



Frequently Asked Questions MCE Multifamily Energy Efficiency Program

THE BASICS

Participating in MCE's Multifamily Energy Efficiency Program

Completing an Energy Upgrade Project

Rebates

THE BASICS:

What is Energy Efficiency?

Energy efficiency means getting the same level of service (i.e. lighting or comfort) with less energy input. Not only is energy efficiency the most cost-effective way to reduce environmental impacts like carbon emissions, it can also help you reduce your utility bills, and improve the health and comfort of your buildings.

How are MCE's Energy Efficiency Programs funded?

MCE's energy efficiency programs are funded by a small surcharge on all Californians' electricity and/or natural gas bills. The California Public Utilities Commission allows MCE to access a portion of these funds for energy efficiency programs.

How can MCE's Multifamily Energy Efficiency Program help me?

MCE's Multifamily Energy Efficiency Program helps property owners in our service area (see eligibility) identify and implement energy and water saving measures within their buildings.

We offer:

- no-cost building energy assessments and technical assistance (valued at \$3,000-\$5,000);
- financial incentives and rebates for energy and water-saving upgrades;
- no cost direct install measures for tenant units (valued at \$25 per unit)
- education and training for operations and maintenance staff
- post project quality assurance

Does MCE limit the types of projects that are eligible for rebates and incentives?

No. MCE does not have a predetermined list of eligible measures. We customize the scope of work for each project based on the opportunities at the property and the interests of the owner.

Participating in MCE's Multifamily Energy Efficiency Program:

Who is eligible?

All multifamily property owners in Marin and Napa Counties, unincorporated Contra Costa County, and the cities of Benicia, Concord, Danville, El Cerrito, Lafayette, Martinez, Moraga, Oakley, Pinole, Pittsburg, Richmond, San Pablo, San Ramon, and Walnut Creek are eligible, even if you have opted out of MCE's service. Both market rate and affordable properties are eligible.

For the purposes of our program multifamily is defined as 4 or more units with shared walls.

How do I get started?

Just follow these simple steps:

1. **Complete and submit our online [questionnaire](https://www.mcecleanenergy.org/questionnaire)** or request a copy by emailing energysavings@mceCleanEnergy.org or calling us at (415) 464-6033. Once we receive your questionnaire we will schedule a short call to better understand your needs and expectations.
2. **Submit an Intent to Proceed form and Good Faith Deposit.** Once we review your questionnaire our team will contact you to discuss the program, your property and project and determine if the program is a fit. If you are ready to move forward you will be given the Intent to Proceed form and requested to submit a Good Faith Deposit (\$100-\$500 depending on building size). Once your project has been completed and signed-off on your deposit will be returned via your rebate check.
3. **Schedule your no-cost, building energy assessment from a team of technical experts.** Leading industry experts will come to your property and do a walk-through which will take 2-4 hours, depending on the size of your property. Based on the assessment, we will create a report showing the opportunities available at your property, the estimated savings associated with each measure, and the total rebate amount for each.
4. **Choose and implement property upgrades.** We will help you prioritize the work to accomplish and can help you to choose a contractor (unless you already have one).
5. **Get your no-cost in-tenant unit upgrades.** Our team of professionals will install weatherization measures including low-flow showerheads, faucet aerators, LED lightbulbs and in some cases hot water pipe insulation in your tenant units. If you provide access to at least 50% of your tenant units.
6. **Get a post-project inspection.** Once the project has been completed we will conduct a site visit to ensure the project was installed according to the technical specifications. If the project looks good, you will receive sign off.
7. **Receive Rebates** from MCE within two weeks of project sign off.

Completing an Energy Upgrade Project:

Can I use my current contractor or do I have to use MCE's?

You may use the contractor of your choice. We will work with your current contractor in developing a scope of work and ensuring all materials and equipment are installed to program standards. If you don't have a preferred contractor, we can assist you in soliciting bids to help you identify the best contractor for the job.

What does MCE offer for my tenant-units?

MCE's Direct Install team installs energy efficiency measures (LEDs, high performance showerheads, faucet aerators, and pipe insulation) in tenant units at no cost to the owner or tenant.

What if I'm not satisfied with the contractor's work?

If you are unable to resolve issues that come up with your contractor, we recommend registering a complaint with the Contractor State Licensing Control Board by visiting: http://www.cslb.ca.gov/Consumers/Filing_A_Complaint/

Rebates:

How do the rebates work?

Rebates are based on a point system; each measure is assigned a point which correlates with a rebate amount. To calculate your potential rebate, you can sum the points associated with the measures you are considering at your property and multiply that total by the number of units at your property. Note that rebates are capped at 80% of the cost of the project.

What happens if my project cost changes?

The rebate amount that you receive is not attached to the project or measure cost. Rebates are specific to equipment and materials and do not cover labor costs. The amount of your rebate will not change unless your scope of work changes in a way that impacts the energy savings of your project, or unless the cost of your project comes down such that the rebate represents more than 80% of the project cost. In the event of the latter scenario, please contact your MCE program representative as soon as possible to confirm your anticipated rebate amount.

What if I don't achieve the estimated energy savings once the project is complete?

Any difference in the energy savings realized compared to estimates will not have an impact on your rebate amount. MCE does not guarantee energy savings estimates. Many things can influence your utility costs, including changes in weather, usage, and utility rates over time. MCE will ensure that all equipment is installed to manufacturer and program standards with the intent that savings will be consistent over the life of the equipment.

When can I expect to see my rebate check?

MCE will send your rebate check within two weeks of project sign off.

Will MCE send my rebate check directly to my contractor?

Rebates are assignable to the contractor. The program will send the rebate to the applicant unless the applicant indicates that they prefer the rebate be paid directly to the contractor.

Does MCE have rebates for solar or other renewable projects?

MCE does not offer solar rebates through our Energy Efficiency Program. We do sometimes offer solar rebates through our local fund. Please refer to our website to check for available rebates at <http://www.mcecleanenergy.org/solar-customers/>.