



City of Healdsburg Utilities  
401 Grove Street  
Healdsburg, CA 95448  
[conservation@healdsburg.gov](mailto:conservation@healdsburg.gov)  
707-431-3122

Dear Property Manager of [Property Name],

I am writing to inform you of an exciting new program from City of Healdsburg Utilities to help replace old, inefficient appliances with new ENERGY STAR® appliances at your property. The program is currently focusing on refrigerators and dishwashers, and will provide an **up to 100% rebate**, based on maximum rebate amounts, to help replace qualifying appliances.

If you are interested in participating, please review the attached application and program guidelines. Once we receive your completed application, Efficiency Services Group will contact you to schedule a pre-assessment and verify eligibility.

There are many other programs that may also be available to your property, and information has been included in this packet for your reference:

**California Low Income Weatherization Program (LIWP) for Multi-Family Properties**

Provides incentives for energy efficiency upgrades and solar installations for qualifying properties. If interested in this program, please submit their Interest Form. We can work with you to incorporate the refrigerator and dishwasher replacement into your LIWP project and/or utilize other current City rebate offerings. [www.camultifamilyenergyefficiency.org](http://www.camultifamilyenergyefficiency.org)

**Low-Income Home Energy Assistance Program (HEAP)**

Administered by North Coast Energy Services in Sonoma County and provides FREE energy efficiency upgrades for your tenants. Each tenant must complete their own application form. We encourage you to complete the property manager authorization form for your whole property to allow any of your interested tenants to participate. [www.nces.org](http://www.nces.org)

**California Clean TECH**

Provides upfront incentives for replacing gas appliances with electric heat pump water heaters and heat pump HVAC systems, using a TECH-enrolled contractor. City rebates may be combined with TECH rebates to further offset appliance replacement costs. [www.techcleanca.com/incentives/multifamily-information](http://www.techcleanca.com/incentives/multifamily-information)

If you have any questions, please do not hesitate to ask. Efficiency Services Group can be reached at [rebate@esgroupllc.com](mailto:rebate@esgroupllc.com) or 1-855-516-2105. We look forward to working with you to increase the energy efficiency at your property!

Thank you,

*Terra Sampson*

Terra Sampson  
Utility Conservation Analyst





# Multi-Family Appliance Program Property Manager Program Application

Please complete application, sign, and date.  
All information is required to begin program.

## CUSTOMER INFORMATION

<b>Utility Account #</b> (main electric account)			
<b>Company Name</b>		<b>Phone Number</b>	
<b>Contact Name</b>		<b>Email Address</b>	
<b>Site Address</b>			
<b>Mailing Address</b> (if different from above)			

## EXISTING BUILDING INFORMATION

<b>Number of Units</b>		<b>Year Built</b>	
<b>Stories</b>		<b>Year Renovated</b> (if applicable)	

## PROGRAM INFORMATION

The Multi-Family Appliance Program is for income-restricted multi-family properties serviced by Healdsburg Electric with 20 or more units. If existing refrigerators and dishwashers are determined to be eligible and meet the program criteria, the program will help cover up to 100% of the costs of replacement with ENERGY STAR® appliances.  
In general, existing refrigerators and dishwashers older than 10 years and not already ENERGY STAR certified will qualify.

The program requires a pre-existing assessment of all dwelling units to collect existing equipment brand and model numbers and a post-installation sampling to verify installed appliances.

Healdsburg Electric will rebate up to 100% of the product and installation costs, based on the maximum amounts outlined below. The property manager may request to have the product rebate processed at the time of the appliance order, to help reduce upfront costs. The installation/disposal rebate will be provided to the property manager following the post-inspection.

Single-family properties and multi-family properties with less than 20 units are highly encouraged to apply for the Low Income Home Energy Assistance Program (LIHEAP) or the Low Income Weatherization Program (LIWAP).

