**Income Qualified Multifamily (IQ MF) One-Stop Shop Principles**

**Effective Date:** TBD (stakeholder proposed date – 2022)

**Policy:**

When Program Administrators commit to One-Stop Shop approaches to delivering IQ MF efficiency programs, and other programs as applicable, in order to help participants navigate a complex program landscape, the approaches are defined as including the following:

* **Program navigation support –** making the process of participating in the IQ MF EE program easier through integrated program services. This can include a single point or reduced points of contact, application and enrollment support, coordinating access to other programs, assisting with coordination of rebates, incentives, and financing options, monitoring progress, and more.
* **Application ease –** reducing application burdens, which can include a single or universal intake application or other simplified processes.
* **Comprehensive technical assistance –** supporting participants with technical assistance, which can include navigating audits and auditors, reviewing scopes of work proposed, discussing available rebates, incentives, and financing options, providing a list of potential contractors, supporting post-project quality inspections and annual benchmarking services, and more.
* **Integrated offers of all potentially applicable efficiency measures –** clearly articulating to building owners and/or tenants the full range of efficiency measures that may be applicable to their building and which the utility supports.