



**MULTIFAMILY**  
ENERGY SAVINGS



ENERGY SAVINGS ASSISTANCE

# Multifamily Energy Savings

**Program Handbook**  
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# 1. ESA MULTIFAMILY ENERGY SAVINGS PROGRAM OVERVIEW

*This Program Handbook is designed to give property owners/representatives, residents, and other stakeholders a comprehensive overview of program services, eligibility criteria, and participation requirements. This document should be referenced throughout the participation process and may be updated to reflect program changes.*

The Energy Savings Assistance (ESA) Multifamily Energy Savings Program (or “the Program”) provides income-eligible multifamily residents and property owners with energy efficiency retrofit and weatherization services including:

- No-cost technical project assistance,
- No-cost in-unit upgrades,
- No-cost health and safety testing,
- No-cost energy education, and
- Incentives for completion of common area improvements provided after project completion.

By serving both multifamily units and common areas the Program delivers whole-building energy savings and lower utility bill costs for property owners and their residents. This program will be offered through December 31, 2026.

ESA Multifamily Energy Savings is a California rate-payer funded program authorized and regulated by the California Public Utilities Commission (CPUC) and administered by Pacific Gas and Electric Company (PG&E) and San Diego Gas & Electric (SDG&E) and offered in the following territories:

- **Northern Multifamily Energy Savings** serves PG&E customers, and
- **Southern Multifamily Energy Savings** serves SDG&E, Southern California Edison, and Southern California Gas customers

TRC Companies, Inc. and Richard Heath & Associates, Inc. (RHA) provide program implementation services on behalf of the administrators.

## 1.1 Program Website & Contact Information

All program resources can be found at [www.esamultifamily.com](http://www.esamultifamily.com)

To contact Program staff please reach out to the following:

**Northern Multifamily Energy Savings**  
[connect@esamultifamily.com](mailto:connect@esamultifamily.com)  
(866) 352-7457

**Southern Multifamily Energy Savings**  
[southernMFES@rhainc.com](mailto:southernMFES@rhainc.com)  
(866) 211-3335

## 1.2 Eligibility Requirements

Properties and residents must meet the following eligibility criteria to participate:

- **Electricity or gas service:** Participating properties and residents must receive electric and/or natural gas service from PG&E, SDG&E, SCG or SCE and provide proof of an existing account. Properties and residents must receive electric service from one of these utilities, or an affiliated Community Choice Aggregator, to receive electric measures and must receive gas service to receive gas measures. Fuel switching opportunities are available for both common area and in-unit.
- **Multifamily property definition:** Eligible properties where services are provided **must have five or more dwelling units**, each unit must be combined (sharing a wall, ceiling or floor) with another dwelling unit.
- **Existing multifamily property:** Eligible properties or units where ESA MFES upgrades are performed must be existing. Property owners can learn about programs for new construction by contacting their utility's Single Point of Contact (SPOC) for a referral to other program offerings. See [2.3.5 Program Layering Through Single Point of Contact Service](#) for more details.
- **Income eligibility:** The Program utilizes the Federal Poverty Guidelines to determine resident and property income eligibility. See [Table 1](#) for a comparison of eligible income thresholds to household size<sup>1</sup>. **Individual residents** who apply must have a combined household at or below **250%** of the Federal Poverty Guidelines or meet the Program's categorical eligibility criteria. **Deed-restricted properties** must have **at least 65% of residents** at or below **250%** of the Federal Poverty Guidelines, while **non deed-restricted** properties must have at least **80% of residents** at or below the same threshold. **Previous ESA participation:** A property or resident can receive ESA services again (or "retreatment") so long as measures have exceeded their effective useful life, new measures have become available, or eligible measures were not previously installed.

### 1.2.1 Eligible Properties

The Program provides the following whole building upgrade opportunities to two property types:

- **Deed-restricted multifamily properties<sup>2</sup>** can receive no-cost in-unit upgrades provided by qualified program contractors and up to 100% of eligible project cost-coverage for common area and whole building upgrades (also referred to as "measures"). Eligible common areas include

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<sup>1</sup> ESA Program income requirements are updated annually by the CPUC and maintained in this Program Handbook but can also be referenced here [www.cpuc.ca.gov/esap](http://www.cpuc.ca.gov/esap).

<sup>2</sup> In order to be eligible for up to 100% common area project-cost coverage, deed-restricted property owners must provide documentation (i.e., a regulatory agreement or similar) that confirms the property is protected for long-term affordability in compliance with CPUC code section 2852(a). Valid regulatory agreements from a local, state, or federal government agency such as the U.S. Department of Housing and Urban Development, the U.S. Department of Agriculture, or the California Tax Credit Allocation Committee) are acceptable and cannot expire before the completion of an ESA MFES scope of work. Program staff will provide assistance and confirm regulatory agreement eligibility.

hallways, leasing offices, lobbies, stairwells, elevators, laundry rooms, community rooms, dining areas, on-site parking/garages, and outdoor spaces. Eligible whole building measures include any central system or building envelope serving both in-unit and common areas. Eligible project cost-coverage refers to installation labor and material reimbursement provided by the Program upon project completion. See more in

- [Property-Level Qualification and Eligible Measures & Property-Level Scope of Work Design](#).
- **Non-deed restricted multifamily properties** (or naturally occurring affordable housing) can receive 100% of all in-unit project costs and up to 50% of eligible project cost-coverage for common area and whole building measures. Non-deed restricted property-owners must provide a 50% co-pay for common area and whole building measures or identify other programs that may be able to layer incentive funding or provide financing. See more in [Program Layering Through Single Point of Contact Service](#) and [Tenant Protection Agreement](#).

### 1.3 Eligible Multifamily Participants

**Residents** who live in multifamily property units and meet the Program's income or categorical eligibility criteria may apply to receive in-unit services including no-cost energy efficiency upgrades and weatherization to their household regardless of property participation. For more information see [Resident Qualification](#), [How to Apply](#), and [Resident Technical Services & Energy Education](#).

**Property owners** of multifamily properties who certify that resident income levels meet the Program's requirements can receive whole building services including no-cost technical project assistance, no-cost energy upgrades to all resident units, in addition no- or reduced-cost upgrades to eligible common area spaces and whole building central systems and envelope. See more in [How to Apply](#) and [Eligible Measures & Property-Level Scope of Work Design](#).

**The Program's objective is to qualify all residents at the property-level** to avoid the need for individual resident enrollment. Property-level income qualification significantly reduces enrollment time and eliminates the need for Program staff to request personal information from residents. See more in [How to Apply](#).

Non-deed restricted properties, and deed-restricted properties with less than 10 years remaining on their deed restriction will be required to sign a Tenant Protection Agreement that extends specific rent restrictions to at least 50% of the property's residents/units for a period of 10 years. See more in [Tenant Protection Agreement](#).

### 1.4 Other Project Participants

These parties include key decision makers, project team members, installation contractors, and support services with various roles in carrying out in-unit and whole building projects.

- **Property owners** are the entity with legal authority to use and modify a multifamily property, qualify resident income at the property-level, confirm affordability status, and sign program authorization forms/agreements. Property owners may include non-profit organizations; for-profit



businesses; local government agencies or housing authorities; federally-recognized tribes; and private individuals or corporations.

Property owners may authorize ESA MFES projects to be managed by third-parties such as property managers, contractors, or consultants these are considered “designees”. However, property owners must sign all program forms (see Table 2 Property Enrollment Documents for more information).

- **Property managers & on-site facility personnel** may be assigned as project “designees” authorized by the property owner to facilitate program participation. They may oversee work performed by contractors and consultants hired. They are often the most knowledgeable about the property and it’s needs. These staff should be engaged early in the project process and will be invited to attend pre-audit calls, on-site audits, or other site visits conducted by the Program.
- **Contractors and consultants** may be assigned as project “designees” authorized by the property owner to facilitate program participation. Their role consists of working with the program on the property owner’s behalf and overseeing the installation of common area and whole building measures. These entities are selected by and enter into a contract for their services directly with the property owner. Resident unit upgrades can only be performed by Qualified ESA Installation Subcontractors.

