecting payments and mailing checks to WindowDressers headquarters.
- Merging offline orders with empty orders in the online system.
- Signing up customers for their participation shift at the Community Build.

Measure Orders as They Are Received

Measuring teams typically conduct measuring appointments in the spring, summer and early fall. It is best practice to schedule a measuring appointment soon after you receive an order. This will help avoid a stressful back-log, and provide an accurate estimate of inserts ordered for your Community Build. The actual number of inserts a customer receives may be different from what they estimated. This will be due to a variety of factors: windows may be too out of square to accept an insert, the customer may not want to move or remove blinds/shades to accommodate an insert, or customers may decide they want more inserts than their original estimate. You will not have an accurate insert count for your Community Build until all windows are measured. Please do not wait until two weeks before your measuring deadline to start measuring.

Measuring Deadline

To be included in the Community Build, orders will be **measured and paid for** by your measuring deadline – typically one month to two weeks before the date that you will receive or pick up the gear, materials and supplies for your Community Build. As the measuring deadline approaches, your Program Manager will follow up with you about outstanding payments, to ensure all payments are accounted for by the deadline. Any order with an outstanding balance cannot be included in the Community Build.

IX. COMMUNITY BUILD MATERIALS & SUPPLIES

WindowDressers provides all of the basic materials and supplies that teams need to assemble inserts.

- [Appendix B](#): *Complete list of Materials and Supplies provided by WindowDressers.*
- [Appendix C](#): *Materials and supplies NOT supplied by WindowDressers - each team will need to supply these for themselves.*

Insert Frame Kits

These are the pieces of wood that make up each insert frame. The wood is pre drilled, labeled and bundled together. You will receive one bundle for each insert. Each team receives a bundle of extra frame wood in case repairs or redos are necessary.

Jigs and Gear

Each team receives a set of reusable jigs and additional gear that make up the 7 step process of insert assembly. Over the years, WindowDressers' volunteers have developed and refined the jigs and gear to make insert assembly easier and more efficient.

Struts

Inserts that are taller or wider than 48" require a strut that provides structural integrity preventing the large insert from warping. You will receive a bundle of strut wood with your kits. Teams will need to [cut struts](#) on the first day of their Build. WindowDressers will provide the gear and instructions for this step.

Plastic

The plastic we use is polyolefin film. All plastic film waste is recyclable. Please train Build volunteers to collect plastic film waste in clear plastic trash bags and separately from all other waste. Local supermarkets may take this plastic waste and recycle it for you. We recommend you make arrangements for plastic recycling before your Community Build begins. Our film is the same film that supermarket butchers and vegetable departments use to cover food. [Look up your closest recycling facility](#).

Pick Up Frame Kits and Consumable Supplies

- All teams are responsible for picking up kits and all consumable supplies (screws, glue, plastic, etc.) to run a Community Build before their Build begins.
- Teams will pick up kits from the Production Facility (Maine) or at a WindowDressers pick up location (Massachusetts/New Hampshire/Vermont).
- The first Builds of the season will also pick up a set of jigs/gear when they pick up their kits.
- Teams will work with their Program Manager to determine the day, time and location of pickup.

Please note that your consumable supplies include a box of glue and adhesive tapes, which will freeze if stored inappropriately. Please store all consumable supplies at room temperature.

UHaul Rental

- WindowDressers will pay for teams to rent a Cargo Van to **pick up** their kits, consumables and if necessary, jigs/gear from the Production Facility or pick up location.
- Please call UHaul at **1-800-528-6042** and use the WindowDressers corporate UHaul **account number 99812017** to reserve and pay for the Cargo Van.
- Submit your gasoline receipt to WindowDressers for reimbursement. See [Appendix D](#) for a reimbursement form and a complete list of reimbursable expenses.

Sharing Transportation

Sometimes Teams will share a delivery van for efficiency. If teams are sharing a delivery van, kits and supplies should be carefully separated during loading and Local Coordinators should be monitoring every item taken off the truck. This will greatly reduce mixups in items going to the wrong towns, and reduce aggravation and your transportation (i.e., greenhouse gas) footprint. Any missing items should be reported immediately to our [Production Manager](#).

Pick Up/Receive Jigs and Gear

WindowDressers has a limited number of sets of jigs and gear for Community Builds. Therefore, this reusable gear must be shared and passed from one Community Build to the next as the season progresses and will be stored at the Production Facility in Maine in the off season. We call this the **Cascade of Gear**.

Cascade of Gear

- You will receive a Cascade of Gear schedule from your Program Manager before the Community Builds begin.
- The first Builds of the season receive their jigs/gear and consumable supplies when they pick up their kits.
- Those first builds will then pass the jigs/gear along to the next scheduled Community Build in their area and so on until the end of the season.
- Once your Community Build is complete, you will return gear promptly to the Production Facility, to the next Community Build in the cascade of gear, or to a drop off location.
 - If returning your gear to the Production Facility in Maine, coordinate with the Production Manager to communicate your planned drop-off time.
 - If returning your gear to a planned drop-off location, coordinate timing with your Program Manager.
 - If returning your gear to the next Community Build in your cascade of gear, coordinate with the Local Coordinator at the receiving Community Build. Your Program Manager will provide you with this information when sharing the gear cascade schedule. Teams should expect to drive approximately one hour to deliver jigs/gear to the next team.
- Please note: WindowDressers only provides U-Haul Cargo Vans and gas reimbursement for picking up the gear. The transfer/return trip involves only transporting the gear, and not the insert frames. The trip therefore requires less vehicle space and can be made in a personal vehicle. WindowDressers is not able to reimburse for the return trip. Local teams are encouraged to fundraise to cover these kinds of expenses.
- **Teams will need to provide their own vehicle for returning or passing on their jigs/gear and leftover supplies.** The gear has been designed specifically to fit packed into an SUV, covered pickup truck, or minivan. The vehicle needs to have a cargo area of approximately 4x8. Please plan ahead to identify an available, appropriate vehicle. You can tap your volunteer and customer network to find an appropriate vehicle, and even make it an official volunteer shift on signup.com.
- We have limited gear to loan out and often a tight Community Build schedule, so a prompt return or transfer of jigs/gear is appreciated.

