

PNM Multifamily Energy Efficiency Program

 Participant Handbook



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Introduction

The PNM Multifamily Energy Efficiency Program Participant Handbook is intended for contractors and multifamily building owners/managers who are interested in participating in the PNM Multifamily Energy Efficiency Program. This handbook should serve as an initial guide to anyone who intends to complete a project and apply for rebates under the PNM Multifamily Energy Efficiency Program.

PNM, at its discretion, may change program policies and procedures at any time. The policies and procedures in place at the time of incentive reservation for a given project shall stand true through the original reservation expiration date for that project. In the event that the program applicant changes the project scope, the revised scope will be subject to approval dependent upon current program requirements and incentive availability.

TRC Energy Services (TRC) implements, oversees, and coordinates this program on behalf of PNM.

Program Overview

The PNM Multifamily Energy Efficiency Program offers rebates to participating Trade Allies and PNM multifamily building owner/manager customers to install energy efficiency upgrades including, but not limited to, high efficacy lighting and lighting controls, space heating and space cooling equipment, water heating equipment and controls, faucet aerators and low flow showerheads, building envelope upgrades (e.g. windows), and refrigerators. Depending upon project scope, the PNM Multifamily Energy Efficiency Program may provide incentives up to 100% of the project costs. Bonus rebates are available for retrofit projects completed at properties serving low-income residents.

The PNM Multifamily Energy Efficiency Program offers:

- Cash incentives for energy efficiency upgrades, including installing new ENERGY STAR® appliances, efficient heating and air conditioning, energy efficient lighting, and more
- Higher incentives for properties serving low-income residents
- Custom incentives for qualifying innovative upgrades or those not included in the rebate list
- Free basic audits for qualifying properties, and program support to identify the best energy upgrades for your property
- Cash incentives for installing high-efficiency options in new construction multifamily buildings and properties

To be eligible, a multifamily project must:

- Receive electric service from PNM
- Consist of five or more attached dwelling units or a complex of buildings with four or more units

Incentives and Measure Specifications

The PNM Multifamily Energy Efficiency Program (“Program”) offers prescriptive and custom incentives to participating Trade Allies and self-install participants. Special incentive boosts are available for projects that serve low-income residents. Each is described below. Each product is only eligible for one rebate, and products that are subsidized through another PNM energy efficiency program, including upstream, midstream, and point-of-purchase rebate programs, will not be eligible for additional incentives through the PNM Multifamily Energy Efficiency Program.

The program will make incentive payments following upgrade installation and project verification, and upon receipt of all documentation required by the program. Rebates will equal amounts listed below, or the total material and installation costs, whichever is less. In no case shall the total rebate for any project exceed the cost of materials and installation.

PNM reserves the right to change the incentive structure and/or adjust incentive amounts at any time. Whenever Program incentive offerings change, the original reservation and scope will be honored through the rebate reservation expiration date. Added project scope and/or failure to complete Rebate Request submission by the reservation expiration date, may affect the final incentive amounts for which a project may be eligible. Funds are limited and available on a first-come, first-served basis. Previously reserved funds may be released, and rebate reservation cancelled, if a project is not completed by the Rebate Reservation Expiration Date stipulated in the Rebate Reservation Letter (see Participation Process for more details).

Trade Ally Specific Rebates

The following measure rebates are available to participating Trade Allies and are meant to offset, or nearly offset, the full installed cost of the measure. Trade Allies are encouraged to limit the costs of these retrofits to reduce the need to charge customers for any measure listed below. Trade Allies shall receive rebates directly from the PNM Multifamily Energy Efficiency Program for approved installations.

