



A Sempra Energy utility®

Multi-Family Rebates Program

FREQUENTLY ASKED QUESTIONS

Thank you for your interest in SDG&E's Multi-Family Rebates Program. SDG&E® has developed the following Frequently Asked Questions to help clarify some of the policies and procedures of the Program, help you determine the eligibility of your project, and assist you with some commonly asked questions regarding the application process.

Reservation Guidelines Overview

Program Disclaimer

- A contractor is eligible to submit reservations for up to 10% of the remaining available incentive budget at any given time.
- The first contractor may NOT submit additional reservations until some or all of the contractor's previous work has been completed and paid. After the work is completed, the contractor can then submit a reservation for up to 10% of the current remaining incentive budget.

If the contractor reserves \$200,000 and has completed \$50,000 of that job can the contractor reserve another \$50,000 before the previous project is done?

No. The contractor must wait until 30 days have elapsed from the last confirmed reservation and the \$50,000 from the completed job has been paid (a check issued) to be eligible to make additional reservations based on available funding.

2009 Multi-Family Application

How to Apply (Bullet 10)

- You will not receive energy efficiency rebates for the same product, or for the replacement of a product installed within the last 3 years, from more than one California Investor Owned Utility participating in this program or other third party programs offering rebates, financing and other incentives, funded with California Public Utilities Commission (CPUC) Public Goods Charge funds.

Terms and Conditions (Bullets 1 & 2)

- Qualified products must be purchased and installed between June 1, 2009 and December 31, 2009. I understand that these purchase and install periods will end earlier if funds are depleted and this program shall at all times be subject to change or termination without prior notice.
- I understand that I am only eligible to receive rebates for products that correspond directly to the type service (e.g., natural gas or electric distribution) for which my residential multi-family dwelling currently receives service from SDG&E. Multi-family dwellings



are defined as residential apartments, homeowners associations and/or mobile home parks with 2 or more units. The dwelling units must be fully constructed and occupied and each must have its own kitchen and bathroom.

If gas measures have been previously completed during the current program cycle can the contractor go in and complete electric measures?

We will honor the rebate provided the following conditions exist:

1. As long as funding is available.
2. As long as the product(s) has/ have not been rebated within the last 3 years.
3. The Customer must currently receive the commodity (gas/electric) that supports the measure from the utility that is providing the rebate.

2009 Multi-Family Application

Terms and Conditions (Bullet 2)

- I am a Property Owner/Property Manager, as authorized agent for Property Owner, of a residential multi-family dwelling, occupied by customers with an active meter(s)

(Continued on reverse.)

served by SDG&E. I understand that I am only eligible to receive rebates for products that correspond directly to the type service (e.g., natural gas or electric distribution) for which my residential multi-family dwelling currently receives service from SDG&E.

If there is a 500 unit complex and 50 units are vacant:

- 1. Can the contractor do all 500 units?**
- 2. What if the manager won't sign off on the 450 units unless the contractor does all 500?**

No. Meter(s) must be active and occupied by customers to be eligible to receive rebates for products that correspond directly to the type of service (e.g., natural gas or electric distribution).

2009 Multi-Family Application Steps to Reserve Rebate Funds (Bullet 4)

- Your reservation is valid for 30 calendar days beginning on the date a reservation confirmation is faxed to you by SDG&E.

Multi-Family Program Guide

Reservation Process (last bullet)
Reservation Process (first bullet)

- A one-time 15-day extension is allowed as long as it is received prior to expiration date of the original reservation.
- Failure to submit a complete Application package by the 30th or 45th (with approved extension) calendar day will result in forfeiture

of the reservation and a new reservation will be required.

If I do not meet your installation date can I get a new reservation under the following conditions:

- 1. The pre-inspection is delaying the job.**
- 2. Parts for the job may have come in later than expected.**

1. Yes. The reservation expiration date will be adjusted to accommodate any delays caused by the pre-inspection.
2. Provided the extension request is made prior to the expiration of the reservation, a one-time 15-calendar day extension will be granted to complete the installation and submission of the completed & signed application. If the reservation has expired, a new reservation request must be submitted and will be granted based on available funding.

Is there a waiting period after each reservation?

There is a 24-hour delay in receiving the confirmation of the reservation. Inspections must notify the program staff if a pre-inspection is required and inform the contractor/customer that no work may be started until the pre-inspection has been completed.

SDG&E Internal Operating Procedure

How long do the inspectors have to notify the program staff that no work can begin by the contractor on random pre-inspections?

Normally, the inspectors will notify us the next day if the site has been selected for pre-inspection and the program staff will let the customer know when we send them the confirmation.

Note: Mandatory pre-inspections are required if a multi-family retrofit has been paid within the last 5 years and the same measure is being installed. No work may begin until the pre-inspection is completed.

2006-2008 Energy Efficiency Compliance Filing

Section 3: Review of Statewide Coordination Plans

- D.05-09-043 directs the utilities to include in their compliance filings additional program details to reflect statewide coordination efforts. Attachment 8 of the Decision provides a planning schedule for the coordination of the following seven statewide activities.
 1. Statewide marketing and outreach.
 2. Manufacture/distribution/retail programs and customer incentives.

Why has the rebate amount for T-5 or T-8 lamps with electronic ballasts been reduced from \$50 to \$40?

The Multi-Family Rebates Program is a statewide program. Measures and rebate amounts are consistent with the other Investor-Owned Utilities in California (PG&E, SCE, & SCG).



A  Sempra Energy utility®

Here for you, every day.™

P.O. BOX 129831, SAN DIEGO, CA 92112-9831
www.sdge.com