



BUILD ELECTRIC SVP

Retrofit Participant Handbook

This handbook is a working document and Build Electric SVP staff reserves the right to update, change, and revise the document to clarify program rules and requirements. The most up-to-date version is available on the Build Electric SVP website. This document is Version 1.0.



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Program Terminology

Following is a brief list of terms and parties referenced in this handbook.

Affordable Housing: Properties certified as affordable housing through a regulatory designation or under the City of Santa Clara's affordable housing definition. The program may consider naturally occurring affordable housing on a case-by-case basis.

All-Electric: A building or home with no gas end uses in which electricity is the only power source for heating, cooling, illumination, laundry, preservation and preparation of food, and entertainment.

Applicant: The entity, or authorized representative of the entity applying to or participating in Build Electric SVP. In cases where the Applicant is a pass-through entity, such as Limited Liability Companies (LLC) or a Limited Liability Partnership (LLP), the parent company of the pass-through entity listed on the application will be considered the Applicant. The Applicant has the property owner's permission to implement the project.

Build Electric SVP (the program): Residential multifamily retrofit program available to Silicon Valley Power customers for market-rate and affordable buildings.

ENERGY STAR®: A certification program administered by the U.S. Environmental Protection Agency that identifies products that meet strict energy efficiency criteria. The ENERGY STAR label provides simple, credible, and unbiased information that consumers and businesses rely on to make informed decisions on the efficiency of a product.

Heat Pump: A technology that uses electricity to move heat from one place to another instead of generating heat directly. An example of a heat pump is the ductless mini split heat pump, which is a system that uses individual wall-mounted blowers to provide heating and cooling to a room.

Incentive Request Form (IRF): A form Applicants complete and submit to formally request incentives for individual units that have completed construction and passed technical review.

Induction Cooking: Cooktops with electromagnetic fields beneath the surface that create heat directly within cookware, rather than relying on indirect radiation, convection, or thermal conduction.

Mixed-fuel: Refers to buildings with electric and natural gas utilities.

Multifamily: Housing with four or more attached dwelling units connected by shared walls located in one building.

Operations Associate: A member of the Build Electric SVP staff assigned to the participating project to liaison with the Applicant throughout the project's lifespan. The operations associate will be the dedicated guide throughout the program.

Outreach Associate: A member of the Build Electric SVP staff that is responsible for supporting the Applicant during program application and initial documentation collection.

Silicon Valley Power (SVP): The municipal electric utility serving the City of Santa Clara administering the Build Electric SVP program.

Technical Reviewer: A member of the Build Electric SVP staff assigned to the participating project responsible for performing the enrollment review, technical review, and scheduling and executing of site visits.

Title 24 Part 6 Building Energy Efficiency Standards (“Standards”): The current building energy standards for all residential and nonresidential buildings. Title 24 Part 6 regulates building envelope, space conditioning systems, water-heating systems, and indoor and outdoor lighting systems as part of the California Building Standards Code. Building design and construction must comply with Part 6.

TRC: TRC is serving as the Build Electric SVP implementer on behalf of SVP. TRC recruits program participants, provides energy design assistance, conducts reviews, facilitates project approval, provides program coordination, and designs and delivers educational opportunities.

Unit: A single unit providing complete independent living facilities, including permanent provisions for living, sleeping, eating, cooking, and sanitation. Used in this handbook to identify existing multifamily dwelling units.

Program Introduction

This section provides an overview of Build Electric SVP, including program objectives and contact information.

Overview

The Build Electric SVP program offers financial incentives for existing multifamily affordable and market-rate residential buildings located within the City of Santa Clara.

Objectives

The program supports Silicon Valley Power's (SVP) electrification and climate goals by accelerating the adoption of energy-efficient residential buildings, with an emphasis on high efficiency all-electric technologies. The program offers base measures that are required for each building to participate, with optional bonuses that include higher efficiency equipment, building envelope, and weatherization measures. The program supports affordable housing by providing an additional bonus to affordable retrofit projects. To support the installation of energy saving measures and advance market adoption of electrification, Build Electric SVP provides education, technical assistance, and financial incentives.

Contact

For more information about Build Electric SVP, contact us:

- Toll-free: (833) 987-3935
- Email: BuildElectricSVP@trccompanies.com
- Website: BuildElectricSVP.com
- Application, participant, and consultant portal: [Participant and Consultant Portal](#)

To receive the latest program news from Build Electric SVP, sign up for the newsletter here:

[Build Electric SVP Newsletter](#)

Participation Requirements

This section describes the eligibility and participation requirements. These requirements must be met to be eligible for Build Electric SVP incentives. This handbook focuses on program requirements for retrofit multifamily buildings.

