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MULTIFAMILY INCOME QUALIFIED REBATE PROGRAM

Program Guidelines

- Multifamily income qualified rebates are only available to properties that:
 - Can provide IRS documentation recognizing the property owner as a 501(c)(3) not-for-profit provider of low-income housing; or
 - Can demonstrate that at least 30% of distinct units are occupied by tenants that either use housing choice vouchers as a form of payment (must be verified by a qualified third party) or receive the **Customer Assistance Program bill discount**. If unsure if your property meets these requirements, [email us](#) for assistance or call **512-482-5346**.
- Properties can provide proof of affordability and be added to this guide, free of charge, by verifying their participation in one of the programs or incentives listed below.
 - Affordable Housing Disposition Program (AHDP/AHP)
 - Austin Housing Finance Corporation (AHFC) multifamily bond program
 - Austin SMART (Safe, Mixed-income, Accessible, Reasonably-priced, Transit-oriented) Housing participant
 - Austin Rental Housing Development Assistance (RHDA)
 - General Obligation (GO) bond
 - Travis County Housing Finance Corporation bond program
 - Federal HOME Investment Partnership Program
 - Federal Low-Income Housing Tax Credit (LIHTC) program
 - Land Use Restrictive Agreement (LURA)
 - Master Development Agreement (MDA)
 - Transit-Oriented Development (TOD)
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 - University Neighborhood Overlay (UNO) Density Bonus
 - Vertical Mixed-Use Incentive
 - Public Housing Properties
- Properties that receive Austin Development Incentives must include long-term set-asides for affordable units.
- Properties that accept Section 8, Section 811, Section 202 or Veterans Affairs Supporting Housing (VASH) vouchers are only accepted if they have a formal agreement with the city, county, state or federal government that requires them to accept them.
- If proof of participation in these programs is not readily available, the Austin Tenants' Council will also accept documentation demonstrating a formal agreement with the city, county, state or federal government requiring the property to include long-term set-asides for affordable units with rents set at or below 80% of median family income. Currently, for-profit properties that offer



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below-market rents or serve low-income tenants but do not participate in a publicly or partially-publicly funded program or do not have a formal agreement with the city, county, state or federal government are not eligible.

Requirements

- Austin Energy can help customers evaluate energy efficiency opportunities for their business or organization. Please [email us](#) for assistance in 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 five (5) years for lighting, and ten (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, rebate exceptions will be made case-by-case.
- Austin Energy suggests that the multifamily property owner obtain quotes from two to three separate contractors before signing a contract.
- Rebates will not be paid unless all installed equipment and retrofits comply with manufacturer requirements and all local, state and federal regulations, including building code and permitting requirements.
 - To learn when electrical permits are required, refer to [City of Austin Municipal Code Chapter 25-12-113, section 80.19\(c\)](#).
 - To understand when mechanical work requires permitting, refer to [City of Austin Municipal Codes, Resources, Tools site](#).
 - Contact the [City of Austin Department of Development Services](#) for more information on mechanical, electrical and building permits.
- All new and retrofitted equipment requires installation and safe operation. If existing life safety hazards are identified in a building or unit related to the rebated equipment or retrofits, 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 before work starts.
 - Submit all required information (including a project proposal provided by the contractor, approved by Austin Energy and signed by the property owner) that 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 before any scheduled Austin Energy site inspection.
 - Complete installation within 120 days of the LOI being issued (including completion of any



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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 subject to cancellation after 90 days.
- The applicant is responsible for reporting the 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 \$/kW of energy savings achieved.
- For the **Multifamily Income Qualified** program, the rebate is calculated at 100% of the estimated market pricing. The contractor and property owner are expected to negotiate any total project cost.
- By default, the rebate payment is directed to the multifamily property’s Austin Energy electric account holder. If directing the rebate payment to any participating contractor or third 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 payment to that party. Please [email us](#) for more information or call **512-482-5346**.
- If a participating contractor applies on behalf of the property, they must: 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 honestly, professionally and ethically. All participating contractors must abide by the [Austin Energy Code of Conduct and Ethical Requirements \(pdf\)](#).

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)	Individually metered dwelling units and commercially metered common areas	100%
	Non-Profit	Master-metered properties ²	100%
	For-Profit	Individually metered dwelling units	100%

¹ Rebates are calculated based on \$/w/hour (in most cases), energy savings achieved, and estimated market pricing. Based on market pricing, the **Multifamily Standard** program’s rebate payment is calculated at 80% of the total project cost. Program expectations are that the contractor and property owner negotiate any total project cost based on market pricing. Based on market pricing, the **Multifamily Income Qualified** program calculates the rebate at 100% of the total project cost. Program expectations are that any total project cost will not exceed 5% of the 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 non-profit or for-profit properties.



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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 \$74,000. The maximum combined rebate is \$300,000 per customer site per fiscal year (October through September).