

**CALIFORNIA ALTERNATIVE ENERGY AND  
ADVANCED TRANSPORTATION FINANCING AUTHORITY**

***Request to Approve Modifications to the Residential Energy Efficiency Loan Assistance Program  
under the Emergency Regulation Readopt Process***

**Monday, February 12, 2018**

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**REQUEST**

Staff requests approval to re-adopt the Residential Energy Efficiency Loan (“REEL”) Assistance Program regulations (“Regulations”) with additional modifications under the emergency rulemaking process. The modifications incorporate lessons gained from the first year and a half of implementation and improve program design and operations.

**BACKGROUND**

On behalf of the California Public Utilities Commission (CPUC), CAEATFA is the administrator of the California Hub for Energy Efficiency Financing (CHEEF) and responsible for launching several energy efficiency financing pilot programs (“pilots”). The pilots were authorized to support the State’s broader energy efficiency and environmental policy goals through leveraging private capital for energy retrofits. REEL, the first of several pilot programs to launch, targets the single-family residential market. The REEL Program (“Program”) mitigates the risk of default for lenders by providing a credit enhancement for enrolled loans. This protection enables participating lenders to offer more attractive financing terms to a broader group of Borrowers, including financing 100% of the energy upgrade which removes the first cost barrier for consumers.

Throughout early Program development and implementation, CAEATFA has advocated for specific changes to the pilots to broaden their relevance to the private market and to streamline operations for participants. These efforts have been necessary, from CAEATFA’s perspective, to facilitate Program uptake. In March of 2017, the CPUC issued Decision 17.03.026 (D.17.03.026) which granted CAEATFA flexibility to modify the REEL Program from previous guidance Decisions. In response, on August 15, 2017, CAEATFA asked the Board to approve modifications to the REEL Regulations to improve the Program for participants. Since that time, our regulatory and operational efforts have been effective. Loan volume has grown from 35 enrolled loans as of July 31, 2017 to 123 enrolled loans as of January 31, 2018, representing over \$2 million in financing. Additionally, the REEL Program has enrolled four active lenders and trained 284 contractor companies. 175 contractors have enrolled in the Program. CAEATFA staff regularly engages with enrolled contractors and lenders about projects in the pipeline and has held recruitment discussions with several additional potential lenders. These conversations help inform staff analysis of where program modifications are needed.

**REEL Regulatory Actions**

On February 17, 2015, the CAEATFA Board approved initial regulations for the REEL Program which were adopted and made effective through the emergency rulemaking process on March 9, 2015. CAEATFA re-adopted the emergency regulations twice, on September 8, 2015 and

December 7, 2015. The CAEATFA Board approved the Regulations again in February of 2016 under the regular rulemaking process, which was completed on April 13, 2016.

As mentioned above, on August 15, 2017, the CAEATFA Board approved modifications to the REEL Regulations that stemmed from 1) CPUC Decision 17.03.026 which granted CAEATFA increased flexibility to modify the Program, and 2) lessons gained from the first year of Program operations. Those Regulations were approved by the Office of Administrative Law and took effect on September 5, 2017. The regulatory text that the Board approved along with a summary of the modifications are referenced in Attachment C. In August, staff shared with the Board the intent to make modifications to the REEL Program in stages, quickly implementing some changes to streamline operations, while addressing more complex issues in a subsequent round of modifications. The September 5, 2017 Regulations are set to expire on March 4, 2017 and require a re-adoption. Staff sees the re-adoption process as an opportune time to make additional modifications to REEL to address some of the complex issues we were not ready to address in the fall of 2017. In fact, the current set of modifications likely represents the last large modification to the REEL Regulations while the Program is still a pilot. Staff needs to focus on implementing the proposed changes, completing the regular rulemaking process for REEL, and developing and launching the other pilot programs.

CAEATFA posted proposed modified Regulations, held a lender roundtable to solicit input, engaged key stakeholders for feedback, and conducted a public workshop on January 10, 2018 followed by a 10-day public comment period.

## **PROPOSED MODIFICATIONS TO REGULATIONS**

Below is a summary of the key proposed changes. The specific modifications to the regulations can be found in Attachment A.

### **§10091.1: Definitions.**

This section defines and describes the terms used throughout the REEL Assistance Program Regulations. Modifications were made to the following defined terms:

- *§10091.1(i)-(j): “Credit-Challenged Borrower” and “Credit-Challenged Program” were added as new defined terms*  
The Credit-Challenged Program, described more in Section 10091.2(b), below, is an optional program in which Lenders can access an increased credit enhancement for making loans to Borrowers with credit scores between 580 and 640.
- *§10091.1(m): “Eligible Contractor” was updated*  
The definition now includes the requirement that the Contractor’s license must not have been the subject of disciplinary action by the Contractors State License Board (CSLB) within the previous 12 months. The update was made to improve consumer protections by screening out contractors that are under active or recent discipline.
- *§10091.1(n): “Eligible Energy Efficiency Measures” or “EEEMs” was updated*  
The definition was changed to clarify that measures eligible for financing under the Program are now set by CAEATFA and are no longer directly linked to the IOUs’ rebate and incentive

programs. After advocating for a simpler and more streamlined, statewide list, as well as the ability to finance to-code projects in line with Assembly Bill 802 (Williams, 2015), CAEATFA was granted authority by the CPUC in D.17.03.026 to determine measure eligibility for the Program. The list of eligible measures appears in the Regulations in Section 10091.10.