X. COMMUNITY BUILD SET UP

Community Build teams typically set up their Build workspace the day before it officially starts. This setup day is often also the day teams pick up kits and receive jigs/gear. With a workspace that is at least 30' x 50' you should have plenty of room to set up all stations of the insert assembly process on your setup day. **Please review [Appendix E](#) for a suggested workspace/workflow layout diagram.**

The workflow consists of 8 stations (plus space on perimeter walls to sort and store individual orders) that should flow easily from one to another.

1. Frame Assembly Tables (5)
2. White Taping (1)
3. Wrapping with Plastic (2-3 tables for 4-6 participants)
 - a. ***After some/most frames are assembled you may start to transition framing tables to plastic wrapping tables.***
4. Heat Shrinking (1)
5. Clear Taping (1-2)
6. Packing Tape Pull Tabs (1-2)
7. Foam Expansion (1-2)
8. Foam Application (1-2)
9. Sorting and Storage of Orders

WindowDressers supplies printed illustrated station setup instructions as well as station setup videos. These show how to assemble each jig and set up each station. Allow at least 6 feet of clear space around each workstation. Floor stands that hold inserts vertically are provided. **See illustration for proper setup of floor stands.** WindowDressers provides a binder with illustrated station instruction sheets as well as videos on how to perform each insert assembly step. Remove the laminated pages from the binder and place them at each station for participants to refer to.

We highly recommend constructing a handful of frames on the setup day and then working them through the assembly steps so that each station has a few inserts ready to go for participants to be trained on.

Posting Sheets

- Your Program Manager will email you a pdf file of “Posting Sheets” just prior to your Community Build.
- Each sheet contains the customer’s name and a summary of their order.
- Print these out and tape them alphabetically to the wall around the perimeter of your workspace.
- One or more walls of the room should be reserved for this purpose. This will allow you to easily sort inserts and see how each customer’s order is progressing toward completion.

Sign In Table

At the entrance of the room, please set up a table where you will welcome all Community Build participants. Please have the following on hand:

- To save paper, have one laminated copy of the Liability Waiver/Photo Release ([Appendix F](#)).
- Enough sign in sheets for each shift ([Appendix G](#)).
- Materials to make name tags.
- A list of expected participants for each shift.
- Contact info for all customers.
- Instructions for Installing, Cleaning, Removal and Storage of Inserts ([Appendix I](#)) for each customer.

Cutting Struts

- **Sort Kits:** Create two separate piles of kits: one for inserts that need struts cut and one for inserts that do not need struts.
- **Miter Saw:** WindowDressers provides each team with a miter box and saw to cut struts by hand.
- **Chop Saw (Recommended):** If a member of your team has access to and knows how to safely use an electric chop saw, we highly recommend cutting struts in this way. This method is quicker and easier and can be done on the morning of your first Build day or during the afternoon of your setup day.

Mated Sets

Please refer to the [Guide for Measuring Teams](#) for more detailed information on mated sets

- Mated sets are multiple inserts that nestle in the same large window frame.
- A mated set is created when a window is **both** taller and wider than 48”.
- In mated sets, some of the inserts **do not receive foam on all four edges of the insert.**
- All mated sets should be identified and marked accordingly to ensure they are foamed correctly.
- It is usually easiest to do these inserts separately from the rest of your inserts. Instructions for identifying mated sets are in the illustrated station instruction sheets.

Big Plastic

WindowDressers provides two kinds of plastic– a “Small Plastic” roll for most inserts, and a “Big Plastic” roll for inserts that are over 40 inches in both height and width. Each size roll comes with its own custom jig attachment with the wrapping station gear. All inserts that will require Big Plastic should be flagged and set aside to be done at a Big Plastic wrapping station. Whether an insert will need Big Plastic (BP) is noted on the Posting Sheet. We suggest that these inserts be done at the beginning of the Build so as to be least disruptive to table changeovers if an order is waiting for one insert that requires Big Plastic to complete the order.

XI. COMMUNITY BUILD!

The big day has arrived and all of your careful preparations are about to pay off! Be sure to have this guide on hand during your Build. It has all of the information you need to ensure a successful Community Build and it will likely answer questions that arise.

Welcoming Participants

- At the beginning of each shift, please greet participants warmly at the door.
- Ask each participant to read the liability waiver and photo release ([Appendix F](#)).
- On the sign in sheet ([Appendix G](#)), ask participants to check off the two boxes indicating that they have read and agree to the waiver and the release. Ask them to complete all other information on the sign in sheet. Encourage participants to print their information clearly as their contact info will be added to WindowDressers' mailing list.
- Once signed in, the greeter can direct the participant to make a name tag and show them where to go next.

Orient & Train Participants

Once all of the shift participants have arrived, gather everyone together and take a few moments to orient them to the workspace.

- Point out the location of bathrooms and the break area.
- Remind everyone that a meal will be served in between shifts. Make sure everyone knows they may take breaks when needed.
- Give a brief tour of all insert construction stations.

The [Shift Supervisors](#) will then give an in depth demonstration of each [insert assembly step](#) to participants, assign them a station, and have them “teach-back” the instructions to be sure they understand completely.

- WindowDressers provides each Build with detailed, laminated, illustrated station instructions, as well as access to station training videos that demonstrate each step. These training materials provide comprehensive notes on quality control.
 - Please have all Shift Supervisors review these videos **before** the Build to ensure they understand best practices for each step.
 - Feel free to use these videos as a guide when training new participants when they

arrive at the Community Build. **Please DO NOT distribute these videos to participants via email.**

- It is not necessary to train all participants on all stations - this would likely take too much time. Instead, train a few participants on the first step, assign a few to that station after you are confident they understand and then move on to the next station. This will ensure that the work gets started in a timely fashion.
- Ask participants if they have experience working at a Community Build. If so, engage these participants to help train new participants. Review the steps of the station they are familiar with, emphasize quality control and pair them at a station with someone who is new.
- Note that a few of the stations may require a little more skill and/or attention to detail to prevent damaged inserts and redos. The wrapping station may require volunteers with finer motor skills, especially when trimming the film with razors.
- Keep in mind that the morning of the first day of your Build may have most participants working on frame assembly. By the afternoon, you will be able to start moving frames assembled in the morning through the other stations.