Eligible Building Types

Existing affordable and market-rate multifamily buildings located within the City of Santa Clara are eligible for Build Electric SVP incentives. Multifamily buildings can enroll on a building-by-building basis, as an entire project, or in groups of buildings that meet program eligibility requirements.

Applicant Eligibility Requirements

Applicants must:

- Submit a completed online application
- Submit a completed Participation Agreement
- Submit all required documentation identified in the Retrofit Project Document Checklist
- Receive confirmation of project enrollment from Build Electric SVP before construction begins

Program Pre-Requisites

Build Electric SVP offers two incentive pathways to support existing affordable and market-rate multifamily properties located within the City of Santa Clara: All-Electric Existing Multifamily Retrofit Pathway and Progressive Electric Existing Multifamily Retrofit Pathway. Projects participating in either retrofit pathway must have gas water heating and gas space heating; projects with other existing conditions will be considered on a case by case basis.

Retrofit Pathways

Build Electric SVP offers two pathways for existing multifamily properties:

- **All-Electric Existing Multifamily Retrofit Pathway:** Supports buildings transitioning fully from natural gas to qualifying electric technologies.
- **Progressive Electric Existing Multifamily Retrofit Pathway:** Supports buildings beginning their transition to electrification by replacing either natural gas space heating or natural gas water heating with qualifying electric technologies.

Projects participating in either pathway must have existing natural gas space heating and natural gas water heating. Projects with different existing conditions may be considered on a case-by-case basis.

All-Electric Existing Multifamily Retrofit Pathway

Projects participating in the All-Electric Existing Multifamily Retrofit Pathway must:

- Remove all existing natural gas appliances serving the enrolled building and replace applicable end uses with qualifying efficient electric technologies
- Cap gas lines serving the enrolled building
- Receive electric service from SVP
- Obtain applicable permits on or after June 30, 2026
- Meet all applicable base measure pre-requisites for the entire enrolled building (see Base Measure Pre-Requisites section below)

Progressive Electric Existing Multifamily Retrofit Pathway

Projects participating in the Progressive Electric Existing Multifamily Retrofit Pathway must:

- Remove all existing natural gas water heating OR space heating equipment associated with the selected measure category to transition the entire enrolled building to qualifying efficient electric technologies
- Receive electric service from SVP
- Obtain applicable permits on or after June 30, 2026
- Meet all applicable water heating OR space heating base measure pre-requisites for the entire enrolled building (see Base Measure Pre-Requisites section below)

Base Measure Pre-Requisites

HVAC: Installed HVAC systems must meet the applicable minimum efficiency requirements:

- Ducted OR Ductless Split Heat Pump: SEER2 rating of 15.2 or higher, and a HSPF2 rating of 7.7 or higher

Water Heating: Installed water heating units must meet the following efficiency requirements:

- Unitary Heat Pump Water Heater: UEF rating of 3.3 or higher

Induction Cooking: Participating dwelling units must include permanently installed induction cooking equipment. Portable induction stoves are not permitted. Eligible equipment includes:

- Induction countertop only style units (cooktop without oven)
- Induction cooktop with electric oven slide-in units

Induction cooking is not required for qualifying affordable housing projects. Standard electric cooktops will be allowed for qualifying affordable housing projects without impacting program eligibility.

Clothes Dryer: The building must exclusively use or install electric clothes dryers.

Bonus Incentive Requirements

To support the City of Santa Clara's focus on building electrification to meet climate objectives, Build Electric SVP offers bonus incentives to further support the transition to all-electric multifamily buildings.

Enrolled projects may qualify for bonus incentives by installing eligible high-efficiency equipment or building-envelope improvements. To qualify for bonus incentives, each participating unit must meet the specifications below and submit sufficient documentation to verify compliance, which may include equipment specification sheets, photos, paid invoices, and other documentation requested by Build Electric SVP staff.

ENERGY STAR® Induction Cooking: Install an ENERGY STAR® certified induction cooktop or range with certified energy consumption not exceeding 195 kWh per year. The product must be evaluated and certified to ENERGY STAR® requirements under 10 CFR 430, Subpart B, Appendix 1.

Central Heat Pump Water Heater: Install a central heat pump water heating system that supplies domestic hot water for all residential units within the enrolled multifamily building.

CEE Tier 1 Variable-Capacity Heat Pump: Install a variable-capacity heat pump that complies with CEE Tier 1 Path A or B requirements.