## PROPERTY MANAGER ROLE

By applying to this program, you acknowledge the property manager responsibilities outlined below:

- Complete the program application
  - Coordinate with Efficiency Services Group (ESG) to schedule the pre-assessment
  - Coordinate all necessary tenant notifications and access for the pre-assessment
- If necessary, complete any electrical or plumbing upgrades to meet recommended installation guidelines
  - Select qualified retailer/contractor and utilize pre-assessment report to develop appliance quote  
(see retailer/contractor list to help with this process)
  - Coordinate with ESG to ensure selected equipment meets rebate requirements
- Finalize appliance order (if desired, request processing of product cost rebate at time of appliance order)
- Coordinate with selected contractor to schedule the appliance installations within 2 months of appliance order
- Coordinate all necessary tenant notifications and access to ensure dwelling units are prepared and accessible for the appliance installations
- Coordinate with ESG to schedule a sampling of post-inspections and submit final invoice with new appliance documentation and documentation of proper appliance disposal
- Following appliance replacement, manage any installation or manufacturer warranty issues and claims as necessary
  - Ensure that newly installed appliances remain at the property for a minimum of 10 years

## APPLICATION SUBMISSION

**Completed applications are requested by July 1, 2024.** Pre-assessment scheduling will be completed on a first-come first-served basis. Mail or email completed application and any additional information (if applicable) to the address below.

City of Healdsburg  
Attn: Conservation  
401 Grove Street  
Healdsburg, CA 95448-4723

Email: [conservation@healdsburg.gov](mailto:conservation@healdsburg.gov) and [rebate@esgroupplc.com](mailto:rebate@esgroupplc.com)



MEASURE	MAXIMUM REBATE
ENERGY STAR Most Efficient Refrigerator ( $\leq 23$ cu ft) <i>Must have automatic defrost, top freezer preferred</i> <i>May be no more than 2 cu ft larger than existing refrigerator</i>	Up to \$900 per unit
ENERGY STAR Dishwasher	Up to \$525 per unit
Refrigerator installation and disposal, averaged cost	Up to \$100 per unit average
Dishwasher installation and disposal, averaged cost	Up to \$175 per unit average

*Property Management is responsible for any costs exceeding the rebate amounts specified above. If installation/disposal fees are not charged for separately (e.g., are incorporated as part of the product cost), the per unit average may be added to the product maximum rebate amount. The installation/disposal per unit average amount will not be released until project verification.*

**Upon signing this agreement, customer acknowledges the following:**

Property owner and/or manager acknowledges and agrees to the responsibilities outlined above. Customer agrees to provide on-site access in relation to Program. City of Healdsburg (City) reserves the right to inspect completed work and installed measures. Customer understands that site information will be shared between City and program administrator. Customer certifies that they are familiar with, and agree to, the standards regarding this program. If project is not completed, Customer acknowledges responsibility to return to the City any rebate amounts already issued in association with the project.

City disclaims any warranty, whether expressed or implied, for any materials or labor associated with installation, maintenance, or repair. City does not guarantee any energy or water savings or cost savings associated with the measures.

The Customer shall protect, indemnify, defend, and hold harmless the Program (including the City and its agents) from and against all liabilities, losses, claims, damages, judgments, penalties, causes of action, costs and expenses (including, without limitation, attorney's fees and expenses) imposed upon or incurred by or asserted against the Parties resulting from, arising out of or relating to the performance of this Application. City and its agents will not accept any liability resulting from participation in this Program. This Program offer may be changed or discontinued at any time by City.

I understand the above and certify that I am the property owner and/or manager and agree to install eligible energy efficiency measures at the location indicated on this application.

**CUSTOMER SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_



# Appliance Product Rebate Request

Please complete this form and sign.  
All information is required to process rebate(s).

Customer Information			
Utility Account # <i>(main electric account)</i>		Phone	
Company & Contact Name		Email	
Installation Address			
City		State & Zip	
REBATE AMOUNT	\$	REBATE TYPE	Appliance Product Rebate

## REBATE REQUEST INSTRUCTIONS

Customer must complete this form, sign and date below in order to have the appliance product rebate processed at the time of appliance order.

The product rebate will only be processed once appliance selection is confirmed and an installation date has been scheduled. The quote/invoice must show the selected product(s) and their costs.

The installation/disposal rebate will be sent to the Property Manager / Owner once the post-installation verification is completed.

**Make product rebate check payable and mail directly to:**

Mailing Information			
Company Name			
Mailing Address			
City		State & Zip	
Business Phone		Email	

- Appliance selection is confirmed and meets program requirements.
- Appliance installation has been scheduled for \_\_\_\_\_.