Quality Control

- ***We take pride in the quality of our inserts.***
- ***Build every insert as if it were for your own home.***
- ***If you see something, say something!***
- Please emphasize that every participant is on quality control.
- Participants at every station should be urged to carefully check the quality of work arriving from the previous work station, and if problems are noted, gently point them out or consult the Shift Supervisor (if you see something, say something).
- Remind participants of this regularly throughout the Build, and if you find quality issues, use it as a teaching moment.
- If a participant is having difficulty with a particular task, they should feel free to request a different one.
- The Shift Supervisor should make sure that everyone is comfortable with the task they have assumed, frequently visiting each workstation to keep an eye on things, and reassigning participants if needed.
- **Ask all volunteers to place inserts in stands with the label at the top and facing in the**

same direction. This makes it easier to locate and identify specific inserts as they make their way through the work flow.

- Avoid leaning un-foamed frames that are in the process of manufacture against a wall, as they can easily slide down and rupture one another. Once wrapped in foam, inserts are no longer slippery.

Workflow Suggestions

- Try to have participants' insert orders completed by their last scheduled shift so they can bring their order home when they leave. It is helpful to make a note of the volunteer shift (Mon am/pm, Wed am/pm, Fri am/pm, etc) on each customer's posting sheet so it's easy to decide which inserts to prioritize in the workflow.
- Masking tape labels can be placed on the floor in front of storage racks to show which station they are feeding.
- A reminder: plastic film is recyclable. Collect all plastic film in clear trash bags. [Click here](#) to look up your closest recycling facility.

Re-wraps

Prior customers whose inserts have been damaged may [submit a request](#) to have them re-wrapped at your Community Build for \$15 each. You will receive sufficient materials to complete pre-ordered re-wraps. You will receive a "posting sheet" for each re-wrap order along with all other orders.

Customers may or may not make payment in advance.

- If necessary, collect payment when they bring their insert(s) to the Community Build.
- Keep an itemized list of all re-wrap orders including customer name, number of re-wraps and amount of payment collected at the Community Build. You may want to print a list of re-wrap orders from WAdmin with this information and payment status.
- When your Build is finished, please submit the itemized list of re-wraps along with all payments to [WindowDressers](#).
- Please do not send cash through the mail, as receipt cannot be guaranteed. Deposit the cash and write a check to WindowDressers for the full amount of cash deposited.

You may get some walk-in customers asking for re-wraps at the Community Build without having pre-ordered. Your team can decide whether to accept these orders— you are not required to. Make

sure you have adequate time and supplies to finish their order. If you decide to take their order:

- Collect payment when they drop off their insert(s).
- Emphasize that they are expected to participate in the same way as other participants.
- **Explain that they must completely strip the insert of plastic, foam and tape as best they can.**
- Encourage the customer to stay and volunteer until their insert is repaired or make a plan for them to return at a later time to volunteer and pick up the repaired insert.
- If they plan to come back for their insert, create a make-shift posting sheet with the customer's name, address, phone number and number of inserts and include the insert in your workflow.

Community Build Meal

Volunteers really appreciate a good meal either after their shift or before their shift. This is another very tangible way in which we can build community, and it is a wonderful way to say thank you to all of our volunteers. A [Food Coordinator](#) can help meal prep and setup run smoothly.

Shift Break

You should also build at least one break into your shift. If everyone takes a break together, it decreases the chance of having bottle-necks in the assembly line that can occur when one participant takes a long break while others continue working. **Participants should be reminded to wash their hands after snacking, because oils on hands are easily transferred to the plastic film.**

Completed Orders: Pick-up or Delivery

- At the end of each shift, the Shift Supervisor should check the sorting wall for completed orders.
- Check each order carefully to ensure that it has been sorted correctly and is complete.
- **Please train participants to stack completed inserts with the labels facing outward and on the top.**
- **Do a final quality-control check** and then call the customer to let them know that their order is ready for pick up.
- Customers should be reminded to bring a blanket or two to protect inserts during transport.
- **Ask customers to promptly check the fit of all inserts when they get home and to call with any issues.**

- Give each customer a printed copy of the Installation, Cleaning, Removal & Storage sheet ([Appendix I](#)) when they pick up their inserts.
- Remind participants to take special care when loading and transporting inserts.
 - Check the vehicle for sharp objects or debris that could cause damage.
 - Inserts should be loaded *flat* with the largest on the bottom of a stack.
 - Since they are very slippery, use a blanket to make things more secure.
 - When stacking a large order of inserts in the vehicle, try to lay frames on frames - insert corners are sharp. Stacking similar-sized groups of inserts kitty-corner against stacks of others can be one way to do this.

Volunteer Delivery & Installation of Inserts

Most inserts will be picked up by customers, but some may need help transporting and/or installing their inserts for a variety of reasons. If a Measuring Team learns that a customer will need this kind of assistance, they should convey this to the Local Coordinator and make plans to provide this help. It is up to the discretion of the Build Leadership Team to provide these services.

XII. POST-COMMUNITY BUILD

Congratulations and thank you for all of the incredible work you have done! By now you should feel flushed with accomplishment and probably a little worn out. Before you rest, there are a few tasks that remain to be done:

Return Gear to Production Facility or Designated Drop-Off Location.

Please see the [Cascade of Gear](#) section for information on how and where to return jigs/gear.

Follow Up

- Submit [payments for rewraps](#) to [WindowDressers](#).
- Scan and email all Sign-In Sheets to your Program Manager.
- Make contact with all customers within a week to ensure that all of their inserts fit properly. If any do not fit, please see [Appendix J: Inserts That Don't Fit – The Redo Process](#)
- Ensure that all members of the Leadership Team have entered all of their [volunteer hours](#), if you decide to collect this data.
- Debrief with your team. Reflect on what went well, what did not, and ideas for improvement.
- Please write up a summary and email to your Program Manager. WindowDressers strives to improve its service both to customers and Leadership Teams. We need your feedback and we welcome constructive criticism.
- Attend our virtual end-of-season Celebration and Debrief where we gather and share our experiences, ideas for next year, and planned changes.

Taking Stock of What You've Accomplished

A community that gathers its residents and builds inserts deserves recognition! Give yourselves a collective pat on the back. If there is a high level of interest in continuing the following season, WindowDressers is pleased to continue its support for subsequent Community Builds. Ideally, the Community Build becomes an annual activity that builds not only inserts but a friendly sense of community as well.