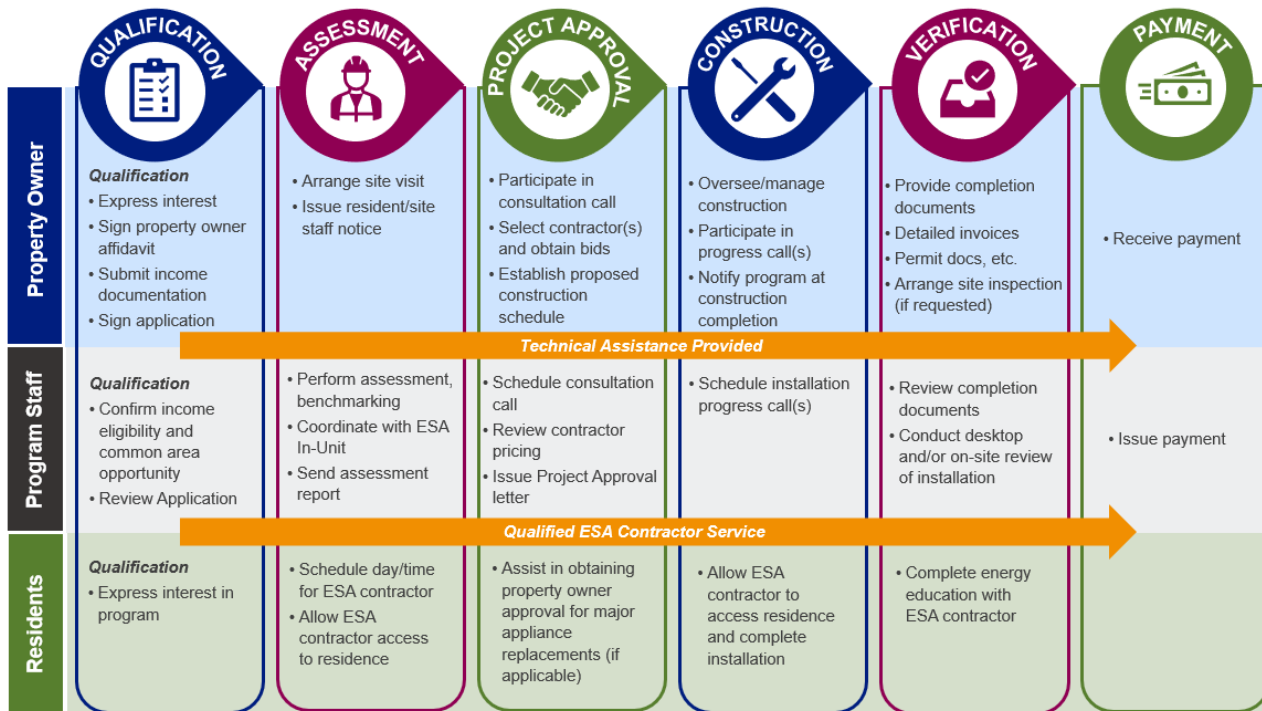
Property owners are required to verify that all contractors performing common area/whole building installations have appropriate and valid license(s) and insurance to conduct the approved ESA MFES scope of work. Any disputes that arise involving a contractor or consultant are the responsibility of the property owner to resolve. Program implementation staff, nor administrators, shall have any obligation to assist with, participate in, or otherwise resolve such disputes.

- **Qualified ESA Installation Subcontractors & Energy Specialists** are the only authorized staff to perform energy efficiency upgrades within eligible residential units (i.e., **in-unit services**). Qualified ESA Installation Subcontractors & Energy Specialists are part of a network of qualified contractors that receive specialized training to complete upgrades as well as deliver health and safety testing and energy education to residents. They must also meet the Program’s administrative, safety, insurance, and ongoing workforce, education, and training requirements.
- **Energy Advisors** are technical or engineering Program staff who support **property-level projects** and are qualified to evaluate and advise property owners and contractors on whole building Program opportunities, conduct or coordinate property assessments, assist with and oversee the development of a project scope of work, verify a project for payment and assist with SPOC coordination efforts to maximize a property’s energy savings and incentive potential. An advisor is assigned to each project and serves as the property owners and contractors’s primary point of contact providing comprehensive end-to-end technical assistance throughout the duration of a project.
- **Single Point of Contact (SPOC)** is a no-cost service that provides multifamily property owners and residents with referrals to other programs that can provide additional rebates or incentives for property upgrades, financing, and/or technical services that can be layered with ESA MFES projects. SPOC, Energy Advisors, and the property owner/representative work together to identify additional opportunities throughout the project, particularly at the scope of work development and post-installation stages.

## 2. PROGRAM PARTICIPATION PROCESS

This section informs participants and their stakeholders on all Program processes and requirements. Figure 1 outlines the ESA MFES participation process from eligibility screening to project completion and payment. The roles and responsibilities of ESA MFES staff, property owners/representatives, and residents are included at a high-level. More details on the participation process can also be found in Table 5 Program Timeline and Key Milestones.

Figure 1. ESA Multifamily Energy Savings Participation Process



### 2.1 How to Apply

To get started, a multifamily property owner or resident can submit interest online or contact Program staff via phone or email. See [Program Website & Contact Information](#).

The Property Owner Interest Form and Resident Application are located on [www.ESAMultifamily.com](http://www.ESAMultifamily.com). Program staff will respond to property owner inquiries via email or phone within 10 business days and resident inquires within 5 business days.



When Program staff respond to individual resident inquires the property owner will also be contacted to discuss property-level qualification and whole building services. If the property owner does not want to participate, residents may still receive in-unit upgrades if they meet the Program’s income qualifications. See next steps under [Program Enrollment](#).

## 2.2 Program Enrollment

### 2.2.1 Resident Qualification

**Option 1: Income Eligibility Certification.** Residents may independently qualify for in-unit services by demonstrating they meet the household income limits shown in [Table 1](#).

**Table 1. ESA Multifamily Energy Savings Program Income Guidelines<sup>3</sup>**

The following are the Program’s income limits effective through May 24, 2024

Household Size	Income Eligibility Upper Limit*
1	\$36,450 or less
2	\$49,300 or less
3	\$62,150 or less
4	\$75,000 or less
5	\$87,850 or less
6	\$100,700 or less
7	\$113,550 or less
8	\$126,400 or less
9	\$139,250 or less
10	\$152,100 or less
Each additional person, add	\$12,850

\*Upper Limit Calculation = 250% of Federal Poverty Guidelines.  
Before taxes based on current income sources.

**Option 2: Categorical Eligibility.** In lieu of income eligibility certification, a resident may qualify to receive services by providing documentation showing participation in a qualifying income-based subsidy program. Proof of income is not required if residents can provide documents proving participation in one of the following programs<sup>4</sup>:

<sup>3</sup> CPUC ESA Program Income Guidelines, <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/energy-savings-assistance>

<sup>4</sup> Statewide Energy Savings Assistance Program 2016-2026 Cycle Policy and Procedures Manual, Nov. 2022. [https://www.sdge.com/sites/default/files/documents/Statewide%20ESA%20Program%20PP%20Manual\\_Nov%202022%20Final.pdf](https://www.sdge.com/sites/default/files/documents/Statewide%20ESA%20Program%20PP%20Manual_Nov%202022%20Final.pdf).

- Bureau of Indian Affairs General Assistance
- CalFresh Benefits (federally known as the Supplemental Nutrition Assistance Program or SNAP and formerly known as Food Stamps)
- Healthy Families Category A & B
- Head Start Income Eligible (Tribal Only)
- Low Income Home Energy Assistance Program (LIHEAP)
- Medicaid/MediCal
- National School Lunch Program (NSL)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Women, Infant, and Children Program (WIC)

**Option 3: Self certification.** A tenant may qualify for limited measures when unable to provide income documentation or proof of categorical eligibility, but desires to self-certify they meet eligibility requirements.