Standard split ducted and ductless:

- Path A: SEER2 – 16.0 | EER2 – 9.8 | HSPF2 – 8.5 | COP @5°F – 1.75 | Capacity Ratio – 0.65 OR 65%
- Path B: SEER2 – 16.0 | EER2 – 11.0 | HSPF2 – 8.0 | COP @5°F – 1.75 | Capacity Ratio – 0.50 OR 50%

Electrical Infrastructure Upgrade: Installation of electrical circuitry or panel improvements to electrify the existing dwelling units, not to exceed 100% of the cost of the upgrade. Only multifamily buildings enrolled in the All-Electric Pathway are eligible; multifamily buildings enrolled in the Progressive Electric Pathway are not eligible.

Increased Attic Insulation: Install attic insulation that exceeds the prescriptive requirements for Climate Zone 4. This bonus is not available for projects without attics. Qualifying properties must meet or exceed the following criteria:

- R-19 below roof deck cavity insulation
- R-38 ceiling cavity insulation

Increased Wall Insulation: Install wall insulation that exceeds the prescriptive requirement for Climate Zone 4. The multifamily prescriptive requirement is based on a winter-design U-factor of 0.051. There are many design pathways to meet this requirement, including:

Multifamily:

- 2x6 wood framed wall cavity
- R-21 wall cavity insulation
- R-4 continuous insulation
- Stucco exterior wall finish

Other compliant designs may also qualify, subject to program review.

High Efficiency Windows: Install glazing with an area-weighted average U-factor of 0.25 or lower.

Air Sealing: Achieve a per-unit air sealing (blower door) test rating of 3 ACH50 or lower.

Incentives

Build Electric SVP incentives are available on a first-come, first-served basis until funds are no longer available. The program will reserve incentives based on the project enrollment letter. Applicants must notify their assigned operations associate by email of any changes to the approved project schedule prior to any deviation in schedule. Failure to provide advance notice of changes may result in the reduction or loss of reserved incentives.

Base Incentives

Build Electric SVP will provide incentives for projects that meet all applicable program pre-requisites and eligibility requirements.

All-Electric Existing Multifamily Retrofit Pathway

Base incentive amounts are determined by building type and project completion year. Incentive amounts decrease for projects completed in later years, as shown in Figure 1.

Building Type	2026-2027	2028-2029
Multifamily Market-Rate (per dwelling unit)	\$9,500	\$9,000
Multifamily Affordable (per dwelling unit)	\$11,500	\$11,000

Figure 1. All-Electric Existing Multifamily Retrofit Base Incentives

Progressive Electric Existing Multifamily Retrofit Pathway

Base incentive amounts are determined by qualifying equipment type and project completion year. Incentive amounts decrease for projects completed in later years, as shown in Figure 2.

Replacement Equipment Type	2026-2027	2028-2029
Heat Pump Water Heater Market-Rate (per dwelling unit)	\$3,000	\$2,800
Heat Pump Water Heater Affordable (per dwelling unit)	\$4,000	\$3,800
Heat Pump HVAC Market-Rate (per dwelling unit)	\$4,000	\$3,800
Heat Pump HVAC Affordable (per dwelling unit)	\$5,000	\$4,800

Figure 2. Progressive Electric Existing Multifamily Retrofit Base Incentives

Bonus Incentives

Build Electric SVP offers bonus incentives for projects installing eligible high-efficiency equipment or building envelope improvements. Projects must meet pre-requisites and qualify for base incentives to be eligible for bonus incentives.

All-Electric Existing Multifamily Retrofit Bonus Incentives

Figure 3 summarizes the multifamily retrofit bonus incentives.

Bonus (per dwelling unit)	Incentive
ENERGY STAR® Induction Cooking	\$750
Central Heat Pump Water Heater (per condenser installed)	\$3,000
CEE Tier 1 Variable Capacity Heat Pump	\$4,000
Electrical Infrastructure Upgrade	\$1,500
Increased Insulation - Attic	\$800
Increased Insulation - Wall	\$800
High Efficiency Windows	\$1,000
Air Sealing	\$1,000

Figure 3. All-Electric Multifamily Retrofit Bonus Incentives

Progressive Electric Existing Multifamily Retrofit Bonus Incentives

Figure 4 summarizes the multifamily Progressive Electric pathway retrofit bonus incentives.

Bonus (per dwelling unit)	Incentive
Induction Cooking	\$500
ENERGY STAR® Induction Cooking	\$750
Central Heat Pump Water Heater (per condenser installed)	\$3,000
CEE Tier 1 Variable Capacity Heat Pump	\$4,000
Increased Insulation - Attic	\$800
Increased Insulation - Wall	\$800
High Efficiency Windows	\$1,000
Air Sealing	\$1,000

Figure 4. Progressive Electric Existing Multifamily Retrofit Bonus Incentives

Participation Process

This section provides an overview of the steps to participate in the Build Electric SVP, from application through incentive payment.