LED Lamp (screw-in) – Installed (In-unit, Common Area, and/or Exterior)	\$7.00
ENERGY STAR® or DLC certified and replacing an incandescent bulb, or CFL, with candelabra or Edison-base.	
LED Lamp (screw-in) – Product Only (In-unit, Common Area, and/or Exterior)	\$3.00
ENERGY STAR® or DLC certified and replacing an incandescent bulb, or CFL, with candelabra or Edison-base.	
LED Exit Sign	\$30.00
Common or Exterior areas, replacing incandescent or fluorescent exit sign.	
Faucet Aerator	\$8.00
In-unit, reducing bathroom lavatory flow to 0.5 gpm from ≥ 2.0 gpm. Must have electric water heating and install aerators in all bathrooms in unit to qualify.	
Low-Flow Showerhead	\$24.00
In-unit, reducing showerhead flow to 1.5-2.0gpm from ≥ 2.5 gpm. Must have electric water heating.	
PNM Customer Kit Installation – Labor Only	\$30.00
Must install all items included in program provided customer kit, including four LED lamps, two aerators (kitchen and bathroom), and one showerhead	

Prescriptive Rebates

In-Dwelling Unit Energy Upgrade Incentives

Lighting

LED Lamp **\$3.00**

Must be ENERGY STAR® or DLC certified and replace an incandescent bulb, or CFL with candelabra or Edison-base.

LED Fixture **\$3.00**

Must be ENERGY STAR® or DLC certified integrated LED fixture and replace an existing hardwired incandescent fixture rated 60 watts or higher.

Domestic Hot Water and Distribution

Heat Pump Water Heater **\$300.00**

ENERGY STAR® heat pump water heater ≥ 2.0 EFF replacing existing gas or electric water heater.

Low Flow Showerhead **\$14.00**

In-unit, reducing showerhead flow to 1.5-2.0gpm from ≥ 2.5 gpm. Must have electric water heating.

Faucet Aerator **\$4.00**

In-unit, reducing bathroom lavatory flow to 0.5 gpm from ≥ 2.0 gpm. Must have electric water heating and install aerators in all bathrooms in unit to qualify.

Heating, Ventilation, and Cooling

Split System Air Conditioning

16+ SEER **\$75.00**

18+ SEER **\$135.00**

Must replace existing split system air conditioner rated 14 SEER or lower.

Split System Heat Pump

15+ SEER/8.2+ HSPF **\$50.00**

16+ SEER/8.8+ HSPF **\$90.00**

18+ SEER/9.2+ HSPF **\$180.00**

Must replace existing split system heat pump rated 14 SEER or lower.

Appliances

Refrigerator **\$65.00**

New ENERGY STAR® qualified refrigerator replacing refrigerator manufactured in 2009 or earlier. Participants may qualify for additional \$50.00 appliance recycling rebate through the PNM Refrigerator Recycling Program.

High Efficiency Clothes Washer **\$25.00**

New in-unit ENERGY STAR® clothes washer with MEF ≥ 2.92 and minimum 7-year agreement (if installed/operated under contract). No minimum agreement required for property owned equipment

Common Area Energy Upgrade Incentives

Lighting

LED Lamp **\$3.00**

Must be ENERGY STAR® or DLC certified and replace an incandescent bulb, or CFL, with candelabra or Edison-base.

LED Fixture **\$10.00**

Must be ENERGY STAR® or DLC certified integrated LED fixture and replace an existing hardwired incandescent fixture rated 60 watts or higher.

LED T8 Fixture (per lamp) **\$10.00**

Must be ENERGY STAR® or DLC qualified and upgrade from T12 or standard T8 fluorescent fixture.

LED Exterior Wall Pack **\$40.00**

Must be ENERGY STAR® or DLC qualified and replace HID or incandescent lighting.

LED Exterior Pole Fixture **\$100.00**

Must be ENERGY STAR® or DLC qualified and replace HID or incandescent lighting.

LED Exit Sign **\$18.00**

Must replace incandescent or fluorescent exit sign.

Lighting Occupancy Sensor **\$15.00**

Only passive infrared and ultrasonic detectors are eligible. Sensors must be hardwired and control interior lighting fixtures. Must control a minimum of 180 watts to qualify.

Hot Water Distribution

Central Hot Water Recirculation Control (per dwelling unit served by system)

Electric Water Heating **\$20.00**

Gas Water Heating **\$3.00**

Rebate applies to new installations on existing hot water systems serving multifamily dwelling units. Controllers must log the daily demand pattern of domestic hot water use and lower temperatures during low use periods. Must have a by-pass switch for allowing service to the water heater/boiler.