By signing below, customer requests the City to process the product rebate at the time of the appliance order. Customer acknowledges contractor will install energy efficiency measure(s) that meet City of Healdsburg program specifications at the address above on the date indicated. Customer will notify the City of any delays to the installation date. Customer also acknowledges that they are responsible for ensuring the project meets all program standards, and that payment is not due until program standards are met. Customer agrees to allow City of Healdsburg (City), or its agent, to inspect the products and contractor's work. Customer also certifies that the measure(s) are to be installed within City's service territory. Customer agrees to release City from any liability associated with the work completed by contractor, and recognizes that in no way is the Utility responsible for the safety or satisfactory performance of the contractor's work. City will not accept any liability resulting from participation in this program. If project is not completed, Customer acknowledges responsibility to return to the City any rebate amounts already issued in association with the project.

\_\_\_\_\_  
**CUSTOMER SIGNATURE**

\_\_\_\_\_  
**DATE**

Allow 4–8 weeks for rebate processing.

**PROJECT INFORMATION (FOR INTERNAL USE)**

<b>Electricity Consumed last 12 months</b>	<b>kWh</b>		<b>Water Consumed last 12 months</b>	<b>HCF</b>		
<b>Project Description</b>						
<b>Estimated Savings</b>	Electricity	<b>kWh</b>		Demand	<b>kW</b>	
	Natural Gas	<b>therms</b>		Water	<b>gallons</b>	
<b>Appliances Replaced</b>	Refrigerators		Dishwashers		Total	
<b>Rebate Costs</b>	Refrigerators	\$	Dishwashers	\$	Total	\$
	Install/Disposal	\$	Install/Disposal	\$	Total	\$
<b>Total Costs</b>	Refrigerators + Install/Disposal	\$	Dishwashers + Install/Disposal	\$	Total	\$

	<b>DATE</b>	<b>APPROVED BY</b>	<b>NOTES</b>
Application Received			
Pre-Assessment Scheduled			
Pre-Assessment Completed			
Pre-Assessment Report Provided to PM			
Quote Reviewed			
Product Rebate Processed			
Installation Completed			
Post-Install Sampling Scheduled			
Post-Install Sampling Completed			
Installation/Disposal Rebate Processed			
Required Documentation Completed			<input type="checkbox"/> Completed Application (PM) <input type="checkbox"/> Pre-Assessment Spreadsheet/Report (ESG) <input type="checkbox"/> Appliance Replacement Quote/Invoice (PM) <input type="checkbox"/> Product Rebate Request Form (PM, if applicable) <input type="checkbox"/> Post-Install Sampling Verification (ESG) <input type="checkbox"/> Savings Report (ESG) <input type="checkbox"/> Final Invoice (PM) <input type="checkbox"/> Documentation of Proper Disposal (PM, from contractor)



# Multi-Family Appliance Program Program Guidelines

## **Introduction**

The City of Healdsburg Electric Utility Department (EUD) offers a variety of energy efficiency programs to its customers. To better serve low-income residents, the EUD is implementing an appliance replacement program for up to 8 income-restricted multi-family properties within its service area of ENERGY STAR Most Efficient refrigerators and ENERGY STAR dishwashers. The program administration will be run by Efficiency Services Group (ESG), which will also document existing appliances and verify participation eligibility for the properties.

## **Program Overview**

The installation of ENERGY STAR Most Efficient and ENERGY STAR appliances to replace existing refrigerators and dishwashers, respectively, will save EUD customers money on their utility bills and align with goals outlined in the City of Healdsburg's Climate Mobilization Strategy. The program will work to identify additional energy savings and greenhouse gas (GHG) reduction opportunities by documenting other appliances that may be eligible for future offers from EUD.

## **Eligibility**

This offer is available to those income-restricted multi-family properties identified by the EUD that have not had a known major appliance renovation within ten years. The focus will be on larger properties of 20 units or more.

ESG will be responsible for initial site assessments of individual income-restricted multi-family properties and their apartment units. ESG will coordinate scheduling with the property manager and the property manager will be expected to coordinate with tenants and provide all necessary notices. During the site assessment, ESG will complete an appliance inventory, collecting size/capacity/color, dimensions, model information, manufacture date, and location for existing refrigerators and dishwashers. Additional appliance documentation will be captured according to the data fields outlined in the example Site Appliance Inventory. ESG will also verify that the current appliances meet the replacement criteria. Refrigerators and dishwashers will qualify for the rebate if:

1. Existing refrigerators and dishwashers have a manufacture date of 2014 or older and are not ENERGY STAR certified.
2. Existing units must be currently operating and installed in the dwelling unit.