- *§10091.1(s): “Eligible Improvements” was updated*  
As CAEATFA will now determine the list of EEEMs, it is necessary to reword this provision to clarify that electric upgrades may be made when an IOU is providing electricity, and gas upgrades may be made when an IOU provides gas.
- *§10091.1(cc): “Low-to-Moderate Income” or “LMI” was updated*  
CAEATFA had previously defined LMI by referring to the California Department of Housing & Community Development’s (HCD) annual publication on household income limits and family size. During implementation of the Program, CAEATFA found that it was impractical for participating Lenders to try and ascertain family size while making loans under their standard industry practices. CAEATFA initially wanted to clarify that in order to qualify a Borrower as LMI, a Lender could assume a family size of four, but needed to take into account spousal income, if applicable. The determination is important not just for reporting purposes, but also to assist in targeting program assistance and providing a 20% Loan Loss Reserve (LLR) contribution (as opposed to 11%) to the Lender’s LLR account for LMI Borrowers.

CAEATFA sought to make this clarification during the September 5, 2017 modifications, but discussion with Lenders revealed that the clarification was not sufficient to enable Lenders to accurately report LMI households. The four current Credit Union Lenders participating in the REEL Program are unable to ascertain spousal income in cases where there is a single loan applicant. It is not operationally possible for them to do so, and is not consistent with industry lending practices to require a Borrower to provide information about a spouse if the spouse is not a co-applicant. CAEATFA discovered that some Lenders are currently only reporting a Borrower as LMI if they know that the Borrower has no spouse, which is most likely understating the number of LMI Borrowers in the Program. This revealed the need for an approach that could provide consistent and reliable data.

CAEATFA is adding a second option for Lenders to determine if a Borrower is LMI by using the income of the census tract as a proxy. LMI will be defined as a tract with an Area Median Income (AMI) no greater than 120% of the Metropolitan Area, County or State AMI. This is consistent with HCD’s definition of Moderate Income. While not as precise as determining if an individual Borrower is part of an LMI household, CAEATFA will now be able to measure and report the number of loans taken out by Borrowers in LMI neighborhoods. CAEATFA is leaving the option to determine LMI Borrowers by household income because there may be future Program Lenders who have the capacity to gather that data. Lenders will need to inform CAEATFA which methodology they used to make their LMI determination.

- *§10091.1(oo): “Self-Installer” was updated*  
The REEL Program provides Borrowers with the flexibility to use 30% of financing for home improvements that are non-energy efficiency measures, like water efficient landscaping or painting. During the course of Program implementation, Lenders encountered Borrowers who wanted to do this additional work themselves and use the proceeds of the loan to purchase

supplies. A change was made to the Self-Installer definition to clarify that a Self-Installer can install Eligible Improvements in addition to certain EEEMs.

- *§10091.1(qq)-(rr): “Title 20” and “Title 24” were added as new defined terms*  
The minimum efficiency specifications that CAEATFA set for the EEEMs list rely on Title 20 (appliance standards) and Title 24 (building code) of the California Code of Regulations. CAEATFA intends for the minimum efficiency specifications of the EEEMs list to be current with the most recent versions of Title 20 and Title 24 as they are updated. Definitions were added to facilitate this reference.

**§10091.2. Eligible Financial Institution and Eligible Finance Lender Applications to Participate.**

This section outlines the processes by which an Eligible Financial Institution or Eligible Finance Lender applies to become a Participating Financial Institution (“PFI”) or Participating Finance Lender (“PFL”), describing the information it must provide in its application and responsibilities under the Program. Throughout this document, we use the term “Lender” to refer to either PFIs or PFLs.

- *§10091.2(b): Instructions for a Lender who wishes to participate in the Credit-Challenged Program*  
One of the CHEEF’s missions from inception has been to serve Borrowers who are not well served by traditional lending markets. In December of 2017, the CPUC issued Resolution E-4900 which describes how the pilots will be evaluated, and specifically mentions the credit scores of loan participants as a metric to evaluate how well REEL reaches underserved Californians. As of year-end 2017, only 30% of REEL Borrowers had a credit score below 700. By adding a low-credit facility to the REEL program, CAEATFA is taking measured steps to incentivize Lenders to improve product terms for Borrowers in the 580-640 range. CAEATFA is proposing to provide a 20% Loan Loss Reserve Contribution for loans made to Credit-Challenged Borrowers for Lenders who opt-in to the facility.

The added provisions instruct Lenders who wish to participate to describe in detail the loan product they propose to offer and the additional benefits to Credit-Challenged Borrowers that will result from their access to an increased Loan Loss Reserve Contribution.

**§10091.6. Establishment and Funding of Loss Reserve Accounts.**

This section explains the process by which each Lender’s Loss Reserve (LLR) Accounts are established and funded under the Program by CAEATFA’s contracted Trustee Bank.

- *§10091.6(c): Rebalancing of accounts*  
Previous regulations, developed in consultation with CPUC Energy Division Staff, required CAEATFA to recapture funds from Lenders on a quarterly basis, as outstanding loan principal paid down. This requirement has been administratively burdensome for the CHEEF and Lenders while yielding little benefit since funds are very unlikely to revolve during a pilot that only allows new loan enrollments for two years. D.17.03.026 allowed CAEATFA to reconsider the methodology for fund rebalancing. With the emergency regulation adoption on September 5, 2017, CAEATFA updated this section to an annual rebalancing to reduce the administrative burden, but deferred changing the methodology until now.

