

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. Residential institutional facilities are not eligible for this Program but will be referred to the appropriate Commercial & Industrial Program.

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.

Who pays for these services and incentives?

Massachusetts legislation requires investor owned utilities to collect money from customers to provide energy efficiency services with the goal of providing benefits to ratepayers and reducing the need for new power plants. Participating in the Mass Save energy efficiency programs is one way you can access these energy efficiency funds. Mass Save is an initiative sponsored by Massachusetts' gas and electric utilities and energy efficiency service providers, including The Berkshire Gas Company, Cape Light Compact, Columbia Gas of Massachusetts, Eversource, National Grid, Liberty Utilities and Unitil. For more information and other ways to save, please visit www.MassSave.com.

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. For more information on applicable levels, contact the Multi-Family Market Integrator (MMI) at 1-800-594-7277.

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 contacting the MMI at 1-800-594-7277. If you are not an authorized representative, the MMI 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. If there is a reason why the entire facility cannot be addressed as a whole, please consult with the MMI for further information.

Is financing available for recommended improvements?

Currently, all residential electric and natural gas individually metered condominium units are eligible to apply for a 0% HEAT Loan for qualifying measures. Facilities on a commercial rate may also have access to commercial financing for eligible measures.

Please consult with the MMI for further information on financing opportunities.

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 unit during the assessment?

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

Are there other rebates or incentives available in addition to those offered through the Multi-Family Energy Assessment?

You have access to any applicable mail-in rebates such as:

- For further information on qualifying high-efficiency heating, cooling and domestic hot water equipment rebates you can visit <http://www.masssave.com/en/residential/heating-and-cooling> or you can contact the Mass Save Heating and Cooling rebates program directly at 1-800-232-0672.
- Other mail-in rebates, incentives and information can also be found on the Mass Save website by visiting <http://www.masssave.com/en/residential/mass-energy-rebate>.