Common Laundry

High Efficiency Clothes Washer **\$45.00**

Common area laundry ENERGY STAR® clothes washer with MEF ≥ 2.92 and minimum 7-year agreement (if installed/operated under contract). No minimum agreement required for property owned equipment.

Other Common Area Equipment

Variable Speed Pool Pump **\$700.00**

New ENERGY STAR® variable speed pool pump replacing single-speed pump.

Trade Ally Lighting Incentives

Lighting installed by a participating Trade Ally may be eligible for a one-time incentive of \$0.12/kWh in place of prescriptive rebates. In most cases, the total incentive amount when working with a Trade ally will be higher. Trade Allies must complete the Trade Ally Lighting Rebate Calculator to determine incentives. Trade Allies planning to claim Trade Ally Lighting Incentives must submit the completed Trade Ally Lighting Rebate Calculator with a project Rebate Reservation Application. The Trade Ally Lighting Rebate Calculator is available to current PNM Multifamily Trade Allies by contacting the Program at multifamily@pnm.com.

Custom Incentives

Custom incentives are available for in-unit and common area energy efficiency upgrades for which there is no prescriptive rebate. The PNM Multifamily Energy Efficiency Program will offer a one-time incentive of \$0.15/kWh for confirmed custom calculations using pre-approved energy modeling methodologies. Alternatively, the Program may offer a one-time incentive of \$0.08/kWh for non-modeled energy savings. The incentive is calculated from the estimated kWh savings during the first year following installation. Custom upgrades may include, but are not limited to, building envelope improvements (e.g. window replacements and insulation), space heating and cooling, domestic hot water heating, and appliances. Energy savings calculation methodology must be approved by the PNM Multifamily Energy Efficiency Program prior to rebate reservation.

New Construction Incentives

Incentives are available for new construction projects built to be more energy efficient than required by current New Mexico Codes. The PNM Multifamily Energy Efficiency Program offers a one-time incentive of \$0.15/kWh (\$0.11/kWh to the property owner and \$0.04/kWh to the project Trade Ally) for modeled energy savings. Alternatively, the Program may offer a one-time incentive of \$0.08/kWh for non-modeled energy savings. The rebate is determined by the estimated kWh savings, during the first year following construction, and as demonstrated through building energy simulation using program-approved software (modeled), other savings calculation sources (non-modeled), and approved prior to construction completion. If no energy savings simulation/calculation is performed, the following prescriptive rebates are available (See below for more details)

New Construction Prescriptive Rebates

Domestic Hot Water and Distribution

Heat Pump Water Heater **\$300.00**

ENERGY STAR® heat pump water heater ≥ 2.0 EFF replacing existing gas or electric water heater.

Low Flow Showerhead **\$14.00**

In-unit, reducing showerhead flow to 1.5-2.0gpm from ≥ 2.5 gpm. Must have electric water heating.

Faucet Aerator **\$4.00**

In-unit, reducing bathroom lavatory flow to 0.5 gpm from ≥ 2.0 gpm. Must have electric water heating and install aerators in all bathrooms in unit to qualify.

Heating, Ventilation, and Cooling

Split System Air Conditioning

16+ SEER **\$75.00**

18+ SEER **\$135.00**

Must replace existing split system air conditioner rated 14 SEER or lower.

Split System Heat Pump

15+ SEER/8.2+ HSPF **\$50.00**

16+ SEER/8.8+ HSPF **\$90.00**

18+ SEER/9.2+ HSPF **\$180.00**

Must replace existing split system heat pump rated 14 SEER or lower.

Hot Water Distribution

Central Hot Water Recirculation Control (per dwelling unit served by system)

Electric Water Heating **\$20.00**

Gas Water Heating **\$3.00**

Rebate applies to new installations on existing hot water systems serving multifamily dwelling units. Controllers must log the daily demand pattern of domestic hot water use and lower temperatures during low use periods. Must have a by-pass switch for allowing service to the water heater/boiler.

