



Whole Building Electrification Alterations 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 2.1.***

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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.

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.

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.

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

Community Choice Aggregation (CCA): CCA allows local jurisdictions to aggregate, or combine, their electricity load to purchase power on behalf of their residents. CCAs work with the region's existing utility, which continues to provide customer services including meter-reading, billing, grid maintenance, power delivery, outage response services, and billing.

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

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

Heat Pump Space Heating: Heat pumps use electricity to move heat from one place to another instead of generating heat directly. An example of a heat pump space heating is the ductless mini split heat pump, which is a system that uses individual wall-mounted blowers to provide heating and cooling to a room.

Heat Pump Water Heating (HPWH): Heat Pump Water Heaters use electricity to move heat from one place to another and therefore heating the water instead of generating heat directly. Therefore, they can be up to three times more energy efficient than conventional electric resistance water heaters.

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 Utility.

Induction Cooking: Cooktops with electromagnetic fields beneath the surface that create heat directly within cookware, rather than relying on indirect radiation, convection, or thermal conduction.

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

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.

Operations Associate: A member of the California Energy-Smart Homes team assigned to the participating project to act as your dedicated guide throughout the program.

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.

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

Regional Energy Network (REN): A network of local governments partnering to promote resource efficiency at the regional level, focusing on energy, water, and greenhouse gas reduction.

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 that have just one dwelling unit. For the purpose of this program, duplexes, townhomes, and ADUs are eligible under our single-family program requirements. ADUs will receive the same incentive offering as multifamily low-rise projects. Manufactured Homes are not included in this definition.

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

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

Title 24 Part 6 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.

Townhome: A single family dwelling unit constructed in a group of three or more attached units in which each unit extends from the foundation to the roof with open space on at least two sides. Must be modeled as individual separate units.

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 PG&E, SDG&E, and SCE territories. The all-electric program offering will serve the following residential subsectors:



Single family, duplex, townhomes



Accessory dwelling units



Multifamily low-rise
(three or fewer stories)

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 by 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 electric or 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 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
- Educating home buyers on the life cycle cost savings associated with an all-electric home
- Overcoming misconceptions about fuel-substitution

2.3 Program Contact

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

- Toll-free: (833) 987-3935
- Email: caenergysmarthomes@trccompanies.com
- Website: www.caenergysmarthomes.com
- Participant Portal: [TRC - Customer Portal \(anbetrack.com\)](http://TRC - Customer Portal (anbetrack.com))

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

[Electrify your inbox](#)

3 Program Participation Process

This section provides an overview of the steps you take to participate in the program.

3.1 Participant Journey

Energy-Smart Homes focuses on a streamlined participant journey including a simple online application process and an online portal for document submittal and incentive requests. Figure 1 below provides a high-level overview of the Energy-Smart Homes participation process.