Units will not qualify for the rebate if:

1. Units are portable, on loan to the occupant, or rented.
2. The units' electrical outlets and plumbing connections do not meet installation criteria or pose a hazard and cannot be repaired. (If repair is possible, property owner will have 90 days to make repairs and qualify for the rebate.)
3. No appropriate location is available, including one or more of these criteria:
  - Inadequate access is available to facilitate installation.
  - Flooring is structurally inadequate to support the weight of the unit.
  - Clearance requirements cannot be met.
  - Appliances cannot be installed in a level, plumb, and stable condition.

## **Implementation**

1. As each site is confirmed for eligibility and participation, ESG will provide the Property Manager (PM) with a Report listing the refrigerator and dishwasher unit types and quantities for replacement for the individual multi-family property.
2. The PM is responsible for selecting a qualified contractor with a City business license for installation charges and is responsible for working with their selected contractor to develop the appliance quote. *(See retailer/contractor list to help with this process.*

*Please visit [www.smartlivinghealdsburg.org/1004/Commercial-Building-Programs-and-Rebates](http://www.smartlivinghealdsburg.org/1004/Commercial-Building-Programs-and-Rebates) or write to [conservation@healdsburg.gov](mailto:conservation@healdsburg.gov) for the most up-to-date list. The PM is encouraged to discuss any potential bulk or other discounts with their retailer/contractor.)* The PM is encouraged to share the quote with ESG to review for confirmation that selected appliances meet rebate criteria.

- a. Replacement model features are encouraged to be as similar as possible to the existing appliances (e.g., if the existing refrigerator has an ice maker, efforts should be made to select a new model with an ice maker).
  - b. For refrigerators, preference is for replacement models with top freezers and size capacity within 2 cubic feet of the existing model, but no larger than 23 cubic feet. ADA accessible dwelling units should be considered for bottom or side by side freezers.
  - c. All replacement models must be ENERGY STAR Most Efficient labeled for refrigerators and ENERGY STAR labeled for dishwashers.
  - d. PM shall notify ESG and EUD using the Product Rebate Request Form to request that product cost rebate to PM be processed at time of appliance order. *(If project is not completed, product cost rebate amount must be returned to the City.)*
3. PM will be responsible for scheduling delivery and installation with their selected contractor, as well as collecting documentation of proper disposal of the existing appliances from their contractor (or the transfer station / bulky item pick up receipts if contractor-provided haul away is not utilized).
    - a. More information about proper appliance disposal is available here: [zerowastesonoma.gov/materials/appliances](http://zerowastesonoma.gov/materials/appliances)
    - b. Large freon and non-freon appliances are prohibited from landfill disposal and require special handling. Many older refrigerators contain ozone-depleting refrigerants (CFCs/Freon) that are regulated by law and must be removed by a professional. Washers are considered large non-freon appliances.
  4. The property manager will be expected to coordinate with tenants and provide all necessary notice for installation.
  5. PM will notify ESG of the installation schedule to coordinate post-installation inspections.
  6. ESG will inspect 20% of installs for quality assurance (QA) and to gather post-installation feedback from tenants/occupants.
  7. PM will send invoices, disposal documentation, and any other related documentation via email ([rebate@esgroupllc.com](mailto:rebate@esgroupllc.com)) to ESG.
  8. Upon QA confirmation and receipt of final documentation, ESG will send the monthly activity report with kWh savings estimates and invoice to EUD for release of rebate to PM. Allow 4-8 weeks for rebate processing.

### **Savings Assumptions**

Refrigerator kWh savings assumptions will be determined by comparing the appropriate ENERGY STAR [Flip Your Fridge](#) estimation for the existing appliance with the actual ENERGY STAR information for the replacement appliance. Annual savings are expected to be approximately 600 kWh on average, totaling 188,800 kWh savings for 320 refrigerators.

Dishwasher kWh savings assumptions will be determined by comparing the Energy Guide labels for old appliances with the Energy Guide labels for the replacement appliances. *(Updated Jan 2026)* Annual savings are expected to be approximately 200 kWh and 600-1,400 gallons on average, totaling 52,210 kWh savings and 212,635 gallon savings for 230 dishwashers.

For both refrigerators and dishwashers, it will be assumed that the appliance would not have otherwise been replaced in the upcoming 5 years.

