



# All-Electric Residential Program Participant Handbook

*This handbook is a working document and Energy-Smart Homes staff reserves the right to update, change and revise the document to clarify program rules and requirements. The most up-to-date version is available on the Energy-Smart Homes website. **This document is version 2.4.***

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# Table of Contents

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- 1 Program Terminology..... 1
- 2 Program Introduction..... 4
- 3 Single Family/Duplex New Construction..... 9
- 4 Multifamily Low-Rise New Construction..... 13
- 5 Accessory Dwelling Unit (ADU) New Construction ..... 17
- 6 Single Family/Duplex Addition ..... 20
- 7 Manufactured Homes ..... 22
- 8 Single Family/Duplex/ADU Alterations ..... 24
- 9 Multifamily Low-Rise Alterations ..... 26
- 10 Quality Assurance/Quality Control ..... 28
- 11 Other Program Policies ..... 31
- 12 Program Documentation Checklists..... 32

# Figures

---

- Figure 1. Participant Journey ..... 5
- Figure 2. New Construction Incentives ..... 7
- Figure 3. Manufactured Homes Incentives..... 7
- Figure 4. Alterations Incentives ..... 7
- Figure 5. Single Family/Duplex New Construction Per Unit Incentives ..... 11
- Figure 6. Single Family/Duplex New Construction Per Unit De-Escalating Incentives ..... 11
- Figure 7. Multifamily Low-Rise New Construction Per Unit Incentives ..... 15
- Figure 8. Multifamily Low-Rise New Construction Per Unit Base Incentives ..... 15
- Figure 9. ADU New Construction Pathway Measures and Incentives ..... 18
- Figure 10. ADU New Construction De-Escalating Incentives ..... 18
- Figure 11. Addition Incentives ..... 20
- Figure 12. Addition De-Escalating Incentives..... 21
- Figure 13. Manufactured Homes Incentives..... 23
- Figure 14. Single Family/Duplex Alterations Incentives..... 25
- Figure 15. Multifamily Low-Rise Alterations Incentives ..... 27

# 1 Program Terminology

Following is a brief list of terms and parties that this handbook includes.

**Accessory Dwelling Unit (ADU):** A smaller, independent residential dwelling unit located on the same lot as a stand-alone single-family home. ADUs include conversion of existing attached space, a new attached building, or conversion of existing detached space.

**Addition:** An extension or increase in floor area or height of a building structure, or an increase of conditioned space to an existing conditioned building. *For this program, only additions greater than 700 square feet may be eligible.*

**Affordable Housing:** Housing that is deemed affordable to those with a household income at or below the median income level as rated by the national government or local government by a recognized housing affordability index.

**All-Electric:** A building or home with no gas end uses in which electricity is the only power source that heats, cools, illuminates, launders, preserves and prepares foods, and entertains.

**Alterations:** For the Energy Smart Homes Programs' Alterations component, we define an alteration as a complete change in technology.

**Applicant:** The entity, or representative of the entity applying to Energy-Smart Homes.

**Builder:** A person(s) or firm whose business is the construction of dwellings.

**CALGreen Building Code EV ready requirements:** The 2019 California Green Building Standards Code ("CALGreen", Title 24, Part 11) requires that new construction and major alterations include adding "EV Capable" parking spaces that have electrical panel capacity, a dedicated branch circuit, a raceway to the EV parking spot, and wiring to support future installation of charging stations.

**California Energy-Smart Homes Program:** Residential new construction program available to Investor-Owned Utility customers, referred to as *Energy-Smart Homes* throughout this document.

**California Public Utility Commission (CPUC):** A regulatory agency that regulates privately owned public utilities in the state of California, including electric power, telecommunications, natural gas, and water companies.

**Case Manager:** A member of the Energy-Smart Homes team assigned to the participating project to act as the liaison between the participants and builders throughout your project's lifespan. The case manager will be your dedicated guide throughout the program.

**Certified Energy Analyst (CEA):** This certification signifies that an individual understands the 2019 Building Energy Efficiency Standards. The California Association of Building Energy Consultants (CABEC) manages both the residential and nonresidential CEA certification programs.

**Contractor:** A person or company that undertakes a contract to provide materials or labor to perform the service or job on a project.

**Delta Energy Design Rating (Delta EDR):** The difference between the Standard Efficiency Design EDR and the Proposed Efficiency Design EDR.

**Developer:** A person(s) who develops land through construction and who, to this end, becomes an owner of the developed land.

**Duplex:** A house plan with two living units attached, either next to each other as townhouses, condominiums, or above each other like apartments. Duplex homes share a single wall with a dwelling unit on either side of the wall.

**Energy Consultant or Title 24 Consultant:** The party responsible for preparing and revising the energy model using Title 24 compliance software.

**Energy Design Rating (EDR):** Referred to as EDR throughout this document. The EDR is a home energy index that uses time-dependent valuation (TDV) of energy including all end uses in a home to provide a whole-building efficiency metric modeled with California Energy Commission approved Title 24 compliance software. References to the EDR in this document pertain to the efficiency EDR

**ENERGY STAR®:** A program that the U.S. Environmental Protection Agency and U.S. Department of Energy run that promotes energy efficiency.

**HERS Rater/Rater:** A third-party special inspector that performs field verification and diagnostic testing at various times during construction, to corroborate the technical specification of the energy conservation measures reported in the energy model.

**IOU:** Investor-Owned Utilities.

**IRF:** Incentive Request Form.

**Lots:** A designated parcel or area of land established to be used, developed, or built upon as a unit and independent building site. Used in this handbook to identify single or multifamily new construction units and homes.

**Mixed-fuel:** Refers to buildings with electricity and natural gas.

**Mixed-use:** A development that blends residential, commercial, institutional, or entertainment uses into one space.

**Multifamily high-rise (MFHR):** Housing with four or more separate units located in one or more buildings with four or more stories above ground.

**Multifamily low-rise (MFLR):** Housing with four or more separate units connected by shared walls located in one or more buildings with three or fewer stories above ground.

**Manufactured home:** Factory-built housing units produced after June 15, 1976, under the HUD code. These homes are exempt from most local codes and building ordinances.

**NEEM+:** Northwest Energy Efficient Manufactured 2.0 certification level of energy efficiency for manufactured homes.

**National Efficiency Improvement Fund (NEIF):** NEIF, offers energy efficiency financing for residential and commercial projects, including on-bill financing options.

**Pacific Gas and Electric Company (PG&E):** PG&E provides natural gas and electricity to approximately 16 million people from Eureka in the north to Bakersfield in the south, and from the Pacific Ocean in the west to the Sierra Nevada in the east. PG&E is the statewide IOU lead for Energy-Smart Homes.

**Participant:** Refers to the active individual(s) taking place in the Energy-Smart Homes program.

**Proposed Design EDR:** The Energy Design Rating as designed with performance tradeoffs, without taking solar PV into account.

**Reach Code:** Local building energy code that “reaches” beyond the state minimum requirements for energy use in building design and construction.

**Residential New Construction (RNC):** The act of building any structure, or that part of any structure that is used as a home, residence, or sleeping place by one or more persons.

**San Diego Gas and Electric (SDG&E):** SDG&E provides natural gas and electricity to San Diego County and southern Orange County in southwestern California.

**Single Family:** Homes have just one dwelling unit.

**Southern California Edison (SCE):** SCE provides 15 million people with electricity across a service territory of approximately 50,000 square miles across Southern California.

**Standard Design EDR:** The Energy Design Rating the home would receive if it were designed using the prescriptive path.