Participant Journey

Build Electric SVP is designed to provide a streamlined participant journey through an online application and participant portal. Applicants can use the portal to submit documents and Incentive Request Forms (IRFs). Figure 5 below provides a high-level overview of the Build Electric SVP participation process.

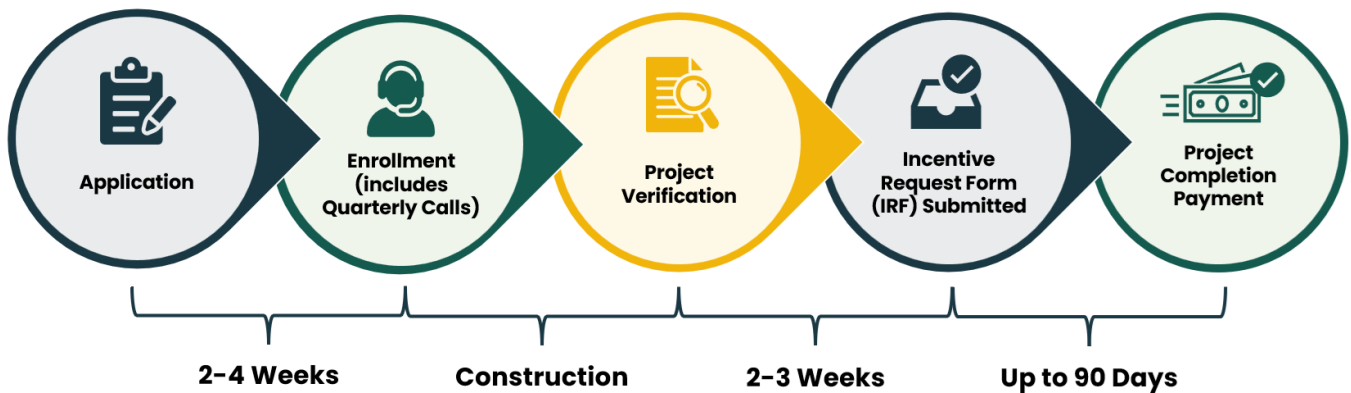


Figure 5. Build Electric SVP Retrofit Participant Journey

Participant Portal

Applicants have access to the Build Electric SVP participant portal to provide contact information, submit applications, upload documents, and submit incentive request forms. To access a project in the portal, Applicants must create a user account using a valid email address and password.

Participation Steps

1. Apply

Applicants access the participant portal through the Build Electric SVP website to submit an application.

After receiving the application, a Build Electric SVP outreach associate will contact the Applicant to discuss the project, review the Retrofit Project Documentation Checklist, and obtain any missing or revised documentation information.

2. Build Electric SVP Representatives Assigned

Build Electric SVP will assign a dedicated operations associate and technical reviewer to the project.

3. Kickoff Call

The project's operations associate will schedule a kickoff call to review next steps in the enrollment process.

4. Submit Enrollment Documents

After the kickoff call, Applicants must submit all required program application documents and the Participation Agreement through the participant portal. The program may place a project on hold if the project does not provide the required information within the timelines requested in writing via email from Build Electric SVP staff.

5. Enrollment Review

The technical reviewer will confirm whether the Applicant's project meets pre-requisites. The technical reviewer will contact the Applicant to obtain any missing or incomplete pre-requisite information.

6. Enrollment

Applicants will receive an enrollment confirmation email. The enrollment confirmation will include:

- Number of enrolled dwelling units and buildings
- Anticipated base and bonus incentive amounts

Receipt of the enrollment confirmation indicates that the project is officially enrolled in Build Electric SVP.

7. Project Construction

Build Electric SVP staff will conduct quarterly check-in calls throughout the project's construction. **The Applicant is responsible for communicating any equipment or construction timeline modifications to the project's operations associate in writing via email as early as possible and no more than 15 days after the Applicant learns of the modification.**

The Applicant will notify Build Electric SVP staff in writing via email when equipment installations are complete.

8. Verification

After the equipment installations are complete, Build Electric SVP staff will request documentation, including photos, to verify that the project was constructed with the enrolled project specifications. The Applicant will submit all required documentation through the participant portal.

Build Electric SVP staff will review submitted photographs and documentation to verify installation of program pre-requisites, ensure accuracy, and identify discrepancies, missing information, or documentation requiring clarification. Build Electric SVP staff will provide written comments or request revised documentation to the Applicant via email if discrepancies, omission, or clarification is required.