In response to resident inquires and applications Program staff will schedule a time for the tenant and qualified ESA subcontractor to meet at the specified address and unit number. During this time eligibility qualification will be confirmed.

### 2.2.2 Property-Level Qualification

Property-level enrollment enables all residents to receive no-cost in-unit services and provides owners with access to no- or reduced-cost whole building services. The household income limits in [Table 1](#) are also used for property-level qualification.

This process requires property owners to complete two steps: 1) confirm that resident income levels meet the requirements in [Table 1](#) depending on property-type<sup>5</sup>, and 2) submits enrollment documentation for evaluation identified in [Table 2](#). Properties should anticipate the enrollment timeline to take approximately 30 days and entirely depends on the timeliness, completeness and accuracy of information provided by the property owner.

#### **STEP 1 – Income Qualification**

There are two ways property owners can qualify for Program services.

**Option 1: Income review for whole building upgrades.** In order for a property to receive in-unit and eligible common area upgrades total resident incomes will be aggregated and must qualify as follows:

- Deed-restricted properties must have **at least 65% of residents** at or below 250% of the Federal Poverty Guidelines.
- Non-deed-restricted properties must have **at least 80% of residents** at or below 250% of the Federal Poverty Guidelines.

<sup>5</sup> See 1.2.1 Eligible Properties for more detail.

Property-owners must provide income data that is no more than 1 year old (or 12 months) in order to represent current household levels. If property owners are not able to provide income data for each resident the Program must complete door-to-door income screening in order to qualify the property for whole building services.

**Option 2: Income self-certification for in-unit upgrades only.** If a property owner only wants to receive no-cost in-unit upgrades provided by qualified ESA subcontractors, deed-restricted and non-deed restricted owners may self-certify on the Property Owner Authorization & Affidavit (POA) that household incomes meet 65% or 80% of the Federal Poverty Guidelines, as required respectively. The POA will be provided by Program staff.

In compliance with CPUC policies, property owners are still required to provide qualified income documentation that is less than 12 months old for the Program to keep on file. If a property owner wants to qualify for common area and whole building upgrades at a later time, the owner can request the income data on file be evaluated by Program staff.

**STEP 2 – Submit Enrollment Documents**

Property owners must submit the information in [Table 2](#) to be qualified for property-level enrollment. Additional documentation may be required depending on utility territory but Program staff will consolidate requests when possible.

**Table 2. Property Enrollment Documents**

Document	Description	Property Type	Responsible Party
<b>Property Owner Authorization (POA) and Affidavit *</b>	<b>Program provided form.</b> Property owner signs and certifies the property’s income eligibility meets Program requirements and selects the type of service desired: in-unit or whole building (i.e., common area + in-unit).	Deed-restricted & non-deed restricted	Property Owner
<b>Property-Level Application*</b>	<b>Program provided form.</b> Property owner signs and agrees to comply with all Program requirements. Records owner point-of-contact, general property information, utility service account ID, and if applicable, contractor company name, license #, and contact information.	Deed-restricted & non-deed restricted	Property Owner
<b>Benchmarking Authorization Form</b>	<b>Program provided form.</b> Completed by the owner providing property and energy meter information necessary to conduct property-level benchmarking using ENERGY STAR® Portfolio Manager®.	Deed-restricted & non-deed restricted	Property Owner or designee

<b>Electricity &amp; Gas Service Bills</b>	Participants must be customers of SDG&E, SCE, SoCalGas, or and provide a utility bill with valid account number, property address and Public Purpose Program (PPP) charge. Properties that receive services from CCAs are eligible with proof of bill showing valid distribution from one of the utilities listed above.	Deed-restricted & non-deed restricted	Property Owner or designee
<b>Affordable Housing Legal Documents</b>	Valid deed-restriction documents, often in the form of a <b>regulatory agreement</b> , from a local, state, or federal government agency that legally requires a property to maintain long-term affordability for residents that meet specified low-income criteria.	Deed-restricted	Property Owner or designee
<b>Household Income Data</b>	A report of annual household incomes and # of occupants for each occupied unit. This can be the same information used for annual compliance certification.  Non-deed restricted properties must provide all available resident income data that is less than 12 months old.	Deed-restricted & non-deed restricted (if available)	Property Owner or designee
<b>Tenant Protection Agreement</b>	<b>Program provided form.</b> Property Owner signs and agrees to maintain at least 50% the Property's resident units at the CARE limits for 10 years. See Table 3.	Non-deed restricted & Deed-restricted with less than 10 years left on regulatory agreement	Property Owner
<b>Resident Enrollment Form**</b>	<b>Program provided form.</b> Resident signs and agrees to comply with all Program requirements. Records Resident point- of contact, general property information, utility service account ID, and household income data.	Deed-restricted & non-deed restricted	Resident

\* Please be sure to review attached terms and conditions.

\*\*Not required when entire property is qualified.

**Community Choice Aggregator (CCA) eligibility.** CCA customers are eligible for gas and electric measures so long as one of the administering utilities provides distribution.

**Single-service commodity eligibility.** Properties that only receive one service commodity will be limited to incentive funding for measures serviced by the utility account number provided (i.e., gas service = gas measures only). When a property receives service from multiple utilities (e.g., SoCalGas and SCE) copies of both bills should be provided to confirm eligibility for each commodity.

**When is a property enrolled?** A property is considered enrolled when the property-level eligibility is verified per program requirements and the documentation outlined above meets Program requirements. Enrolled properties that determine they no longer want to participate will be placed on to the waitlist for future program opportunities.

### 2.2.3 Tenant Protection Agreement

As a condition of property-level enrollment<sup>6</sup> – which qualifies the property for all resident units and eligible common areas to be upgraded – **non-deed restricted property owners shall agree to sign the ESA Multifamily Energy Savings Program Tenant Protection Agreement that will maintain at least 50% of the property’s residents units at or below CARE income guidelines for a period of 10 years and protect residents from significant rent increases or eviction as a direct result of the upgrades.** CARE household income limits are in Table 3 below and are different from the Program’s income guidelines.

**Deed-restricted properties with less than 10 years of affordability protection remaining** are also subject to signing a Tenant Protection Agreement, unless they can provide an updated regulatory agreement before common area upgrade incentives are approved for payment.

Property owners do not need to sign Tenant Protection Agreement at the time of enrollment; however, Program staff will confirm if there are any concerns about signing this agreement prior to completing enrollment. **Tenant Protection Agreements must be signed before a Project Approval Letter is issued.** If a property owner does not wish to sign a Tenant Protection Agreement, property-level enrollment will not be completed but in-unit upgrades will be offered to all qualified residents.

**Table 3. CARE Income Guidelines<sup>7</sup> for Tenant Protection Agreement**

Household Size	CARE Income Guidelines	ESA MFES Income Guidelines
1	\$36,620	\$33,975
2	\$36,620	\$44,775
3	\$46,060	\$57,575
4	\$55,500	\$69,375
5	\$64,940	\$81,175
6	\$74,380	\$92,975
7	\$83,820	\$104,775
8	\$93,260	\$116,575
Each Additional Person	\$9,440	\$11,800

<sup>6</sup> CPUC D.21.06.015. 7.9.11. *Rent Protections*, p. 364.