The updated methodology gives CAEATFA the ability to recapture the original contribution that was made for a particular loan at the end of the fiscal year in which the loan is paid in full. This is consistent with the original guidance Decision, D.13.08.044, which requires recapture for paid-off loans. The methodology also takes into consideration any claims that were filed during the fiscal year. If the Lender filed a claim against their Loan Loss Reserve Account, CAEATFA will reduce the recapture amount by the amount of the claim. This reflects the intention of the Loss Reserve Accounts to serve as portfolio insurance for the Lenders; well-performing loans help provide a financial cushion that mitigates the risk of a default.

Staff will continue to monitor this issue to ensure that if the pilots are extended, we retain the flexibility to modify the recapture provision to ensure future sustainability.

**§10091.7. Optional Loss Reserve Reservation and Project Pre-Approval.**

This section details an optional reservation and project pre-approval process for Lenders. Project pre-approval allows Lenders to submit a proposed project to the Authority prior to closing the loan, and receive assurance that the project meets the eligibility requirements of the Program. Loss reserve funds are then set aside for the loan’s future enrollment in the Program.

- *§10091.7(a)(4): Reservation and Pre-Approval request required data points*  
This update clarifies that when a Lender reports a Borrower as a qualifying LMI, they must identify which of the two acceptable methodologies (described above in Section 10091.1(cc)) they used to determine LMI status.

**§10091.8. Loan Enrollment.**

This section describes all of the documentation and data required for a loan to be enrolled into the Program, the Authority’s timeframe for reviewing the loan, and LLR contributions for the loan. The section covers documentation provided by the Contractor, Borrower and Lender, though the Lender is responsible for compiling and submitting the package.

- *§10091.8(c)-(d): List of loan enrollment documents for projects completed by a Participating Contractor or Self-Installer*  
Due to some successes of the consumer marketing campaign, some Borrowers are hiring multiple Participating Contractors to work on completely separate aspects of the project, such as air sealing and windows. Also, Lenders have encountered several situations in which a Borrower wanted to hire a Contractor for part of the project, but complete a portion themselves as a Self-Installer. The updates to this section brings aspects of the REEL project documentation in line with this reality. We clarify that anytime a REEL Participating Contractor is completing a project, the Lender needs to submit a Certificate of Completion for each REEL Participating Contractor. For any project that has a Self-Installer component, the Lender needs to submit a Self-Installer form.
- *§10091.8(e): Loan enrollment required data points*  
This update clarifies that when Lenders report a Borrower as LMI qualifying, they must identify which of the two acceptable methodologies (described above in Section 10091.1(cc)) they used to determine LMI status. For reasons explained above in Section 10091.8(c)-(d), the update also asks the Lender to indicate whether the project included a Self-Installer component and/or more than one Participating Contractor. Finally we include that Lenders need to provide the census

tract of the Borrower so that CAEATFA can easily do additional analysis as to whom the Program is serving.

- *§10091.8(h)(2): Self-Installer Form Certification*  
The Self-Installer Form certification was updated to clarify that a Self-Installer may install non-EEEM, additional related home improvements (as mentioned above in Section 10091.1(o)) and that the financing was used to pay for either EEEMs or, additional related home improvements. CAEATFA does not see a reason to prohibit Borrowers from self-installing non-EEEM home improvements if they wish; therefore we clarify their explicit ability to do so.
- *§10091.8(l): Loan Loss Reserve determination and contribution*  
Language was updated to include a 20% Loan Loss Reserve contribution for loans made to Credit-Challenged Borrowers, where the Lender is participating in the Credit-Challenged Program, as described in Section 10091.2(b). Because some loans may be made to a Borrower who is both LMI and Credit-Challenged, we clarified that the Loss Reserve Contribution will be no more than 20%.

#### **§10091.10. Project Requirements.**

This section describes measure and project eligibility for the Program, safety testing requirements and the Authority’s field verifications and inspections of projects.

- *§10091.9(c)-(d): Criteria for projects available for self-installation*  
This subsection was modified on September 5, 2017. It describes the criteria by which measures are deemed to be eligible for self-installation and thus do not require installation by a Participating Contractor. With a few exceptions, measures must be electric and fall into one of several select categories of appliances. CAEATFA allows Borrowers to install their own equipment where it is prudent to do so, and prohibits installation of measures where there are higher risks of safety issues or incorrect installation leading to suboptimal energy savings.

During Program implementation, Lenders encountered the situation in which Self-Installers wished to hire non-REEL participating Contractors to install EEEMs that are eligible for self-install or additional home improvements. For example, a Borrower may wish to hire a retailer’s installer to deliver and install a washing machine. Because a washing machine is eligible for Self-Install, this update clarifies that the Borrower may hire a non-REEL contractor to do so. This update also clarifies that a Borrower may hire a non-REEL contractor to perform work on non-energy efficiency measures if she or he wishes to do so.

This section was updated to include “Dishwashers” and “portable air purifier or air cleaner” to the list measures eligible for self-install as CAEATFA is adding both measures to the list of EEEMs. “Cooking Products and Food Service Equipment” was removed from the measure list as there are no EEEMs offered that fit into this category.

- *§10091.9(j): Multiple contractor projects and safety tests*  
The REEL Program has safety test requirements that are triggered when particular EEEMs are installed on a project with three or more EEEMs, per Section 10091.10(h). The Program has seen project applications in which more than one Participating Contractor takes part without any single contractor acting as the “General Contractor” for the project, CAEATFA finds it necessary to define responsibility for arranging the Safety Test. This update clarifies that if the measures

installed by multiple contractors together trigger the Safety Test requirement, the contractor that installed the triggering measure must arrange the test.