**Thermostatic Mixing Valve:** A valve that blends hot water with cold water.

**Title 24 Part 6, 2019 Building Energy Efficiency Standards (“Standards”):** The current building energy standards for all residential and nonresidential buildings. Title 24 Part 6 regulates building envelope, space conditioning systems, water-heating systems, and indoor and outdoor lighting systems. Building design and construction must comply with Part 6.

**TRC:** TRC is serving as the Energy-Smart Homes Program implementer on behalf of PG&E. TRC recruits program participants, provides energy design assistance, conducts plan review, facilitates project approval, provides program coordination, and designs and delivers educational opportunities.

## 2 Program Introduction

This section provides an overview of the Energy-Smart Homes program including program objectives, incentive offerings, and initial steps to participate.

### 2.1 Program Overview

The California Energy-Smart Homes All-Electric Residential Program focuses on supporting a high-level approach to achieving California's advanced energy efficiency policy goals through 2025. The deadline is based on the CPUC-approved program cycle and may be extended. The program is available to customers in the SDG&E, PG&E, and SCE territories.

The all-electric program offering will serve the following residential subsectors:



Single family and duplexes



Manufactured housing



Multifamily low-rise  
(three or fewer stories)



Additions (greater than 700 square feet),  
alterations, and accessory dwelling units

### 2.2 Program Objectives

Energy-Smart Homes is an all-electric residential program focused on supporting California's advanced energy efficiency policy goals and climate change mitigation. The all-electric program offers several benefits for builders and developers including reduced construction costs from eliminating gas hookups and metering, single utility permitting and installation coordination, and elimination of the need to install carbon monoxide monitors. Residents of all-electric homes will benefit from improved indoor air quality, modernized cooking control from induction stoves, improved safety from eliminating unseen gas leaks, reduced operating expenses, and can achieve deeper savings from behavior changes.

The objective of the program is to influence the decision and ease the transition to adopt all-electric new construction practices. To accomplish this, the program will educate potential participants and stakeholders on the features of all-electric homes, enroll projects, emphasize the installation of advanced energy efficiency measures, and facilitate future opportunities through non-incentivized, prerequisite measures that position homes to install high-impact demand response technologies more easily in the future. Additional program objectives include:

- Incorporating grid harmonization and utility communication-enabling measures as prerequisites in residential new construction (RNC) design, allowing for more easily achievable demand flexibility and grid integration in the near future
- Shifting the market further in favor of all-electric and reducing use of electric resistance technologies for space and water heating in manufactured homes
- Educating home buyers on the life cycle cost savings associated with an all-electric home
- Overcoming misperceptions about fuel-substitution

## 2.3 Program Participation Process

This section provides an overview of the initial steps you need to take to participate in the program. Consult Sections 3–9 for additional details pertaining to requirements for your specific project type.

### 2.3.1 Participant Journey

The Energy-Smart Homes program caters to you and your business’s needs, focusing on ease of participation throughout the participant journey. From the simple online application process to submitting verification documents, to receiving your incentive payment, the program team is here to support you throughout your program experience. Figure 1 below provides a high-level overview of the Energy-Smart Homes participation process.

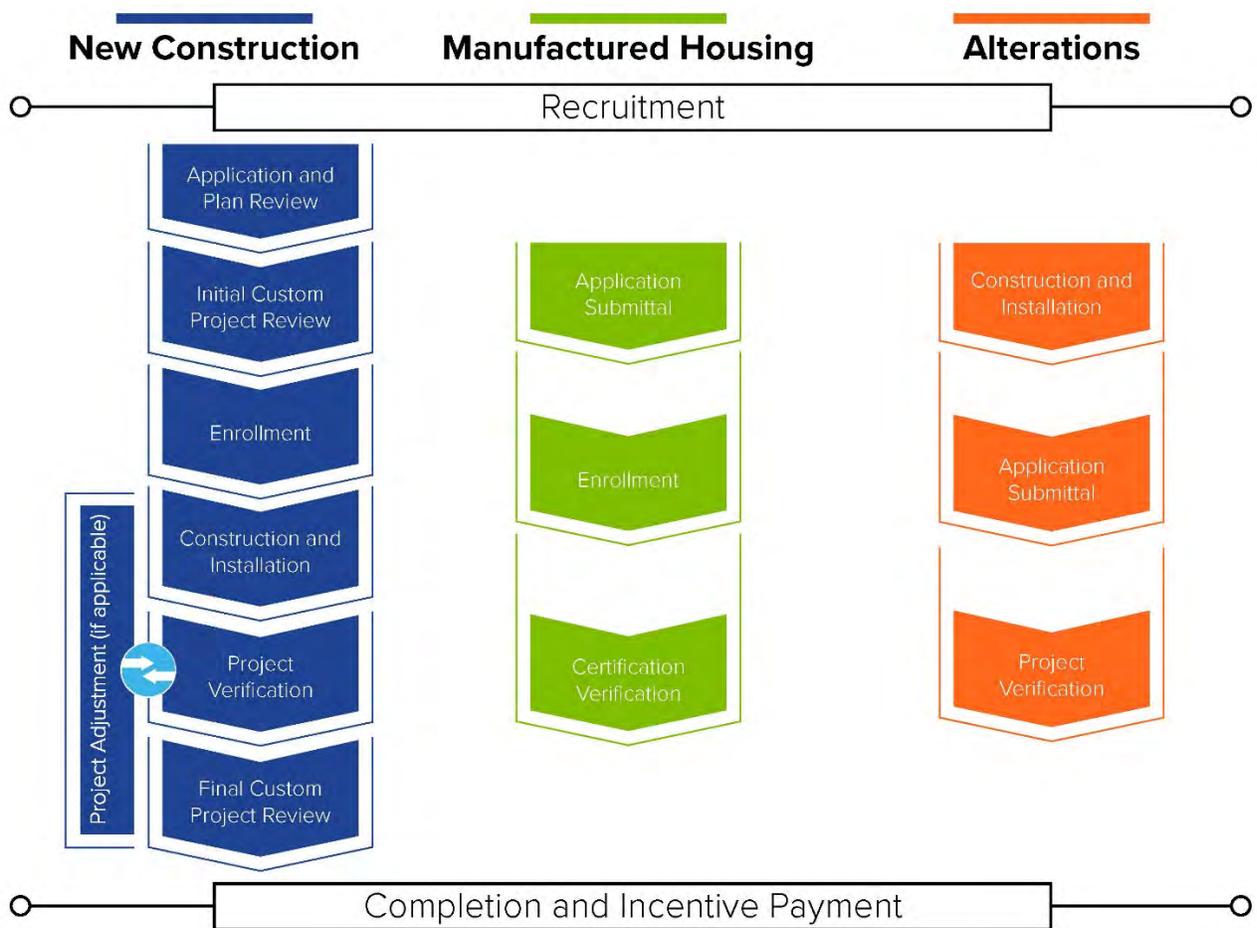


Figure 1. Participant Journey

### 2.3.2 Initial Participation Steps

To participate in the Energy-Smart Homes program please follow these initial steps:

1. After learning about the program, either:
  - Login to the participant portal to set up an account and submit application documents and program participation agreement

**OR**

  - Contact Energy-Smart Homes staff at [caenergysmarthomes@trccompanies.com](mailto:caenergysmarthomes@trccompanies.com) to assist you in setting up your account and submitting your application documents and program participation agreement

**OR**

  - Complete the inquiry form from the program website to have an Energy-Smart Homes representative follow up with you
2. You will be directed to create a profile through the Energy-Smart Homes participant portal to get started.
3. Upon receiving your application documents and participation agreement, Energy-Smart Homes staff will contact you to obtain any missing or corrected information. At this phase, program staff will also assign a dedicated case manager to new construction projects.
4. Project type will determine the remainder of the participation process. For details by project type, please see Sections 3-9 or follow the quick links below to your project type's process.
  - a. [3.4 Single Family/Duplex New Construction Participation Steps](#)
  - b. [4.4 Multifamily Low-Rise New Construction Participation Steps](#)
  - c. [5.4 ADU New Construction Participation Steps](#)
  - d. [6.4 Single Family/Duplex Addition Participation Steps](#)
  - e. [7.4 Manufactured Homes Participation Steps](#)
  - f. [8.4 Single Family/Duplex Alterations Participation Steps](#)
  - g. [9.4 Multifamily Low-Rise Alterations Participation Steps](#)

### 2.3.3 Energy-Smart Homes Participant Portal

As part of Energy-Smart Homes participation, you will have ongoing access to your project's status through the participant portal. The portal enables you to submit applications and IRFs, upload documents, and check on project and incentive status.