<sup>7</sup> California Alternate Rates for Energy (CARE), <https://www.cpuc.ca.gov/consumer-support/financial-assistance-savings-and-discounts/california-alternate-rates-for-energy>

By signing the Tenant Protection Agreement, the property owner agrees to uphold the above tenant protections, shall maintain documentation, and be prepared to respond to an audit requested by the utilities if requested. Residents will be provided with a copy of the signed Tenant Protection Agreement and contact information where any concerns about rent increases can be raised. **For more information, please email [connect@esamultifamily.com](mailto:connect@esamultifamily.com) with the subject: “ESA MFES Tenant Protection Agreement”.**

## 2.3 Technical Assistance

The Program provides enrolled properties and residents with no-cost technical project assistance by qualified energy consulting professionals and installation contractors. Property owners receive end-to-end project support to evaluate a property’s energy savings opportunities, have access to all eligible energy efficiency upgrade installations, and verify work performed to ensure Program standards are met.

### 2.3.1 Resident Technical Services & Energy Education

The Program provides enrolled residents with no-cost combustion safety testing on gas appliances, installation of all feasible in-unit upgrades and free energy education to reduce ongoing energy bill costs. Some equipment upgrades, such as refrigerators, require owner approval, which is coordinated by the qualified ESA subcontractor. Upgrade feasibility is also confirmed by ESA subcontractors after they conduct an assessment of the unit.

For more information residents can visit [www.esamultifamily.com](http://www.esamultifamily.com) or call **1-800-989-9744**.

### 2.3.2 Property-Level Assessment & Benchmarking

When properties complete enrollment a pre-audit call with an ESA MFES energy auditor and the property owner is held to learn about the property, its operations, and existing equipment to make a preliminary assessment of potential upgrade opportunities. During this call the ESA MFES energy auditor will schedule the on-site property assessment.

**On-Site Property Assessment.** Includes a visual audit of existing property conditions, common areas and equipment, and units to complete an evaluation of existing conditions and recommended measures for the project scope of work (SOW). Common area and whole building measures funding cannot be reserved until an on-site assessment is complete.

ESA MFES staff will complete an on-site property assessment as follows:

- **Unique building spaces & equipment:** ESA MFES will audit 100% of unique common area and whole building spaces such as community rooms, leasing offices, garages, etc. and equipment located in central system or mechanical rooms, water heater storage closets, or others.



- **Representative sample of similar areas:** ESA MFES will audit a representative sample of similar or repetitive areas of the property such as attics and envelope, laundry rooms, stairwells and landings, interior hallways, exterior lighting, corridors, etc.
- **Electricity and gas meters:** ESA MFES will collect photos of all accessible electricity and gas service meters.
- **Vacant units:** ESA MFES will request to inspect any vacant unit that is available at the time of audit. If a vacant unit is not available, ESA MFES staff will attempt to coordinate access to an occupied unit with resident and property owner approval, however this will not be required to satisfy the property assessment.

Combustion Safety Testing. ESA MFES staff will also complete combustion safety testing on a sample of common area gas appliances. This includes a visual inspection, gas leak testing, and monitoring of ambient carbon monoxide levels while operating the appliance. Findings will be shared with on-site personnel and in the property assessment report.

Health and Safety. For any combustion safety issues or other concerns detected during the on-site assessment, ESA MFES staff will notify available on-site personnel immediately and the property owner in writing following the audit. Health and safety improvements will be a consideration of measure recommendations and included in the property assessment report.

Property Assessment Report. The property assessment report includes the on-site audit findings and the recommended measures with eligible quantities and specifications for the project SOW. Energy Advisors will schedule a consultation call to review the property assessment report with the property owner and review Program requirements for project completion and incentive payment.

Other recently completed property assessments: Property owners may share other on-site assessments, energy models, draft retrofit plans, etc. with Program staff, however, this will not satisfy or replace an ESA MFES property assessment unless an exemption is granted by the Program Manager.

Property Benchmarking. For properties seeking common area upgrades, the owner must provide the property details and metered energy usage data (or “property usage data”) using the ESA MFES Benchmarking Authorization form provided by Program staff.

In compliance with Assembly Bill 802, ESA MFES staff retrieve energy use data from the utility provider’s benchmarking portal and input the data into the U.S. Environmental Protection Agency’s software tool ENERGY STAR® Portfolio Manager®. ESA MFES staff will analyze this data and provide the property owner with a **Benchmarking Report**. This report includes current and historic energy usage patterns and can help identify beneficial ESA MFES measures that can reduce energy demand. The property owner will also receive an ENERGY STAR Portfolio Manager account, if they do not have one already, and post-benchmarking education from ESA MFES staff including how to track property energy usage data before and after project completion.

### 2.3.3 Eligible Measures & Property-Level Scope of Work Design

Eligible measure categories for in-unit and whole-building upgrades are shown in

Figure 2.

*Figure 2. ESA Multifamily Energy Savings Equipment Measure Categories*



**Equipment specifications:** All ESA MFES measures installed must meet the minimum performance specifications summarized in [Appendix 3.1 Eligible Equipment Categories & Specifications](#) by resident and property eligibility.

**Scope of work design:** The Program Energy Advisor will work with the property owner to develop a SOW based on the property assessment report. For in-unit services, Energy Advisors will coordinate when ESA contractors will be conducting resident services and add applicable dates to the construction schedule.

Contractors hired by the property owner to complete common area/whole building upgrades should plan to attend the Program property assessment or conduct their own to account for site-specific conditions, owner requirements, confirm equipment quantities, and factor other variables that may correlate to installation costs. ESA MFES’s SOW design assistance includes, but is not limited to, review of contractor bids and/or proposals to ensure measures comply with the relevant ESA MFES equipment specifications, ESA contractor consultation, referral to equipment distributors, and bulk purchasing if available.

Property owners will submit proposed project SOWs and construction timelines to Energy Advisors for review.

### 2.3.4 Property-Level Project Approval

Energy Advisors will review the proposed project SOW against the Program’s measure specifications and the Project Assessment Report to confirm measures and incentive reservation eligibility for the project, in addition to any no-cost in-unit services, and applicable co-pay requirements for non-deed restricted properties. Program staff may seek additional clarification or request revisions to the proposed SOW or schedule. When a SOW is approved the energy advisor will issue a Project Approval Letter.

**Project Approval Letter.** A letter sent to the property owner that includes the scope of measures approved for incentive payment following completion of installation per the construction schedule, and

Program verification. Eligible in-unit services may also be identified on a Project Approval Letter but there will be no costs associated with these services for residents or property owners. In addition to reserved incentive amounts per measure according to the quantities and costs approved. Construction may commence upon receipt of this letter. The Program will not pay any incentives that exceed the Project Approval Letter reservation amount.

### 2.3.5 Program Layering Through Single Point of Contact Service

ESA MFES staff will work with each owner/representative to evaluate if a project can achieve greater incentives for energy usage reduction, water reduction, or electrification from collaborative programs. **Program layering** is when an eligible property can participate in multiple energy efficiency, water district, or air district incentive programs to secure additional incentives to fund property upgrades. Program layering opportunities also extend to demand response, renewable energy, and financing programs.

The Single Point of Contact (SPOC) is a free concierge service for property owners/representatives, managers, residents, and other industry stakeholders that identifies and recommends relevant incentive program offerings. ESA MFES staff work with SPOC to identify program layering opportunities before enrollment, during project SOW development, and after project completion.

SPOC will assist with program referrals but properties participating in ESA MFES are not required to participate in any other recommended programs. See [Appendix 3.3 Other Multifamily Programs Available for Layering](#) for other energy savings programs that may be leveraged alongside ESA MFES.

PG&E customers may visit [www.pgemultifamily.com](http://www.pgemultifamily.com) for more information regarding SPOC services, and/or contact [multifamilySPOC@trccompanies.com](mailto:multifamilySPOC@trccompanies.com) or call 866-352-7457.