- *§10091.9(o): Eligible Energy Efficiency Measures (EEEMs) Table*

As mentioned above, under Background and in the EEEMs Definition section, with these modifications, and by incorporating the list of EEEMs into the Regulations, CAEATFA is responsible for identifying and establishing the EEEMs list under the Program.

CPUC Decision 17.03.026 effectively de-coupled the EEEMs list from the IOU rebate and incentive programs and the respective requirements of those programs. That Decision gave CAEATFA the authority to create the list of allowable measures for REEL and allowed financing of measures to code. CAEATFA decided that publishing the list in the Regulations was the most effective way to allow for public engagement and comment on the list of EEEMs, following a lengthy stakeholder engagement and deliberative process. CAEATFA consulted IOU finance and program staff, residential contractors, California Energy Commission staff, and several industry experts including Frontier Energy Inc., RHA Inc., and Energy Futures Group.

In creating the list of Eligible Measures, CAEATFA considered: measures identified by the IOUs as energy saving measures, measures that are widely accepted to save energy in a variety of contexts, and common home appliances expected to have demand under the Program. For the most part, CAEATFA is allowing the financing of measures to-code, in line with the policy direction of AB 802. The vast majority of California homes are not up to code and we believe there are savings to be realized when these customers take on a retrofit to bring their home up to current code. Where there are prudent reasons to mandate a higher level of minimum efficiency specifications, we do so. For example, Energy Star represents a higher-than-code standard for appliances that are widely available on the market. Additionally, some measures, like mini-split systems, are readily available above-code at reasonable prices. More details on EEEMs list decisions are shown in Attachment B.

#### **§10091.15. California Hub for Energy Efficiency Financing Disclosure**

This section describes the CHEEF Disclosure Form which advises the Borrower of their privacy rights under the CHEEF. It informs the Borrower that certain information may be shared with the utility companies and other state or federal agencies.

- *Release of Information*

This section was updated to clarify that CAEATFA releases addresses, in addition to Borrower names and phone numbers, to agents acting on CAEATFA's behalf. For example, CAEATFA provides the Contractor Manager with the addresses of Borrowers so that the Contractor Manager can plan for site inspections in different parts of the State, after contacting Borrowers by phone. Additionally, CAEATFA clarified that CAEATFA itself may contact Borrowers directly. While not planned at this time, CAEATFA may wish in the future to survey Borrowers as to their experience with the Program in order to improve Program operations or more effectively target marketing resources.

**REGULATORY PROCESS**

**Tentative Timeline**

All of the future dates below are tentative and subject to change.

January 10, 2018	REEL Regulations Modifications workshop.
January 10 – 18, 2018	REEL Regulations workshop public comment period.
February 12, 2018	CAEATFA Board reviews and approves proposed re-adoption with modifications to the regulations.
February 13, 2018	CAEATFA posts the Finding of Emergency and begins 5-day notice period.
February 21, 2018	Emergency regulations re-adoptions with modifications are submitted to Office of Administrative Law (OAL) for review. OAL has 10 calendar days to review the emergency regulations.
February 21-March 2, 2018	Public comment period during OAL review.
March 2-4, 2018	OAL’s Decision Deadline for re-adoption of the emergency regulations with modifications. Emergency regulations become effective for 90 days upon filing with the Secretary of State.
June 2, 2018	Deadline for filing second 90-day re-adoption of emergency regulations. First re-adoption becomes ineffective on this date.
August 31, 2018	Deadline for filing Certificate of Compliance for regular rulemaking.

**RECOMMENDATION**

Staff recommends the adoption of a resolution to approve the re-adoption of the emergency regulations with additional modifications for the REEL Assistance Program.

**Attachments:** Attachment A: Proposed Modified Regulations. Modifications for Board consideration are shown with strikethrough and underlined text.

Attachment B: Proposed list of Eligible Energy Efficiency Measures for the Program, shown with reasoning for inclusion.

Attachment C: Modifications to the Regulations approved by the Board on August 15, 2017 and approved by OAL on September 5, 2017.

**RESOLUTION OF THE CALIFORNIA ALTERNATIVE ENERGY AND ADVANCED  
TRANSPORTATION FINANCING AUTHORITY APPROVING MODIFICATIONS TO  
REGULATIONS AND OTHER RELATED ACTIONS TO IMPLEMENT THE  
RESIDENTIAL ENERGY EFFICIENCY LOAN ASSISTANCE PROGRAM**

February 12, 2018

WHEREAS, the California Alternative Energy and Advanced Transportation Financing Authority (“Authority”) is authorized by California Public Resources Code Section 26009 to adopt regulations to implement and make specific the statutory provisions governing the Authority; and

WHEREAS, the Authority has determined that, under its Memorandum of Agreement with the California Public Utilities Commission and its contract with the investor-owned utilities to serve as the manager of the California Hub for Energy Efficiency Financing, it is necessary to adopt modifications to the current program regulations (the “Regulations”) to implement the Residential Energy Efficiency Loan Assistance Program (the “Program”).

NOW, THEREFORE, BE IT RESOLVED by the California Alternative Energy and Advanced Transportation Financing Authority as follows:

Section 1. The proposed modified Regulations, on file with the Authority, are hereby approved. The Chair, and Executive Director are hereby authorized to file the Regulations, with the supporting documentation required by law, with the Office of Administrative Law as regulations in the form currently on file with the Authority.

