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

**Ameren IL and PG/NSG Edits for August 28 Meeting**

**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.
* **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.
* **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.

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