



PG&E

MULTIFAMILY ENERGY SAVINGS PROGRAM

Program Manual – **Version 1.0 DRAFT**

Delivered by TRC

11/30/20

Table of Contents

Introduction	3
About MESP	3
1. Measure Eligibility.....	3
2. Customer Eligibility	4
Incentive Exclusivity	4
Coordination with Regional Energy Network (REN) and Community Choice Aggregators (CCAs) Program Administrators	5
3. Contractor Eligibility.....	5
4. Participating Contractors, Manufacturers, Retailers, Distributors, and Partners	6
5. Additional Services.....	6
6. Inspections and Audits.....	7
Virtual Inspections	7
7. 7. Quality Assurance	7
8. Other Program Metrics	9

Introduction

Multifamily Energy Savings Program (MESP or Program) is a multifamily retrofit program offering cash incentives and direct installation services to residential properties of 5 or more units in order to upgrade to more energy-efficient equipment. The Program is designed to encourage these installations by offsetting the incremental cost of higher efficiency equipment. Using energy-efficient equipment can positively impact tenant comfort while helping the environment by reducing air pollution and preserving natural resources. All utility customers benefit, because reduced system demand helps keep energy costs down.

About MESP

MESP is administered by PG&E under the auspices of the CPUC and implemented by TRC. MESP provides end-to-end program implementation services, including marketing, outreach, engineering, operations, customer service, data management, and reporting. The Program leverages TRC's outreach staff, team of subcontractors, and network of trade professionals to provide customers with a single program that addresses all their energy efficiency needs.

MESP runs from January 1, 2021 until December 31, 2023. Incentive applications cannot be submitted prior to January 1, 2021. Project installations must be completed by the date specified in the most current program application terms and conditions. The program budget is limited, and incentives are paid to qualifying customers on a first-come, first served basis until funds are no longer available or December 31, 2023 — whichever comes first. Priority is determined by the date the complete application and all required supporting documentation is received by TRC.

1. Measure Eligibility

The Program requires that all measures have strong technical support for claimed energy savings. This technical support may come from the Database for Energy Efficient Resources (DEER), electronic Technical Resource Manual (eTRM), or through new or existing CPUC approved Workpapers. The program utilizes, Deemed and Custom savings platforms to influence, calculate, and incentivize customers for energy savings.

Deemed measures, or prescriptive measures with predefined attributes, must have current, approved technical workpapers and be listed in the current DEER or eTRM.

Direct Install measures will be delivered by our subcontracting partner, FCI Management. Direct Install measures will be provided at low/no-cost to the property and often have deemed energy savings values. Current Deemed and Direct Install measures will include, but are not necessarily limited to:

ENERGY STAR Most Efficient Residential Clothes Washer > 2.5 cubic ft, Front, Dwelling
Heat Pump Water Heater
Efficient Commercial Pool and Spa Heater

Faucet, Lavatory Aerator, 0.5 gpm, electric
Faucet, Kitchen Aerator, 1.5 gpm, gas
Residential Smart Thermostat
Faucet, Lavatory Aerator, 0.5 gpm, gas
Faucet, Kitchen Aerator, 1.5 gpm, electric
Efficient Showerhead, Electric, 1.6 gpm
TSV and LF Showerhead-Electric-1.6 gpm

Custom measures, or measures developed for a specific project using a site-specific analysis and not identified as a Deemed measure, will follow the Statewide Custom Project Guidance Document and all other applicable statewide documentation and workbooks. All custom measures must report kW, kWh, and/or therm impacts (direct and indirect) and must adhere to the “simple payback less than the effective useful life” cost-effectiveness threshold.

Incentives will not be paid in excess of the installed cost of the measure(s). Installed cost includes material cost, installation labor, sales taxes, and shipping. For projects without direct-install measures customers who self-install may include installation labor cost with proper documentation. The program will offer flexible incentive levels that will structure customized incentive offerings to meet customers’ required investment criteria.

2. Customer Eligibility

MESP provides services and incentives to multifamily electric and gas customers in PG&E territory. Applicant utility accounts and rate schedules are verified to ensure the building is on a Public Purpose Program (PPP) paying, qualified account.

Incentive Exclusivity

Program offerings will be continually evaluated for potential overlap with other programs. If a customer has received an incentive or services from another statewide or local program, they are ineligible to receive an incentive or services through MESP for the same measure(s). Conversely, if a customer receives an incentive from MESP, they are ineligible to receive incentives from any other statewide or local program for the same measure(s). As a result, all project site and customer participation records will be tracked and reviewed prior to enrolling a customer in MESP. In addition, all customers must certify that they have not received other incentives or funding related to the application’s measure or service in order to qualify for the program. PG&E will perform double dip checks on a regular basis to ensure that customers who previously participated in similar energy efficiency programs or measures are not treated.