Section 2. The Chair, and Executive Director are hereby authorized to proceed with the public notice and comment procedures required by California Rulemaking Law prior to submitting emergency and regular regulations to the Office of Administrative Law and completing the rulemaking process.

Section 3. The Chair, and Executive Director of the Authority are hereby authorized to take necessary actions, including making any necessary changes to the Regulations to secure approval by the Office of Administrative Law, and to execute and deliver any and all documents necessary or advisable in order to effectuate the purposes of this resolution.

Section 4. This resolution shall take effect immediately upon its approval.

**Attachment A: Proposed Modified Regulations**

**CALIFORNIA CODE OF REGULATIONS  
Title 4. Business Regulations  
Division 13. California Alternative Energy and Advanced Transportation  
Financing Authority**

**CALIFORNIA ALTERNATIVE ENERGY AND ADVANCED  
TRANSPORTATION FINANCING AUTHORITY REGULATIONS  
IMPLEMENTING THE RESIDENTIAL ENERGY EFFICIENCY  
LOAN ASSISTANCE PROGRAM**

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**§10091.1. Definitions.**

- (a) “Authority” means the California Alternative Energy and Advanced Transportation Financing Authority (CAEATFA) established pursuant to Division 16 (commencing with Section 26000 of the Public Resources Code) or its agent.
- (b) “Bill Impact Estimate” means an estimate of the anticipated energy cost savings that are expected to result from the installation of Eligible Energy Efficiency Measures, which is provided by the Participating Contractor to the Borrower prior to work being performed on the Eligible Property.
- (c) “Borrower” means an individual or individuals who receive(s) an Eligible Loan from a Participating Financial Institution or Participating Finance Lender for the purpose of making Eligible Improvements to an Eligible Property.
- (d) “California Hub for Energy Efficiency Financing Disclosure” or “CHEEF Disclosure” means the disclosure described in Section 10091.15.
- (e) “CHEEF Loan Identifier” or “CHEEF Loan ID” means an identification number associated with a Borrower and/or Eligible Loan created by the Authority and provided to the PFI or PFL at the time of reservation, pre-approval, or enrollment of an Eligible Loan in the Program. The CHEEF Loan ID will be used to identify the corresponding Eligible Loan in all subsequent correspondence between the PFI, PFL, or Successor Servicer and the Authority.
- (f) “Claim-Eligible Principal Amount” means the principal amount of an Enrolled Loan which qualifies for reimbursement pursuant to Section 10091.9 and which may be less than the Total Loan Principal Amount.
- (g) “Commission” or “CPUC” means the California Public Utilities Commission.
- (h) “Community Choice Aggregator” or “CCA” is defined in Section 331.1 of the California Public Utilities Code.
- (i) “Credit-Challenged Borrower” means a Borrower with FICO score below 640.
- (j) “Credit-Challenged Program” means the optional program in which an Eligible Financial Institution or Eligible Finance Lender can be approved, per the application process described in Section 10091.2(b), to receive higher Loan Loss Reserve contributions described in Section 10091.8(l) for Credit-Challenged Borrowers.
- (k) “Credit Enhancement Basis” means the original Claim-Eligible Principal Amount of the loan less the actual or anticipated amount of any IOU, REN or CCA rebate or incentive amount not applied to the cost of the project.
- (l) “CSLB” means the California Contractors State License Board.
- (m) “Eligible Contractor” means a contractor or contractor company with an active license with the Contractors State License Board to do the work he, she, or it performs. Disciplinary action must not have been taken against the contractor’s license within the previous twelve months.
- (n) “Eligible Energy Efficiency Measures” or “EEEMs” means energy efficiency measures ~~identified by the Investor Owned Utilities and approved by the CPUC as eligible for rebates or incentives~~ eligible for financing under the Program. The Authority establishes allowable measure categories and efficiency standards in Section 10091.10. A The list of EEEMs will be accessible from the Authority’s website. A measure that is eligible for an IOU, REN or CCA rebate or incentive program and is not on the EEEMs list is eligible for financing as long as the rebate or incentive is

being sought. ~~The list of EEEMs shall include demand response measures to the extent that they are approved for energy efficiency rebates or incentives.~~

