



MULTIFAMILY UPGRADE PROGRAM HANDBOOK

This handbook was developed on behalf of
Pacific Gas and Electric Company

By

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1. Program Summary

Pacific Gas and Electric Company's (PG&E) Multifamily Upgrade Program (MUP) promotes and facilitates energy-efficient retrofits of multifamily housing ("projects") through design assistance, cash incentives, and program coordination. TRC implements MUP on behalf of PG&E. To promote a comprehensive, whole-building upgrade strategy, projects must adhere to the following minimum criteria to qualify for MUP:

- Improve building energy efficiency by 10 percent as compared to existing conditions
- Install a minimum of two upgrade measures, in two of the four unique measure categories (envelope, heating/cooling, water heating, and appliances/lighting)
- Engage the services of a MUP participating rater and contractor (the "project team") to conduct building audit, analysis, and verification

HVAC

Heating
Cooling
Fans

WATER

Water Heaters
Pumps & Controls
Pool Equipment
Showerheads
Aerators
Irrigation Controllers
Turf Replacement
Toilets
Rain Barrels



ENVELOPE

Windows
Insulation
Cool Roof

LIGHTING & APPLIANCES

Kitchen Appliances
Outdoor Lighting
Indoor Lighting
Elevators
Laundry

\$400 TO \$3,000
PER UNIT IN INCENTIVES FOR
IMPROVING YOUR PROPERTY

PG&E and TRC, at their discretion, may make policy and procedure changes at any time. The policies and procedures in place at the time of incentive reservation for a given project shall stand true through the completion of that project.

Incentives

MUP offers the following incentives:

- Assessment Incentive:** per dwelling unit incentive for assessment and verification, paid to the owner applicant, unless signed over to the participating rater performing these services. This assessment is paid on program-qualified buildings only, upon project completion (after verification of installed upgrade measures).
- Upgrade Incentive:** performance-based escalating incentive for the energy efficiency upgrades, paid to the owner applicant.

MUP is currently reserving incentives for projects planning to complete verification by December 1, 2020. MUP will only issue incentives to projects that have submitted all required documentation and meet all program requirements as outlined in *Section 2: Eligibility*. PG&E will issue incentive checks to the owner applicant, unless otherwise designated to the participating rater. PG&E reserves the right to alter the incentive structure or adjust incentive amounts during the program cycle. Funds are limited and available on a first-come, first-served basis.

Assessment Incentive

The assessment incentive is designed to offset a portion of the cost¹ of a comprehensive energy assessment and verification.

The assessment incentive equates to \$100 per dwelling unit for up to 200 units; the minimum total incentive is \$2,500 and the maximum is \$20,000 per project. Projects achieving at least 25 percent improvement are eligible for a higher per-unit incentive of \$125 per unit for up to 200 units, or \$25,000. The table below summarizes the assessment incentive structure. *Post-upgrade modeled savings* refers to the percentage of energy savings that each building achieves after installing and verifying all upgrade measures. MUP will pay \$50 per dwelling unit up to 200 units at the time of incentive reservation. The remainder of the assessment incentive is paid to the property owner upon successful project completion and verification. Alternatively, the owner has the option to sign the incentive over to the participating rater supporting the project. Assessment incentives are paid once based on the total number of qualifying units on the property.

Post-Upgrade Modeled Savings (%)	Assessment Incentive (per dwelling unit)
10 - 24	\$100 (project min. \$2,500, max. \$20,000)
25 and above	\$25 bonus (max. \$5,000)

Figure 1. Assessment Incentive

¹ Energy assessment and verification costs vary depending on services offered and agreed upon between the property owner and the approved rater.

Upgrade Incentive

Upgrade incentives are tiered based on modeled whole-building site energy savings, starting at \$400 per dwelling unit (at 10 percent whole-building improvement) and escalating up to \$3,000 per unit (at 50 percent improvement). MUP pays the incentive after the successful completion and verification of the project. The incentive is designed to offset a portion of the installed cost² of upgrades that contribute to the whole-building savings and cannot exceed actual upgrade costs. Upgrade incentives are paid to qualifying projects upon completion of the project, unless the project is approved and enrolled in the (optional) incremental path (*Section 6: Other Program Pathways (Optional)*).

Per-unit incentive calculations are as follows:

- 10 – 18 percent improvement:
 - \$400/unit base incentive
 - \$25/unit per additional percent improvement from 11 – 18 percent
- 19 percent improvement and greater:
 - \$675/unit base incentive
 - \$75/unit per additional percent improvement from 19 – 50 percent (capped at \$3,000/unit)

The following table shows example upgrade incentive amounts.