## 2.4 Incentives Overview

This section summarizes the program incentives by project type. Consult Sections 3–9 for additional details on project type requirements.

### 2.4.1 New Construction Per Unit Incentives

New Construction Project Type	Per Unit Base Incentive Delta EDR $\geq$ 1.0				Escalating Incentive for each .1 EDR over 1
	2022	2023	2024	2025	
Single Family/Duplex	\$3,500	\$2,900	\$2,500	\$2,200	\$10
Multifamily Low-Rise per unit	\$2,200	\$1,800	\$1,500	\$1,200	\$5
Additions and ADUs	\$1,750	\$1,450	\$1,250	\$1,100	\$5

Figure 2. New Construction Per Unit Incentives

### 2.4.2 Manufactured Homes Incentives

Certification	Base Incentive	Bonus Incentives		
		Heat Pump Space Heating	Ductless Heat Pump Space Heating	Heat Pump Water Heating
ENERGY STAR v2	\$1,000	\$250	\$500	\$500
NEEM+	\$1,500	\$250	\$500	\$500

Figure 3. Manufactured Homes Incentives

### 2.4.3 Alterations Incentives

Description	Incentive
Heat Pump Clothes Dryer Replacing gas clothes dryer	\$500 per heat pump dryer
Ductless Mini-Split Heat Pump Replacing a gas wall furnace with or without window air conditioner (SEER 15 or greater, HSPF 8.7 or greater)	\$325 per ton
Residential Central Heat Pump Replacing residential split air conditioner and gas furnace (SEER 15 or greater, HSPF 8.7 or greater)	\$90 per ton
Heat Pump Water Heater Replacing storage or tankless natural gas water heater	\$450 per heat pump water heater

Figure 4. Alterations Incentives

## 2.4.4 Incentive Request Process

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire incentive request process. After the project completes construction, the participant and TRC will follow the steps below to request and process incentives:

1. Participants log into your participant portal account and access your project page
2. Participants submit an IRF for each completed lot via the portal
3. TRC reviews IRFs and completion documentation and notifies the participant when verification is complete
4. TRC submits the project to PG&E for incentive payment approval
5. TRC issues incentive payments to the participant on behalf of Energy-Smart Homes
6. TRC issues a project closure and completion confirmation after issuing payment for the final lot

The Energy-Smart Homes program offers different incentives for each project type. Specific information on incentive offerings is available in the project-specific sections throughout this handbook. Program funds are limited. Incentives are available on a first-come, first-served basis until funds are no longer available.

## 2.5 Program Contact

For more information about California Energy-Smart Homes please contact us:

- Toll-free: (833) 987-3935
- Email: [caenergysmarthomes@trccompanies.com](mailto:caenergysmarthomes@trccompanies.com)
- Website: [www.caenergysmarthomes.com](http://www.caenergysmarthomes.com)

Participant Portal: <https://CAenergysmarthomes-OLA.Capturesportal.com>

To receive the latest program news from Energy-Smart Homes, sign up for our mail listing here:

[Electrify your inbox](#)

## 3 Single Family/Duplex New Construction

This section provides an overview of the eligibility, incentive details, and participation steps for single family/duplex new construction projects.



### 3.1 Applicant Eligibility Requirements

To be eligible for program participation, single family/duplex builders and/or developers must:

- Construct new single family or duplex dwelling unit(s)
- Receive electric service from PG&E, SCE, or SDG&E and pay the Public Purpose Program Charge or provide a copy of the Will Serve letter
- Meet minimum single family/duplex program pre-requisites and energy efficiency performance thresholds, certification criteria, and equipment specifications
- Submit 2019 Title 24 (T24) energy models authored by a professional that holds CABEC's 2019 residential certified energy analyst (CEA) designation
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes
- Submit an application and complete technical plan review and enrollment (as outlined in [3.4](#)) before drywall installation

### 3.2 Prerequisites and Requirements

Each single family/duplex dwelling unit must install the following:

- Communicating thermostats with the following capabilities:
  - Programmable and wi-fi capability that allows occupants to remotely adjust temperature with a smartphone or other device
  - Auto Demand Response (ADR)
- Segregated circuits for energy monitoring readiness for each source listed below:
  - Lighting including exit and egress lighting and exterior lighting
  - HVAC systems and components including furnaces, package units, whole-house fans, chillers, air handling units, cooling towers, and circulation pumps associated with HVAC
  - Domestic and service water system pumps and related systems and components
  - Plug load including appliances rated less than 25 kVA
  - Charging stations for electric vehicles

For segregated circuits, no plug load, lighting load, or appliances (including but not limited to dishwasher, dryer, refrigerator, clothes washer, oven, whole house fan, furnace/heat pump, water heater, sump pumps, etc.) can share a common circuit. Each circuit can only serve a lighting load, a plug load, or a single major appliance.

- Electric vehicle charging infrastructure pre-wiring in accordance with CALGreen Building Code EV ready requirements <sup>1</sup>
  - Builder agrees to construct all single family homes with a dedicated 208/240-volt branch circuit installed in the raceway. The branch circuit and associated overcurrent protective device shall be rated to 40 amperes minimum. Builder shall install a 240-volt plug. The plug shall have a rating of 40 amperes according to the United States National Electrical Manufacturers Association (NEMA). The service panel or subpanel circuit director shall identify the overcurrent protective device designated for EV charging purposes as “EV READY” in accordance with the California Electrical Code. The receptacle or blank cover shall be identified as “EV READY” and shall be installed in accordance with the California Electrical Code.
  - Battery storage readiness requires new single family/duplex homes to include a minimum 225-amp busbar, four backed-up circuits (two of which must be the refrigerator and bedroom receptacle outlet), and either a subpanel or split-bus main panel for those circuits
  - Thermostatic mixing valves for each heat pump water heater

New construction single home/duplex projects must achieve an **energy efficiency delta EDR of  $\geq 1$**  as demonstrated by California Energy Commission approved Title 24 Part 6 compliance software. Energy-Smart Homes does not provide incentives for solar measures and determines eligibility based on the efficiency delta EDR only. Each plan type submitted must meet the program eligibility requirements in all four cardinal orientations.

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<sup>1</sup> <https://codes.iccsafe.org/content/CAGBSC2019/chapter-4-residential-mandatory-measures>

### 3.3 Incentive Offerings

The single-family/duplex new construction pathway will leverage approved California Title 24 compliance software. Incentives will be dependent on installed project savings. Energy-Smart Homes will pay builder/developer incentives on an escalating scale (with a bonus incentive for each additional 0.1 EDR above entry) for above-code all-electric construction. Base incentives de-escalate 10% annually, based on completion year. Figure 5 and Figure 6 outline the incentives for single family/duplex new construction projects.