### **Recommended Minimum Installation Guidelines**

The measure shall be installed according to the manufacturer's requirements and specifications, local building code, and current California Energy Commission (CEC) Title 20 requirements.

#### **Access, Location, and Fit**

1. The floor should be structurally adequate to safely support the appliance.
2. Appliance should fit in the available space without blocking access to light switches, cabinets, etc.
3. Clearances should meet the manufacturer's specifications.
4. New appliances should be installed in a level, plumb, and stable position.
  - a. Adjust leveling devices on the appliances accordingly.
  - b. Supplementary supports (e.g., shims) should be used as needed.

#### **Grounded Receptacles**

1. New appliances should not be connected to 2-prong, ungrounded, outlets.
2. A 2-prong receptacle should be replaced by the property owner with a new properly grounded 3-prong receptacle.

- Replaced receptacles should be properly grounded in conformance with the California Electrical Code (CEC) and local code.
- See CEC section 406.4(D)(2) for permitted Non-Grounding-Type Receptacles replacement.

#### Electrical Considerations

1. Wiring must be safe, intact, and properly sized with adequate overcurrent protection to support the appliance installation.
  - A GFCI-protected circuit receptacle or outlet operated by a switch should not be used for appliance installation.
  - GFCI Protection is required at all receptacles located within 6 ft of the top inside edge of the bowl of the sink (dishwashers, garbage disposals, etc.), according to CEC 210.8(A)(7). The appliance outlet needs to be located to be accessible to plug (i.e., in the adjacent cabinet next to appliance).
2. A broken or missing receptacle or outlet should be replaced before the appliance is installed.
3. Appliances should be plugged directly into a single-plug or duplex receptacle (multi-plug or 3-prong adapters should not be used to connect new appliances).
4. If a duplex receptacle is used, a maximum of one other appliance may be plugged into the other outlet.
  - The second outlet should not be used by a high-wattage appliance.
5. A maximum amperage draw of the appliance plus the other connected appliance should not exceed 80% of circuit capacity (determined by conductor gage and overcurrent protection rating, i.e., 14 AWG wires with 15-amp breakers).

#### **Recommended Post-Installation Guidelines**

##### Operational Checks

1. Verify that the appliances are operating properly.
2. Check for any water leaks at plumbing connections.
3. Check that all seals are functioning properly.
4. Clean-up install area during and after installation, including vacuum/sweep area before inserting new appliance.
5. PM must provide documentation of proper disposal to ESG as part of the final invoicing process.

##### Client Education

1. Demonstrate how to use new appliances and set efficient temperature controls for refrigerators and efficiency settings for dishwashers.

#### **Priority Properties**

Property Name	Location	Year Built	# of Units	Household Type
Fitch Mountain Terrace I	710 South Fitch Mountain Road	1984	40	senior 62+ or disabled
Fitch Mountain Terrace II	725 Heron Drive	1989	20	senior 62+ or disabled
Foss Creek Apartments	40-62 West Grant Street	2010	64	all ages, homeless, special needs
Harvest Grove	293 West Grant Street	1996	44	farm labor, all ages
Oak Grove Apartments	1578 Grove Street	2000	81	all ages
Parkland Senior Apartments	1661 Rosewood	1999	23	senior
L&M Village	70 Healdsburg Ave	Remodeled 2022	22	homeless
Riverfield Homes	25 Adeline Way	1993	18*	all ages

*The properties above are based on the affordable housing lists available online from the City of Healdsburg and County of Sonoma. The lists were filtered for 20 or more dwelling units, more than 10 years old, and no known recent appliance upgrades.*

*Additional properties may be considered depending on program implementation and funding. (\*Table updated Jan 2026. Riverfield Homes included to replace other priority property that was determined to be ineligible.)*

*Adapted from the City of Redding Low Income Weatherization Program Guidelines and CA Department of Community Services and Development Low-Income Weatherization Program Standards 2016.*



# Multi-Family Appliance Program Pre-Assessment Report (Sample)

## PROPERTY INFORMATION

<b>Property Name</b>					<b>Contact Name</b>		
<b>Installation Address</b>							
<b>Total Number of Qualifying Refrigerators:</b>							
Existing Refrigerator Type (Color/Freezer/Features)	Floor (Elevator Yes/No)	Number of Units	Apartment Numbers	Max Width (inches)	Max Height (inches)	Max Depth (inches)	Capacity (cu ft)
[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]
[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]
[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]
[Program Administrator to add more rows as needed]							

