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MULTIFAMILY STANDARD REBATE PROGRAM

Program Guidelines

Multifamily rebates are designed to benefit both the property owner and Austin Energy customers in existing apartment units. Commercially metered common areas (e.g., building lobbies, leasing offices, clubhouse facilities, hallways, etc.) are also eligible. New multifamily construction projects are eligible for [Commercial or Small Business Program Rebates](#). Additional information, including eligibility for master-metered properties, can be found in the table shown below titled *Summary of Multifamily Property Rebate Eligibility*. Multifamily properties applying for commercial rebates must meet all Multifamily Program and equipment installation requirements.

- Applicants must submit rebate applications and receive approval prior to installation. Rebates will not be provided retroactively to equipment or retrofits that have already been installed.
- The multifamily property must:
 - Be at least 10 years old based on the certificate of occupancy.
 - Be entirely owned or managed by the same company or individual.
 - Consist of at least four or more rental units on one property or a combination of contiguous duplex or triplex units (mid-or high-rise properties are eligible).
 - Comply with the [Energy Conservation Audit and Disclosure \(ECAD\) ordinance for Multifamily Properties](#), unless exempt or located outside of Austin city limits.
 - Not be listed with the [City of Austin Code Department's Repeat Offender Program](#).
- All rebated equipment and retrofits must:
 - Use electricity as its primary or secondary fuel type (please refer to [Texas Gas Service](#) for rebates on natural gas equipment).
 - Provide a necessary function and operate between 3:00 p.m. to 6:00 p.m. on weekdays during June through September.



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- Provide kW savings by exceeding requirements for energy efficiency, as listed in [City of Austin Municipal Code Chapter 25-12-261](#) or as determined by Austin Energy.
- Be new, energized, and operational (backup or redundant systems are not eligible).
- Be installed in a permanent building or structure.

Requirements

- Austin Energy can help customers evaluate energy efficiency opportunities for their business or organization. Please [email us](#) for assistance on calculating potential rebates or other technical guidance.
- Applications must qualify to receive at least \$200 in rebates.
- Properties that have received an Austin Energy rebate within the past 5 years (for lighting) and 10 years (for all other equipment and retrofits) may be ineligible to receive another rebate for the replacement or retrofit of the past rebated equipment. If the proposed equipment or retrofit demonstrates additional energy savings over the past rebated equipment, then an exception may be granted on a case-by-case basis.
- Austin Energy suggests that the multifamily property owner obtain at least 2-3 quotes from separate contractors before signing a contract.
- Rebates will not be paid unless all installed equipment and retrofits comply with manufacturer requirements and with all local, state, and federal regulations, including building code and permitting requirements.
 - For requirements on when electrical permits are required, refer to [City of Austin Municipal Code Chapter 25-12-113, section 80.19\(c\)](#). For requirements on when permits are required for mechanical work, refer to [City of Austin Municipal Code Chapter 25-12-133](#).
 - For more information on mechanical, electrical, and building permits contact the [City of Austin Department of Development Services](#).



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- All installed and retrofitted equipment must be installed and operate safely. If existing life safety hazards are identified in a building or unit that are related to the rebated equipment or retrofits, then the property owner must agree to correct the hazards before installation may begin. Rebate applications for properties with life safety hazards will not be accepted.
- The customer or contractor applying for the rebate must:
 - Allow Austin Energy staff to approve rebate eligibility by conducting an on-site assessment prior to work starting.
 - Submit all required information (including a project proposal, provided by the contractor, approved by Austin Energy, and signed by the property owner) which details the scope of work and estimated project costs.
 - Receive a letter of intent (LOI) from Austin Energy approving the scope of work and rebate before equipment installation or retrofits may begin.
 - Notify residents at least 24 hours prior to any scheduled Austin Energy site inspection.
 - Complete installation within 120 days of the LOI being issued (including completion of any required corrections).
 - Agree to schedule in-progress and post-installation site visits with Austin Energy representatives to verify installed equipment.
- Any incomplete applications will be placed on hold and may be cancelled after 90 days.
- The applicant is responsible for reporting total project cost. Austin Energy requires a signed final invoice that itemizes costs for each rebated equipment or retrofit. 'In-kind' work may be included in the total job cost, but must be documented.
- All multifamily rebates are calculated based on \$/w/idget (in most cases), energy savings achieved, and estimated market pricing.



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- For the **Multifamily Standard** program, the rebate payment is calculated at 80% of the installed cost. Program expectations are that any total project cost is a negotiation between the contractor and property owner.
- By default, the rebate payment is directed to the Austin Energy electric account holder for the multifamily property. If the rebate payment will be directed to any participating contractor or 3rd party on behalf of the property account holder, that party must: 1) register as a City of Austin vendor; 2) register in Austin Energy's rebate processing system; and 3) provide a letter signed by the account holder authorizing the rebate to be paid to that party. Please [email us](#) for more information or call 512-482-5346.
- If a participating contractor submits an application on behalf of the property, they are required to: 1) register as a City of Austin vendor and 2) register in Austin Energy's rebate processing system.
- Austin Energy reserves the right to deny or adjust all rebate applications.
- Participating contractors must comply with all program requirements and conduct business in an honest, professional, and ethical manner. All participating contractors must abide by the [Austin Energy Code of Conduct and Ethical Requirements \(pdf\)](#).



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Summary of Multifamily Property Rebate Eligibility			
Rebate Program	Ownership Type	Meter & Property Space Type Where Rebated Equipment will be Installed	Rebate Cap ¹
Commercial	n/a	Master-metered properties ²	50%
Multifamily Standard	n/a ³	Individually metered dwelling units and commercially metered common areas	80%
Multifamily Income Qualified	501(c)3 Non-Profit	Individually metered dwelling units and commercially metered common areas	100%
		Master-metered properties ²	100%
	For-Profit	Individually metered dwelling units	100%

¹ Rebates are calculated based on \$/w/idget (in most cases), energy savings achieved, and estimated market pricing. For the **Multifamily Standard program**, the rebate payment is calculated at 80% of the total project cost, based on market pricing. Program expectations are that any total project cost is a negotiation between the contractor and property owner. For the **Multifamily Income Qualified** program, the rebate is calculated at 100% of the total project cost, based on market pricing. Program expectations are that any total project cost will not exceed 5% of total incentive for rebated measures.

² Master-metered properties have one commercial meter for the entire property, including rented tenant units and common areas.

³ For the Multifamily Standard program, the total rebate cannot exceed 100% of the total project cost for either non-profit or for-profit properties.

Disclaimer: Rebates are paid only after Austin Energy has approved the rebate application and conducted any necessary site inspections. All installed equipment must comply with local, state, and federal regulations, including building code and permitting requirements. Offerings, program requirements, and rebate levels are subject to change without notice. Funding is limited and available on a first-come, first-served basis. The Austin City Council must approve rebates of more than \$62,000. The maximum combined rebate is \$300,000 per customer site per fiscal year (October through September).