SDG&E, SCE and SCG customers may visit these websites for multifamily program information:

- SDG&E: <https://www.sdge.com/multifamily-property-owners>
- SCE: <https://www.sce.com/residential/rebates-savings/multifamily-rebate-program>
- SDG&E: <https://www.sdge.com/multifamily-property-owners>
- SCE: <https://www.sce.com/residential/rebates-savings/multifamily-rebate-program>

## 2.4 Project Construction Requirements

### 2.4.1 Construction Schedule & Monitoring

The construction schedule is located in the Project Approval Letter. The property owner/representative will determine the project's construction start and end dates. ESA MFES staff will monitor the construction schedule through a series of check-in calls, including a construction kick-off call, 50% construction check-in to confirm the project remains on schedule, and a post-construction call to review project payment requirements. If the property owner/representative becomes aware that any date in the construction schedule will change they must notify their Energy Advisor via email immediately and propose a new schedule. If the project or schedule change is approved Energy Advisors will revise the Project Approval Letter.

If a health or safety issue/incident is identified during construction, all on-site work will be required to stop and the property owner/representative must notify Program staff. No incentives will be paid until the safety issue is resolved in compliance with applicable laws, rules, and regulations and to ESA MFES staff's reasonable satisfaction and written verification. All costs and expenses to remediate safety issues are the property owner or representative's responsibility.

### 2.4.2 Permits

Property owners/representatives are required to obtain any building permit for installations required by the local authority-having jurisdiction. Proof of permit closure will be required for incentive payment. It is the responsibility of the property owner to ensure their selected contractors are aware of this requirement.

### 2.4.3 Change Orders

Scope of work change orders will be reviewed on a case-by-case basis and approval will depend on program funding availability and the requirement for change. Change orders that request additional incentive funding must be submitted at least **30 days prior to the construction deadline** stated in the Project Approval Letter and may be rejected if submitted after construction completion.

## 2.5 Project Verification and Completion

After construction is complete, the property owner/representative is responsible for notifying Program staff that the measures are installed, operational, and meet the relevant ESA MFES specifications as reflected in the ESA Installation Standards Manual<sup>8</sup>. ESA MFES staff will review project verification requirements during a post-construction call.

Project verification involves a desktop review of required documentation and on-site inspections, if necessary. Verification training and resources are provided by Program staff to assist property owners/representatives successfully meet all requirements. Project verification can take between 30-60 calendar days, or longer, to complete depending entirely on completeness of documentation and discrepancies identified by in either desktop reviews or inspections.

Verification discrepancies will be shared with the property owner/representative in writing with recommendations for correction and a turnaround time. If discrepancies cannot be remedied, reserved measure incentive totals may be revised or disqualified.

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<sup>8</sup> Participants may request a copy of the IS Manual from Program staff.

### 2.5.1 Required Documents for Incentive Payment

To receive incentive payment for completed common area and whole building upgrades the property owner/representative is responsible for coordinating with their contractor to provide a documentation shown in [Table 4](#) below.

**Table 4. ESA Multifamily Energy Savings Project Verification Package Requirements**

Document	Description
<b>W-9 Form</b>	For the entity receiving the incentive. Does not have to be the property owner.
<b>Customer Verification Tool</b>	Program-provided tool used to compare invoiced quantities, costs, model numbers, etc., to approved scope of work.
<b>Verification Photo Template</b>	Must include representation of each installed measure on site. Model and/or serial numbers must be visible and align with approved scope.
<b>Cut Sheets</b>	Documents obtained from the product manufacturer that summarizes the performance and other technical characteristics of each measure installed
<b>Closed Permits</b>	Ensure the copies of closed permits have a signature from the inspector with the final sign-off date. Closed permits must include copies of permit fees.
<b>Contractor Invoices</b>	Include a detailed bill of materials and labor identifying quantities purchased and model numbers for every measure.
<b>HERS Certification Form</b>	Must include project site information, show passing HERS results for the applicable measures and be filed with appropriate entities
<b>Verification &amp; Certification Form</b>	Confirm incentive total, installed scope of work, incentive recipient and HVAC permitting. Property representative must complete the verification form. California Public Utilities Commission requires incentive recipient and HVAC installing or overseeing contractor to certify project compliance.

### 2.5.2 Phased Incentive Payments

A phased payment option is available with written approval for projects with incentive reservations totals of **\$100,000 or more**. The property owner/representative will work with ESA MFES staff to define the scope and timeline for each phase of the project. Each phase must be complete the above project verification review to receive incentives. Contact ESA MFES staff for more information.

### 2.5.3 Inspections & Payment

Program staff will submit an incentive payment request to the administering utility when the project verification package passes review. The Program and administering utility conduct a desktop review of the documents in [Table 4](#) and may also perform on-site inspections of the project before issuing incentive payment.

## 2.6 Project Timeline & Key Milestones

For property-level upgrades, where all residents are income-qualified, from the time of interest expressed to project completion/payment a **project timeline may be approximately 6-12 months** depending on the complexity and quantity of measures installed, as well as timeliness, completeness and accuracy of documents submitted for verification. Property owners/representatives must complete all measure installations and submit the project for payment based on the timeline agreed to in the Project Approval Letter and verification requirements.

Property owners/representatives must meet the due dates outlined their Project Approval Letter but may also refer to [Table 5](#) an overview of the ESA Multifamily Energy Savings Program timeline and key milestones associated with participation. The resident timeline is also included for applicable milestones.

Depending on work performed, residents can anticipate completion of in-unit services **within 15 - 45 days from enrollment**.

**Table 5. Program Timeline & Key Milestones**

Project Milestones	Property Owner Timeline	Resident Timeline
<b>Express Interest in Program</b> <i>Property owner/representative or resident interested in participating submits an Interest Form or contacts ESA MFES Staff.</i>	Ongoing through 2026	Ongoing through 2026
<b>Submit Property Eligibility Documentation and Review Program Requirements</b> <i>Property owner/representative or resident provides applicable proof of utility service, income data, and affordability status. Program staff will contact customers via email or phone to review the participation process and discuss next steps.</i>	10 business days after receiving property owner Interest Form	Within 15 business days after receiving resident Interest Form
<b>Submit Application, POA &amp; other requested forms</b> <i>After ESA MFES staff verifies a property or resident meets the Program's income and other qualifying requirements, each will be asked to complete a Program Application and POA (if applicable). Property owners must sign applications and POAs. See <a href="#">Table 2</a> for complete list of enrollment forms.</i>	5 business days after requested	Prior to upgrades being installed
<b>Complete Pre-Audit Call</b> <i>Enrolled properties will be scheduled for a pre-audit call between the Program energy advisor &amp; field auditor and the property owner &amp; representatives to discuss potential energy efficiency upgrades and schedule an on-site property assessment. Property managers and on-site facility personnel are encouraged to attend his call.</i>	Schedule call within 5 business days receiving signed application & POA. Call must take place within 15 business days	Not applicable





































<p><b>Property Assessment</b> <i>Program staff and property owner agree on schedule for an on-site property assessment. Property-level assessments take approximately 3-5 hours to complete. Large properties may require multiple auditors or site visits. Resident unit assessments are completed by qualified ESA contractors.</i></p>	<p>Must be completed within 15 business days after pre-audit call</p>	<p>Scheduled with Program staff</p>
<p><b>Property Assessment Report Consultation</b> <i>Program staff schedules a consultation call with the property owner/representative to review the Property Assessment Report, recommended measures, benchmarking results, and provide scope of work design guidance.</i></p>	<p>10 business days after property owner/rep receives the Property Assessment Report</p>	<p>Not applicable</p>
<p><b>Submit Scope of Work and Project Schedule</b> <i>Property owner/representation uses Property Assessment Report to obtain bids from licensed contractors of their choice. Multiple bids are highly-recommended. Owner/representative and contractor develop scope and schedule with assistance from the Program energy advisor.</i></p>	<p>No more than 60 calendar days after Property Assessment Report consultation</p>	<p>Not applicable</p>
<p><b>Project Approval</b> <i>Once a project scope and schedule are approved, Program staff issue project approval. Property owners will receive a Project Approval Letter with the approved project measures, schedule, and incentive reservation.</i></p>	<p>Within 30 calendar days after receiving a complete SOW and Project Timeline</p>	<p>Not applicable</p>
<p><b>Project Completion</b> <i>Projects must complete installation of measures according to the Project Approval Letter. Projects that do not complete on-schedule or install unapproved measures risk being disqualified from receiving their ESA MFES incentive reservation.</i></p>	<p>By Construction Completion date stated in the Project Approval Letter</p>	<p>Not applicable</p>
<p><b>Project Verification and Payment</b> <i>Program staff will complete project verification, including desktop document review and post-installation inspections. Property owners must submit all required project verification documents in order to receive the ESA MFES incentive payment.</i></p>	<p>By Due Dates stated in the Project Approval Letter but in no more than 30 days after the Project is completed</p>	<p>Not applicable to resident. All upgrades are 100% cost-covered at time of installation. No co-pays required by resident or property owner</p>