- (m)(o) “EEEMs ID” means the unique identification number associated with an individual EEEM as assigned by the Authority.
- (n)(p) “EEEMs Measure Name” means the name associated with a particular EEEM as assigned by the Authority.
- (o)(q) “Eligible Finance Lender” means a finance lender licensed by the California Department of Business Oversight that meets the requirements specified in Section 10091.3 of these regulations.
- (p)(r) “Eligible Financial Institution” means any insured depository institution, insured credit union, or community development financial institution, as those terms are each defined in Section 103 of the Riegle Community Development and Regulatory Improvement Act of 1994 (12 U.S.C. 4702).
- (q)(s) “Eligible Improvements” means improvements made to Eligible Properties.
- (1) Eligible Improvements must be installed by Participating Contractors, except as set forth in Section 10091.10(c).
  - (2) Eligible Improvements may include:
    - (A) The installation of EEEMs ~~as specified by the IOU(s)~~ that provide ~~(s) gas savings where an IOU provides gas service to~~ the Eligible Property ~~with the corresponding gas and/or electric service and/or electric savings where an IOU provides electric service to the Eligible Property.~~
    - (B) Additional related home improvements to the Eligible Property.
  - (3) Eligible Improvements do not include solar photovoltaic, solar thermal or other distributed generation or renewable energy systems.
- (r)(t) “Eligible Loan” means a loan or retail installment contract made by a Participating Financial Institution or Participating Finance Lender to a Borrower to finance Eligible Improvements on an Eligible Property.
- (1) The Eligible Loan that is being enrolled must meet the requirements specified in Section 10091.4 of these regulations. The proceeds of an eligible loan may be used to fund improvements beyond Eligible Improvements, however, the portion of the Eligible Loan proceeds so used shall not be Claim Eligible.
  - (2) An Eligible Loan does not include any of the following:
    - (A) A loan secured by an interest in real property.
    - (B) Open end loans (e.g., line of credit, home equity line of credit).
    - (C) A loan for the construction or purchase of residential housing.
    - (D) A loan for the refinancing of existing debt unless both loans are made within three (3) months by the same lender for the same project.
- (s)(u) “Eligible Property” means a residential property of no more than four (4) units that receives gas and/or electric service from one or more Investor-Owned Utilities, or Community Choice Aggregators. Rented or leased properties are eligible with the owner’s written consent to have the Eligible Improvements installed.
- (1) Manufactured and mobile homes are considered Eligible Properties if the mobile or manufactured home is anchored to a permanent, site-built foundation constructed of durable materials (i.e., concrete, mortared masonry, or wood).
- (t)(v) “Enrolled Loan” means an Eligible Loan approved by the Authority for enrollment in the Program pursuant to Section 10091.8.

- ~~(w)~~(w) “Executive Director” means the Executive Director of the Authority or her or his designee.
- ~~(v)~~(x) “Finance-Only Project” means an Eligible Loan financing Eligible Improvements for which no IOU, REN or CCA rebate or incentive will be sought.
- ~~(w)~~(y) “Investor-Owned Utility” or “IOU” (collectively referred to as “IOUs”) means Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, or Southern California Gas Company.
- ~~(x)~~(z) “Loss Reserve Account” means an account established and maintained by the Trustee at the Authority’s direction for the benefit of a Participating Financial Institution, Participating Finance Lender or Successor Servicer to hold the Loss Reserve Contribution for Enrolled Loans.
- ~~(y)~~(aa) “Loss Reserve Contribution” or “Loan Loss Reserve Contribution” means the financial assistance provided to the Loss Reserve Account pursuant to these regulations for the benefit of a PFI or PFL for each Eligible Loan it enrolls in the Program as described in Section 10091.8, or for the benefit of a Successor Servicer for each Enrolled Loan it purchases pursuant to Section 10091.12.
- ~~(z)~~(bb) “Loss Reserve Reservation” means funds set aside in a Program Reservation Account at the request of a PFI or PFL in accordance with Section 10091.7.
- ~~(aa)~~(cc) “Low-to-Moderate Income” or “LMI” means either:
- (1) Borrower’s household income is at or below the current annual income limits as determined by the California Department of Housing & Community Development according to county and family size and adopted in Section 6932 of Division 1 of Title 25 of the California Code of Regulations. PFIs and PFLs may assume households are comprised of four persons but must include spousal income, if applicable, in income calculations.
  - (2) Area Median Income (AMI) of Borrower’s census tract does not exceed 120% of AMI for Borrower’s Metropolitan Area, County or the State.
- ~~(bb)~~(dd) “Participating Contractor” means an Eligible Contractor who has been approved to participate in the Program by the Authority pursuant to Section 10091.5.
- ~~(ee)~~(ee) “Participating Finance Lender” or “PFL” means an Eligible Finance Lender that has been approved by the Executive Director to participate in the Program.
- ~~(dd)~~(ff) “Participating Financial Institution” or “PFI” means an Eligible Financial Institution that has been approved by the Executive Director to participate in the Program.
- ~~(ee)~~(gg) “PFI/PFL/Successor Servicer’s Program Participation ID” refers to an identification number for the participating financial lender or institution, assigned by the Authority, when the PFI/PFL is approved to participate in the Program.
- ~~(ff)~~(hh) “Program” means the Residential Energy Efficiency Loan Assistance Program described in these regulations, which is replacing the Single Family Loan Program (SFLP) in this and all subsequent references. The SFLP was established by the CPUC in Decision 13-09-044, and further referenced in the Single Family Loan Program Implementation Plan filed by the IOUs, as well as in Resolution E-4663.
- ~~(gg)~~(ii) “Program Holding Account” means the account established and maintained by the Trustee at the Authority’s direction to hold funds allocated by the IOUs for the Program.
- ~~(hh)~~(jj) “Program Identifier” or “Program ID” means a number assigned by CAEATFA or its agents that represents a pilot program. The Program ID will be used to track in which

pilot or pilots a PFI, PFL, or Successor Servicer is participating, and in which pilot a particular loan is enrolled.

