

# Multi-family Program

## Frequently Asked Questions

### Who is eligible for the Program?

Multi-Family program services are available to residential complexes/facilities with five (5) or more dwelling units at the site. This includes apartment facilities and condominium associations.

### What does the Program offer?

The Program offers one-stop services including:

- A no-cost energy assessment that identifies opportunities to improve efficiency, complete with a report on the expected costs and savings associated with each recommended improvement;
- Significant incentives that can cover most of the cost of program improvements, with even higher levels of incentives for sites occupied primarily by income-eligible households;
- Assistance in arranging for the installation of selected measures;
- Post-installation follow up and warranties to insure performance and satisfaction.

### What is considered a Multi-Family facility occupied by income-eligible households?

A multi-family facility is considered occupied by income-eligible households if the income of 50% or more of the dwelling units is at or below 60% of the state median income levels.

### How can I request services for my Multi-Family facility?

If you are the authorized representative (i.e., Property Manager, Condominium Board member, or Landlord/Owner of the entire facility) you can enroll the facility for the no-cost, no-obligation Multi-Family energy assessment by calling 888-633-7947. If you are not an authorized representative, the Coordinator of Multifamily Services can assist by sending you more information on the program to share with your authorized representative or by offering to reach out to an authorized representative directly to discuss the programs.

### Does every condominium unit owner at my facility have to participate?

All condominium unit owners at the facility are provided with information on the findings from the Multi-Family Energy Assessment in relation to their unit. Each condominium unit owner can then choose whether or not they would like to enroll to implement any of the recommended measures, but there is no obligation to do so.

### Can I schedule an energy assessment in just my unit?

The Multi-Family program is designed to comprehensively address each site as a whole, not on a unit-by-unit basis, to maximize program efficiency and minimize program costs. Each unit's unique needs can be individually highlighted and addressed within the whole site assessment.

### Are incentives available if I am heating with a deliverable fuel such as oil or propane?

If you are heating with a deliverable fuel, you may be eligible for incentives for electric efficiency improvements (such as lighting upgrades) through your participating electric energy efficiency provider. However, the specialist will be able to identify weatherization needs if asked.

### Do we have to implement all the recommendations on the contract or can we pick and choose what we want done?

You may pick and choose what you want done, though it is most cost-effective to move forward with all suggested recommendations.

### When is my co-payment due?

After the work has been completed, you will be invoiced for your co-payment.

### Does the specialist need access to every condominium unit during the assessment?

No, the specialist needs access to one of every style unit on site and access to all the common areas.