Post-Upgrade Modeled Savings	Incentive per Dwelling Unit
10%	\$400
15%	\$525
20%	\$750
25%	\$1,125
30%	\$1,500
35%	\$1,875
40%	\$2,250
45%	\$2,625
>50%	\$3,000

Figure 2. Upgrade Incentive Table

² Installed cost is a sum of both material (equipment) and labor (installation) costs. These costs are reported at project completion and shall only include costs that contribute to the whole-building energy savings (i.e. envelope, HVAC, hot water, appliances, lighting, etc.). Assessment and rater fees can be included in this total.

MUP calculates incentives at one-percent increments, rounding **down** to the nearest percentage point. Figure 3 illustrates the upgrade and assessment incentives that MUP offers for each increment of building energy efficiency improvement.

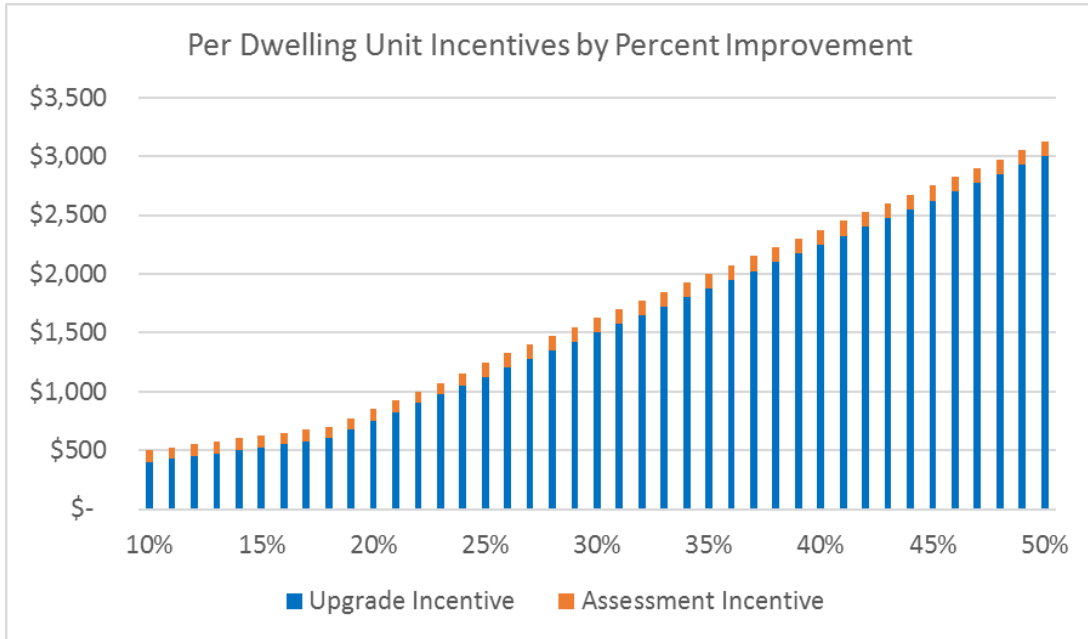


Figure 3. Incentive Chart

On-Time Completion Bonus

PG&E offers the contractor (or the project team) a \$50/unit bonus for completing the project on or before the completion date documented in the incentive reservation letter. If the project does not complete by the deadline, the project will forgo this incentive.

Key Deadlines

The deadline to complete a project is listed as the *Verification documents due* date on the Incentive Reservation Letter; an example is shown in Figure 4. Refer to *Section 4. Program Process, Step 6: Verification* for more details on verification requirements.

Milestone	Deadline (Date)
Assessment/Kick-off meeting	DATE
50% construction completion meeting	DATE
Pre-verification meeting	DATE
Construction completion	DATE
Verification documents due	DATE

Figure 4. Example Deadlines from Incentive Reservation Letter

Projects shall remain on schedule and notify TRC as soon as possible through an email to the TRC case manager with an explanation of the delay and a formal request for the extension if the schedule changes. TRC staff will evaluate extension requests on a case by case basis and makes no guarantee of acceptance. Projects that miss deadlines risk forfeiting incentives.

MUP is currently reserving incentives for projects planning to complete verification by December 1, 2020.

