



## PROGRAM SUBSCRIPTION CAPACITY FREQUENTLY ASKED QUESTIONS

The program will regularly update this FAQ document. For additional clarification or details about your project(s), please reach out to [caenergysmarthomes@trccompanies.com](mailto:caenergysmarthomes@trccompanies.com).

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### *Waitlist and Enrollment*

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**Q:** Why is the program introducing a waitlist and pause on new applications?

A: Due to strong and sustained demand, program funding has reached capacity.

**Q:** What does it mean if my project is on the waitlist?

A: Project applications submitted at this time will be placed on a waitlist and considered for enrollment if additional funding becomes available. Placement on the waitlist does not guarantee funding.

**Q:** When do you expect to resume enrolling projects?

A: We do not have a confirmed timeline. Updates will be shared as soon as they are available.

**Q:** Will the enrollment process change when the program reopens?

A: Yes. The program is expected to move from continuous enrollment to defined application windows. Additional details, including application timelines and any updates to eligibility requirements, will be shared as soon as they become available.

**Q:** Is it possible my waitlisted project will not be enrolled?

A: Yes. Enrollment will depend on funding availability and other program considerations. Funding is not guaranteed for any project on the waitlist.

**Q:** My project will complete in 2026 but is not enrolled. What options do I have?

A: We recommend exploring other available programs such as [California Electric Homes Program \(CalEHP\)](#) or other regional programs.

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### ***Currently Enrolled Projects***

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**Q:** My project is enrolled, is my incentive funding safe?

A: Incentive funding for projects completing in 2026 remain subject to available funds.

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### ***Alterations Projects***

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**Q:** When will alteration applications reopen?

A: The alterations offering is currently fully subscribed. A confirmed timeline for reopening is not available at this time, but waitlisted projects will be reviewed, and updates will be shared as available.

**Q:** Are there other programs available for alterations projects?

A: Yes. Additional resources are available through [The Switch is On](#).

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### ***Reservation Letters***

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**Q:** We have reservation letters for an alterations project, is my incentive funding safe?

A: Incentive payments are subject to available funding. However, at this time, we expect to fund all projects that have received reservation letters. Depending on project completion dates and incentive processing timelines, payments may take longer than usual to be issued.

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### ***Advanced Technology Bonuses***

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**Q:** Why are Advanced Technology Bonuses ending?

A: These bonuses were introduced to accelerate market adoption. Due to strong uptake and increased participation, the program is no longer able to offer them.

**Q:** My enrolled project includes Advanced Technology Bonuses; will I still receive them?

A: These projects are subject to review. The program will communicate directly with participants regarding any updates to incentive reservation amounts.

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### ***Projects Completing in 2026***

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**Q:** My project is enrolled and will complete in 2026, how am I impacted?

A: Incentive payments are subject to available funding.

**Q:** I submitted my project completion documents last month, is my project funding secure?

A: For specific details on your project please contact the program team at [caenergysmarthomes@trccompanies.com](mailto:caenergysmarthomes@trccompanies.com).

**Q:** My enrollment letter includes payment for Advanced Technology Bonuses; will these be included in my incentive payment?

A: No. Advanced Technology Bonuses are no longer available. Enrolled projects will receive updated enrollment letters.

**Q:** I need my incentive to be paid out in 2026; can you support this?

A: We cannot guarantee payment timelines. Incentives will be processed as quickly as possible based on available funding.

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### ***Projects Completing in 2027-2029***

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**Q:** My project is enrolled and completes after 2026, how am I impacted?

A: Projects will continue to be reviewed using the program's published completion and review requirements. Incentive payments remain subject to available funding. Enrollment letters will be updated to reflect incentive levels without Advanced Technology Bonuses.

**Q:** Will Advanced Technology Bonuses apply for future projects completing after 2026?

A: No. These bonuses will not be available for projects completing in 2027 or later. Enrollment letters will be updated for projects completing after 2026.

**Q:** Can I move my project completion timeline earlier to secure 2026 funding?

A: No. Funding for 2026 projects is fully subscribed.

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## ***Projects Dual Enrolled with California Electric Homes (CalEHP)***

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**Q:** My project is also enrolled in CalEHP, are those incentive funds still reserved?

A: For projects that have already received a CalEHP enrollment confirmation letter, CalEHP incentives are reserved as outlined in your enrollment letter. Projects can request payment once Certificate(s) of Occupancy have been issued, all required project documentation has been submitted, verified, and an incentive request form has been received. CalEHP offers incentives on a **first-come, first-served basis** and is subject to available funding.

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## ***Future Incentives***

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**Q:** Will incentive levels change when the program reopens?

A: Incentive levels are subject to change and may be updated at any time.

This message is paid for by customers.

*The California Energy-Smart Homes Residential Program is funded by California utility customers and administered by Pacific Gas and Electric Company (PG&E) and supported by the state's other Investor-Owned Utilities (IOUs) under the auspices of the California Public Utility Commission. Customers who choose to participate in this program are not obligated to purchase any additional goods or services offered by TRC or any other third party.*