### 3. APPENDICES

#### 3.1 Eligible Equipment Categories & Specifications


































#### Northern Multifamily Energy Savings: Eligible Measures List

 <a href="http://www.esamultifamily.com">www.esamultifamily.com</a>		 <a href="mailto:connect@esamultifamily.com">connect@esamultifamily.com</a>		 866-352-7457	
MEASURE TYPE	MEASURE NAME	COMMON AREA	IN-UNIT		
 Appliance	ENERGY STAR Clothes Washer	✓	✓		
 Appliance	ENERGY STAR Refrigerator	✓	✓		
 Domestic Hot Water	Low-Flow Kitchen Aerator	✓	✓		
 Domestic Hot Water	Low-Flow Lavatory Aerator	✓	✓		
 Domestic Hot Water	Demand Control DHW Recirculation Pump	✓			
 Domestic Hot Water	High-efficiency Variable Speed DHW Pump	✓			
 Domestic Hot Water	Low-Flow Showerhead / Combined Showerhead TSV		✓		
 Domestic Hot Water	Thermostatic Shower Valve / Thermostatic Tub Spout / Diverter		✓		
 Domestic Hot Water	45 to ≤ 55 Gallon Heat Pump Water Heater with Uniform Energy Factor (UEF) ≥ 3.09	✓	✓		
 Domestic Hot Water	56 to ≤ 75 Gallon Heat Pump Water Heater with UEF ≥ 3.33	✓	✓		
 Domestic Hot Water	>75 Gallon Heat Pump Water Heater with UEF ≥ 3.42	✓	✓		
 Domestic Hot Water	Water Heater Pipe Insulation	✓	✓		
 Domestic Hot Water	Water Heater Repair / Replacement		✓		
 Domestic Hot Water	Storage Water Heater >75 kBtu, TE ≥ 83%	✓			
 Domestic Hot Water	Storage Water Heater ≤75 kBtu, UEF ≥ 0.64	✓			
 Domestic Hot Water	Tankless Water Heater, 76-200 kBtu, UEF ≥ 0.87	✓			
 Domestic Hot Water	Tankless Water Heater, >200 kBtu, TE ≥ 90%	✓			
 Domestic Hot Water	Boiler Controls	✓			
 Domestic Hot Water	Non-Condensing Domestic Hot Water Boiler, TE≥84%	✓			
 Domestic Hot Water	Condensing Domestic Hot Water Boiler, TE>90%	✓			
 Domestic Hot Water/HVAC	Condensing Space Heating Boiler, 300-2500 kBtuh, TE ≥ 94%	✓			
 Domestic Hot Water/HVAC	Non-Condensing Space Heating Boiler, >2500 kBtuh, 85% AFUE	✓			
 Domestic Hot Water/HVAC	Non-Condensing Space Heating Boiler, 300 - 2500 kBtuh, 85% AFUE	✓			
 Domestic Hot Water/HVAC	Non-Condensing Space Heating Boiler, <300 kBtuh, 84% AFUE	✓			
 Enclosure/Envelope	Air Sealing		✓		
 Enclosure/Envelope	Attic Insulation (add ≥ R11 to existing ceiling insulation)	✓	✓		
 Enclosure/Envelope	Wall Insulation (bring existing wall to ≥ R13)	✓			
 HVAC	Air Conditioner or Heat Pump Central System, SEER ≥14		✓		
 HVAC	Duct Leakage Sealing	✓			
 HVAC	Ductless Mini-split Heat Pump, SEER 16, HSPF 9.0	✓			
 HVAC	Air Conditioner Split System, 18 - 65 kBtuh, SEER 16-19+	✓	✓		



### Northern Multifamily Energy Savings: Eligible Measures List (cont.)

 <a href="http://www.esamultifamily.com">www.esamultifamily.com</a>		 <a href="mailto:connect@esamultifamily.com">connect@esamultifamily.com</a>		 866-352-7457	
MEASURE TYPE	MEASURE NAME	COMMON AREA	IN-UNIT		
 HVAC	Central Natural Gas Furnace, ≥ 95% AFUE	✓	✓		
 HVAC	Packaged Air Conditioner, <55 kBtu/h, SEER 15-17	✓			
 HVAC	Portable Air Conditioner		✓		
 HVAC	High Efficiency Package Terminal Air Conditioner, ≤ 24 kBtu	✓			
 HVAC	Smart Thermostat	✓	✓		
 Health/Safety	Air Purifier		✓		
 Health/Safety	Carbon Monoxide Alarm	✓	✓		
 Health/Safety	Smoke Alarm	✓	✓		
 LED Interior & Exterior Lighting	LED T8 Lamps (2', 4' or U-shape)	✓			
 LED Interior & Exterior Lighting	LED Candelabra Lamps	✓			
 LED Interior & Exterior Lighting	LED Ceiling / Vanity / Sconce Fixtures	✓			
 LED Interior & Exterior Lighting	LED Exit Sign	✓			
 LED Interior & Exterior Lighting	LED Exterior Wall or Pole Mounted Fixture	✓			
 LED Interior & Exterior Lighting	LED PAR Lamps	✓			
 LED Interior & Exterior Lighting	LED R/BR Lamps	✓	✓		
 LED Interior & Exterior Lighting	LED A Lamps	✓	✓		
 LED Interior & Exterior Lighting	LED Fixture Replacement (Parking Garage)	✓			
 LED Interior & Exterior Lighting	LED Pendant / Track / Accent	✓			
 LED Interior & Exterior Lighting	LED Pool Light / Spa Light	✓			
 LED Interior & Exterior Lighting	LED Recessed Downlight Retrofit Kit	✓			
 LED Interior & Exterior Lighting	LED Sconce Retrofit Kit	✓			
 LED Interior & Exterior Lighting	LED Retrofit Kits (Size 1'x4', 2'x2', 2'x4')	✓			
 LED Interior & Exterior Lighting	LED Strip Fixture	✓			
 LED Interior & Exterior Lighting	Occupancy Sensor (Wall or Ceiling Mounted)	✓			
 LED Interior & Exterior Lighting	Plug-in LED lamps	✓			
 Pool Equipment	Energy Efficient Pool Heater	✓			
 Pool Equipment	Variable Speed Pump for Swimming, Spa and Wading Pools, ≤ 3 HP	✓			
 Plug Load	Tier 2 Advanced Powerstrip		✓		