Contact Information

Multifamily Upgrade Program

Toll Free: **866-352-7457**

Email: multifamilyupgrade@trccompanies.com

- Program Manager: **Siobhan McCabe**, smccabe@trcsolutions.com
- Technical Manager: **Matt Jones**, mrjones@trcsolutions.com
- Project Coordinator: **Nolan Stephens**, nstephens@trcsolutions.com

2. Participant Eligibility

General Eligibility

- **PG&E service:** A Project's installation address must receive electric and/or natural gas service from PG&E. PG&E electric customers who receive propane gas qualify. PG&E customers that receive one commodity (gas or electric) must contact TRC for incentive calculation instructions.
- **Multifamily building:** MUP defines a multifamily building as having five or more attached dwelling units in each building. Both low-rise and high-rise buildings are eligible. Properties with multiple duplex, triplex, or quadplexes (two to four attached units) on a single parcel may also qualify. PG&E serves single family homes through a separate program (contact TRC for additional information).
- **Existing buildings:** Properties must consist of existing multifamily buildings interested in undergoing a retrofit. PG&E serves new construction and substantial renovation projects through a separate program (contact multifamilyupgrade@trccompanies.com for additional information).
- **Verification:** A participating rater must verify existing conditions prior to the start of construction and upgraded conditions after retrofit construction. A qualified contractor(s) must install all energy efficiency measures identified under the MUP scope.
- **Energy use improvement requirements:** A participating rater must assess the property using MUP's modeling software to determine existing (baseline) conditions and make energy efficiency improvement recommendations. The project must demonstrate a minimum of 10 percent of modeled energy savings to be eligible for incentives.
- **Project completion:** To be eligible for incentives, all projects must comply with the full program process outlined in this handbook, including test-out protocols, third-party verification, and

combustion appliance safety testing. See *Section 5: Equipment Specifications* for specific requirements.

Participation Requirements

- **Comply with California law:** Participating owners, raters, and contractors must meet all applicable State laws, including State and local building codes, and inspection and permitting requirements.
- **Use a Participating Rater:** Raters must complete the necessary training and demonstrate compliance with all eligibility requirements to become a participating rater in MUP and perform energy and combustion safety assessments. Participants must select a participating rater from MUP's pre-approved list (available on www.multifamilyupgrade.com).
- **Pre-construction reservation:** Projects must successfully submit a complete assessment package, complete review of this handbook, and receive a letter of reservation prior to starting construction (explained under *Section 4. Program Process*).
- **No double dipping:** Projects cannot receive a rebate for the same product (s) from more than one California investor-owned utility or other rebates funded through California Public Utility Commission (CPUC) authorized energy efficiency funds. Products that PG&E has discounted at the point of sale are not eligible for additional incentives.
- **Adherence to program deadlines:** Projects must complete construction and submit all completion documentation by the verification documents due date identified in incentive reservation letter for each project. Projects shall remain on schedule and notify TRC if the schedule changes. Projects that miss deadlines risk forfeiting incentives.

Eligible Measures

MUP uses a modeling software that captures performance for the whole building and allows for recommendations on a wide variety of measures to determine estimated energy savings potential. Projects must complete the installation of two or more measure-types in two unique measure categories and achieve a minimum of 10 percent modeled energy savings to qualify for incentives. Examples of these measures include:

HVAC
<ul style="list-style-type: none">• Heating system• Cooling system• Duct leakage reduction

Domestic Hot Water
<ul style="list-style-type: none">• Water heater• Boiler• Pumps and controls• Low flow fixtures

Envelope
<ul style="list-style-type: none">• Roof/attic insulation• Cool roof• Crawlspace insulation• Floor insulation• Wall insulation• Windows

Lighting and Appliances
<ul style="list-style-type: none">• Interior and exterior lighting• Refrigerators• Dishwashers• Laundry appliances• Pool pumps and equipment

To be eligible for upgrade incentives, all measures must meet the following criteria:

- Meet or exceed current California building and appliance standards (codes) for energy efficiency
- Meet or exceed minimum program specifications for appliances and fixtures for energy efficiency (see *Section 5. Equipment Specifications*)
- Be installed according to manufacturers' recommendations

With the exclusion of HERS credits, which may be required during some equipment replacements, all measures that can be modeled using MUP-approved software may be eligible for incentives. Additionally, MUP accepts certain approved measures using work paper savings. MUP may consider additional measures on a case-by-case basis.

Renewable systems (solar photovoltaic or solar thermal) do not qualify as eligible measures through this program. For information on renewable energy incentives contact multifamily@trcsolutions.com.

Water Performance Bonus

MUP also offers incentives for certain measures that save service water. Install three measures and move to the next tier on the MUP incentive scale. For example, a project saving 10% site energy savings would receive \$400 per unit in upgrade incentives. With the water performance bonus, the project moves to the next incentive tier and receives \$425 per unit in incentives. Because energy savings from cold water measures do not impact on-site energy use, these measures do not count towards the 10 percent site energy savings requirement.