<b>Total Number of Qualifying Dishwashers:</b>							
Existing Dishwasher Type (Color/Compact/Standard Size/Features)	Floor (Elevator Yes/No)	Number of Units	Apartment Numbers	Max Width (inches)	Max Height (inches)	Max Depth (inches)	Capacity (cu ft)
[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]
[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]
[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]	[Entered by Program Administrator]
[Program Administrator to add more rows as needed]							



The California Low Income Weatherization Program (LIWP), funded by [the California Department of Community Services and Development](#), supports property owners and their residents to lower utility costs, save energy and reduce greenhouse gas emissions in large multifamily properties.

## PROGRAM OFFERINGS AND INCENTIVES

Through the Association for Energy Affordability (AEA) and their team, the program offers financial incentives, free property assessments, work scope development, contractor procurement, construction management assistance, and quality control. LIWP incentives can cover a significant portion of energy efficiency and solar installation costs.

The Program works with property owners to identify upgrade opportunities in the following categories:



Energy Efficiency



Solar Photovoltaics



Building Electrification

## PROPERTY ELIGIBILITY

Participating properties must meet the following requirements:

- If there is one 5-unit building on the property, then all buildings on the property will qualify; if there is no 5-unit building, then the property must have 20 total units
- Deed-restricted affordable housing or funding commitment from a housing agency
- Meet affordability requirement of at least 66% of households at or below [80% of Area Median Income](#)
- Install energy improvements that equate to at least [15% modeled energy savings](#) above existing conditions
- [Complete construction](#) by Q2 2025

## 5 SIMPLE STEPS TO PARTICIPATE

(1)  
Complete an [interest form](#) or [contact us](#)

(2)  
Receive free technical support

(3)  
Reserve financial incentives

(4)  
Install property upgrades

(5)  
Claim financial incentives

## CONTACT US FOR MORE INFORMATION:

NON PROFIT PROPERTIES CONTACT : Blanca De La Cruz, 213-785-5732, [nonprofit@liwp-mf.org](mailto:nonprofit@liwp-mf.org)  
FOR PROFIT PROPERTIES CONTACT : Sophia Hartkopf, 916-844-1099, [forprofit@liwp-mf.org](mailto:forprofit@liwp-mf.org)

WEBSITE: <http://camultifamilyenergyefficiency.org/>



Call 1-800-233-4480

Toll Free Fax 1-844-742-6925



# FREE



**Would you like assistance with your electric / gas bill?**  
Would you like to have your home energy efficient?

☺ **WE CAN HELP!!!** ☺

North Coast Energy Services is a non-profit organization that receives federal funding for the **Low-Income Home Energy Assistance Program (HEAP)** through the State of California to assist low-income households with utility bill assistance and weatherization services.

**UTILITY ASSISTANCE:** We can provide assistance with electric, natural gas, propane, kerosene or heating oil bills. Your bill must cover at least 22 days of service. If approved, a pledge may be made on your account and the payment would be credited within 8 - 12 weeks.

**WEATHERIZATION:** Weatherization helps to make the home more air-tight and energy efficient and helps to reduce greenhouse gasses. Some of the measures that we may be able to do for a home is:

- |                              |                           |                          |
|------------------------------|---------------------------|--------------------------|
| LED Light Bulbs              | LED Night Lights          | Advanced Power Strips    |
| Thermostatic Shower Valves   | Occupancy Sensor Switches | Attic Insulation         |
| Door Weather-stripping       | Fix/Replace Windows       | Refrigerator / Microwave |
| Air Conditioner/Swamp Cooler | Door Repair/Replacement   | Solar Shade Screens      |
| Heater Repair / Replacement  |                           |                          |

**WATER PROGRAM:** We may be able to assist with past-due water bills.

Visit our website at [www.nces.org](http://www.nces.org) to apply online or download the application. You can also get more information regarding the HEAP program by visiting [www.csd.ca.gov](http://www.csd.ca.gov). You can also apply online by visiting [www.caliheapapply.com](http://www.caliheapapply.com).