Coordination with Regional Energy Network (REN) and Community Choice Aggregators (CCAs) Program Administrators

TRC will work closely with PG&E to coordinate with other Program Administrators (PAs) administering multifamily and/or other related energy efficiency programs within PG&E's service territory. These PAs include the Association of Bay Area Governments (BayREN), Marin Clean Energy, and Tri-County Regional Energy Network (3C-REN). TRC will work with PG&E, BayREN, and MCE to coordinate on program design and customer referral to minimize program duplication, reduce customer confusion, and optimize the customer experience and ratepayer resources.

3. Contractor Eligibility

Accurate installation, appropriate maintenance, and operational training ensures MESP participants realize energy savings. To encourage these practices, the Program manages a network of qualified, trained trade professionals as a part of the services offered to customers. The trade professional network is for companies that provide products and services to assist PG&E multifamily customers with implementing energy efficient measures. Use of a network member is not required to qualify for incentives.

To be eligible for the program's trade professional network, trades must:

- ◆ Complete a trade professional network application;
- ◆ Submit supporting documentation as outlined in the application (including W9, proof of insurance, etc.);
- ◆ Attend required program training; and
- ◆ Abide by all program rules and regulations as detailed in the trade professional network and customer application Terms & Conditions.

In addition to the above network participation requirements, the following apply to all HVAC and Advanced Lighting projects.

HVAC. HVAC installation technicians must obtain one or more of the following: Completed an accredited HVAC apprenticeship; or are enrolled in an accredited HVAC apprenticeship; or have completed at least five years of work experience at the journey level as defined by the California Department of Industrial Relations (Title 8, Section 205 of the California Code of Regulations), passed a practical and written HVAC system installation competency test, and received credentialed training specific to the installation of the technology being installed; or hold a C-20 HVAC contractor license from the California Contractor's state Licensing Board. These requirements apply to all the individuals that perform the installation, modification, and maintenance work.

LIGHTING. Lighting controls installation technicians must possess certification from the California Advanced Lighting Controls Training Program (CALCTP) or equivalent as either CALCTP Technical Installer or CALCTP Acceptance Test Technician. These requirements apply to all the individuals that perform the installation work.

Both the HVAC and Lighting contractor requirements are incorporated into all project application Terms & Conditions to ensure compliance. In accordance with Public Utilities Code Section 399.4 (b) (1), recipients of incentives must certify that they have used a licensed contractor, as appropriate, and have complied with applicable permitting requirements for the installation to receive a rebate or incentive.

4. Participating Contractors, Manufacturers, Retailers, Distributors, and Partners

Not applicable

5. Additional Services

In addition to delivering energy savings through qualifying measures, the program also offers the following tools and services to PG&E's multifamily customers:

CUSTOMIZED OUTREACH & TECHNICAL SERVICES. TRC will support the customer to make informed decisions and overcome any technical barriers. Potential support includes:

- ◆ Analyzing benchmarking output
- ◆ Identifying EE opportunities
- ◆ Assisting with program
- ◆ Energy auditing and retro-commissioning studies
- ◆ Streamlining data collection efforts
- ◆ Vendor selection support

WEB PORTAL. Customers will receive instant access to program literature and program rules through the MESP website. The site will also be accessible through PG&E Multifamily Single Point of Contact portal at pgemultifamily.com. This website will host several additional features to support the customer education such as links to benchmarking and online energy assessment tools.

DIRECT INSTALLATION. The program will offer installations of approved measures at low- to no-cost to the customer through a Direct Install Service. The Direct Install offering removes the participation hurdles associated with available capital, labor, and coordination of product installation. Program partner FCI Management will assist customers by completing all incentive application paperwork, purchasing efficient products, and installing the proposed measures. This service will be provided at low to no out-of-pocket cost to the customer and will improve program effectiveness by providing an entry point for customers that have not previously participated in rebate or incentive programs.

TRADE PROFESSIONALS NETWORK. The program will offer a network of trade professionals trained on program offerings and requirements and meeting certain qualification requirements. This provides a network of knowledgeable trades to support customers with their energy efficiency projects.

SUITE OF FINANCING OPTIONS. The program recognizes that capital limitations can severely dampen program participation. To overcome this barrier, the program will offer a suite of financing options including our innovative flexible incentive structure and on-bill financing. These financing mechanisms give property owners and managers the opportunity to embrace energy efficiency while still allowing for capital improvements normally prioritized above efficiency.

