# One-Stop-Shop Program Design Definition for Income Qualified Multifamily Retrofit Policy

**NCLC and NRDC Edits to follow-up on 7/19/23 Policy Manual Meeting**

**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 includes a single point of contact; application and enrollment support; coordinating seamless access to other programs; assisting with coordination of rebates, incentives, and financing options; and monitoring progress.
* **Application ease –** reducing application burdens, which includes a single or universal intake application and ensuring that all written and electronic customer-facing materials are presented in the customer’s preferred language..
* **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.
* **Comprehensive offers of all potentially applicable efficiency and electrification measures –** clearly articulating to building owners and/or tenants the full range of efficiency and electrification measures which the utility offers and incentivizes; local, state and federal incentives or subsidies that would further reduce the cost of participation in the utility program; and other related offerings and/or tools that can help tenants reduce energy bills .
* **Energy Education**: When installing or providing efficiency and/or electrification measures for installation in tenant apartments, customer-facing materials with information about the measures provided – as well as more general information to help tenants better understand how to read their bills, the measures and actions that most contribute to their energy bills, and further actions tenants can take to reduce their bills – are also provided.

**Proposed Effective Date:** 2022