WindowDressers recognizes that Local Coordinators and their leadership teams are vital to a growing effort to reduce environmental damage, cut our dependence on fossil fuels, and reduce Mainers' heating costs. ***Many thanks for all of your hard work!***

APPENDIX A
Insert Sign Up Sheet for New Orders

WindowDressers Customer Assistance: 207-596-3073

If you have interest in either purchasing WindowDressers window inserts and/or volunteering to help build them, please list your contact information below.

Name: _____ Phone: _____

Street Address: _____

Email: _____ # of Inserts: _____

Volunteer at Community Build _____ Provide Food? _____

Name: _____ Phone: _____

Street Address: _____

Email: _____ # of Inserts: _____

Volunteer at Community Build _____ Provide Food? _____

Name: _____ Phone: _____

Street Address: _____

Email: _____ # of Inserts: _____

Volunteer at Community Build _____ Provide Food? _____

Name: _____ Phone: _____

Street Address: _____

Email: _____ # of Inserts: _____

Volunteer at Community Build _____ Provide Food? _____

APPENDIX B

Materials Supplied by WindowDressers

Standard Quantity - All Builds Receive Same - Contained in One Gear Tote

Glue bottles - 6
Blue Tape - 1 roll
Razors - 30
Razor Handles - 10
Acetone - 1 5oz. can
Red Clamps - 12
Quick Clamps - 6
Tape Spindles - 2
Clear Tape Box Applicator - 3
Packing Tape Dispenser - 1
Smoothers (Plastic) - 2
Smoothers (Wooden) - 2
Scissors (Large) - 7

Scissors (Small) - 2
Bit Kit - 1

- 6 bits for corner screws,
- 6 bits for strut screws,
- One 1/2" Forstner bit for drilling corner holes,
- One 7/64" bit for strut-holes and pilot holes.

Mitre and Boxsaw - 1
Sandpaper - 2 sheets
Frost King Plastic - 1 box
Masks - 10 masks

Standard Quantity - All Builds Receive Same

Vertical Stands (Box) - 1
Table Risers (Box) - 1
Foam Jig Extensions - 2
Combo Tables (Table tops) - 5
White Tape Jig Box (RED) - 1
Film Reel Jig Box (YELLOW) - 1
Heat Bridge Jig Box (GREEN) - 1
Clear Tape Jig Box (BLUE) - 1
Foam Tape Jig Box (PURPLE) - 1

Consumables - Amounts Calculated Based on Size of Build

Strut Wood
Regular Sized Plastic
Big Plastic
White Double Sided Tape
Foam
Clear Packing Tape
Branding Labels (WD Labels)

Strut Screws
Corner Screws
Glue
Razors
Blue Tape
Masks
Sandpaper

APPENDIX C

Build Items Needed But Not Supplied By WindowDressers

Measuring and Build Preparation

1. WindowDressers supplies each Build team with two laser measuring tools. You may consider investing in more laser measurers.
2. Extra batteries for laser measuring tools.

General Set-Up

1. First Aid kit with bandaids and tweezers
2. Colored wide tip markers.
3. Pens, pencils.
4. SignUp sheets (2-3 per day, print from [Appendix G](#)).
5. Posting Sheets. (Provided by WindowDressers as a PFD, must be printed).
6. Name tags (one per customer and volunteer).
7. List of customer contact info (phone #s, emails, etc).
8. List of volunteers by shift.
9. Plates, cups and cutlery if your food donors are not providing.
10. Tables and chairs for eating community meals.

Frame Assembly

1. **Five 8ft tables** to hold WD assembly table-tops. Tables that are 8ft long will provide 1ft area at one end to stage screws, glue bottle, bits, sand paper, drill, etc
2. **Five 6-8ft tables** for other insert assembly steps
3. **Three or more 6-8ft tables** to stage and sort frame kits before assembly; expand and store foam; for snacks, drinks, meals for volunteers.
4. Bag of **rubber bands** to secure frame kits once struts are added. (Staples, Renys, etc).
5. **Six Cordless drills** that have adjustable ratchet chucks so that torque can be adjusted (setting ~7) to prevent screws from being over-driven and stripping out.
6. **Cordless drill battery chargers**; one for each battery type used.
7. **Water buckets with rags/sponges** used to wipe/clean excess glue from frame joints (one for each assembly table).
8. **Long pipe clamps** to clamp frames when installing struts. **(Nice to have but not necessary)**
9. **Rags (white)** for wiping down pine inserts to remove excess burrs or sawdust, and wiping down wrapping tables between inserts
10. **Pre-Frame Assembly Check Sheet** ([Appendix H](#))
11. **Chop saw** (recommended but not necessary) **WindowDressers provides a miter-box-with-saw for cutting struts for the frames.**

Wrapping Frames

1. **Extension cords** (heat bridge, hair dryer(s), etc).
2. **Power strip** (may be needed on heat bridge).
3. 1 **hair dryer/heat gun** to expand gray foam tape as needed and to touch up stubborn wrinkles in plastic at frame corners.
4. Three **Swiffer dusters** (wipe down wrapping tables between inserts, cleaning insert plastic, removing dust & debris)
5. **Clear and regular trash bags** - clear for plastic film only; regular for all other trash.

APPENDIX D

Reimbursable and non-reimbursable expenses

Please save all receipts and submit them with “Expense Reimbursement Form” below to WindowDressers.

- Email scanned form and receipts to Executive Director: director@windowdressers.org
- Mail form and receipts to: **WindowDresses, PO Box 1135, Rockland, ME 04841**

Reimbursable Expenses

- Gas for U-haul to pick up kits/gear before your Build begins.

Non-reimbursable expenses. WindowDressers is not able to reimburse for the following expenses. Many Builds will secure food donations, and fundraise in order to cover some of these costs, and to provide reimbursements to volunteers.