Project Type	Per Unit Base Incentive Delta EDR≥1.0				Escalating Incentive
	2022	2023	2024	2025	
Single Family/Duplex	\$3,500	\$2,900	\$2,500	\$2,200	\$10

Figure 5. Single Family/Duplex New Construction Per Unit Incentives

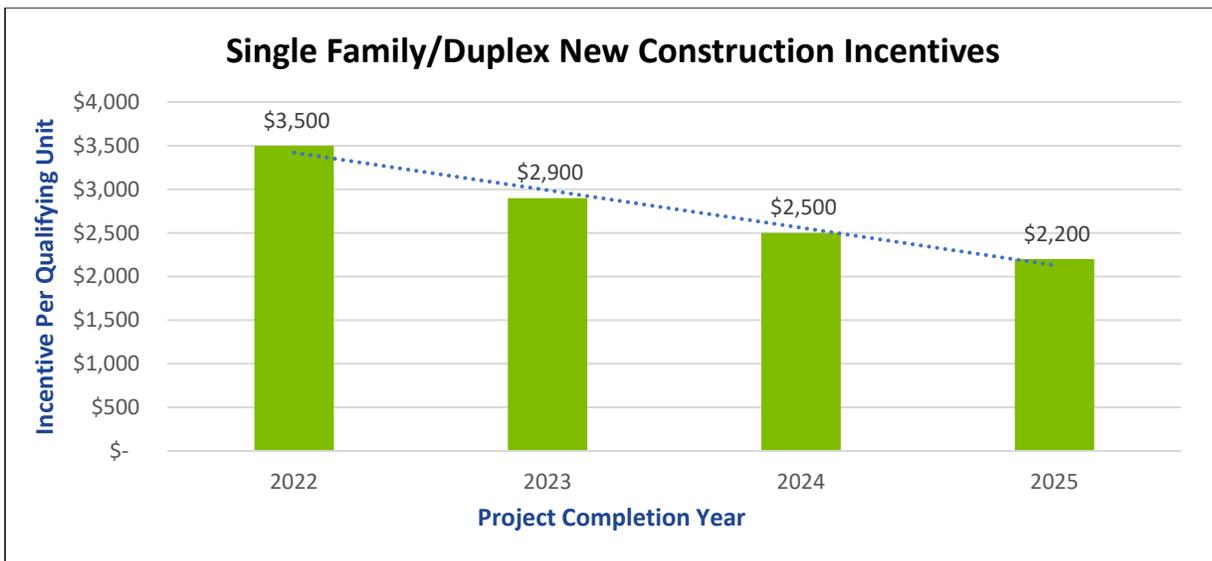


Figure 6. Single Family/Duplex New Construction Per Unit De-Escalating Incentives

## 3.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. The participation process for single family/duplex new construction projects includes the following steps:

1. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.1](#)) through the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
2. Your application documents will go through the Energy-Smart Homes technical plan review process (outlined in [10.1](#)) and when deemed eligible, your case manager will enroll your project into the program.
3. After your project is enrolled, you will construct and install projects prior to the program end date.
4. As lots complete construction, you will submit IRFs and verification documents (outlined in [12.1](#)) online through the participant portal.
5. The Energy-Smart Homes team will verify your project completion online through document submittal and coordination with HERS registries and raters. We will review your final as-built documents for each lot on the HERS registry to verify that they match the plans approved during the technical plan review process.
6. After confirming all submitted lots submitted on the IRF have completed construction and the program has granted approval through the technical plan review process, TRC will issue your payment via check to the project payee.

## 4 Multifamily Low-Rise New Construction

This section provides an overview of the eligibility, incentive details, and participation steps for multifamily low-rise new construction projects.



### 4.1 Applicant Eligibility Requirements

To be eligible for program participation, multifamily low-rise builders and/or developers must:

- Construct new multifamily low-rise buildings (defined as three or fewer habitable stories)
- Receive electric service from PG&E, SCE, or SDG&E and pay the Public Purpose Program Charge or provide a copy of the Will Serve letter
- Meet minimum multifamily low-rise program pre-requisites and energy efficiency performance thresholds, certification criteria, and equipment specifications
- Submit 2019 Title 24 energy models authored by a professional that holds CABEC's 2019 residential certified energy analyst (CEA) designation
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes
- Submit an application and complete technical plan review and enrollment (as outlined in [4.4](#)) before drywall installation

### 4.2 Prerequisites and Requirements

Each multifamily low-rise unit must install the following:

- Communicating thermostats with the following capabilities:
  - Programmable and wi-fi capability that allows occupants to remotely adjust temperature with a smartphone or other device
  - Auto Demand Response (ADR)
- Segregated circuits for energy monitoring readiness for each source listed below:
  - Lighting including exit and egress lighting and exterior lighting
  - HVAC systems and components including furnaces, package units, whole-house fans, chillers, air handling units, cooling towers, and circulation pumps associated with HVAC
  - Domestic and service water system pumps and related systems and components
  - Plug load including appliances rated less than 25 kVA
  - Charging stations for electric vehicles

For segregated circuits, no plug load, lighting load, or appliances (including but not limited to dishwasher, dryer, refrigerator, clothes washer, oven, whole house fan, furnace/heat pump, water heater, sump pumps, etc.) can share a common circuit. Each circuit can only serve a lighting load, a plug load, or a single major appliance.

- Electric vehicle charging infrastructure pre-wiring in accordance with CALGreen Building Code EV ready requirements <sup>2</sup>
  - Builder agrees to construct all multifamily homes with a dedicated 208/240-volt branch circuit installed in the raceway. The branch circuit and associated overcurrent protective device shall be rated to 40 amperes minimum. Builder shall install a 240-volt plug. The plug shall have a rating of 40 amperes according to the United States National Electrical Manufacturers Association (NEMA). The service panel or subpanel circuit director shall identify the overcurrent protective device designated for EV charging purposes as “EV READY” in accordance with the California Electrical Code. The receptacle or blank cover shall be identified as “EV READY” and shall be installed in accordance with the California Electrical Code. Please refer to footnote linked above for CALGreen Section 4.106.4.2 multifamily specific EV READY requirements on number of spaces, location, and dimension criteria.
  - Thermostatic mixing valves for each heat pump water heater

New construction multifamily low-rise projects must achieve an **energy efficiency delta EDR of  $\geq 1$**  as demonstrated by California Energy Commission approved Title 24 Part 6 compliance software. Energy-Smart Homes does not provide incentives for solar measures and determines eligibility based on the efficiency delta EDR only. Multifamily buildings can be enrolled on a building-by-building basis, as an entire project, or in groups of buildings that meet the program eligibility requirements. Enrolling buildings cannot have a gas line or a gas meter associated with them; this includes gas designated for outdoor barbecues and/or fireplaces.

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<sup>2</sup> <https://codes.iccsafe.org/content/CAGBSC2019/chapter-4-residential-mandatory-measures>

### 4.3 Incentive Offerings

The multifamily low-rise new construction pathway will leverage approved California Title 24 compliance software. To be eligible for incentives, multifamily low-rise new construction projects must achieve a Delta Efficiency Energy Design Rating (EDR) of  $\geq 1.0$ . The program offers de-escalating base incentives, based on the project’s year of completion, and provides bonus incentives for each 0.1 Delta Efficiency EDR over 1.0, at \$5. Base incentives de-escalate 10% annually, based on completion year. Figure 7 and Figure 8 outline the incentives for multifamily low-rise new construction projects.