The Applicant, or other deemed representative (energy consultant, builder, architect, etc.) must provide written response within 10 days via email to comments and return any requested revisions or documents.

Build Electric SVP will retain records of any comments and requested revisions and corresponding answers for future reference.

Once all verification requirements have been met, the Applicant will receive an email notification confirming the project completed verification, and that eligible completed buildings can begin submitting incentive request forms.

9. Field Verification

Build Electric SVP will conduct field verification visits on 10% of all units/lots as part of the program quality control and eligibility verification.

Build Electric SVP staff will maintain a list of potential projects for field verification. This list will include projects that have extraordinary energy features or give Build Electric SVP staff any indication that they cannot meet the energy efficiency levels approved by the program. Projects may also be selected at random. Build Electric SVP staff's field inspection approach includes the following components:

- Schedule and project team communication protocols
- QC field inspection form creation based on enrolled specifications
- Equipment, tools, and site safety protocols
- Inspection protocols to review and document pre-requisite and equipment specifications
- Discrepancy resolution protocols
- Results documentation and follow-up protocols

Build Electric SVP reserves the right to perform site visits to confirm program eligibility on completed retrofit projects prior to issuing incentive payment(s). Build Electric SVP staff will facilitate the prompt remedy of all installation discrepancies that may arise. Upon completion of the field verification, Build Electric SVP staff will record any discrepancies between the submitted equipment installation documentation and the field verification. Build Electric SVP staff will resolve any discrepancies between the enrolled project specification, installation documentation, or field verification.

Discrepancy resolution may take the form of adjusting the calculated incentives or rejecting incentives altogether.

Build Electric SVP staff will coordinate with the Applicant to schedule the site visit if field verification is performed. Any unoccupied units or buildings must be made available for inspection and will be visited at random, with no bias from the site contact in selecting the units for inspection.

10. Submit Incentive Request Form(s)

After units finish construction and complete verification, the Applicant will submit IRFs through the online portal.

For each incentive request, the Applicant must:

- Complete an IRF for each completed building. Projects can submit up to 10 buildings for multifamily projects per IRF
- Electronically sign and upload the completed IRF through the portal
- Notify their operations associate that a new IRF has been submitted and is ready for review

The Applicant should contact their operations associate if they experience issues with the electronic signature or submission of IRFs in the portal.

11. Completion

Build Electric SVP staff will review each IRF and supporting documentation.

If additional information or corrections are required, Build Electric SVP staff will provide a written request via email to the Applicant (e.g., updating bonus measure specifications and/or incentives).

The Applicant, or other deemed representative (energy consultant, builder, architect, etc.) must provide written response within 5 days via email to requests and return any requested revisions or documentation.

Once all requirements are complete, Build Electric SVP will notify the Applicant that the incentive request has been approved for payment processing.

12. Incentive Payout

Following final approval, Build Electric SVP staff will submit the approved incentive requests to SVP for payment to the payee listed on the approved application. SVP staff will coordinate with the project payee to establish them as a vendor and the City of Santa Clara's Finance Department will facilitate incentive payments.

Project Payee

The property owner may authorize a third party, contractor, or consultant to complete the Build Electric SVP program application(s), submit program documentation, and receive incentive payments on their behalf. The program requires a completed Letter of Authorization from the property owner specifying any authority or responsibility delegated to the third party as part of the application package.

Build Electric SVP reserves the right to contact the property owner directly to confirm project information prior to releasing program incentives. No funding will be provided for the costs of completing an application for funding or for third-party consultant fees for the application process.

Other Program Policies

Dispute Resolution Procedures

Build Electric SVP maintains detailed procedures for tracking and responding to Applicants' questions and complaints about Build Electric SVP. When received, Build Electric SVP staff will log complaints into a tracking system, including the nature and date of the complaint. Program staff will respond to complaints within seven days.

The program or operations manager will follow up with the Applicant, as needed, to support the highest level of satisfaction and resolution. In the event of a dispute, the program manager will be the initial point person for issue resolution. Complaints will be reported to SVP for review. Identified reoccurring problems may result in program adjustments.

Limited Funding

Program funds are limited, and are reserved on a first-come, first-served basis.

Handbook Version Control

This retrofit handbook is a working document and Build Electric SVP staff reserves the right to update, change, and clarify the document to clarify program rules and requirements. Applicants are responsible for referring to the most up-to-date version of the handbook, which is available on the Build Electric SVP website. **This document is Version 1.0, updated September 2026.**