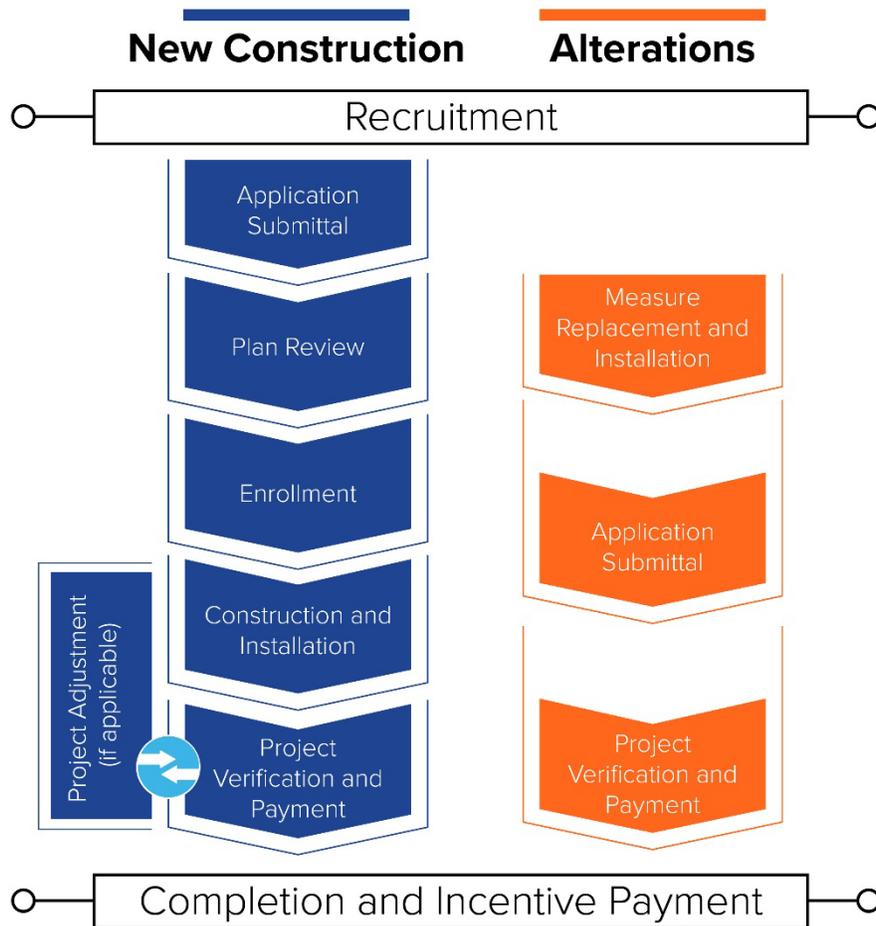


Figure 1. Participant Journey

3.2 Participation Steps

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

1. Document each of your existing appliances and their name plates through photos (outlined in Section [7](#)).
2. Install program-eligible fuel-substitution technology (outlined in Section [3.7](#)).
3. After learning about the program, either:

Contact Energy-Smart Homes staff at caenergysmarthomes@trccompanies.com to share details about your project or ask program questions before applying.

OR

Access the [participant portal](#) from the program website to submit an initial application.

4. An Energy-Smart Homes representative will follow up with you to discuss your project, obtain any missing or corrected information, and discuss required program application documentation.
5. You will submit the required program application documents (outlined in Section [7](#)) through the participant portal. Energy-Smart Homes staff will review your application documents for completion and will communicate with you regarding any missing information or requirements.
6. 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 operations associate to your project.
7. Your application documents will go through our verification process (outlined in Section [5.1](#)). The Energy-Smart Homes team will verify measure eligibility requirements and installations, confirming projected energy savings and incentive amounts.
8. Energy-Smart Homes staff will work with you to schedule and conduct a field verification visit as needed, as 15% of all units completed in any given year will participate in field verification for quality control. See section [5.2](#) for field verification details.
9. Energy-Smart Homes staff will verify your project completion online through document submittal.
10. After confirming project details, Energy-Smart Homes staff will issue your payment via check to the payee listed on your approved application.

3.3 California Energy-Smart Homes Participant Portal

As an Energy-Smart Homes participant, you will have ongoing access to your project's status throughout the [participant portal](#). The portal enables you to submit applications, upload documents, check on project and incentive status, and submit incentive requests. Participants will be able to access their project in the portal using the application ID, applicant email address, and electric utility entered on the application.

3.4 Program Participation Requirements

This section provides program eligibility requirements. These requirements must be met to receive Energy-Smart Homes funding. **As of March 18th, 2024, the program will not accept new alterations projects converting from propane to electric until further notice.**

3.4.1 Eligible Building Types

The following alteration project types are eligible for Energy-Smart Homes program incentives.

Single Family

Single Family, Duplexes, Townhomes, and ADUs. This document refers to these building types as single family hereafter.

Multifamily Low-Rise

Multifamily low-rise is defined as three or fewer habitable stories. This document collectively refers to these building types as multifamily hereafter.