Project Type	Per Unit Base Incentive Delta EDR $\geq 1.0$				Escalating Incentive
	2022	2023	2024	2025	
Multifamily Low-Rise	\$2,200	\$1,800	\$1,500	\$1,200	\$5

Figure 7. Multifamily Low-Rise New Construction Per Unit Incentives

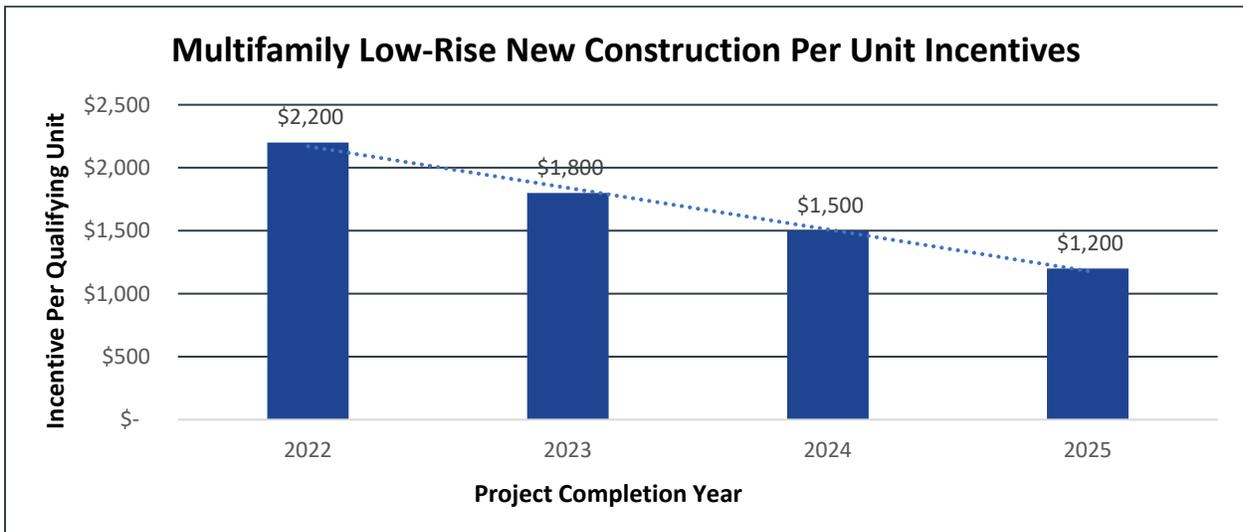


Figure 8. Multifamily Low-Rise New Construction Per Unit Base Incentives

## 4.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. The participation process for multifamily low-rise new construction projects includes the following steps:

1. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.1](#)) to the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
2. Your application documents will go through the Energy-Smart Homes technical plan review process (outlined in [10.1](#)) and when deemed eligible, your case manager will enroll your project into the program.
3. After your project is enrolled, you will construct and install projects before the program end date.
4. As lots complete construction, you will submit IRFs and verification documents (outlined in [12.1](#)) online through the participant portal.
5. The Energy-Smart Homes team will verify your project completion online through document submittal and coordination with HERS registries and raters. We will review your final as-built documents for each lot on the HERS registry to verify that they match the plans approved during the technical plan review process.
6. After confirming all units submitted on the IRF have completed construction and the program has granted approval through the technical plan review process, TRC will issue your payment via check to the project payee.

## 5 Accessory Dwelling Unit (ADU) New Construction

This section provides an overview of the eligibility, incentive details, and participation steps for ADU new construction projects.



### 5.1 Applicant Eligibility Requirements

To be eligible for program participation, homeowners must:

- Construct a new ADU unit
- Receive electric service from PG&E, SCE, or SDG&E and pay the Public Purpose Program Charge
- Meet minimum ADU program pre-requisites and energy efficiency performance thresholds, certification criteria, and equipment specifications
- Submit a 2019 Title 24 energy model authored by a professional that holds CABEC's 2019 residential certified energy analyst (CEA) designation
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes
- Submit an application and complete technical plan review and enrollment (as outlined in [5.4](#)) before drywall installation

### 5.2 Requirements

New construction ADU projects must achieve an **energy efficiency delta EDR of  $\geq 1$**  as demonstrated by California Energy Commission approved Title 24 Part 6 compliance software. Energy-Smart Homes does not provide incentives for solar measures and determines eligibility based on the efficiency delta EDR only. ADUs include conversion of existing attached space, a new attached building, or conversion of existing detached space. To receive incentives, any ADU being converted from an existing attached space, such as an unconditioned garage, must meet program eligibility requirements for the all-electric pathway including the Delta EDR, regardless of how the space is permitted.

### 5.3 Incentive Offerings

The ADU new construction pathway will leverage approved California Title 24 compliance software. Incentives will be dependent on installed project savings. Energy-Smart Homes will pay incentives on an escalating scale (with a bonus incentive for each additional 0.1 EDR above entry) for above-code all-electric construction. Base incentives de-escalate 10% annually, based on completion year. Figure 9 and Figure 10 outline the incentives for ADU new construction projects.

Project Type	Base Incentive Delta EDR $\geq$ 1.0				Escalating Incentive
	2022	2023	2024	2025	
ADUs	\$1,750	\$1,450	\$1,250	\$1,100	\$5

Figure 9. ADU New Construction Pathway Measures and Incentives

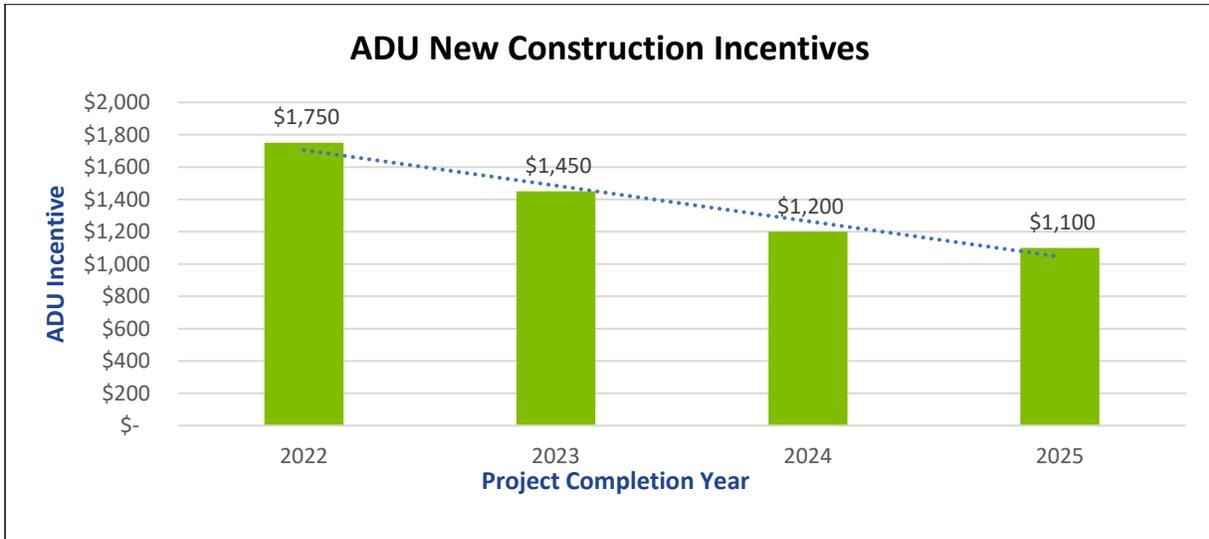


Figure 10. ADU New Construction De-Escalating Incentives

### 5.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. The participation process for ADU new construction projects includes the following steps:

1. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.1](#)) to the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
2. Your application documents will go through the Energy-Smart Homes technical plan review process (outlined in [10.1](#)) and when deemed eligible, your case manager will enroll your project into the program.
3. After your project is enrolled, you will construct and install projects before the program end date.

