

Proposed Policy for Version 3.0: One-Stop Shop Program Design Definition for IQ Multifamily Retrofit

Submitted By: The following Illinois Energy Efficiency for All (IL EEFA) Coalition Members and EE Settlement Groups: ACES 4 Youth, City of Chicago, Community Investment Corporation (CIC), Citizens Utility Board (CUB), Natural Resources Defense Council (NRDC), People for Community Recovery (PCR), National Consumer Law Center (NCLC) / Community Organizing on Family Issues (COFI)

Question 1: Proposed Policy and Rationale

Proposed Policy: A definition of one-stop shop program design within IE/IQ Multifamily Retrofit Programs.

Proposed Definition: A one-stop shop provides building owners access to integrated program services through a single-point of contact. A one-stop shop program design includes, but is not limited to, the following program elements:

- A single point of contact, duties for whom include:
 - Coordinating access to other programs or has agreements in place for co-delivery
 - Assisting customers with enrolling and applying through universal intake application
 - Assisting customers in making final project decisions
 - Ensuring all utility incentives are obtained
 - Assisting with coordination of rebates, incentives, and financing options.
 - Assisting with relationship and institutional relationship development
 - Assisting with evaluation of bids, selection of contractors, and scheduling projects
 - Communicating with contractors, project managers, and monitoring progress
- A universal intake application or single application
- Comprehensive technical assistance, including:
 - Audits which provide utility benchmarking to gauge efficiency compared with peers and evaluates electric, water, gas, and non-utility upgrade opportunities
 - Auditors who develop a recommended scope of work, including a comprehensive set of improvements, installation costs, available utility incentive programs, available financing options, and economic benefits.
 - A list of qualified and available contractors provided to clients
 - Post-project quality inspections and annual benchmarking services

Rationale:

1. All utilities have agreed to implement a one-stop shop model for IE/IQ Multifamily Retrofit Programs.
2. A consistent definition is required for a shared understanding of what a one-stop shop program design within this sector entails.
3. A one-stop shop model for whole-building multifamily energy efficiency and weatherization programs supports easier navigation, more comprehensive technical and financial assistance, and ultimately greater participation and satisfaction for Illinois' multifamily building owners and tenants.

Question 2: Utility Impact

Describe whether the proposed policy impacts Illinois gas utilities, electric utilities, or both.

Both - gas and electric.

Question 3: Background Research

Provide any background research completed in preparing this template, including source references and links, as applicable.

Energy Efficiency for All (EEFA) [One Stop Shop Guide](#) for the Multifamily Sector