3.4.2 Applicant Eligibility Requirements

To be eligible for program participation, existing single family and/or multifamily low-rise property owners must:

- Complete whole building electrification alterations on an existing single family dwelling unit or multifamily low-rise building
- Be located in PG&E, SDG&E, or SCE electric service territory and pay the Public Purpose Program (PPP) charge
- Have work completed by a licensed contractor
- 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, which can include public works requirements under the California Labor Code

3.4.3 Prerequisites

Alterations to existing single family and/or multifamily properties require:

- All gas lines to the participating building(s) to be capped
- A change in technology that includes conversion of all gas appliances and equipment to electric systems (replacing fossil fuel combustion equipment with heat pumps), including:
 - Heat pump space heating
 - HVAC equipment installed must utilize heat pump technology (SEER 15 or greater; HSPF 8.7 or greater)
 - Technology that utilizes electric resistance as the primary source of heating is not eligible for the program¹
 - Heat pump water heating (NEEA Tier 2 rating or greater)
 - Induction cooking (projects with existing electric cooking qualify for incentives without upgrading to induction cooking). For Energy-Smart Homes eligibility, induction cooking should be permanently installed as the sole cooktop technology. Portable burners are not permitted.
 - Electric clothes dryers (bonus incentives for heat pump clothes dryers)
 - Electrical infrastructure upgrade (not required, bonus incentives)
- Before and after pictures including photos of equipment name plates for every single appliance being replaced and installed
 - Full list of photo and other documentation requirements are outlined in [Section 7](#)
 - Single family projects require photos for each measure being installed and replaced, multifamily low-rise projects are subject to a sampling protocol. See [Section 3.7.2](#) for multifamily low-rise alteration sampling requirements.

¹Projects with solar thermal may install electric resistance heating as a backup water heating source instead of heat pump technology.

Electrical Infrastructure Upgrades

Energy-Smart Homes offers electrical infrastructure upgrade bonus incentives to projects that must perform electrical infrastructure upgrades as part of a program incentivized measure installation.

Energy-Smart Homes can offer up to \$1,000 (for single family projects) and up to \$600 per unit served (for multifamily low-rise projects) for eligible projects. The bonus incentive awarded cannot exceed the costs associated with the upgrade itself.

To be eligible for this incentive, a project's upgrade must meet at least one of the following criteria as noted on their itemized and paid invoice below:

- Upgrade to a new electric panel to meet added load demands of the home for new program measure installs
- Adding/updating circuit breakers in existing electrical panels for program measure installs
- New electrical wiring to the installed measures
- Running 208, 220/240V outlets/circuits for measure appliance installations

In addition to meeting the criteria above, projects must submit an itemized invoice that includes material and installation/labor costs associated with the electrical upgrade per measure. If your project is performing an electrical infrastructure upgrade and you want to learn more about eligibility or potential incentives, please contact your program representative.

Multifamily Low-Rise Photo Sampling

Photos should provide a comprehensive overview of existing and proposed equipment to aid in project review. For the existing equipment, program participants are required to provide the equipment nameplate picture and the picture of the equipment itself for each of the following end uses – cooking, space heating, water heating, and clothes drying.

For the newly installed equipment, the program participant must provide the equipment specification sheets, equipment nameplate picture, and the equipment itself. The program participant is also required to provide pictures of the gas lines that have been capped-off for each of the four end uses mentioned above.

The program will accept documentation according to the following sampling protocol for participants performing whole building electrification in multiple units in multifamily low-rise buildings. This protocol pertains to documentation for both existing and new equipment.

Photo Sampling Protocol

The program encourages participants to provide photo samples of as many dwelling units as possible to best represent the existing and proposed equipment type per end use. **This section outlines how to determine the sample size and randomly select units.**

Table 1, on page 11, provides a minimum threshold for sample size with which participants must comply².

² The minimum unit sample size is derived from section 2.5 of the Technical Guidelines for Multifamily Building Energy Audits for the DOE Weatherization Assistance Program.