4. As you complete construction, you will submit IRFs and verification documents (outlined in [12.1](#)) online through the participant portal.
5. The Energy-Smart Homes team will verify your project completion online through document submittal and coordination with HERS registries and raters. We will review your final as-built documents for each lot on the HERS registry to verify that they match the plans approved during the technical plan review process.
6. After confirming all lot(s) submitted on the IRF have completed construction and the program has granted approval through the technical plan review process, TRC will issue your payment via check to the project payee.

## 6 Single Family/Duplex Addition

This section provides an overview of the eligibility, incentive details, and participation steps for single family/duplex addition projects.



### 6.1 Applicant Eligibility Requirements

To be eligible for single family/duplex addition program participation, the homeowner must:

- Construct an addition greater than 700 square feet
- Receive electric service from PG&E, SCE, or SDG&E and pay the Public Purpose Program Charge
- Meet minimum addition program pre-requisites and energy efficiency performance thresholds, certification criteria, and equipment specifications
- Submit a 2019 Title 24 alteration energy model authored by a professional that holds CABEC's 2019 residential certified energy analyst (CEA) designation
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes
- Submit an application and complete technical plan review and enrollment (as outlined in [6.4](#)) before drywall installation

### 6.2 Requirements

Single family/duplex addition projects must achieve an **energy efficiency delta EDR of  $\geq 1$**  as demonstrated by California Energy Commission approved Title 24 Part 6 compliance software. Energy-Smart Homes does not provide incentives for solar measures and determines eligibility based on the efficiency delta EDR only.

### 6.3 Incentive Offerings

Incentives for single family/duplex additions greater than 700 square feet will leverage approved California Title 24 compliance software. Incentives will be dependent on installed project savings. Energy-Smart Homes will pay incentives on an escalating scale (with a bonus incentive for each additional 0.1 EDR above entry) for above-code all-electric construction. Base incentives de-escalate 10% annually, based on completion year. Figure 11 and Figure 12 outline the incentives for addition projects greater than 700 square feet.

Project Type	Base Incentive Delta EDR $\geq 1.0$				Escalating Incentive
	2022	2023	2024	2025	
<b>Additions</b>	\$1,750	\$1,450	\$1,250	\$1,100	\$5

Figure 11. Addition Incentives



*Figure 12. Addition De-Escalating Incentives*

## 6.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. The participation process for single family/duplex addition projects includes the following steps:

1. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.1](#)) to the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
2. Your application documents will go through the Energy-Smart Homes technical plan review process (outlined in [10.1](#)) and when deemed eligible, your case manager will enroll your project into the program.
3. After your project is enrolled, you will construct and install projects before the program end date.
4. As you complete construction, you will submit IRFs and verification documents (outlined in [12.1](#)) online through the participant portal.
5. The Energy-Smart Homes team will verify your project completion online through document submittal and coordination with HERS registries and raters. We will review your final as-built documents for each lot on the HERS registry to verify that they match the plans approved during the technical plan review process.
6. After confirming all lot(s) submitted on the IRF have completed construction and the program has granted approval through the technical plan review process, TRC will issue your payment via check to the project payee.

## 7 Manufactured Homes

*The Manufactured Housing offering of the program is currently under development and subject to change.*



This section provides an overview of the eligibility, incentive details, and participation steps for manufactured home projects.

### 7.1 Applicant Eligibility Requirements

To be eligible for program participation, manufactured homebuyers must:

- Install a new manufactured home on a location that receives electric service from PG&E, SCE, or SDG&E and pay the Public Purpose Program Charge
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes

### 7.2 Requirements

Each manufactured home must be delivered with one of the following certifications:

- ENERGY STAR v2 (tier 1) <sup>3</sup>
- NEEM+ (tier 2) <sup>4</sup>

Manufactured home buyers will receive additional incentives for installing heat pump technology in lieu of electric resistance.

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<sup>3</sup>

<https://www.energystar.gov/sites/default/files/asset/document/ENERGY%20STAR%20Manufactured%20Homes%20National%20Program%20Requirements%20Version%202.pdf>

<sup>4</sup> <https://www.neemhomes.com/neem-plus>

## 7.3 Incentive Offerings

To be eligible for incentives, manufactured housing projects must achieve either ENERGY STAR® v.2 or NEEM+ building certifications. Homebuyers will receive additional incentives for installing heat pump space heating (HPSH) and/or heat pump water heaters (HPWH) in lieu of electric resistance. Figure 13 shows incentives for each certification package.

Incentive Type	Eligibility Measure	Incentive
<b>Base Incentive</b>	ENERGY STAR	\$1000
	NEEM+	\$1,500
<b>Bonus Incentives</b>	Heat Pump Space Heating	\$250
	Ductless Heat Pump Space Heating	\$500
	Heat Pump Water Heating	\$500

*Figure 13. Manufactured Homes Incentives*

## 7.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. The participation process for manufactured home projects includes the following steps:

1. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.2](#)) through the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
2. Your case manager will enroll your project into the program, confirming project energy savings and incentive amounts.
3. Your application documents will go through our verification process (outlined in [10.2](#)) and the Energy Smart Homes team will verify measure eligibility requirement compliance and installation.
4. After confirming project details, TRC will issue your payment via check to the project payee.

## 8 Single Family/Duplex/ADU Alterations

This section provides an overview of the eligibility, incentive details, and participation steps for single family/duplex alteration projects. For the Energy Smart Homes Programs' Alterations component, we define an alteration as a complete change in technology.



### 8.1 Applicant Eligibility Requirements

To be eligible for program participation, existing single family/duplex/ADU owners must:

- Complete an alteration project on an existing single family, duplex, or ADU dwelling unit
- Be located in PG&E, SCE, or SDG&E electric service territory and pay the Public Purpose Program (PPP) charge
- Remove gas meters (but not natural gas piping infrastructure)
- Meet minimum program alteration criteria and equipment specifications
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes

### 8.2 Prerequisites and Requirements

Alterations to existing single family, duplex, and ADU projects require:

- Removal of gas meters (but not natural gas piping infrastructure)
- Conversion of all gas appliances and equipment to electric systems, including:
  - Heat pump space heating (required and incentivized)
  - Heat pump water heating (required and incentivized)
  - Induction cooktops (required, not incentivized)
  - Heat pump clothes dryers (incentivized, not required)
- Changes in design or technology or install a complete replacement of the thermal (space conditioning) components plus at least 75% of the distribution system

## 8.3 Incentive Offerings

Energy-Smart Homes will provide deemed incentives for alterations to existing single-family homes and duplexes that convert all gas appliances and equipment to advanced electric systems. Incentives will be paid after measures are verified as eligible, installed, and operational. Figure 14 provides a summary of the single family/duplex incentive offerings.

Description	Incentive
Heat Pump Clothes Dryer Replacing gas clothes dryer	\$500 per heat pump dryer
Ductless Mini-Split Heat Pump Replacing a gas wall furnace with or without window air conditioner (SEER 15 or greater, HSPF 8.7 or greater)	\$325 per ton
Residential Central Heat Pump Replacing residential split air conditioner and gas furnace (SEER 15 or greater, HSPF 8.7 or greater)	\$90 per ton
Heat Pump Water Heater Replacing storage or tankless natural gas water heater	\$450 per heat pump water heater

*Figure 14. Single Family/Duplex/ADU Alterations Incentives*

## 8.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. NEIF offers program financing for alteration projects enrolling in Energy-Smart Homes. If you choose to use a program financing option, your case manager will help you submit the finance application through NEIF's online portal.

The participation process for alteration projects include the following steps:

1. Projects will install program-eligible fuel-substitution technology (outlined in [8.2](#)).
2. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.3](#)) through the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
3. Your application documents will go through our verification process (outlined in [10.3](#)) and the Energy-Smart Homes team will verify measure eligibility requirements and installations, confirming projected energy savings and incentive amounts.
4. TRC may need to conduct a field verification based on 15% of all alteration projects completing in any given year for quality control. See section [10.4.3](#) for field verification details specific to alteration projects.
5. After confirming project details, TRC will issue your payment via check to the project payee.