Measure	Requirements
Showerheads	75% of units
Aerators	75% of units
Toilets	75% of units
Turf replacement	75% of existing turf
Irrigation controllers	100% irrigated area
Rain barrels	Installed per manufacturer's specs

Figure 5. Water Performance Bonus Installation Requirements

3. Roles and Responsibilities



Owner Applicant is a legal signatory and representative of the building applying to this program. The owner applicant is responsible for working with the participating rater to select an appropriate set of upgrades and selecting a contractor to install the upgrades. The owner applicant has the option to receive incentive payments directly or to assign the payments to the participating rater.



Single Point of Contact (SPOC) is a TRC staff member that provides one-stop shop resources for multifamily property owners, managers, and other industry professionals to access program resources. The SPOC staff member is available to facilitate the owner applicant's participation in other qualifying program resources and funding opportunities as applicable.



Participating Rater is responsible for assessing the condition of the building(s), consulting with the owner applicant on the upgrade scope of work and completing the energy modeling process for MUP projects. A participating rater must verify existing conditions prior to the start of construction, document upgraded conditions after retrofit construction, and conduct combustion safety testing on gas-fired equipment.



Case Manager is a TRC staff member that works with the project from start to finish and provides technical support and ensures compliance with program requirements.



Contractor is responsible for the installation of the selected upgrades according to MUP specifications.



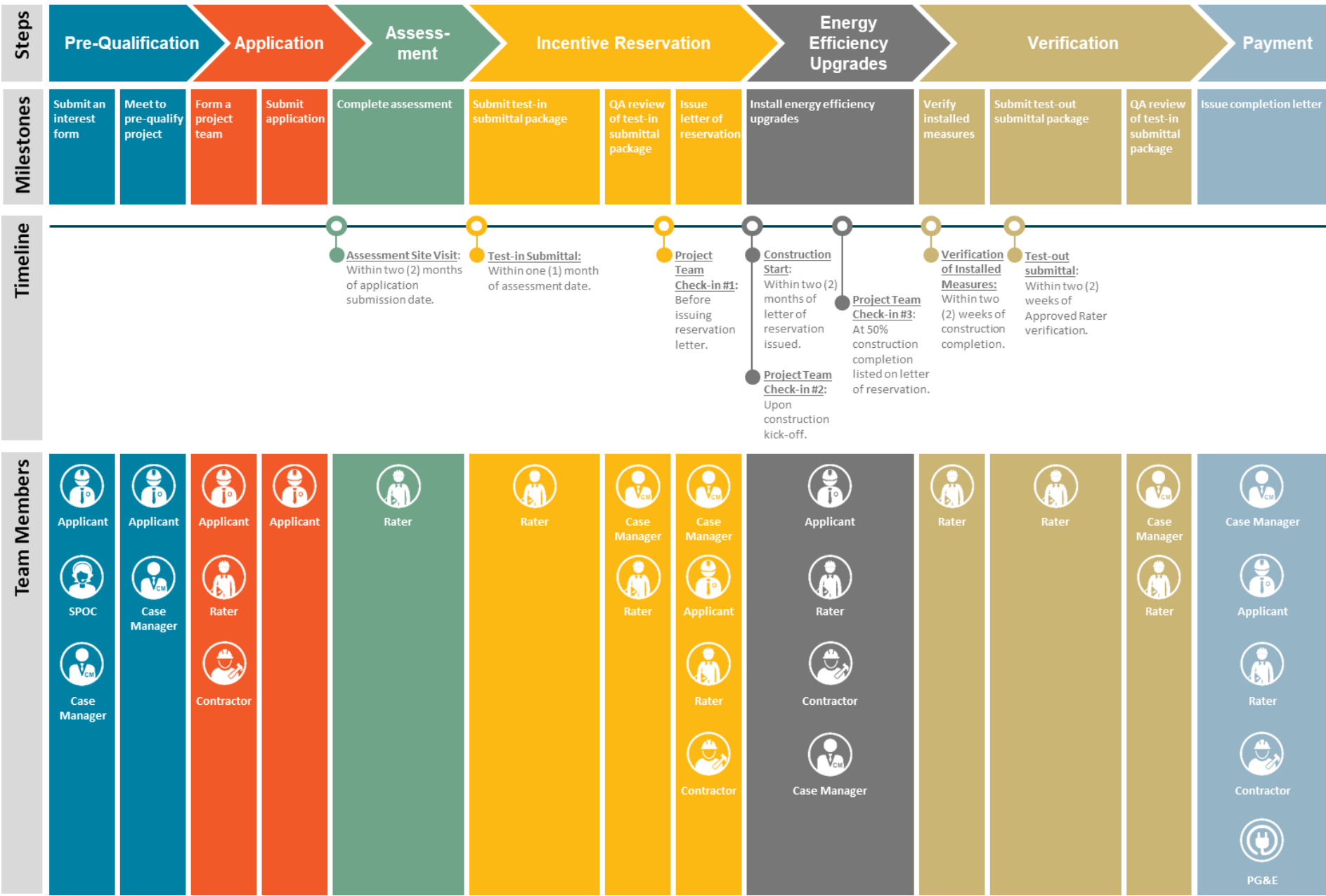
Pacific Gas & Electric Company (PG&E) is the utility company offering this program. All incentive payments will come directly from PG&E.