### Southern Multifamily Energy Savings: Eligible Measures List

<a href="http://www.esamultifamily.com">www.esamultifamily.com</a>		<a href="mailto:SouthernMFES@rhainc.com">SouthernMFES@rhainc.com</a>		866-211-3335	
MEASURE TYPE	MEASURE NAME	COMMON AREA	IN-UNIT		
Appliance	ENERGY STAR Clothes Washer	✓	✓		
Appliance	ENERGY STAR Refrigerator	✓	✓		
Domestic Hot Water	Low-Flow Kitchen Aerator	✓	✓		
Domestic Hot Water	Low-Flow Lavatory Aerator	✓	✓		
Domestic Hot Water	Demand Control DHW Recirculation Pump	✓			
Domestic Hot Water	Low-Flow Showerhead / Combined Showerhead TSV		✓		
Domestic Hot Water	45 to ≤ 55 Gallon Heat Pump Water Heater with Uniform Energy Factor (UEF) ≥ 3.09	✓	✓		
Domestic Hot Water	56 to ≤ 75 Gallon Heat Pump Water Heater with UEF ≥ 3.33	✓	✓		
Domestic Hot Water	>75 Gallon Heat Pump Water Heater with UEF ≥ 3.42	✓	✓		
Domestic Hot Water	Water Heater Pipe Insulation	✓	✓		
Domestic Hot Water	Water Heater Repair / Replacement		✓		
Domestic Hot Water	Storage Water Heater ≤75 kBtu, UEF ≥ 0.64	✓			
Domestic Hot Water	Tankless Water Heater, 76-200 kBtu, UEF ≥ 0.87	✓			
Domestic Hot Water	Tankless Water Heater, >200 kBtu, TE ≥ 90%	✓			
Domestic Hot Water	Boiler Controls	✓			
Domestic Hot Water	Non-Condensing Domestic Hot Water Boiler, TE≥84%	✓			
Domestic Hot Water	Condensing Domestic Hot Water Boiler, TE>90%	✓			
Domestic Hot Water/HVAC	Condensing Space Heating Boiler, 300-2500 kBtuh, TE ≥ 94%	✓			
Domestic Hot Water/HVAC	Non-Condensing Space Heating Boiler, >2500 kBtuh, 85% AFUE	✓			
Domestic Hot Water/HVAC	Non-Condensing Space Heating Boiler, 300 - 2500 kBtuh, 85% AFUE	✓			
Enclosure/Envelope	Air Sealing				✓
Enclosure/Envelope	Attic Insulation (add ≥ R11 to existing ceiling insulation)	✓	✓		
Enclosure/Envelope	Wall Insulation (bring existing wall to ≥ R13)	✓			
HVAC	Air Conditioner or Heat Pump Central System, SEER ≥14				✓
HVAC	Duct Leakage Sealing	✓			
HVAC	Ductless Mini-split Heat Pump, SEER 16, HSPF 9.0	✓			
HVAC	Fan - Efficient Fan Controller / AC Fan Control	✓			✓



### Southern Multifamily Energy Savings: Eligible Measures List (cont.)

<a href="http://www.esamultifamily.com">www.esamultifamily.com</a>		<a href="mailto:SouthernMFES@rhainc.com">SouthernMFES@rhainc.com</a>		866-211-3335	
MEASURE TYPE	MEASURE NAME	COMMON AREA	IN-UNIT		
HVAC	Air Conditioner Split System, 18 - 65 kBtu/h, SEER 16-19+	✓	✓		
HVAC	Central Natural Gas Furnace, ≥ 92% AFUE	✓	✓		
HVAC	Packaged Air Conditioner, <55 kBtu/h, SEER 15-17	✓			
HVAC	Portable Air Conditioner		✓		
HVAC	Smart Thermostat	✓	✓		
Health/Safety	Air Purifier		✓		
Health/Safety	Carbon Monoxide Alarm	✓	✓		
Health/Safety	Smoke Alarm	✓	✓		
LED Interior & Exterior Lighting	LED T8 Lamps (2', 4' or U-shape)	✓			
LED Interior & Exterior Lighting	LED Candelabra Lamps	✓			
LED Interior & Exterior Lighting	LED Exit Sign	✓			
LED Interior & Exterior Lighting	LED Exterior Wall or Pole Mounted Fixture	✓			
LED Interior & Exterior Lighting	LED PAR Lamps	✓			
LED Interior & Exterior Lighting	LED R/BR Lamps	✓	✓		
LED Interior & Exterior Lighting	LED A Lamps	✓	✓		
LED Interior & Exterior Lighting	LED Fixture Replacement (Parking Garage)	✓			
LED Interior & Exterior Lighting	LED Pendant / Track / Accent	✓			
LED Interior & Exterior Lighting	LED Pool Light / Spa Light	✓			
LED Interior & Exterior Lighting	LED Retrofit Kits (Size 1'x4', 2'x2', 2'x4')	✓			
LED Interior & Exterior Lighting	LED Strip Fixture	✓			
LED Interior & Exterior Lighting	Occupancy Sensor (Wall or Ceiling Mounted)	✓			
Pool Equipment	Energy Efficient Pool Heater	✓			
Pool Equipment	Variable Speed Pump for Swimming, Spa and Wading Pools, ≤ 3 HP	✓			
Plug Load	Tier 2 Advanced Powerstrip	✓	✓		

## 3.2 Program Definitions

**CSD** = California Department of Community Services and Development

**Common Area** = building areas used by building tenants that are not residences—for example, hallways, lobby areas, recreation areas, common rooms, laundry rooms, parking lots and garages.

**Common Area Measures (CAM)** = Measures installed in common areas

**Comprehensive** = A project designed to achieve all cost-effective energy efficiency activities in individual buildings, usually including multiple energy efficiency measures.

**Deed-Restricted Property** = Eligible properties must meet the partial definition of deed restricted in California Public Utilities Code Section 2852(a)(A) as modified in D.16-11-022. For this ESA Program multifamily effort, a property must be a multifamily residential complex financed with low-income housing tax credits, tax-exempt mortgage revenue bonds, general obligation bonds, or local, state, or federal loans or grants.

**Demand Response (DR)** = Sometimes referred to as load curtailment or reduction. Program Administrators use mechanisms such as interruptible rates, and bill credits to encourage consumers to use energy at different (lower cost) times of day or to interrupt energy use for certain equipment temporarily, usually in direct response to an event or price signal.

**Disadvantaged Communities (DAC)** = Disadvantaged communities refers to the areas throughout California which most suffer from a combination of economic, health, and environmental burdens. These burdens include poverty, high unemployment, air and water pollution, presence of hazardous wastes as well as high incidence of asthma and heart disease. One way that the state identifies these areas is by collecting and analyzing information from communities all over the state. CalEnviroScreen, an analytical tool created by the California Environmental Protection Agency (CalEPA), combines different types of census tract-specific information into a score to determine which communities are the most burdened or "disadvantaged." Insert a city or town in the CalEnviroScreen<sup>9</sup> map's search box here to see if it is considered a disadvantaged community in this context.

**Energy Savings Assistance Program (ESA)** = The ESA Program provides no-cost home weatherization services and energy efficiency measures to help low-income households (single family, in-unit multifamily, and mobile homes) conserve energy and reduce energy costs while improving health, comfort, and safety. The ESA Program provides information and education to promote energy efficient practices in low-income communities<sup>10</sup>.

**Energy Savings Assistance Program California Installation Standards (IS Manual)** = This document contains installations standards for the ESA Program. The IS Manual is currently being updated to include D.21-06-015 requirements and the most recent version is from August 2019.

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<sup>9</sup> <https://oehha.ca.gov/calenviroscreen/sb535> (Pursuant to Section 39711 of the Health and Safety Code, the California Environmental Protection Agency (CalEPA) developed a means for identifying disadvantaged communities. See D.18-05-041 p. 39.)

<sup>10</sup> D.21-06-015 Section 1.3. p. 8



**Fuel Substitution** = Converting all or a portion of existing energy use from one fuel type to another with the goal of reducing Greenhouse Gas (GHG) emissions. Substituting existing fuel with electricity is called electrification.

**Fuel Switching** = Replaces inefficient fuels with cleaner and economical alternatives, such as substituting natural gas for electricity

**Gas Appliance** = An appliance which uses gas as a combustible fuel source, including heating appliances, water heaters and any other appliances Program staff may identify.