## 9 Multifamily Low-Rise Alterations

This section provides an overview of the eligibility, incentive details, and participation steps for multifamily low-rise alteration projects. For the Energy Smart Homes Programs' Alterations component, we define an alteration as a complete change in technology.



### 9.1 Applicant Eligibility Requirements

To be eligible for program participation, existing multifamily low-rise property owners must:

- Complete an alteration project on an existing multifamily low-rise building (alteration incentives are paid by building upon alteration completion and does not require the entire property to receive alterations for eligibility)
- Be located in PG&E, SCE, or SDG&E electric service territory and pay the Public Purpose Program (PPP) charge
- Remove gas meters (but not natural gas piping infrastructure) from the building(s) undergoing alterations
- Meet minimum program multifamily low-rise alteration criteria and equipment specifications
- Complete and sign an online program participation agreement, including agreeing to program Terms and Conditions
- Agree to not receive financial incentives for the same measures or scope of work from other CPUC resource-funded programs
- Adhere to all applicable federal, state, and local laws and codes

### 9.2 Prerequisites and Requirements

Alterations to existing multifamily low-rise projects require:

- Removal of gas meters (but not natural gas piping infrastructure)
- Conversion of all gas appliances and equipment to electric systems, including:
  - Heat pump space heating (required and incentivized)
  - Heat pump water heating (required and incentivized)
  - Induction cooktops (required, not incentivized)
  - Heat pump clothes dryers (incentivized, not required)
- Changes in design or technology or a complete replacement of the thermal (space conditioning) components plus at least 75% of the distribution system

## 9.3 Incentive Offerings

Energy-Smart Homes will provide deemed incentives for alterations to existing multifamily low-rise units that convert all gas appliances and equipment to advanced electric systems. Incentives will be paid after measures are verified as eligible, installed, and operational. Figure 15 provides a summary of the multifamily low-rise alteration incentive offerings.

Description	Incentive
Heat Pump Clothes Dryer Replacing Gas Clothes Dryer	\$500 per heat pump dryer
Ductless Mini-Split Heat Pump Replacing a gas wall furnace with or without window air conditioner (SEER 15 or greater, HSPF 8.7 or greater)	\$325 per ton
Residential Central Heat Pump Replacing residential split air conditioner and gas furnace (SEER 15 or greater, HSPF 8.7 or greater)	\$90 per ton
Heat Pump Water Heater Replacing storage or tankless natural gas water heater	\$450 per heat pump water heater

*Figure 15. Multifamily Low-Rise Alterations Incentives*

## 9.4 Participation Steps

The Energy-Smart Homes team and your case manager are here to assist you throughout the entire participation process. NEIF offers program financing for alteration projects enrolling in Energy-Smart Homes. If you choose to use a program financing option, your case manager will help you submit the finance application through NEIF's online portal.

The participation process for multifamily low-rise alteration projects includes the following steps:

1. Projects will install program-eligible fuel-substitution measures (outlined in [9.2](#)).
2. After completing the initial participation steps (outlined in [2.3.2](#)), you will submit the required program application documents (outlined in [12.3](#)) through the participant portal. The Energy-Smart Homes team will review your application documents for completion and will communicate with you regarding any missing information or requirements.
3. Your application documents will go through our verification process (outlined in [10.3](#)) and the Energy-Smart Homes team will verify measure eligibility requirements and installations, confirming projected energy savings and incentive amounts.
4. TRC may need to conduct a field verification based on 15% of all alteration projects completing in any given year for quality control. See section [10.4.3](#) for field verification details specific to alteration projects.
5. After confirming project details, TRC will issue your payment via check to the project payee.

## 10 Quality Assurance/Quality Control

Energy-Smart Homes has the following quality assurance and quality control plan to support the program and verify specific project types.

### 10.1 New Construction Project Verification

For new construction, projects are required to go through the following technical plan review process for project verification.

1. TRC will examine all documents and files that the applicant(s) provide for project plan review to verify that the project as submitted meets eligibility requirements, prior to performing the plan review; the case manager will work with the intake and program coordination staff to obtain any missing documents required for the review.
2. If a project is in an area with a reach code that limits the installation of natural gas in new residential buildings, TRC will prepare a standard practice assessment with project details and a proposed approach for the project's avoided gas infrastructure costs for PG&E approval.
3. TRC will compare the plans/drawings to the performance building simulation models to ensure they are an accurate model of each plan type.
4. After completing the plan review, TRC will send any questions, comments, requested revisions, or additional specifications to the project team for resolution using a plan review comments spreadsheet.
5. The project's energy consultant or other deemed representative from the project team (builder, architect, etc.) will respond to all comments within the spreadsheet and return the spreadsheet to the case manager along with any other revised building simulation files and compliance documents.
6. TRC's database will retain any requested revisions and corresponding answers within the project file folder for future reference.
7. The case manager will review all the revisions. When the case manager deems them approved, the project moves to the enrollment phase.
8. TRC will create two documents that summarize the results of the plan review and provide project savings and incentive information. TRC's proprietary XML parser tool will generate most of the fields in these forms automatically, reducing data entry errors. Documents include:
  - Plan Check Verification Summary Sheet
  - Utility Calculation Incentive Summary Sheet
9. TRC submits the project to PG&E for technical review and submission to the CPUC for Custom Project Review.
10. Upon eligibility approval from PG&E, TRC will upload the approved compliance file (i.e., XML) for each plan to the appropriate HERS registry to ensure the approved energy measures are the same measures that the HERS rater will install and inspect.

11. TRC will update the project database with all the approved project information and project savings numbers.
12. TRC will issue an e-mail to the project team with project enrollment details including number of lots, number of plans, compliance margins, and anticipated incentive levels. The project team has five business days to contact TRC if any of the project details are inaccurate or need adjustment.
13. At completion, and upon receipt of signed IRFs, TRC will review the HERS registry for completed CF2Rs, CF3Rs, and certificate of occupancy for each lot or building.

## 10.2 Manufactured Homes Project Verification

TRC will review the application and all documentation to verify measure eligibility requirements and installation, confirming projected energy savings and incentive amounts. The energy savings will be based on CPUC-approved manufactured housing workpaper currently under development by TRC.

## 10.3 Alterations Project Verification

TRC will review the application and all documentation to verify measure eligibility requirements and installation, confirming projected energy savings and incentive amounts. The energy savings will be based on CPUC-approved statewide fuel substitution workpapers.

## 10.4 Field Verification

### 10.4.1 New Construction

TRC will conduct field verification of 15% of all dwelling units completing in any given year for quality control (QC). These processes will confirm enrolled projects meet all program-required energy efficiency levels and affirm the installation of all energy efficiency measures and any HERS verifications. These field verification processes will complement and leverage the official HERS verification process for code compliance. In addition to code compliance, the program will require that HERS raters sign an affidavit (already available in HERS Registries CalCERTS and CHEERS/CalEnergy) verifying that builders meet or exceed all categories in the T24 software.

TRC will maintain a list of potential projects for field verification. This list will include projects that have taken extraordinary energy features, made significant changes to their energy modeling, or give TRC any indication that they cannot meet the energy efficiency levels approved by the program. TRC's field inspection approach includes the following components:

- Schedule and project team communication protocols
- QC field inspection form creation based on enrolled specifications
- Equipment, tools, and site safety protocols
- Inspection protocols to review and document envelope and equipment specifications
- Discrepancy resolution protocols
- Results documentation and follow-up protocols

TRC will facilitate the prompt remedy of all installation discrepancies that may arise. Upon completion of the field verification, TRC will record any discrepancies between the submitted equipment installation documentation and the field verification. We will resolve any discrepancies between the enrolled project specification, installation documentation, or field verification as per the QA/QC plan. Discrepancy resolution may take the form of adjusting the calculated incentives or rejecting incentives altogether.