4. Program Process

To best manage program volume and serve the multifamily market equitably, TRC relies on continual progress of each project in MUP. TRC will monitor the following project milestones and timelines for each project. If a project does not meet a project milestone within the expected timeline, it will lose its place in the incentive queue and may rejoin the queue at the bottom of the project list. If MUP is fully subscribed, this may result in lost incentives. Projects that miss completion deadlines are subject to incentive reductions.

The figure below summarizes MUP's process and key steps and milestones.

Multifamily Upgrade Program Handbook



Step 1: Pre-qualification

The owner applicant must first complete and [submit an interest form](#) (available on the MUP website: www.multifamilyupgrade.com). TRC will use this form to assess basic building conditions and determine if the property may be eligible for other utility programs.

Upon receipt, TRC will review the interest form and follow-up with a short [pre-qualification meeting](#) (via phone call) with the project applicant. During the pre-qualification meeting, TRC will review existing property characteristics and upgrade plans with the applicant to determine if the proposed project/building meets the basic eligibility criteria of MUP. This meeting typically takes between 15-30 minutes.

For projects interested in leveraging other programs, PG&E's SPOC will provide guidance on how to participate in additional programs.

Step 2: Application

Once the project has been qualified, the applicant will [form a project team](#) by hiring a participating rater and contractor(s). MUP encourages applicants to select project team members from MUPs' list of participating raters and contractors. However, TRC can work with an applicant to qualify other entities to perform work, as needed.

The applicant will sign and [submit an application](#) to MUP. Part of this agreement includes compliance with the requirement that the applicant address any combustion appliance safety (CAS) and other health and safety issues that may be discovered during the property assessment.

Please note that MUP will only reserve incentives after a project successfully completes the assessment (Step 3) and incentive reservation review (Step 4).

Step 3: Assessment

Once enrolled, the property will undergo a [comprehensive energy and combustion safety assessment](#), to determine existing (baseline) conditions. A participating rater must perform this assessment, which includes:

- **Energy assessment:** Complete an ASHRAE Level 2 energy assessment and report
 - **Combustion safety testing:** Testing will be performed on a sample of gas-fired equipment. Testing shall comply with the requirements of this document and the MUP Rater Handbook
 - **Building energy simulation:** Participating raters shall complete an energy simulation for project using the Non-Residential Performance module in EnergyPro version 5 or version 7, to document the building's existing conditions and expected post-retrofit conditions.
 - **Scope of work development:** The recommended scope of work must include energy efficiency upgrades that achieve modeled energy savings of at least 10 percent and any repairs needed to fix combustion appliance safety issues.
- As-needed technical support:** TRC will work with the applicant and its project team to determine if additional technical support is appropriate for the project

Step 4: Incentive Reservation

The participating rater shall *submit a test-in submittal package* on behalf of the project applicant. The package will include:

- EnergyPro models (.bld file) at the building or project level
- ECON2s for each building or project
- Data collection forms, take-offs, and photos of existing building conditions
- Lighting schedule for units, common areas, and exterior site lighting
- Assessment report
- Construction schedule
- Copy of PG&E utility bill for each commodity supplied (i.e. gas and/or electric service)
- W-9 form for each incentive payee (owner, participating rater)

TRC will complete a desktop review of the test-in submittal package to ensure completeness, accuracy, and compliance with program requirements. The project team must address any issues identified during review prior to advancing to Step 5.

Once a project passes desktop review, TRC will issue a *letter of reservation* to the applicant and participating raters and contractors listed on the application that summarizes the approved upgrade scope of work, proposed construction schedule, and reserved incentive amount.

Funding is limited. MUP will consider reservations on a first-come, first-served basis and projects must adhere to the time limitations of MUP. Final incentives are calculated based on verified upgrade construction. Changes to the scope of work and the proposed timing of construction schedule may result in significant changes to the final incentive amount or forfeiture of incentives.

Step 5: Energy Efficiency Upgrades

The letter of reservation serves as a notice to proceed with *installation of the energy efficiency upgrade scope of work*. All projects must install energy efficiency upgrade measures in the approved scope of work to manufacturers' specifications and in accordance with California Law. All projects must use a qualified contractor to install these measures. Applicants are responsible for hiring contractors that adhere to program requirements.