- Food for your Build
- Mileage for volunteers
- Mileage for gear return or gear transfer (Gear Cascade)
- Printing
- Any costs related to the Build facility

Expense Reimbursement Form

Please print and mail or scan along with your receipts

Your name: _____

Address: _____

City/State/Zip: _____

Community Build: _____

Date of expense: _____

Type of Expense: _____

Amount: _____

Receipt attached? (Y/N): _____

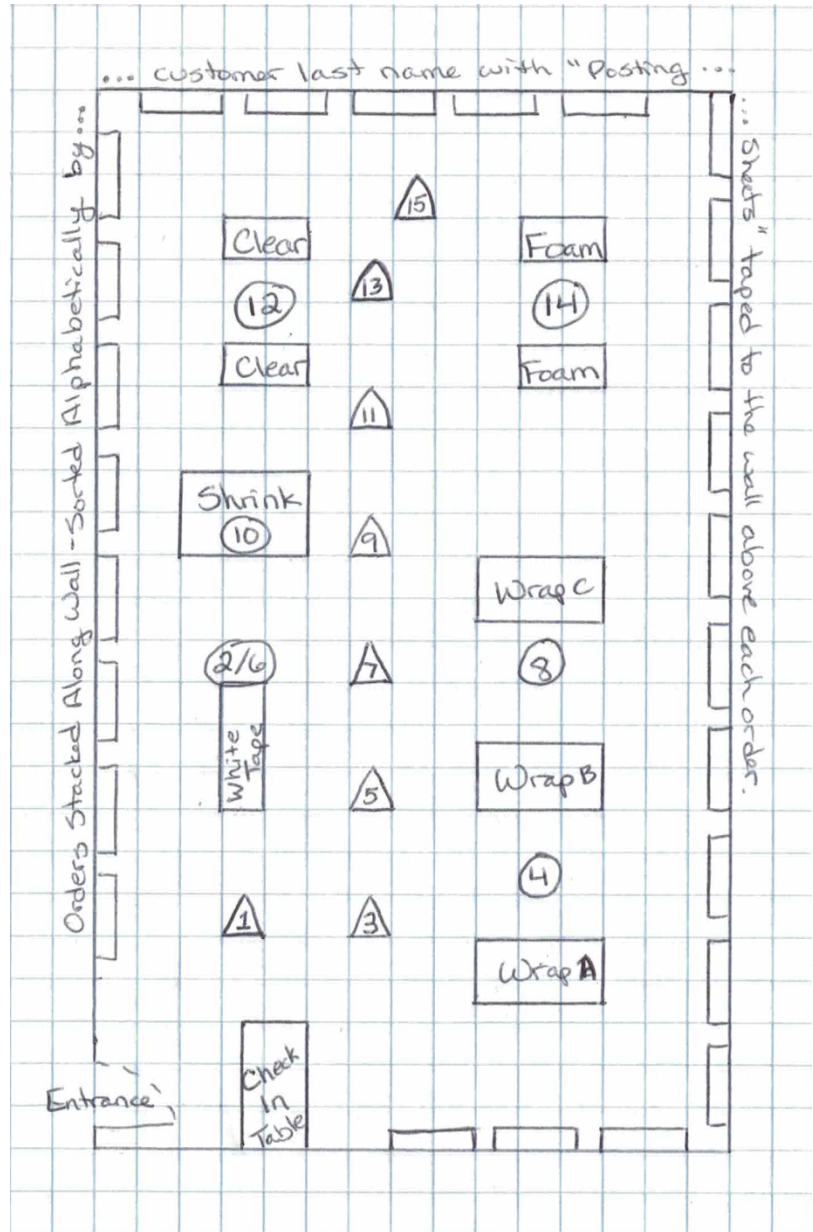
APPENDIX E

Suggested Workspace Layout

As participants arrive, they are greeted at the check-in table and sign in.

This is also where customer orders can be signed out as they are picked up.

1. Shift Supervisor places next batch of inserts into Stand 1
2. Apply first layer of white tape
3. Move insert to Stand 3
4. Wrap with first layer of film at Wrap Station A or B
5. Move insert to Stand 5
6. Apply second layer of white tape
7. Move insert to Stand 7
8. Wrap with second layer of film at Wrap Station B or C
9. Move insert to Stand 9
10. Heat shrink film on both sides
11. Move insert to Stand 11
12. Apply clear tape
13. Move insert to Stand 13
14. Apply foam gasket
15. Move insert to Stand 15
16. Shift Supervisor inspects finished insert and moves it back to the correct spot along the wall.
17. When an order is complete, the customer is notified.



APPENDIX F
Liability Waiver and Photo Release Form

The WindowDressers, Inc

VOLUNTEER RELEASE AND WAIVER OF LIABILITY

In consideration of being permitted to participate as a volunteer to assemble insulating window inserts in _____ (the "Activity"):

(location of Community Build)

1. I acknowledge and agree that I understand the nature of the Activity and that I am qualified, in good health, and in proper physical condition to participate in such Activity. I further agree and warrant that if, at any time, I believe the conditions to be unsafe, I will immediately discontinue further participation in the Activity.
2. I understand that the Activity may involve risks and dangers of bodily injury, and I fully accept and assume all such risks that The WindowDressers, Inc., its officers, directors, agents and volunteers from any and all liability or claims that I might otherwise have for personal injury or damage to property resulting from my participation in the Activity, and agree not to make any claim or sue for redress of such injury or damage.

By checking the box in the column labeled "Liability Release" on the form "Sign-in Sheet for Community Build Participants," I hereby acknowledge that I have read this section "Volunteer Release and Waiver of Liability" and agree to all statements herein.

VOLUNTEER PHOTO RELEASE

I grant to The WindowDressers, Inc its representatives and employees the right to take photographs of me in connection with the above-identified Activity. I authorize The WindowDressers, Inc, and its assigns and transferees to copyright, use and publish the same in print and/or electronically, with or without my name and for any lawful purpose, including such purposes as publicity, illustration, advertising, and Web content.

By checking the box in the column labeled "Photo Release" on the form "Sign-in Sheet for Community Build Participants," I hereby acknowledge that I have read this section "Volunteer Photo Release" and agree to all statements herein.

APPENDIX G

Sign-in Sheet for Community Build Participants

DATE: _____ **SHIFT TIME:** _____ - _____

I have read and agree to:		
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo Release	Name: _____ Email: _____	Town: _____ Phone: _____
<input type="checkbox"/> Liability Release <input type="checkbox"/> Photo release	Name: _____ Email: _____	Town: _____ Phone: _____

APPENDIX H

Frame Kit Pre-Assembly Checks

Check HORIZONTAL/VERTICAL Labels

- Same Customer Name / Same Window Name.

Check Lengths

- HORIZONTAL sticks are the same length. VERTICAL sticks are same length

Check the Cosmetics of the “Good Side” of Frame Sticks

- Gouges, missing or weeping knots, warped sticks (replace the stick using supplied stock).
- Scuffs on white paint or missing paint (clean w/damp MrClean sponge or paint as needed).