**Income guidelines:** (amount listed is the gross income allowed for one month for 2024):

1 person	2 persons	3 persons	4 persons	5 persons	6 persons
\$2,882.83	\$3,769.83	\$4,656.83	\$5,543.92	\$6,430.92	\$7,317.92

(Please call if there are more than 6 persons in the home)

For more information, or to request an application or to see if you qualify, please call:

<u>Lake, Mendocino, &amp; Napa Counties:</u>	<u>Lake County:</u>	<u>Solano County:</u>	<u>Sonoma County:</u>	<u>Yolo County:</u>
North Coast Energy Services, Inc. P.O. Box 413 Ukiah CA 95482 (707) 463-0303 (707) 463-0637 Fax	North Coast Energy Services, Inc. 5132 Hill Rd. E. Lakeport CA 95453 (707) 463-0303 (707) 463-0637 Fax	North Coast Energy Services, Inc. 190 S. Orchard Ave, Suite B-101 Vacaville CA 95688 (707) 422-3200 (707) 422-3227 Fax	North Coast Energy Services, Inc. 1100 Coddington Center, Suite 1 Santa Rosa CA 95401 (707) 495-4417 (707) 497-3010 Fax	North Coast Energy Services, Inc. 1250 Harter Ave, Suite F Woodland CA 95776 (530) 669-5700 (530) 669-5800 Fax



# Creating Pathways to Achieve California's Climate Goals

*Supercharging the market for low-emissions space and water heating.*



## A Central Source for Residential Heat Pumps

The goal of TECH Clean California is to accelerate the adoption of clean space and water heating technology across California homes. TECH is a central hub of information on residential heat pump technologies, consumer education, supply chain engagement, and workforce education, training, and development. The initiative offers incentives to contractors and installers, centralizes the application process, and tests new approaches to increase market adoption through regional pilots and Quick Start Grants. TECH Clean California is funded by California ratepayers and taxpayers and administered by Southern California Edison Company under the auspices of the California Public Utilities Commission.



TECH Clean California makes clean heating technologies accessible to more Californians, with a focus on low-income residents, who are disproportionately affected by air pollution and energy costs. 40% of program benefits are targeted toward low-income and disadvantaged communities.

## A Powerful Partnership

The success of TECH Clean California and the transition to clean heating depends upon partnership with utilities, local governments, supply chain and market partners, and other organizations. Here's how you can get involved:

### Transforming the Heat Pump Market

TECH Clean California coordinates residential heat pump efforts across the entire supply chain from manufacturers, distributors, retailers, contractors to consumers to make heat pumps the preferred technology for residential space and water heating. The initiative:

- Provides comprehensive guidance on product incentives, pilots, workforce development and training opportunities, and local and state policies that impact the market.
- Expands the reach of consumer awareness campaign, *The Switch is On*.
- Develops outreach for low-income customers and disadvantaged communities through community-based organizations.
- Collects and publishes impacts data to inform California's long-term decarbonization strategy.

*more »*

For information about how you can participate, or if you have questions, contact us at [TECH.info@energy-solution.com](mailto:TECH.info@energy-solution.com).

[techcleanca.com](http://techcleanca.com)



v03.07.2023

## Matched Incentive Funding and The Incentive Clearinghouse

The initiative adds upon existing utility, program administrator, and third-party funder clean heating incentives.

All matching incentives are provided at the contractor level, regardless of where the base program incentive is distributed. TECH Clean California hosts a centralized incentive platform to make it easy for customers to find trade allies, and for market partners to find incentives and submit a single application for all eligible programs.

## Quick Start Grants, Regional Pilots, and Financing

TECH Clean California is jumpstarting large-scale opportunities and addressing barriers to adoption.

### Quick Start Grants:

Leverage large-scale installation opportunities and strategically important installations that accelerate deployment of heat pumps.

### Regional Pilots:

- Inclusive Utility Investment
- Low-Income
- Multifamily
- HPWH Load Shifting
- Permitting
- Innovative Customer Targeting

### Financing:

Support access to low-interest financing by helping to expand GoGreen Home and GoGreen Multifamily.

## Workforce Training and Development

TECH Clean California offers workforce education and training through a centralized hub that can be coordinated with existing programs. The initiative:

- Collaborates with manufacturers, distributors, utilities, and existing contractor trainers to expand and promote their heat pump and heat pump water heater trainings.
- Introduces and conducts training on selling electrification.
- Provides hands-on support for contractors who serve and hire from low-income communities, help them acquire licenses to complete projects, and help grow their workforce.
- Supports multifamily property owners, engineers, and contractors with pre-installation analysis, post-installation monitoring, and three levels of training—the benefits of electrification, design and specification, and product training.
- Distributes free HPWHs to contractors giving them first-hand experience of living with heat pump technology and enhance their customer sales process.