#### 10.4.2 Manufactured Homes

Energy-Smart Homes does not require field verification for manufactured home projects.

#### 10.4.3 Alterations

TRC will conduct field verification of 15% of all alteration projects completing in any given year for quality control (QC). Field verification will confirm enrolled projects have installed program-eligible fuel substitution measures and equipment. TRC's field inspection approach includes the following components:

- Schedule and project team communication protocols
- QC field inspection form creation based on enrolled specifications
- Equipment, tools, and site safety protocols
- Inspection protocols to review and document fuel substitution measures
- Discrepancy resolution protocols
- Results documentation

TRC will facilitate the prompt remedy of all installation discrepancies that may arise. Upon completion of the field verification, TRC will record any discrepancies between the submitted equipment installation documentation and the field verification. We will resolve any discrepancies between the enrolled project specification, installation documentation, or field verification as per the QA/QC plan. Discrepancy resolution may take the form of adjusting the calculated incentives or rejecting incentives altogether.

## 11 Other Program Policies

### 11.1 IRS 1099 Reporting Procedures

Energy-Smart Homes design includes incentive payments to individuals and businesses, which may require filing of IRS Form 1099. Individual homeowners will not receive a 1099, while businesses (e.g., builders, developers) will. TRC will follow all applicable IRS 1099 reporting requirements and provide information as needed or requested. Neither TRC nor PG&E is responsible for any taxes that may be placed on participants as a result of receiving incentives.

### 11.2 Dispute Resolution Procedures

TRC has detailed procedures for tracking and responding to participant questions and complaints about Energy-Smart Homes. When received, TRC will log participant complaints into a tracking system; include the nature, time, and date of the complaint; and address complaints within one week. TRC's program or operations manager will follow up with the participant to ensure the highest level of satisfaction and resolution. In the event of a dispute, the TRC program manager will be the initial point person for issue resolution. TRC will regularly report complaints to PG&E for review of each complaint's status and outcome. If TRC or PG&E identifies a recurring problem, TRC will work to adjust the program or process to avoid future issues.

### 11.3 Limited Funding

Regarding incentive availability, the program handbook, participation agreement, marketing collateral, and similar participant instructions shall indicate that the program operates on limited funding, using the phrase "first-come, first-served until funds are no longer available."

### 11.4 Limitation of Liability

Energy-Smart Homes will include limitation of liability statements as part of the program's terms and conditions. The statements will limit both PG&E and TRC's liability:

*PG&E shall not be liable for any costs due to a Project's estimated versus actual energy savings related to the Project Incentive to be paid, Project savings that did not materialize, Project cancellation, or implementation cost increase for any reason. In no event shall PG&E, Implementer, or Customer/Builder be liable for any special, incidental, indirect, lost profits, or consequential damages arising from or related to the Project.*

### 11.5 Handbook Version Control

This handbook is a working document and Energy-Smart Homes staff reserves the right to update, change and revise the document to clarify program rules and requirements. The most up-to-date version is available on the Energy-Smart Homes website. **This document is version 2.4 (updated 6/8/22).**

## 12 Program Documentation Checklists

All projects must upload the following documents through the participant portal.

### 12.1 New Construction Document Checklist

#### Application Documents:

- Completed program participation agreement (complete via participant portal)
- Completed enrollment survey (TRC to provide to each applicant upon enrollment)
- Proof of Electricity Utility service (Will serve letter, utility bill)
- W9 for project payee
- Shared HERS registry access
  - CHEERS: TRC Solutions
  - CalCERTS: TRC Energy Services
- Energy models for each plan or building type (.bld files or .ribd files)
- CF-1Rs to verify the most up-to-date files
  - Watermarked with CalCERTS or CHEERS and signed by 2019 certified CEA
- Complete set of architectural, mechanical, electrical, and plumbing (MEP) plans
- Lot list showing addresses, lot numbers, and plan types
- Site plan with North arrow
- Specification sheets and verification of product qualification
  - The program requires specifications to confirm details such as make, model number, manufacturer, etc. match the inputs in the CF-1Rs and information in the plans, including:
    - Space cooling equipment (AHRI Certificate required)
    - Space heating equipment (AHRI Certificate required)
    - Domestic hot water equipment (AHRI Certificate required)
    - Glazing (U-factor and SHGC)
  - If applicable to your project, the following details below must also be uploaded for application approval:
    - Cool roof
    - Heat Recovery Ventilator
    - Whole house fans
    - Battery storage system
    - Solar thermal

#### Construction/installation documents (Submitted during construction):

- Construction schedule
- Significant change orders that materially affect energy aspects of the project
- Revised CF-1Rs

**Verification Documents (Submitted after construction completion):**

- Incentive Request Form (IRF) to identify which lots or buildings are complete and ready for verification
- CF-2Rs (completed and signed via the HERS registry)
- CF-3Rs (completed and signed via the HERS registry)
- Adjustment application<sup>5</sup>
- Revised energy models<sup>5</sup> for each plan or building type (.bld files or .ribd files) as applicable
- Revised CF-1Rs<sup>5</sup> (that match the CF-2R & CF-3R on the HERS registry)
- Revised plans<sup>5</sup>
- Revised specification sheets<sup>5</sup>
- Certificate of Occupancy for completed lots or buildings (as noted on the IRF)
- Completed customer satisfaction survey (TRC to provide to each applicant during verification)

## 12.2 Manufactured Housing Document Checklist

*The Manufactured Housing offering of the program is currently under development and subject to change.*

- **Application Documents:**
  - Completed program participation agreement (complete via participant portal)
  - W9 for project payee
- **Verification Documents:**
  - Order Form
  - Specification sheets (for bonuses)
- **Installation Documents:**
  - Final Invoice (for the home)
  - Incentive Request Form
  - ENERGY STAR v2/NEEM+ v2 Certification
  - Customer Satisfaction Survey
  - Photos of installed measures where/if applicable
  - Proof of Permit Closure or a Certificate of Occupancy where/if applicable

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<sup>5</sup> For projects that are going through an adjustment

## 12.3 Alterations Document Checklist

Alterations projects will submit all the listed documents as part of the application process:

- Completed program participation agreement (complete via participant portal)
- Completed enrollment survey (TRC to provide to each applicant upon enrollment)
- W9 for project payee
- Contractor license number
- Photos of existing equipment and photos of newly installed equipment. Specifically, please submit the following photos for each measure:
  - Photo of existing appliances (should be panned out to see the entire appliance)
  - Photo of existing appliances data plate clearly indicating Brand and Model Number
  - Photo of the newly installed appliance (should be panned out to see the entire appliance)
  - Photo of newly installed appliance data plate clearly indicating Brand and Model number
- Specification sheets for installed equipment
  - Please submit AHRI Certificates for HVAC and DHW systems
- Prior 12 months of gas utility data<sup>6</sup>
- Cost documentation for equipment, installation, and removal of the existing system
  - Invoices should include itemized details on the material and labor price for proposed equipment installation, infrastructure upgrade costs, and cost for demolition of the existing equipment
- Proof of Permit closure for HPWH and/or HP HVAC
  - Permits should be “Final/Closed” and show permit date, permit number, Building Official signature, and scope/description of work

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<sup>6</sup> for homes/buildings under new ownership the full 12 months may not be attainable