Check Frame Sticks For Good Side/Bad Side

- Determine the bad side of the frame.
- Bad side usually has the labels that face toward the street (squirrel side).
- Keep the bad side facing up when assembling the frame.
- Swap labels if needed if bad side is better than good side (heat gun)

Check Counter Drilled Boreholes: (inspect labels)

Bore holes must appear on HORIZONTAL sticks ONLY (regardless if portrait or landscape). If found on VERTICAL sticks, it is mis-drilled. Notify a supervisor.

Check Strut Holes

- Check to make sure that strut holes are aligned before assembling the frame.
- If the strut holes do not line up, rotate one of the sticks so they line up.
- If holes do not line up after rotating one of the sticks, call a supervisor as a new hole may need to be drilled.

Check All Holes for Centering

- All drilled holes - corner bore holes and strut holes - should enter the wood and exit the wood in the center of the wood's thickness.
- If any hole is not mostly centered on the wood's width, it could cause the screw to enter crooked and split the piece of wood it is being drilled into.
- Call a supervisor. A more straight hole may need to be drilled.

Initial Frame Corner Layout

- Locate and place the two labeled sticks (one HORIZONTAL & one VERTICAL) in the same corner on the assembly table.

LOGO Label

- Place the WindowDressers LOGO label to the left of the HORIZ label.

The frame is now ready for assembly!

APPENDIX I

Installation, Cleaning, Removal and Storage of WindowDressers Inserts

With proper care, your inserts should last for many years. Caution should be used when installing, removing, cleaning and storing them to prevent snags or puncture.

Installing Inserts

Inserts are easy to install. Read the labels on the insert and distribute them around the house according to the locations shown. Some common abbreviations are:

PBR - Primary Bedroom	LIV - Living Room
BRUP - Upstairs Bedroom	DR - Dining Room
BRDN - Downstairs Bedroom	DRE - Dining Rm East Wall
KIT - Kitchen	BSMT - Basement
BATH - Bathroom	

If inserts for a room are numbered, such as LIV1, LIV2 etc, start to the left of the main entrance and install them clockwise around the room.

Check for and remove any obstructions around the window frame. Shades/blinds may need to be moved forward or removed. Provide 7/8" space behind them to slide inserts into place and still use the shade/blind. A decision about whether to move blinds will have been made during the measuring visit.

Turn the insert so the labels are at the top of the insert and facing the outside and the pull tab is at the bottom. Lift the insert up to near the top of the window and slide its upper edges into its landing against the upper frame of the window. Lift the lower edge of the insert up over the sill and push the lower part of the insert into place with a side-to-side shimmy motion. Do not force the plastic film against latches on double-hung windows; Gentle pressure should be applied to the wood frames, not the unsupported plastic film. A stiff spatula is very helpful to jockey an insert left or right for its final adjustment.

Removing, Cleaning and Storing Inserts

Removing Inserts

Gently pull on the pull tab at the bottom of your inserts. If your inserts do not have pull tabs, you can use a stiff spatula or a paint can opener to help remove them. Slip the spatula between the insert and the window at one of the lower corners to break the seal and gently pull towards you. Once one corner is out, you can gently pull the rest of the insert out with your hands and carefully remove it.

When you remove your inserts, be careful not to bump the plastic on anything that might puncture it.

Cleaning Inserts

The plastic on inserts can collect dust, so if you want to clean them quickly before you store them away, use a microfiber or very soft dust cloth. **Do not use bath towels or paper towels because both can scratch the plastic.** If the inserts need more than a dusting, you can use any spray window cleaner and a microfiber or very soft cloth to gently wipe the plastic clean. Gentle, even pressure on the plastic is not harmful.

Storing Inserts

There are many places in your home that can be good storage areas for your inserts. The goal is to store them in a place where they will be well protected so that they will be ready to use when the weather turns cold again in the fall. Choose a storage area away from foot traffic - a place where they won't be moved or bumped. Make sure there are no sharp objects or things that could catch and rip or puncture the plastic when choosing a storage area.

Important Storage Tips:

- Inserts can be stored in the back of a closet, behind a bureau or bookcase that has been pulled back from the wall, in a dry basement, or under a bed. If storing them laying flat, we recommend placing pieces of cardboard in between them and on top of them to protect the plastic.
- Store the standing inserts out of direct sunlight on a flat, dry surface that will not dent the foam.
- Do not store the inserts in closed plastic bags. You want air to be able to move around the inserts to prevent mold or mildew.
- Do not store inserts in an attic - these spaces may get very hot and cause damage to the wood and plastic of the inserts.
- Cover your inserts with an old sheet or cloth to help protect them and keep them clean.
- If you are storing your inserts vertically, consider storing inserts upside-down from how they are placed in the windows. When inserts are installed, the foam on the bottom gets compressed more than the other foam edges due to gravity. Storing inserts upside-down will give the bottom foam a chance to "rest" and expand during the off season and will prolong the life of the bottom foam.
- Consider leaving some inserts in place during the summer months if you do not plan to open the window. However, do NOT leave inserts in skylights or south-facing windows exposed to direct summer sun. Excessive heat trapped between the window and the insert can damage its film.

Damage Repair

The plastic on your inserts is strong, but things happen and if it gets ripped or punctured, have no fear! You can get the inserts repaired (re-wrapped) for \$15 each plus your participation time at the

Community Build. Teams have limited ability to take walk-in customers for repairs, so please let us know ahead of time that you need repairs.

Small tears and punctures can be repaired immediately with transparent packing tape. Common Scotch Tape (and equivalents) does not have sufficient adhesive strength or resistance to yellowing. If a tear is too big, you will need to get it rewrapped so it will work properly. Please [Sign Up Now](#) to have your insert repaired.

Please Note: Please be sure to remove all foam, tape and plastic from the frame before bringing it in to be repaired. White tape is difficult to remove. Cut through the plastic to loosen it and pull at the corner where the white tape begins. This will give you a better chance of stripping all layers off at one time. The old white tape you can't get off by scraping can be left in place.

APPENDIX J

REDOs: Inserts That Don't Fit

WindowDressers works hard to keep its error rate as low as possible. Because remediation wastes materials and valuable time, identifying and eliminating the causes of errors is an important goal. Inserts that do not fit will be rebuilt at our expense.