## The TECH Clean California Team

TECH implementation is led by Energy Solutions and includes a team of the following organizations:



### About Energy Solutions:

Energy Solutions is a mission driven clean energy implementation firm that, for 25 years, has pioneered end-to-end, market-driven solutions to deliver reliable, large-scale, and cost-effective savings to utility, government, and private sector clients across North America.

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v03.07.2023

**Site Appliance Inventory Form (Example Fields in List Format)**

Reference Number (automatically generated through Form Platform)  
Form Name  
Form Version  
Program Name  
Employee Name  
Employee Name (Secondary)  
Property Name  
Property Contact First Name  
Property Contact Last Name  
Property Contact Phone Number  
Property Contact Email Address  
Site Visit Date  
Occupant First Name  
Occupant Last Name  
Occupant Phone Number  
Occupant Email Address  
Site Address  
Apartment/Unit Number  
Floor  
House Type  
Water Heater Fuel  
Water Heater Type  
Max Width (inches)  
Max Height (inches)  
Water Heater Size (Gallons)  
Water Heater Location  
Photo of Water Heater  
Photo of Water Heater Nameplate  
Clothes Dryer: Electric Location  
Clothes Dryer: Gas Location  
Max Width (inches)  
Max Height (inches)  
Max Depth (inches)  
Size/Capacity (cu ft)  
Style

Brand  
Model  
Year (if available)  
Already ENERGY STAR (Y/N)  
Photo of Clothes Dryer  
Photo of Clothes Dryer Nameplate  
Clothes Washer: Front Location  
Clothes Washer: Top Location  
Max Width (inches)  
Max Height (inches)  
Max Depth (inches)  
Size/Capacity (cu ft)  
Style  
Brand  
Model  
Year (if available)  
Already ENERGY STAR (Y/N)  
Photo of Clothes Washer  
Photo of Clothes Washer Nameplate  
Dishwasher: Location  
Max Width (inches)  
Max Height (inches)  
Max Depth (inches)  
Size/Capacity (cu ft)  
Style  
Brand  
Model  
Year (if available)  
Already ENERGY STAR (Y/N)  
Photo of Dishwasher  
Photo of Dishwasher Nameplate  
Cooktop/Range: Electric Location  
Cooktop/Range: Gas Location  
Max Width (inches)  
Max Height (inches)  
Max Depth (inches)  
Size/Capacity (cu ft)  
Style  
Brand

Model  
Year (if available)  
Already ENERGY STAR (Y/N)  
Photo of Cooktop/Range  
Photo of Cooktop/Range Nameplate  
Refrigerator: Location  
Refrigerator: Color  
Max Width (inches)  
Max Height (inches)  
Max Depth (inches)  
Size/Capacity (cu ft)  
Style (Freezer Location: Ice Maker: Special Features)  
Brand  
Model  
Year (if available)  
Already ENERGY STAR (Y/N)  
Photo of Refrigerator  
Photo of Refrigerator Nameplate  
Number of Window AC Units  
Photo of Window AC Nameplate  
Foundation Type  
Primary Heat Fuel  
Primary Heat System Type Location  
Secondary Heat Fuel  
Secondary Heat System Type Location  
Central Air Conditioning  
Photo of Primary Heating/Cooling System Type  
Drafty Windows and/or Doors  
General Photo Notes  
Notes/Comments/Installation Challenges  
Customer Signature

**Post-Assessment Form (Example Fields  
in List Format)**

Reference Number (automatically  
generated through Form Platform)

Form Name

Form Version

Program Name

Employee Name

Employee Name (Secondary)

Property Name

Property Contact First Name

Property Contact Last Name

Property Contact Phone Number

Property Contact Email Address

Site Visit Date

Occupant First Name

Occupant Last Name

Occupant Phone Number

Occupant Email Address

Site Address

Apartment/Unit Number

Dishwasher: Location

Style

Brand

Model

Photo of Dishwasher

Photo of Dishwasher Nameplate

Refrigerator: Location

Refrigerator: Color

Style

Size (cu ft)

Brand

Model

Photo of Refrigerator

Photo of Refrigerator Nameplate

General Photo Notes

Notes/Comments

Customer Signature