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

**Ameren IL and PG/NSG Proposed Edits: Yellow Highlight**

**Stakeholder Response to Proposed Edits (NRDC, NCLC, CIC, and ICC Staff): Aqua Highlight**

**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 of contact; application and enrollment support; coordinating seamless access to other programs; assisting with coordination of rebates, incentives, and financing options; and monitoring progress.

We cannot accept the word “can” in the phrase “…can include a single point of contact…”  This is a fundamental part of the concept of “one-stop-shop”.  It is in the name.  That said, we recognize that there can be specific circumstances in which that language can counter-productively be read to literally (to exclude the ability to talk to more than one person), so we offer the following compromise alternative: “…includes a primary point of contact”.

* **Application ease –** reducing application burdens, which can include a single or universal intake application and ensuring that all written and electronic customer-facing materials can be presented in the customer’s preferred language when there is a demonstrated need.

We propose “typically includes” as a compromise alternative between the utilities’ proposal of “can include” and our preference for just “includes”.

We don’t understand what the utilities mean by “when there is a demonstrated need” and would like them to explain this.  We may then have some proposed refinements (or not).

* **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 –** clearly articulating to building owners and/or tenants the full range of efficiency measures which the utility offers and incentivizes; access to additional resources on 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.

We cannot accept the deletion of references to electrification.  At least Ameren and ComEd will sometimes be delivering both efficiency and electrification measures – without the gas-only utilities.  That needs to be done comprehensively whenever applicable.  Thus, we strongly feel that the bold part of the bullet needs to say “Comprehensive offers of all potentially applicable efficiency and electrification measures”.  The subsequent phrase could be revised as follows:  “…clearly articulating to building owners and/or tenants the full range of ~~efficiency and electrification~~ measures which the utility offers and incentives…” (strikethrough offered here)  Because this second phrase makes clear that the obligation to comprehensively offer both efficiency and electrification measures is conditioned on whether the utilities offer incentives for both, this should not be an issue for the gas-only utilities.  We are fine with the other edit in this paragraph.

We can accept the deletion of the energy education paragraph (though we think it is probably good practice).

**Proposed Effective Date:** As early as possible, but no later than Jan. 1, 2024