Complaints of mis-fitting inserts will be referred to the Measuring Coordinator who will assign a team to re-measure the window(s). When a measuring team returns to a customer's house for a REDO, it is the team's responsibility to determine the source of the error so that WindowDressers can develop better ways to control error rates, which can result from:

- **Measurer error** including laser and transcription errors: Compare new window measurements - width and height (and strut offset if applicable) to original measurements. If identical, proceed down this list. If not, a measurement error has occurred.
- **Matching error**: horizontals from one window were assembled with verticals from a different window. If vertical and horizontal frame labels match, proceed down the list.
- **Assembly error**: frame was assembled incorrectly or struts were placed incorrectly.
- **Drilling error**: Corner bore holes (where you insert the screw to assemble the frame) should always appear in the HORIZONTAL sticks of an insert kit. A production facility drilling error is when the bore hole is drilled into the vertical stick by mistake. This will present itself, once the insert is installed, as an insert that is 3" too narrow and 3" too tall. This usually happens when the insert is a **LANDSCAPE**-oriented insert. This can occasionally be caught at frame assembly time if volunteers check that corner bore holes are always drilled in a horizontal stick. If bore holes are found in a vertical stick at the Build, the frame should not be assembled until new boreholes are drilled in the horizontal sticks instead. Drill bits are provided in the gear package for drilling bore holes.

The measurers will enter the new measurement data into WDMeasurer with a rate of "REDO" and a comment about why the inserts need to be rebuilt. The measurers will then send an email to their Program Manager with the customer name, REDO order number, and any special requests for the redo location. If addressed promptly, we can often rebuild the insert at an upcoming, nearby Community Build. If not, the Program Manager will work with the Local Coordinator and the Production Manager to create a plan for completion and transportation of the replacement insert.



Electricity Supply Rates for Residential, General Service, and Outdoor Lighting Customers

<u>Power Options</u>		<u>Renewable Content</u>	<u>Rate (¢/kWh)</u>	<u>Estimated Cost per Month*</u>
Utility Default Energy Service	Unitil[†]	24.3%	10.718 ¢	~ \$70
	NH Electric Co-op[†]		10.161 ¢	~ \$66
	Liberty Utilities[†]		9.758 ¢	~ \$63
	Eversource[†]		8.285 ¢	~ \$54
Community Power Coalition of New Hampshire	Clean 100	100%	12.4 ¢	~ \$81
	Clean 50	50%	9.4 ¢	~ \$61
	Granite Plus	33%	8.4 ¢	~ \$55
	Granite Basic[‡]	24.3%	8.1 ¢	~ \$53

* Estimated cost per month based on average residential usage of 650 kilowatt-hours (kWh) per month.

† CPCNH's Granite Basic is a savings of 24% off Unitil's residential rate, 20% off NH Electric Co-op's, 17% off Liberty's, and 2% off Eversource's.

‡ Community Power Aggregations (CPAs) may offer either Granite Basic or Granite Plus as their default power option. Check your community's page at www.CommunityPowerNH.gov for details specific to your program.

Electricity Supply Rates for Customers with Monthly Variable Rates

	FEB	MAR	APR	MAY	JUN	JUL	*Avg.
Eversource Class GV Rate	18.173 ¢	12.061 ¢	9.495 ¢	9.004 ¢	9.443 ¢	11.602 ¢	11.835 ¢
Community Power (Clean 100)	19.00 ¢	12.60 ¢	9.90 ¢	9.40 ¢	9.90 ¢	12.20 ¢	12.40 ¢
Community Power (Clean 50)	14.40 ¢	9.60 ¢	7.50 ¢	7.20 ¢	7.50 ¢	9.20 ¢	9.40 ¢
Community Power (Granite Plus)	12.90 ¢	8.60 ¢	6.70 ¢	6.40 ¢	6.70 ¢	8.20 ¢	8.40 ¢
Community Power (Granite Basic)	12.40 ¢	8.30 ¢	6.50 ¢	6.20 ¢	6.50 ¢	7.90 ¢	8.10 ¢

Granite Basic offers a 32-33% savings off of Eversource's rate.

**Load weighted average*

	FEB	MAR	APR	MAY	JUN	JUL	*Avg.
Liberty Utilities Class G1 & G2	14.101 ¢	8.671 ¢	6.629 ¢	5.931 ¢	8.073 ¢	9.854 ¢	8.815 ¢
Community Power (Clean 100)	19.80 ¢	12.20 ¢	9.30 ¢	8.30 ¢	11.40 ¢	13.90 ¢	12.40 ¢
Community Power (Clean 50)	15.00 ¢	9.20 ¢	7.10 ¢	6.30 ¢	8.60 ¢	10.50 ¢	9.40 ¢
Community Power (Granite Plus)	13.40 ¢	8.30 ¢	6.30 ¢	5.70 ¢	7.70 ¢	9.40 ¢	8.40 ¢
Community Power (Granite Basic)	13.00 ¢	8.00 ¢	6.10 ¢	5.40 ¢	7.40 ¢	9.10 ¢	8.10 ¢

Granite Basic offers an 8-9% savings off of Liberty Utilities' rate.

**Load weighted average*

	FEB	MAR	APR	MAY	JUN	JUL	*Avg.
Unitil Non-G1 General Service	15.668 ¢	10.118 ¢	8.077 ¢	7.760 ¢	7.989 ¢	9.962 ¢	10.038 ¢
Community Power (Clean 100)	19.40 ¢	12.50 ¢	10.00 ¢	9.60 ¢	9.90 ¢	12.30 ¢	12.40 ¢
Community Power (Clean 50)	14.70 ¢	9.50 ¢	7.60 ¢	7.30 ¢	7.50 ¢	9.30 ¢	9.40 ¢
Community Power (Granite Plus)	13.10 ¢	8.50 ¢	6.80 ¢	6.50 ¢	6.70 ¢	8.30 ¢	8.40 ¢
Community Power (Granite Basic)	12.60 ¢	8.20 ¢	6.50 ¢	6.30 ¢	6.40 ¢	8.00 ¢	8.10 ¢

Granite Basic offers a 19-20% savings off of Unitil's rate.