Common Laundry

High Efficiency Clothes Washer

In-Unit **\$25.00**

Common **\$45.00**

New ENERGY STAR® clothes washer with MEF ≥ 2.92 and minimum 7-year agreement (if installed/operated under contract). No minimum agreement required for property owned equipment.

Other Common Area Equipment

Variable Speed Pool Pump **\$700.00**

New ENERGY STAR® variable speed pool pump replacing single-speed pump.

Incentive Boosts

For properties that serve low-income residents the PNM Multifamily Energy Efficiency Program offers additional incentives, as explained below. *Total project incentives, including incentive boosts, may not exceed the total cost of the upgrade project.*

Low-Income Boost

Properties that serve residents with incomes up to 200 percent of Federal Poverty Level are eligible for a 10 percent higher rebate than standard program rebates. This boost will apply to total project incentives as described below. The program will provide the incentive boost to the Trade Ally or self-install customer listed on the Rebate Request Form. In cases where only a portion of the dwelling units on the property serve low-income residents, the program will apply the boost in proportion to the number of low-income units. In no case shall the total project incentives exceed the total material and installation costs of the energy efficiency upgrades.

For each low-income unit, the building owner/manager customer must either produce proof of housing subsidy or individual eligibility to qualify for the low-income boost.

- Acceptable proof of housing subsidy include enrollment in:
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Low-Income housing Tax Credit (LIHTC)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Centennial Care, or other assistance program with income-eligibility at or below 200 percent of Federal Poverty Level,
- Acceptable proof of individual income eligibility includes:
 - Leasing documentation that includes proof of qualification (Resident name and other personal information may be redacted to maintain confidentiality, so long as a physical address is visible)
 - Appropriate documentation regarding rental data proving compliance with Naturally Occurring Affordable Housing criteria, as approved by PNM.

Unoccupied units will not be eligible for the low-income boost without proof of a subsidized housing agreement.

Promotional Boost

The PNM Multifamily Energy Efficiency Program may offer special promotional incentive boosts for specific retrofits and/or specific time periods. Qualification requirements may vary from promotion-to-promotion, and eligibility will be determined at PNM's sole discretion. Participants planning to claim a promotional incentive boost should include it at Rebate Reservation. In no case shall total project incentives exceed total costs for materials and installation of the energy efficiency upgrades.

Other Boosts

The PNM Multifamily Energy Efficiency Program may offer special incentive boosts based upon specific performance and/or specific time periods. Qualification requirements may vary dependent upon the type of boost and incentive availability. Please refer to specific special incentive boost documentation for more details.

Tax Implications

Incentive recipients are responsible for all applicable tax payments on incentives offered by the PNM Multifamily Energy Efficiency Program. Incentives may be taxable and will be reported by PNM to the Internal Revenue Service.

Customer Costs

The customer is responsible for paying the installing contractor any project costs not satisfied by incentive payments. Participating Trade Allies shall disclose to participating customers any payment obligations. The contractor or Trade Ally is solely responsible for collecting payments from the customer that are not covered by PNM Multifamily Energy Efficiency Program rebates. The PNM Multifamily Energy Efficiency Program has no obligation to compensate Contractor for nonpayment by the participating customer.

Eligibility

General Eligibility

- **PNM service:** A project's installation address must receive electric service from PNM and may be required to provide a valid PNM account number for the service address.
- **Building criteria:** The PNM Multifamily Energy Efficiency Program defines a multifamily building as having five or more attached dwelling units in each building.
 - **Existing buildings:** Both low-rise and high-rise buildings may be eligible. Complexes of four-unit buildings may also qualify. PNM serves single family homes and commercial properties through other energy efficiency programs.¹
 - **New construction buildings:** Multifamily buildings less than four stories may be eligible. PNM offers rebates and incentives for residential and commercial new construction projects through separate programs.²
- **Project completion:** To be eligible for incentives, all projects must comply with the program process outlined in the Participation Process section of this handbook, including QA verification (when applicable) and submission of all required documentation by program deadlines.