Prior to commencement of work, the owner applicant shall install a carbon monoxide (CO) alarm in every unit that is affected by the scope of work. The CO alarm and installation shall comply with California law.

The applicant or participating rater (on behalf of the applicant) must notify TRC if the planned upgrade scope of work changes during construction. Because MUP uses the original scope of work to determine incentive amounts, MUP cannot guarantee incentives if changes in the scope of work occur. Projects may need to resubmit test-in files to revise and determine accurate incentive amounts.

Step 6: Verification

Upon completion of work, the participating rater will *verify installed measures* and complete test-out combustion safety diagnostics. The participating rater will confirm that measures meet Program installation standards, the project has performed all combustion safety corrective actions identified, and the installed measures are consistent with the original scope of work. If the participating rater identifies changes to the scope that would modify the calculated upgrade incentive amount, the participating rater will revise energy models to confirm final energy savings estimates. The rater will *submit a test-out submittal package* to verify the upgrade scope of work. This package will include, at minimum:

- Signed project verification form
- Photo documentation of upgrades based on sampling protocols
- Multifamily Combustion Safety Compliance Results (workbook or report)
- Cut sheets for installed upgrade measures
- Copies of permits for upgrades (as applicable)
- Copies of final invoices for upgrade measures with material and labor breakdown
- Copies of bills of materials or bills of lading for all upgrade measures
- Revised energy model files and ECON2s (if there are any changes to the scope of work)
- Lighting schedule

TRC will follow up with the applicant via email and/or phone for any additional information needed to complete desktop *test-out quality assurance* review.

Combustion Safety

The results of combustion safety testing at the assessment stage and the upgrade scope of work inform testing requirements at verification. Raters will test all units that failed during the assessment. If the assessment reveals significant failures, the rater will test 100 percent of potentially impacted equipment. If the upgrade scope of work calls new gas-fired equipment or for modifications to the building envelope that could impact the combustion safety results of impacted equipment, then the rater shall test 100 percent of equipment. See additional details in *Section 4. Program Process*.

Quality Assurance

TRC will select a sample of participating projects for field quality assurance. In the case that TRC selects a project for field quality assurance, TRC will contact the project team to schedule an on-site inspection far enough in advance to allow for adequate notice to residents. The inspection will require access to all installed upgrades included in the scope of work for which the participant is requesting incentives from MUP.

Step 7: Payment

Once the verification process has confirmed the project has met program requirements, TRC will issue a *completion letter* to the applicant by email. The letter will indicate that TRC has submitted a completion package to PG&E for incentive processing. Congratulations, you are finished!

PG&E will process upgrade and assessment incentives based on the energy savings and dwelling unit count reported in the completion letter. PG&E will only address payments to the payees identified on the project application.

Project Review Timelines

When TRC receives a project for assessment review or verification review, TRC will strive to review and issue comments to the participating rater on all project submittals and resubmittals, both test-in and test-out, within 10 business days of receipt. In response to comments, participating raters shall provide any submittal revisions within seven business days of receipt.

5. Equipment Specifications

MUP requires that installed appliances and fixtures exceed California’s energy efficiency building code. This is a summary of the minimum efficiency requirements for common appliances and fixtures that MUP accepts. Contact MUP for a complete list of minimum specifications for equipment not listed.



BUILDING ENVELOPE

Roof/Ceiling Insulation

Minimum: $\geq R19$

Recommended: $\geq R-40$

Windows

Minimum: ≤ 0.58 U-factor

Recommended: CZ: 1,3,5 ≤ 0.25 U-factor, no recommended SHGC;

CZ: 2, 4, 6-16 ≤ 0.30 U-factor, ≤ 0.25 SHGC



DOMESTIC HOT WATER

Gas Storage Water Heater (≤ 55 gal)

Minimum: ENERGY STAR ≥ 0.67 EF

Recommended: ≥ 0.70 EF

Gas Storage Water Heater (≤ 140 gal)