Determine the number of units to be sampled: The level of sampling shown below is required for each building on the property applying for incentives. If a project has more than one building on the property, then this protocol applies to each building on the property applying for incentives.

In accordance with the level of sampling that is required (i.e., 1 or 3 buildings), count the total units and use the sampling guidance table to select a total sample number for each building applying for incentives. If there is variation in unit types within the sample (e.g., multiple bedroom types within a property), divide the sample proportionally between unit types, rounding up.

| Total Units | Sample (minimum) |
|-------------|------------------|
| 5-9 | 2 |
| 10-19 | 3 |
| 20-29 | 4 |
| 30-49 | 5 |
| 50-74 | 6 |
| 75-99 | 7 |
| 100-149 | 8 |
| 150-200 | 9 |
| >200 | 10 |

Table 1. Minimum Sample Size

- Example for sampling size for different unit types:** A 200-unit multifamily low-rise building consists of 150 one-bedroom units and 50 two-bedroom units. The minimum sample size according to the above guidance is 10 units. For unit specific sample sizes, multiply the recommended total sample by the proportion of units in the building, rounded up, as shown in Table 2 below.

| WHOLE PROPERTY | | |
|---------------------------------------|--|---|
| Number of Units | 200 | |
| Recommended Sample Size | 10 | |
| | 1-BEDROOM | 2-BEDROOM |
| Number of Units | 150 | 50 |
| Proportion of Total | 150 (1 BR units) 200 (Total units) = 0.75 | 50 (1 BR units) 200 (Total units) = 0.25 |
| Recommended Sample Size (Rounding Up) | $10 * 0.75 \cong 8$ | $10 * 0.25 \cong 3$ |

Table 2. Example for Determining Sampling Size With Multiple Unit Sizes

3.5 Targeted Measures

To further advance the market towards clean energy technology and decarbonization, Energy-Smart Homes is offering additional incentives to defray advanced technology design cost and implementation in support of Codes and Standards advancement.

3.5.1 Central Heat Pump Water Heater Targeted Measures

Design and installation incentives for central heat pump water heaters (CHPWH) are available as an add-on to an existing program-eligible multifamily low-rise whole building electrification alterations project. Building owners applying for the program are eligible for the design incentive once for each unique building type, as determined by TRC. If you are interested in learning more about this targeted measure and including it as part of your application package, please let a member of our team know prior to application.

The program will pay the design incentive upon receipt and verification of the following design documents:

- Cost estimate report with specifications for original design cost (gas DHW) and second, with specifications for the design cost with a heat pump central DHW system. A cost estimate template is available upon request from your operations associate.
 - Provide labor, material, and quantities broken down for the heat pump, storage, and distribution costs for both gas and heat pump cost estimates
 - Include descriptions of parts, price, quantity/units, final pricing, and quote date
 - Add/deduct alternate to establish the incremental cost of the work
 - Include annual operating costs and annual savings for gas DHW and heat pump central water heating
- Invoice for services from engineer commissioned to design the CHPWH system at this property.
- All associated dimensioned plan sets stamped by a licensed PE. At minimum, the following should be provided:
 - Plumbing
 - Electrical
 - Mechanical
- Additional Documents:
 - Spec sheet for future Central Heat Pump Water Heater
 - W9 for project payee
 - Proof of utility service at PG&E, SDG&E, or SCE through utility bill or will serve letter
 - Projects moving forward with installation of the Central Heat Pump Water Heater and seeking installation incentives must submit the same documentation as outlined in [Section 7](#) upon completion of project

Brief interviews or surveys with the contractors and or design teams may be requested by TRC prior to issuing design incentives.

Additional details regarding the design document requirements are available in the Design Development and Construction Document Phase sections of the [AIA Handbook of Professional Practice](#), Latest Edition.