Participation Requirements

- **Comply with New Mexico law:** Participants, Trade Allies, and other installers must meet all applicable State laws, including State and local building codes, and inspection and permitting requirements.
- **Pre-installation reservation:** Projects must successfully complete a PNM Multifamily Energy Efficiency Program rebate reservation application and receive program confirmation of rebate reservation prior to retrofit installation.
- **No double dipping:** Projects cannot receive a rebate for the same product(s) from more than one PNM Energy Efficiency Program. Products that PNM has discounted at the point of sale are not eligible for additional rebates.
- **Adherence to program deadlines:** Projects must complete installation and submit all program documentation by the expiration date listed on the project's rebate reservation letter.
- **QA verification:** The PNM Multifamily Energy Efficiency Program Energy Advisor may verify existing conditions prior to retrofit installation and upgraded conditions after installation. Projects must accommodate pre- and/or post-retrofit inspection within 10 business days of request. All retrofits for which a rebate has been applied must be installed (by either a Trade Ally, or other qualified professional) prior to the issuance of a rebate payment.

¹ Visit www.pnm.com/save-money-and-energy for information on residential programs and www.pnm.com/bizrebates for information on commercial programs.

² Visit www.pnenergyefficiency.com/Projects to learn about PNM's New Construction program.

Participation Process

The PNM Multifamily Energy Efficiency Program participation process includes four steps. Figure 1 illustrates the program participation process.

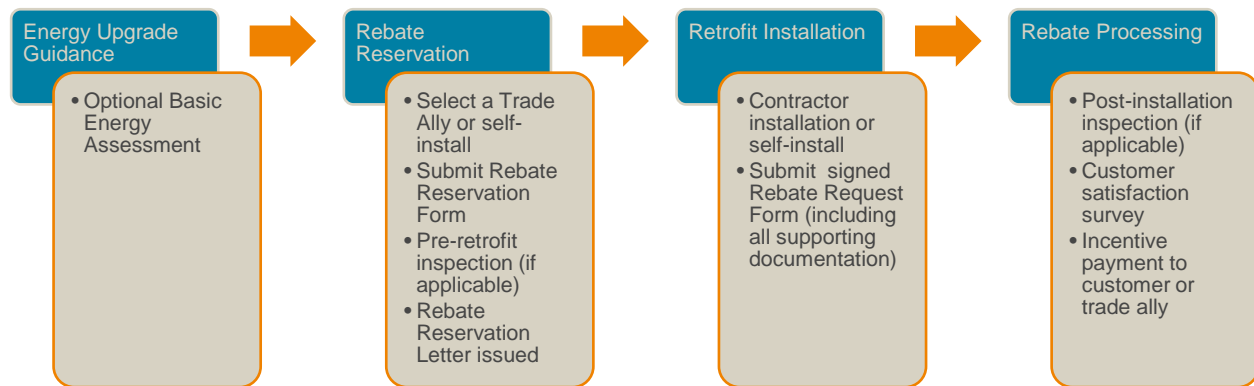


Figure 1: Program Process Diagram

Step 1: Energy Upgrade Guidance (Optional)

Multifamily PNM customers who would like guidance regarding available energy upgrades have the option to request a Basic Energy Assessment. To schedule a Basic Energy Assessment:

Participants submit a request for an optional Basic Energy Assessment (ASHRAE Level 1 audit) through phone, email, or online request process at www.pnmmultifamily.com. A PNM Multifamily Energy Advisor will schedule a site visit to collect information about the property and walk the customer or designated contractor through upgrade recommendations.

Step 2: Rebate Reservation

- A. After determining the upgrade scope of work and prior to submitting the Rebate Reservation, the customer must choose one of two installation paths:
 - i. **Trade Ally installation.** Select a Trade Ally from the list of program contractors. The program will pay the rebate directly to the Trade Ally. The invoice that the Trade Ally provides to the customer must show the rebate paid by the Program.
 - ii. **Self-Installation.** Participants may enlist property management staff or a contractor not on the Trade Ally list of program-participating contractors to complete installation. Customers who choose the self-install option will receive rebates directly and retain all responsibility for the installation.
- B. **Submit the Rebate Reservation:** The Rebate Reservation includes the upgrade scope of work for which participants plan to claim rebates, PNM customer information, and other pertinent project information. Participants must submit this form prior to retrofit installation and will receive a Reservation Letter confirming project approval and notice to proceed with installation.