Minimum: ENERGY STAR ≥ 0.93 EF

Recommended: ≥ 0.95 EF

Electric Storage Water Heater

Minimum: ENERGY STAR ≥ 2.20 UEF

Recommended: ≥ 3.00 UEF



HEATING, VENTILATION, AND AIR CONDITIONING

Split Air Source Heat Pumps

Minimum: ENERGY STAR ≥ 8.5 HSPF & ≥ 15 SEER & ≥ 12.5 EER

Recommended: ≥ 10.0 HSPF & ≥ 16 SEER & ≥ 13 EER

Central Packaged Air Conditioners

Minimum: ENERGY STAR ≥ 15 SEER & 12.5 EER

Recommended: ≥ 16 SEER & ≥ 13 EER

Central Gas Furnaces

Minimum: ENERGY STAR $\geq 90\%$ AFUE

Recommended: $\geq 95\%$ AFUE



APPLIANCES

Front Loading Clothes Washer

Minimum: ENERGY STAR ≥ 2.76 IMEF & ≤ 3.2 IWF

Recommended: ≥ 2.92 IMEF & ≤ 3.2 IWF

Dishwashers

Maximum: ENERGY STAR ≤ 270 kWh/yr

Recommended: ENERGY STAR ≤ 270 kWh/yr

Refrigerators

ENERGY STAR qualified



WATER FIXTURES

Toilets

Maximum: ≤ 1.28 gallons per flush (GPF)

Recommended: ≤ 1.20 GPF or dual flush

Showerheads

Maximum: ≤ 1.70 gallons per minute (GPM)

Recommended: ≤ 1.50 GPM

Faucets and Aerators

Maximum: ≤ 1.50 GPM

Recommended: ≤ 1.00 GPM



LIGHTING

Indoor Lighting

Minimum: High efficacy

Recommended: [DLC listed](#) or ENERGY STAR qualified

Outdoor Lighting

Eligibility on a case-by-case basis

6. Other Program Pathways (Optional)

Incremental Path

MUP's Incremental Path provides an alternative solution for property owners with construction timelines extending into the next program year. This option allows customers to receive incentives in stages to help off-set costs and extend the time needed to finalize the entire project.

Eligibility

Projects under each property must:

- Complete the first stage of construction and verification submission during the same program year the owner applicant has applied.
- Complete all upgrades by the date stipulated on the project's incentive reservation later and no later than December 1, 2020
- Accept MUP's terms and conditions

Projects pursuing the incremental path must complete the first stage of construction and a minimum of 50 percent of the total upgrade scope of work in the first program year enrolled. TRC will determine which measure and/or work will meet the 50 percent scope requirement.

Incentives

Upgrade Incentives

TRC will calculate incentive amounts for each stage based on the scope of work to be completed and include this breakdown in the incentive reservation letter.

Assessment Incentives

MUP will pay final assessment incentives upon completion of the project.

Process

Projects pursuing the incremental path will participate according to the following steps:

- Prior to incentive reservation, the project team will determine the construction timeline and completion dates for each stage of the project. A project may complete work in up to two stages, one for each program year.
- TRC will include the stages, expected completion dates, and scheduled incentive payments on the incentive reservation letter for each MUP incremental path project.
- The participating rater will verify measure installation after construction completion of each stage and submit a test-out submittal package for review.
 - **Combustion Safety:** The incremental path requires carbon monoxide detector installation in each dwelling unit (unless they are already present and working) prior to the start of the first stage. Projects will complete test-out combustion safety testing in accordance with the work scope in each stage.

Single Point of Contact



TRC also implements SPOC, a one-stop shop for multifamily property owners, managers, and other industry professionals to access incentives, technical assistance, and other services. SPOC is available to facilitate the multifamily property owners' participation in other qualifying program resources and funding opportunities, as applicable.

SPOC directs property owners to qualifying programs to access utility and other state and regional funding sources. In addition, SPOC may assist with coordination between the programs and contractors serving the property to support as efficient of a process as possible for the property owner and residents.

Please visit www.pgemultifamily.com for a complete listing of PG&E SPOC supported programs. The PG&E SPOC service can be reached at multifamily@trcsolutions.com or 866-352-7457.

Bay Area Multifamily Building Enhancements (BAMBE)

The Bay Area Multifamily Building Enhancements is a whole-building program available to properties located in the Bay Area. MUP offers cash rebates and no-cost energy consulting for multifamily properties that undertake energy and water upgrades. Projects that are in the Bay Area and achieve modeled energy savings less than 20 percent will be referred to BAMBE. Projects that achieve 20 percent savings or more are best suited for this Program. Please contact either program to discuss a project and determine the best fit. Note that a project cannot enroll in both programs.

7. Other Program Policies

Previously Installed Measures

On a pre-approved, case-by-case basis, projects with energy efficiency measures installed and functional six months prior to program engagement may be eligible to contribute to the 10 percent site energy savings target. This pathway is an option for owner-applicants who were unaware of MUP prior to construction start. The cost of these previously-installed measures will not be included in the total project cost used to calculate PG&E incentive caps.