The program does not require projects to complete installation to be eligible for the design incentive. You will be eligible to receive the design incentive if the plans submitted meet the requirements listed above. If you plan to complete the installation of your design and receive the targeted measure installation incentives, your application must be accompanied by a multifamily low-rise all-electric alteration project application. Your project will be subject to the same eligibility requirements outlined in sections [3.4 – 3.7.2](#) and must submit the same documentation as outlined in Section [7](#) for all other multifamily low-rise alteration projects.

4 Incentives

4.1 Incentives Overview

The Energy-Smart Homes program offers different incentives for each project type. Program funds are limited. Incentives are available on a first-come, first-served basis until funds are no longer available. Energy-Smart Homes cannot provide any incentives greater than the total costs associated with the project. Incentives are issued based on completion year. The program issues incentives based on completion year. The program must receive the project's full application package, including all verification documents, by November 1st to receive that program year's incentive amount.

4.2 Whole Building Electrification Incentives

This section summarizes the program incentives by project type. Energy-Smart Homes will provide deemed incentives for alteration projects that meet minimum program prerequisites and eligibility requirements. Whole building electrification incentives de-escalate annually, based on completion year. Figure 2 provides a summary of the per unit whole building electrification alteration incentives available.

| Whole Building Electrification Incentives per Unit | 2023 | 2024 | 2025 |
|--|---------|---------|---------|
| Single Family Whole Building Electrification Alterations Each dwelling unit must remove all gas and install heat pump space heating, heat pump water heating, induction cooking*, and an electric dryer | \$5,550 | \$4,250 | \$3,750 |
| Single Family HP Dryer Bonus | \$400 | \$250 | \$250 |
| Single Family Electrical Infrastructure Upgrade Bonus See section 3.7.1 for eligibility requirements | \$1,000 | \$1,000 | \$1,000 |
| Multifamily Low-Rise/ADU Whole Building Electrification Alterations Each participating building must remove all gas and each dwelling unit in that building must install heat pump space heating, heat pump water heating, induction cooking*, and an electric dryer | \$3,550 | \$2,200 | \$2,000 |
| Multifamily/ADU HP Dryer Bonus | \$400 | \$250 | \$250 |
| Multifamily/ADU Electrical Infrastructure Upgrade Bonus (per unit served) See section 3.7.1 for eligibility requirements | \$600 | \$600 | \$600 |

*Projects with existing electric cooking qualify without upgrading to induction cooking

Figure 2. Whole Building Electrification Per Unit Incentives

4.3 Targeted Measure Incentives

Energy-Smart Homes offers additional incentives for projects installing program eligible targeted measures.

4.3.1 Central Heat Pump Water Heater Incentives

Figure 3 provides a summary of the central heat pump water heater targeted measure incentives.

| Central Heat Pump Water Heater Targeted Measures | Incentive |
|---|-----------|
| Central System Design (per project/developer) Full MEP design and documentation | \$5,000 |
| Central System Installation (per unit served) | \$500 |

Figure 3. Central Heat Pump Water Heater Target Measure Incentives

4.4 Reservation Letters

Multifamily low-rise projects are eligible for incentive reservation letters to set aside allocated funding for program eligible projects. A reservation letter does not guarantee that funding will be distributed and completed projects must be built to the efficiency specifications submitted at date of reservation letter.

Incentives are reserved based on the construction schedule that the participant submits during the application process. Failure to follow the submitted construction schedule, without updating the schedule with Energy-Smart Homes staff prior to any deviation in schedule, could result in the loss of incentive reservations.

The program will issue reservation letters for multifamily low-rise projects upon receipt of the following documents:

- W-9 for project payee
- Spec sheets for all relevant equipment upgrades project will be built to
- Project scope of worktable (provided upon request by your operations associate)
- Utility bill or contract showing proof of IOU-electric utility service (PG&E, SCE, or SDG&E)
- Construction schedule
- Project cost estimate (if available, final itemized invoice or cost summary will be due upon verification and should be sent to your operations associate as soon as it is final to begin the verification process)
- Attestation from property owner that construction is approved for property site

A signed reservation letter must be returned from the project team to consider your reservation letter approved.