- ~~(ii)~~(kk) “Program Reservation Account” means the account established and maintained by the Trustee at the Authority’s direction to hold funds reserved for PFIs and PFLs.
- ~~(jj)~~(ll) “Project Pre-Approval” means the Authority’s pre-approval of a project at the request of a PFI or PFL in accordance with Section 10091.7.
- ~~(kk)~~(mm) “REEL Borrower Form” includes the certifications described in Section 10091.8(f)(3).
- ~~(ll)~~(nn) “Regional Energy Network” or “REN” means a Regional Energy Network authorized by the California Public Utilities Commission.
- ~~(mm)~~(oo) “Self-Installer” means a Borrower who installs any ~~EEEE~~ Eligible Improvement that may be self-installed pursuant to Section 10091.10(c).
- ~~(nn)~~(pp) “Successor Servicer” means an Eligible Financial Institution or Eligible Finance Lender approved by the Authority pursuant to Section 10091.12 to service Enrolled Loans sold by a PFI or PFL.
- (qq) “Title 20” means Appliance Efficiency Regulations described in Title 20, Division 2, Chapter 4, Article 4 of the California Code of Regulations, as applicable to the Eligible Improvements and as amended from time to time.
- (rr) “Title 24” means the Building Standards Code of the California Code of Regulations, as applicable to the Eligible Improvements and as amended from time to time.
- ~~(oo)~~(ss) “Total Loan Principal Amount” means the total principal of an Enrolled Loan. This principal amount is not necessarily the same as the Claim-Eligible Principal Amount.
- ~~(pp)~~(tt) “Trustee” means the bank or trust company chosen by the Authority to hold or administer some or all of the Program Holding Accounts and Loss Reserve Accounts.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.2. Eligible Financial Institution and Eligible Finance Lender Applications to Participate.**

- (a) An Eligible Financial Institution or Eligible Finance Lender seeking to become a Participating Financial Institution (PFI) or Participating Finance Lender (PFL) in the Program shall submit an enrollment application to the Authority that includes the following information in a form to be specified by the Authority:
- (1) Name and address of the Eligible Financial Institution or Eligible Finance Lender.
  - (2) Name, business address, business telephone number, email address, and title of contact person.
  - (3) Name, business address, business telephone number, email address, and title of all loan officers or staff who will be submitting reservations, pre-approvals, or loan enrollments to the Authority under the Program.
  - (4) An indication that the Eligible Financial Institution or Eligible Finance Lender is applying to enroll in the REEL Assistance Program.
  - (5) Type of financial institution or finance lender, denoting insured depository institution, insured credit union, community development financial institution, or finance lender.

- (6) A list of the counties in California where its loan program may be available, or an indication that the loan program may be available statewide.
- (7) Names of the regulatory agency and the insuring agency to which the Eligible Financial Institution or Eligible Finance Lender is accountable and license number(s), if applicable.
- (8) A detailed description of its loan program(s) to finance Eligible Improvements, including, but not limited to anticipated loan product details, such as collateral required (if any), maximum and minimum loan amounts, interest rates (including maximums and whether fixed or variable), loan terms, property type (owner occupied vs. leased or rented), and a description of underwriting criteria, with reference to any minimum FICO score or maximum total debt-to-income ratio.
- (9) A description of the transactional activities associated with the loan issuance, including any fees that will be assessed to the Borrower or the contractor.
- (10) An indication as to whether the Eligible Financial Institution's or Eligible Finance Lender's participation in the Program will result in benefits to the Borrower in one or more of the following ways:
  - (A) Lower interest rates.
  - (B) Longer loan terms.
  - (C) More inclusive underwriting criteria.
  - (D) Any other advantageous features.
- (11) A detailed description of the benefits to Borrowers resulting from the Eligible Financial Institution's or Eligible Finance Lender's participation in the Program as indicated in subsection (a)(10) above. This description should include a comparison between the terms, underwriting criteria, interest rates, or other critical features of the loan program(s) described in subsection (a)(8) above and any existing, similar loan product offered by the Eligible Financial Institution or Eligible Finance Lender.
- (12) An acknowledgement and agreement that these regulations constitute a lender services agreement.
- (13) Certification that the Eligible Financial Institution or Eligible Finance Lender is not subject to a cease and desist order or other regulatory sanction from the appropriate federal or state regulatory body, which would impair its ability to participate in the Program.
- (14) The Eligible Financial Institution's or Eligible Finance Lender's agreement to follow the Program regulations as set forth in this Article.
- (15) The Eligible Financial Institution's or Eligible Finance Lender's agreement to permit an audit, by the Authority, of any of its records relating to Enrolled Loans during normal business hours on its premises, and to supply such other information concerning Enrolled Loans as shall be requested by the Authority.
- (16) The Eligible Financial Institution's or Eligible Finance Lender's acknowledgment that the Authority and the State will have no liability to the PFI or PFL under the Program except from funds deposited in the Loss Reserve Account(s) for the PFI or PFL.
- (17) The Eligible Financial Institution's or Eligible Finance Lender's agreement to include in its loan documentation the following documents in a form approved by the Authority, as applicable to each Eligible Loan submitted for enrollment in the

Program: utility bill(s), California Hub for Energy Efficiency Financing Disclosures, REEL Borrower Form, Itemized Invoice, Self-Installer Project Submission, and the Certificate of Completion described in Section 10091.8 to be signed by the Participating Contractor.