For pre-existing energy efficiency measures to qualify for MUP, TRC will check for existing programs and incentive offerings in the project's region. TRC may ask potential applicants to verify whether they have participated in or received funding from other sources for the work in question. TRC will also coordinate directly with programs to ensure that cross-program double dipping does not take place. The following table shows a hypothetical 100-unit project applying this approach in two scenarios:

Measure	Measure Status	Measure Cost	Incentive Cap	Savings %
Windows	In progress – 50% complete	\$60,000	\$0	4%
Water Heater Upgrades	Planned	\$40,000	\$40,000	8%
Total Project		\$100,000	\$40,000	12%

Figure 6. Scenario 1: Pre-existing energy efficiency measures and planned scope, no additional scope added following prequalification.

At 12 percent savings, this 100-unit project would normally qualify for \$450 per unit in incentives, or a total of \$45,000. However, because the windows measure was already underway, MUP will exclude the costs of windows from the incentive cap. Therefore, the maximum incentive for this project is \$40,000.

In the example below, after the prequalification call, the project decides to add attic insulation to its work scope. This addition allows the project to claim window costs for work completed after MUP approves the application. For this project, MUP adds \$30,000 to the incentive cap.

Measure	Measure Status	Measure Cost	Incentive Cap	Savings %
Windows	In progress – 50% complete	\$60,000	\$30,000	4%
Water Heater Upgrades	Planned	\$40,000	\$40,000	8%
Attic Insulation	Added	\$10,000	\$10,000	3%
Total Project		\$110,000	\$80,000	15%

Figure 7. Scenario 2: Pre-existing energy efficiency measures and planned scope, additional work scope added following prequalification

In this example, the project is eligible to receive \$525 per unit for 15 percent savings for a total incentive of \$52,500 for 100 units. Because a portion of the window cost can now be included in the incentive cap and the total incentive is below the cap, this project will receive the full incentive.

IRS 1099 Reporting

The IRS considers any incentive payments over \$600.00 as taxable income. TRC will report all incentive payments on an IRS Form 1099. Each project must project submit a Form W-9 as a part of the complete application package.

Dispute Resolution

TRC will aim to resolve all applicant complaints quickly and efficiently. If TRC is unable to resolve the complaint within 15 business days, TRC will advise the complainant by telephone or in writing within 48 hours of learning the fact. If a complaint results in a dispute and is not resolved to the satisfaction of

both parties within 45 business days, the parties will use a third-party dispute resolution to resolve the issue.

TRC will not secure participating raters or contractors for property owners nor become a party to any agreements between owners, raters, contractors, or suppliers. The owner is ultimately responsible for developing legal contracts with the raters and contractors performing service through MUP. For contractor disputes, consult the Contractors State License Board for dispute resolution procedures.

Owner Applicant Selection of a Rater and Contractor

The owner applicant selects a participating rater and may elect to change their choice of rater at any time. When these instances arise, MUP requires that a new application be filled out and signed by all responsible parties. PG&E and TRC will not get involved with contractual issues among members of the project team, such as enforcement of financial agreements, etc. PG&E will not release project documents such as EnergyPro files (.bld) to the public (or to members of the project team) without the explicit consent of the document author.

Disclosure and Auspices

California consumers are not obligated to purchase any full fee service or other service not funded by this Program. This Program is funded by California utility ratepayers under the auspices of the California Public Utilities Commission.

Limitation of Liability

The applicants have read and understand the terms and conditions on the application and agree to abide by the rules, requirements and terms set forth on the application. If the agreement is terminated for any reason, TRC and PG&E shall not be liable to the applicants for damages or compensation of any kind.

TRC reserves the right to determine eligibility for incentives. Funding approval is limited and will be paid on a first-come, first-served basis to qualified applicants. Funds will only be reserved upon successful completion of plan review, and approval from PG&E. The incentive reservation is subject to the availability of authorized funds.

The applicant understands that the incentive requires inspection and measurements of the performance of the measures. The applicant agrees to provide access to the project site for these purposes to TRC and/or its agents, PG&E and/or its agents, local building department staff, and the CPUC and/or its agents.

Applicant understands that if the incentive is modified in any way or terminated by order of any government entity, then the agreement shall be revised or terminated consistent with that order.

Both funding and the conditions of the incentives are subject to the jurisdiction of the California Public Utility Commission (CPUC) and shall be subject to such changes and modifications as the CPUC may,

from time to time, direct in the exercise of its jurisdiction. If there are changes in the incentive, TRC will endeavor, but cannot guarantee, to provide a reasonable period of time before changes go into effect.

TRC and PG&E make no representation or warranty, and assumes no liability with respect to quality, safety, performance, or other aspect of any design, system or appliance installed pursuant to the agreement, and expressly disclaims any such representation, warranty or liability. The applicant agrees to indemnify TRC and PG&E affiliates, officers, directors, agents, employees, parent company and subsidiaries against all loss, damage, expense, fees, costs and liabilities arising from any measures installed.