**Income Eligibility Requirements** = Multifamily buildings must meet certain income eligibility requirements to participate in the program. The requirements are outlined below:

- Deed-Restricted - The property must also house at least 65% of tenants with incomes at or below 250% Federal Poverty Guidelines, per ESA Program rules.
- Non Deed-Restricted - The property must also house at least 80% of tenants with incomes at or below 250% Federal Poverty Guidelines, per ESA Program rules.
- Individual Units can also qualify on their own for in-unit measures if they meet the program's income qualifications as described on Section 6.3.1 in D.21-06-015<sup>11</sup>.

**Install or Installation** = Provision of materials, labor and commissioning required to achieve proposed savings for a resource Program.

**Installation Standards (IS) Manual** = This manual is used by all Investor-Owned Utilities (IOUs) and specifically outlines technical procedures and standards associated with installation of ESA Program measures.

**In-Unit Measures** = Measures services targeting inside of an apartment or rental unit/dwelling within a multifamily complex.

**Master Metered** = Where IOU installs one service and meter to supply more than one residence, apartment dwelling unit or mobile home space. Each unit must be served by at least one utility commodity. Includes homes that have one commercial commodity.

**Measure** =

- Specific customer actions which reduce or otherwise modify energy end use patterns;
- a product whose installation and operation at a customer's premises results in a reduction in the customer's on-site energy use, compared to what would have happened otherwise;
- the use of a new technology to replace or supplement an existing technology in order to reduce energy consumption through improved energy efficiency.

**Multifamily** = Multifamily properties are defined as those with five (5) or more dwellings, with at least 2 attached units sharing a floor, wall or ceiling with another.

**Natural Gas Appliance Testing (NGAT)** = Procedure for testing natural gas appliances when infiltration reduction measures are installed to ensure operational safety and defined in ESA Statewide Policies & Procedures (P&P) and IS Manuals.

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<sup>11</sup> D.21-06-015 Section 6.3.1. p. 133

**Non Deed-Restricted** = Multifamily housing units targeted for lower income households that are not subject to a deed restriction or affordability covenant with a public entity or nonprofit housing provider organized under Section 501(c)(3) of the Internal Revenue Code that has as its stated purpose in its articles of incorporation on file with the office of the Secretary of State to provide affordable housing to lower income households that ensures that the units will be available at an affordable rent for a period of at least 30 years.

**Proposed Measure Cost** = The cost to implement an energy efficiency measure prior to the application of any utility incentives. The allowable cost components can vary by program.

**Property Owner or Owner** = Owner of the real-estate property on which Energy Savings Assistance Program Services are performed.

**Property Owner Authorization (POA)** = The Joint IOU Multifamily POA (Property Owner Authorization) and Affidavit = An intake form building owner uses to self-certify the percentage of tenants that income-qualify for ESA and acts as a POW (property owner waiver) to allow site access to the properties listed for both the ESA program and other EE programs.

**Resident or Tenant** = The occupant or tenant of a residential dwelling unit.

**Rural** = The Goldsmith definition is used to determine rural and urban eligibility and participation for ESA and CARE Programs. Rural areas are defined as all population, housing and territory not included within an urbanized area or urban cluster. Census blocks are identified as urban if they have a density of 1,000 people per square mile. These blocks are then aggregated to define urbanized areas that contain 50,000 or more people and urban clusters are areas with at least 2,500 but fewer than 50,000 people. (Reflected in Athens Research annual eligibility update filed February 12 of each year (D.21-06-015)).

**Service Area** = The geographical area served by a utility.

**Single Point of Contact (SPOC)** = Will facilitate the MF property owners' participation in all qualifying programs. In addition to CAMs, the SPOC will be leveraging the current list of programs and measure offerings available to provide a comprehensive list of measures available to multifamily properties. The SPOC will coordinate with installation contractors, as well as the technical service providers who will perform energy audits and post-installation quality control to minimize duplicative site visits and limit disruption for residents.

**Tribal** = Native Americans residing on Federally recognized Tribal land within the IOUs service territory<sup>12</sup>.

**Whole Building Treatment** = Refers to project scope of work that includes measures installed within both in-unit and common areas.

**Whole Building Measures** = Central system or building envelope serving both in-unit and common areas.

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<sup>12</sup> D.17-12-009 at page 185

### 3.3 Other Multifamily Programs Available for Layering

Contact [multifamilySPOC@trccompanies.com](mailto:multifamilySPOC@trccompanies.com) or 866-352-7457 for additional program information.

Program Name	Services	Income Eligibility	Coordination with ESA MFES
<b>Low Income Weatherization Program (LIWP)</b>	Incentives for energy efficiency and decarbonization measures, and solar PV installations for deed-restricted affordable properties.	At least 66% of the residents must have incomes at or below 80% of the county's Area median income (AMI).	Provides overlapping funding for ESA MFES upgrades. Can participate in LIWP and ESA MFES concurrently. Properties must meet income eligibility for both programs.
<b>Solar on Multifamily Affordable Housing (SOMAH)</b>	Incentives for solar PV installation at income-qualified properties or those located in disadvantaged communities (confirmed by CalEnviroScreen 4.0).	At least 80% of the residents must have incomes at or below 60% of the county's Area median income (AMI).	ESA MFES participation may satisfy SOMAH Energy Efficiency requirements. Master-metered properties are ineligible for SOMAH.
<b>Bay Area Multifamily Building Enhancements (BAMBE)</b>	No-cost energy assessments and incentives for energy-saving or water-saving upgrades.	No income requirements.	Can provide incentives for measures not covered by ESA MFES. Must be a PG&E or CCA customer in one of 9 Bay Area counties and implement 2 or more measures that save >10% energy.
<b>Multifamily Energy Savings Program (MFES) and Low Income Families and Tenants (LIFT)</b>	No-cost energy assessments and incentives for energy-saving upgrades at deed-restricted affordable properties.	Additional incentives offered through LIFT if unit household incomes are at or below 250% of the Federal Poverty Line (FPL).	Can provide incentives for measures not covered by ESA MFES.
<b>SMUD Whole Building Multifamily</b>	Incentives for electrification measures and tenant engagement. Higher incentives for affordable properties participating in SMUD's Energy Assistance Program Rate (EAPR).	No income requirements.	Can provide incentives for equipment not covered by ESA MFES.



<b>PG&amp;E Self Generation Incentive Program (SGIP)</b>	Incentives for renewable technologies and heat pump water heaters installed at residential properties.	No income requirements, higher incentives available for affordable properties.	Can install qualifying technologies, such as battery storage, for ESA MFES projects.
<b>3C-REN Multifamily Home Energy Savings</b>	No-cost energy assessments and incentives for energy efficient upgrades at multifamily properties.	No income requirements.	Can provide incentives for equipment not covered by ESA MFES.
<b>EV Charging Incentive Programs</b>	Incentives for installing EV charging stations.	Dependent on individual program requirements.	Contact SPOC at 866-352-7457 or <a href="mailto:multifamilySPOC@trccompanies.com">multifamilySPOC@trccompanies.com</a> for details on current offerings.
<b>WatterSaver</b>	Cash incentives for enrolling eligible water heater and automatically using more energy during off-peak hours.	No income requirements.	Can participate after ESA MFES installs eligible water heater.
<b>SmartAC</b>	Cash incentives for enrolling eligible smart thermostat and automatically using more energy during off-peak hours,	No income requirements.	Can participate after ESA MFES installs eligible smart thermostat.
<b>On-Bill Financing (OBF)</b>	Financing energy efficiency retrofit measures for commercial eligible customers.	No income requirements.	Can provide additional financing option for ESA MFES projects.
<b>GoGreen Affordable Multifamily Energy Financing</b>	Financing for energy efficiency retrofit projects.	Affordable multifamily projects with at least 50% of unit household incomes are low to moderate (0-120% AMI) and at least 5 years remaining on affordability deed restriction or covenant.	Can provide additional financing option for ESA MFES projects.