- C. Pre-retrofit quality assurance inspection:** The Program will select a minimum ten percent of projects that did not undergo the optional Basic Energy Assessment for pre-retrofit inspection. The inspection serves to verify that existing conditions and efficiencies match those reported on the Rebate Reservation. Program personnel will notify the customer and/or contractor within three business days of receiving the Rebate Reservation in the event the property has been selected for pre-retrofit inspection. Customer and/or contractor will provide access to the subject property for pre-retrofit inspection within ten business days of notification. The Energy Advisor will perform the pre-retrofit inspection and report any discrepancies to the project owner/contractor for correction.
- D. Rebate Reservation Letter:** The Program will issue a Rebate Reservation Letter upon successful completion of pre-retrofit quality assurance tasks (see Quality Assurance for more details). The Rebate Reservation Letter serves as a notification to proceed, and includes details regarding reserved incentives, completion deadlines (reservation expiration date), and required post-retrofit documentation.

Step 3: Retrofit Installation

The participant may proceed with retrofit installation following receipt of the Rebate Reservation Letter. All retrofit construction activities must comply with New Mexico law, and program policies and specifications to be eligible for incentives.

Step 4: Rebate Processing

Following project completion, the Trade Ally or self-install customer must submit a Rebate Request. The supporting documentation must accompany the Rebate Request, and must include:

- Invoices or receipts detailing costs for each installation
- Copies of permits filed for the project
- Specification sheets for all products installed
- Photos of existing and upgraded conditions (5% sample per measure)
- W-9 for payee
- Updated Trade Ally Lighting Rebate Calculator (if applicable)
- Updated energy-savings modeling (if applicable)

Program personnel will schedule a post-retrofit inspection for a minimum ten percent sample of projects and notify participant (Trade Ally and/or Customer) within three business days of receipt of project Rebate Request. Customer must provide access for post-retrofit inspections within ten business days of notification of selection. After the Program has verified upgrades, the customer will be eligible to receive incentive payment. Prior to incentive payment, Program personnel will issue a Completion Letter and follow up with each project to conduct a brief customer satisfaction survey. The Program will develop project success Case Studies for exemplary projects.

The PNM Multifamily Energy Efficiency Program will process payments within six to eight weeks of incentive approval and Completion Letter issuance.

Trade Ally Qualification

All building owners, contractors, and other professionals who seek to become a Trade Ally in the PNM Multifamily Energy Efficiency Program must meet minimum qualifications. A participating Trade Ally must:

- Be a licensed Contractor, or other appropriately licensed professional, in New Mexico, as appropriate for services performed.
- Agree to obtain appropriate permits for all services performed in conjunction with the Multifamily Energy Efficiency Program, and in accordance with the requirements of the State of New Mexico.
- Carry insurance appropriate for the services performed by all employees and persons(s) for which the contractor may be liable. This may include, but not be limited to workers compensation, commercial general liability, excess liability and automobile liability insurance. TRC, PNM, and employees, affiliates, and agents of each shall be included as additionally insured in the contractor's insurance policies, except in the case of worker's compensation and automobile liability insurance.
- Register with the Better Business Bureau of New Mexico.
- Resolve failed inspections within ten business days. Failure to do so may result in removal of the Trade Ally from the participating Trade Ally list. Any Trade Ally failing three or more inspections in a 12-month period may be dismissed from program participation at PNM's discretion.

Contractors must follow these steps to become a Trade Ally under the PNM Multifamily Energy Efficiency Program:

1. Attend a PNM Multifamily Energy Efficiency Program Trade Ally Orientation.
2. Review, sign, and abide by the PNM Multifamily Energy Efficiency Program Trade Ally Agreement and PNM Trade Ally Release and Indemnity.
3. Satisfy and maintain supporting documentation for all license, certification, and insurance requirements.

Program personnel may request annual renewal of Trade Ally agreements.