**Load weighted average*

	FEB	MAR	APR	MAY	JUN	JUL	*Avg.
Unitil Domestic Service	16.165 ¢	10.508 ¢	8.616 ¢	8.303 ¢	8.554 ¢	10.691 ¢	10.718 ¢
Community Power (Clean 100)	18.70 ¢	12.20 ¢	10.00 ¢	9.60 ¢	9.90 ¢	12.40 ¢	12.40 ¢
Community Power (Clean 50)	14.20 ¢	9.20 ¢	7.60 ¢	7.30 ¢	7.50 ¢	9.40 ¢	9.40 ¢
Community Power (Granite Plus)	12.70 ¢	8.20 ¢	6.80 ¢	6.50 ¢	6.70 ¢	8.40 ¢	8.40 ¢
Community Power (Granite Basic)	12.20 ¢	7.90 ¢	6.50 ¢	6.30 ¢	6.50 ¢	8.10 ¢	8.10 ¢

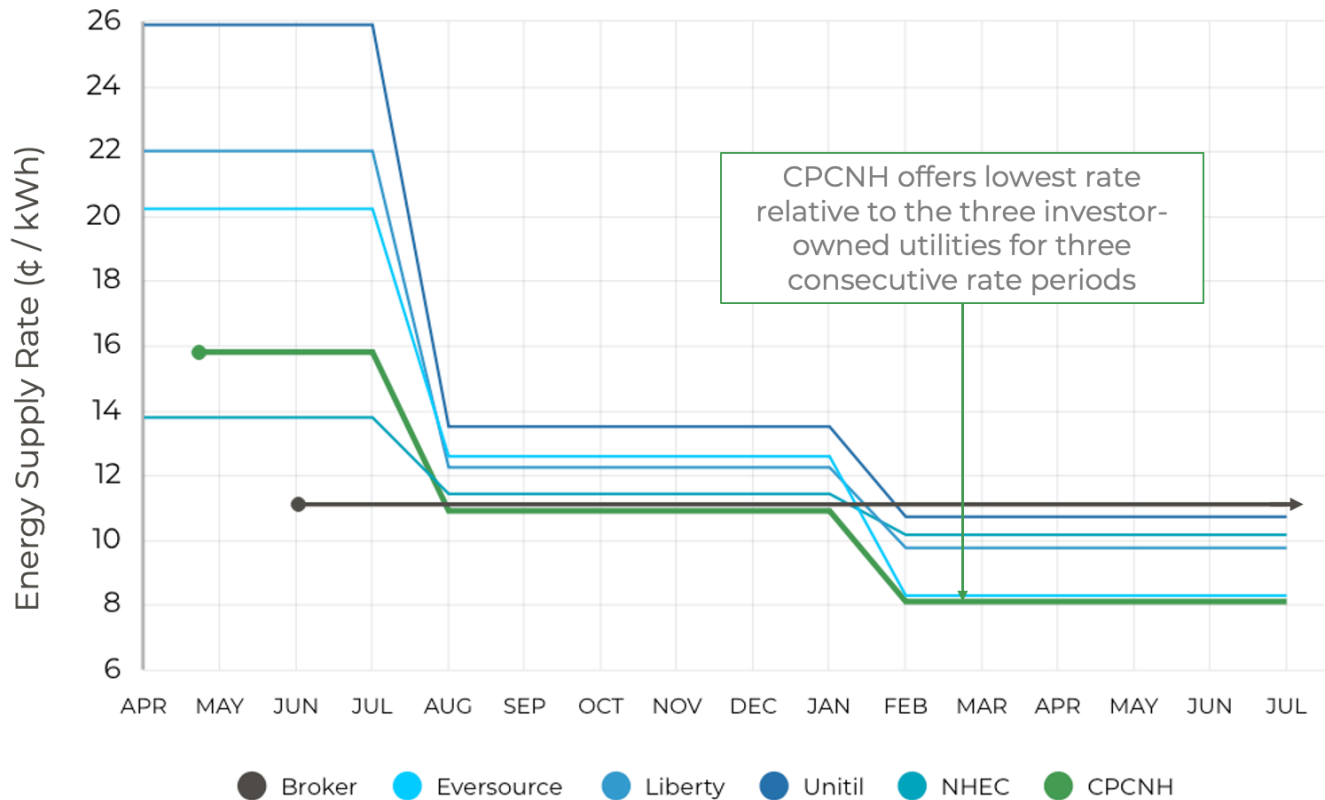
Granite Basic offers a 24-25% savings off of Unitil's rate.

**Load weighted average*

The Coalition continues to offer the lowest residential energy supply rates in New Hampshire and out-perform energy service from investor-owned utilities for three consecutive rate periods.

The present downturn in electricity prices highlights the risk associated with a single multi-year brokered supply contract, which in this case has been undercut by utility rates.

Comparing Utility, Broker, and Coalition Rates Over Time



The broker example in this chart is fixed through December 2025.

As market conditions adjust, the Coalition demonstrates several key advantages to competing models from utility- or broker-administered default supply.

- ⚡ The Coalition’s active portfolio management of wholesale power contracts enables the flexibility to respond to changing market conditions.
- ⚡ Our locally controlled and transparent process for setting rates continues to realize savings for customers.
- ⚡ Through our nonprofit structure, net revenues are deposited into financial reserve accounts to ensure long-term stability and benefits for Member communities.

Coalition Member Cities, Towns, and Counties

Community Power Coalition of New Hampshire is a nonprofit power agency established as a governmental instrumentality and formed by over fifty New Hampshire cities, towns, and counties participating as Members. Our rates are set by our Board of Directors which is elected by the Membership.

Canterbury | Dover | Enfield | Exeter | Hanover
Harrisville | Lebanon | Nashua | Peterborough
Plainfield | Portsmouth | Rye | Walpole
Cheshire County (Dublin, Fitzwilliam, Nelson)

Durham | Hudson | New London | Newmarket
Pembroke | Stratham | Warner | Webster | Westmoreland
Cheshire County (Chesterfield, Roxbury, Winchester, Gilsom)
 Atkinson | Barrington | Bethlehem | Boscawen | Campton
 Franconia | Gilford | Hampton Falls | Hopkinton | Lancaster | Loudon
 Lyme | Newport | Tamworth | Somersworth | Wilmot

Berlin | Bradford | Charlestown | Dalton | Grantham
Kensington | Merrimack County | Northfield | Randolph
Shelburne | Springfield | Sugar Hill | Temple

OPERATING SINCE

Spring 2023 ■
 Fall 2023 ■

TARGET LAUNCH

March 2024 ■
 ~June 2024 ■

ON DECK

Planning ■
 County-ready ■
 Launched w/ Broker ■