SINGLE POINT OF CONTACT (SPOC). TRC will coordinate with PG&E's single point of contact (SPOC), to evaluate if a project can achieve greater energy savings and obtain additional resources by leveraging and participating with in other energy saving programs.

NATURAL GAS APPLIANCE TESTING (NGAT). TRC or its subcontractors will be responsible for performing NGAT in all instances where measures installed in a tenants or multifamily property impact airflow/ventilation within an apartment unit or property.

6. Inspections and Audits

Project inspections will be performed for a defined percentage of projects as well as for any project with an incentive amounts that exceed a defined threshold. By participating in the program, customers are agreeing to allow all inspections required by the program partners, TRC, and/or PG&E to be conducted. Although not all projects will receive inspections, they all are subject to inspection at Program discretion. Site inspections involve documenting equipment eligibility and onsite equipment operation information with pictures and/or other documentation. Site inspections can be done either in person or virtually.

Virtual Inspections

When applicable, a virtual inspection can be performed in lieu of an in-person inspection. In a virtual inspection, the customer participates in the process by gathering and documenting information on behalf of the inspection team. Using the customer's staff eliminates the need to be on-site. It is intended to provide a positive and educational experience for the customer as well as fulfill the program inspection obligations.

The virtual inspection process has four parts:

1. **Planning:** Determine whether the customer is a good candidate; define roles and responsibilities and establish a timeline.
2. **Preparation:** Build a plan to inspect the site for data collection and documentation via videoconference.
3. **Virtual Inspection:** Inspect the site with the customer using videoconference to observe existing conditions and/or confirm installation details.
4. **Analysis:** Use the information collected to fulfill pre- and/or post-installation inspection requirements and documentation.

The decision to use virtual or in person inspection approach will be determined on a case by case basis at the sole discretion of the Program staff.

7. Quality Assurance

The program has a Quality Assurance (QA) team focuses on specific parameters that define measure eligibility, energy savings, and required documentation throughout all aspects of the program. The QA

team will be comprised of members from the engineering, operations and outreach teams to ensure holistic program quality and will coordinate with PG&E’s Custom Implementation Team to streamline the submission of project documentation for custom project review. Members of the team bring several accreditations and certifications including LEED Accredited Professionals, Professional Engineers, Certified Energy Managers, and International performance measurement and verification protocol (IPMVP).

The review methodology will be established to examine program processes against established quality, standards, tracking results such that the QA checks and results must be recorded for the project to move to the next stage. Examples of quality standards for Deemed, Custom Express, and Custom sub-programs are summarized below.

Sub-Program	QA Focus	Correctness	Timeliness	Reliability
Deemed	<ul style="list-style-type: none"> ◆ Measure eligibility ◆ Energy savings variations ◆ Required documentation ◆ Alignment with approved Workpaper 	The extent to which a deliverable satisfies the requirements and the stated objectives.	The deliverable is provided when required.	The extent to which a deliverable is provided on a consistent basis.
Custom Express	<ul style="list-style-type: none"> ◆ Alignment with CPUC CMPA review protocols ◆ Measure eligibility ◆ Appropriateness of inputs and assumptions ◆ Adherence to M&V activities 	The extent to which a deliverable satisfies the requirements and the stated objectives.	The deliverable is provided when required.	The extent to which a deliverable is provided on a consistent basis.
Custom	<ul style="list-style-type: none"> ◆ Compliance with CPUC policies ◆ Baseline operation approach ◆ Confirmation of measure implementation approach ◆ Compliance with Statewide Custom Review Guidelines 	The extent to which a deliverable satisfies the requirements and the stated objectives.	The deliverable is provided when required.	The extent to which a deliverable is provided on a consistent basis.

Sub-Program	QA Focus	Correctness	Timeliness	Reliability
	<ul style="list-style-type: none"> ◆ Review of energy savings 			

For all projects, the program will maintain a clear record of all project documents relevant to the applicable program characteristics. Secondary review of randomly selected projects will periodically check the QA process to ensure that:

- ◆ The QA process has been followed, verified by checking that all data and required checks are recorded.
- ◆ The project results are reasonable, verified by recalculating results using a secondary methodology such as engineering calculations.
- ◆ Project documentation is complete.

8. Other Program Metrics

Documentation and data used to calculate Program Metrics include but are not limited to:

- ◆ Program Performance
 - Net Energy Savings to Goal (kWh, kW, therms)
 - TRC Ratio
 - Passed Inspections
- ◆ Financials/Savings
 - Budget Spent
 - Savings/Budget Alignment
- ◆ Customer Satisfaction
 - Customer Satisfaction Survey Scores
 - Complaints Received
- ◆ Compliance
 - Reporting Accuracy
 - Engineering Quality
 - HTR/DAC Penetration