4.5 Project Payee

A third party or contractor may complete the application(s) on behalf of a homeowner or property owner; however, Energy-Smart Homes reserves the right to contact the homeowner or property owner to confirm the recipient of the program incentives prior to releasing program incentives. Homeowners and property owners may permit a third party to receive Energy-Smart Homes incentives on their behalf by sending an email to the California Energy-Smart Homes team or noting this agreement in the paid invoice provided for the work performed by the contractor. The email must come from the homeowner or property owner and clearly state that the third party is authorized to claim incentives related to the Energy-Smart Homes application(s).

5 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.

5.1 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.

5.2 Alterations Field Verification

TRC will conduct field verification of 15% of all alteration units completed in any given year for quality control (QC). Field verification will confirm that 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 reserves the right to perform site visits to confirm program eligibility on completed projects prior to issuing incentive payment(s). 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.

6 Other Program Policies

6.1 IRS 1099 Reporting Procedures

Energy-Smart Homes design includes incentive payments to individuals and businesses, which may require filing of IRS Form 1099. 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 because of receiving incentives.

6.2 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 case 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.

6.3 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."

6.4 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.

6.5 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. The current version is listed on the cover page of this document.

7 Program Documentation Checklists

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

Alterations Document Checklist

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

- Completed program participation agreement (complete during application submittal or TRC to provide)
- Completed enrollment survey (TRC to provide to each applicant upon enrollment)
- W9 for project payee
- Contractor license number
- Construction schedule (for multifamily low-rise projects seeking reservation letters)³
- 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)
 - Electric or Heat Pump Clothes Dryer installation requires a photo of the old gas clothes dryer clearly showing the vent
 - Mini-Split Heat Pump installation requires photos of each wall furnace being removed in accordance with each indoor unit replacing them
 - Residential Central Heat Pump installation requires photos of the old central AC system and the gas furnace being removed; photos of name plates will be required for these appliances being removed as well
 - Heat Pump Water Heater installation requires a photo of the old natural gas water heater
 - Induction cooking installation requires photos of both the previously existing cooktop, including a clear view of the burners and of the oven interior (nameplate can often be found either along the interior edge of the door of the oven or the broiler)
 - Photo of existing appliance name plates should clearly indicate brand and model number for each of the removed systems
 - Photo of the newly installed appliance (should be panned out to see the entire appliance)
 - HVAC installations require photos of both the outdoor and all indoor units installed
 - Induction cooking installation requires photos of both the new cooktop and oven interior

³ Submitted construction schedules will be used to reserve incentives, failure to follow the construction schedule, without updating the program prior to deviating from the schedule, could result in loss of incentive reservations.

- Photo of newly installed appliance name plates clearly indicating brand and model number for each installed system
- Single family projects require photos for each measure being installed and replaced, multifamily low-rise projects are subject to a sampling protocol (See Section [3.7.2](#) for multifamily low-rise alteration sampling requirements)
- Specification sheets for installed equipment and AHRI Certificates for HVAC and DHW systems
- Utility Bill and prior 12 months of gas utility data.
- Cost documentation for equipment, installation, and removal of the existing system
 - Energy-Smart Homes requires an itemized invoice that includes material and installation/labor cost per the measure installed
 - Invoices should include itemized details on the material and labor price for proposed equipment installation, electrical infrastructure upgrade costs, and cost for demolition of the existing equipment
 - For projects seeking the electrical infrastructure upgrade bonus, invoices should include the same itemized breakdown for electrical infrastructure upgrade costs per the measure the electrical upgrades were associated with
- Proof of Permit closure for HPWH and/or HP HVAC and/or Electric Panel Upgrade for electrical infrastructure upgrades

Note: Permits should be “Final/Closed” and show permit date, permit number, Building Official signature, and scope/description of work