Note: A single company may serve as both the owner and the Trade Ally as long as the company meets program-specified certification, insurance, and licensing requirements for both roles. All projects that take this approach may be subject to a higher level of program quality control from the program administrator.

Non-Trade Ally Contractors

Through the self-install option, multifamily property owners/manager customers may work with any contractor(s) they choose, so long as the contractor(s) maintain appropriate licenses and abides by applicable New Mexico laws. The Program will not pay any incentives to any non-Trade Ally contractor and shall instead pay incentives to the property owner/manager customer. Self-installations by non-Trade Ally contractors are not eligible for any of the incentives listed under the Trade Ally Specific Rebates heading in the "Incentives and Measure Specifications" section of this handbook.

Quality Assurance

There are two parts to the QA process: desktop review – which will be conducted on all projects; and field quality assurance – which will be conducted on a sample of projects. The QA processes will be conducted at two points in the process: Rebate Reservation (i.e., Pre-Retrofit) and Rebate Request (i.e., Post-Retrofit),

The following subsections provide more detail.

Desktop Review

Rebate Reservation Review (Pre-Retrofit)

When the Program receives a completed Rebate Reservation, Program personnel will review the provided information to verify eligibility, completeness, and accuracy, and will communicate with the applicant to resolve any inconsistencies or errors. The PNM Multifamily Energy Efficiency Program cannot reserve incentives until rebate reservation review of the project is complete.

Incentive Reservation

Once the Rebate Reservation Review is completed, Program personnel will confirm the scope of the proposed project and incentive reservation amount through a Reservation Letter. The letter will contain a list of the energy upgrade measures that are planned, the incentive amounts that have been reserved, the rebate reservation expiration date (required completion date) and will serve as approval to begin installation.

Rebate Request Review (Post-Retrofit)

Upon installation, completion, and submission of the Rebate Request and supporting documentation, Program personnel will verify that:

- Permits were pulled and signed by the local building inspector for all applicable upgrades
- Installed equipment complies with applicable minimum efficiency requirements
- Requested rebates do not exceed the total costs of upgrades

If the scope of work for the installation varies from the scope of work for which incentives were reserved, the Program will recalculate project incentives based on the revised upgrade scope of work. The Program will only increase project incentives from the reservation amount if Program funding is available and upon approval from the Program.

Completion Letter

Once a project has passed rebate request review, Program personnel will confirm project eligibility and incentive amounts with a Completion Letter to project applicant. The letter will contain a list of upgrades performed as part of the project and associated incentive amounts. The Completion Letter will precede the incentive check.

Field Quality Assurance

A PNM Multifamily Energy Efficiency Program Energy Advisor will perform a site visit to verify pre- or post-retrofit conditions for a minimum ten percent of projects. The sample groups for pre- and post- will be independent of one another, except when personnel discover errors during pre-retrofit inspection, which may trigger follow-up inspection at post-retrofit.

Pre-Retrofit Field QA

Program personnel will notify the applicant within three business-days of rebate reservation submission whether the project is selected for field quality assurance. Pre-retrofit inspections shall be completed within ten business-days of notification of selection.

Program site inspection at pre-retrofit will include verification of existing conditions as reported on the Rebate Request and property eligibility verification. The Program will verify unit conditions by checking a sample of units and will verify all common areas for which a rebate is requested. Program personnel will compare data collected to the data submitted on the Rebate Reservation to confirm accuracy.

Post-Retrofit Field QA

Program personnel will notify the applicant within three business-days of Rebate Request submission about required post-retrofit field QA. Program personnel will perform post-retrofit inspections within ten business-days, or when possible to minimize disruption to residents and property managers.

Site inspection at post-retrofit will include verification of installed upgrades for which rebates are requested on a sample of units (which may or may not be the same sample selected during pre-retrofit) and common areas for which rebates are requested. The applicant must correct any failures identified by Program personnel within ten business-days. Program personnel will inspect all corrections made by the project team prior to release of project incentives.

Contact Information

General Information

Toll Free: *888-554-3323*

Email: multifamily@pnm.com

Address: 4221 Balloon Park Rd. NE, Suite A, Albuquerque, NM 87109

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Key Program Staff

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