- (18) The Eligible Financial Institution's or Eligible Finance Lender's agreement to and acknowledgement of the following, upon enrollment in the Program:
- (A) The PFI or PFL is solely responsible for identifying and making any and all disclosures and providing periodic reports to its Borrowers as required under applicable laws.
  - (B) The PFI or PFL shall comply with all applicable laws, possess and maintain all required state and federal licenses, and remain in good standing with all governmental authorities having jurisdiction over its business.
  - (C) The PFI or PFL shall indemnify, defend and hold harmless CAEATFA, each of the IOUs, their affiliates, and each of their respective officers, directors, employees, agents, and representatives (each of which is an express beneficiary of this indemnity) from and against any and all losses arising in connection with any claim:
    - (i) resulting from the negligent or unlawful acts or omissions, or willful or tortious conduct of the PFI or PFL, including any failure of the PFI or PFL, or its agents, to comply with applicable laws in connection with Enrolled Loans;
    - (ii) resulting from any error or omission by the PFI or PFL or any of its agents in the calculation or presentation of principal repayments or interest with respect to an Enrolled Loan agreement, fees and charges, the receipt and processing of payments received from Borrowers, or any collection or enforcement action;
    - (iii) alleging any breach of a representation, warranty or covenant by such PFI or PFL;
    - (iv) alleging any misrepresentation by the PFI or PFL or its agents with respect to the energy savings to be achieved in connection with an Enrolled Loan, or any failure or deficiency in the products, materials or work supplied to a Borrower in connection with an Enrolled Loan; and/or
    - (v) arising from the PFI's or PFL's breach or alleged breach of these regulations and/or its confidentiality or privacy obligations under these regulations or with respect to the Program.
  - (D) The PFI or PFL acknowledges that the IOUs are not responsible for, and shall have no liability for:
    - (i) the energy efficiency improvements funded through the Enrolled Loans supported through the Loss Reserve Accounts,
    - (ii) the assessment of potential benefits and costs associated with those improvements,
    - (iii) the qualification of PFIs or PFLs,
    - (iv) the PFI's or PFL's marketing and lending policies and practices, or
    - (v) CAEATFA's educational and outreach activities.

- (19) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
  - (20) The application shall include certification that for all forthcoming Project Pre-Approvals or Loan Enrollment Applications submitted by the PFI or PFL to the Authority:
    - (A) The loans will be Eligible Loans for Eligible Improvements at an Eligible Property, and that the Borrowers receiving the Eligible Loans will meet the Minimum Underwriting Criteria set forth in this Article, and
    - (B) The Claim-Eligible Principal Amounts will not finance distributed generation.
  - (21) The application shall include certification that for all forthcoming Loss Reserve Reservations, Project Pre-Approvals or Loan Enrollment Applications submitted by the PFI or PFL to the Authority:
    - (A) All of the information provided will be true and accurate to the best of the signatory's knowledge.
  - (22) The application shall be signed by a person authorized to legally bind the Eligible Financial Institution or Eligible Finance Lender, and shall include the signatory's printed name, title and date.
  - (23) Eligible Finance Lenders will also submit evidence of compliance with, or a certification that the Eligible Finance Lender meets, the additional requirements specified in Section 10091.3.
- (b) A PFI or PFL who wishes to participate in the Credit-Challenged Program should also submit the following:
- (1) A detailed description of its loan program and products to finance Eligible Improvements resulting from participation in the Credit-Challenged Program. The description should include but is not limited to anticipated loan product details, such as collateral required (if any), maximum and minimum loan amounts, interest rates (including maximums and whether fixed or variable), loan terms, property type (owner occupied vs. leased or rented), and a description of underwriting criteria, with reference to any minimum FICO score or maximum total debt-to-income ratio.
  - (2) A detailed description of the additional benefits to Credit-Challenged Borrowers, resulting from the Eligible Financial Institution's or Eligible Finance Lender's participation in the Credit-Challenged Program as indicated in subsection (a)(10) above. This description should include a comparison between existing, similar loan products, and the proposed loan program with and without access to the Credit-Challenged Program.
- ~~(b)~~(c) Upon receipt of a completed application, the Authority will, within ten (10) business days, review and determine whether additional information is required, or whether the application is sufficient to permit the applicant to be a PFI or PFL. The Authority's decision regarding enrollment shall be final. The Authority will notify the PFI or PFL of its decision and provide a Program-assigned identification number for the PFI or PFL. The Authority shall provide the PFI or PFL with a signature sheet for authorizing officials, who are authorized by the PFI or PFL to sign documents binding the PFI or PFL. The PFI or PFL shall complete, sign, and return the signature sheet to the Authority

within 10 business days, or at the time the PFI's or PFL's first loan is enrolled, whichever is first.

- (e)(d) After a PFI or PFL is enrolled in the Program, the PFI or PFL is responsible for updating the Authority with any changes to the information referenced in subsections (a)(1)-(7) above. Changes to the information referenced in subsections (a)(6) and (8)-(11) above are subject to approval by the Authority.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.3. Additional Requirements for Finance Lenders.**

In addition to the requirements set forth in Section 10091.2, to be approved as a Participating Finance Lender, Eligible Finance Lenders must meet the following requirements in a form to be specified by the Authority:

- (a) Maintain and provide evidence of the following insurance coverage:
- (1) General liability with limits of not less than \$2,000,000 per occurrence for bodily injury and property damage liability combined. The policy shall include coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, personal and advertising injury, and liability assumed under an insured contract. This insurance shall apply separately to each insured against whom claim is made or suit is brought subject to the Eligible Finance Lender's limit of liability. The policy must include the State of California, its officers, agents, employees and servants as additional insureds, but only insofar as the operations under these regulations are concerned.
  - (2) Motor vehicle liability with limits of not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of a motor vehicle owned, hired, and non-owned motor vehicles.
  - (3) Statutory workers' compensation and employer's liability coverage for all its employees who will be engaged in the Program, including special coverage extensions where applicable. Employer's liability limits of \$1,000,000 shall be required.
  - (4) All insurance coverage shall be in force for the complete term during which the Eligible Finance Lender is enrolled as a PFL. If insurance expires during this term, a new certificate must be received by the Authority at least ten (10) business days prior to the expiration of the insurance. The new insurance must still meet the terms required in this section.
  - (5) The PFL is responsible for ensuring that coverage will not be cancelled without thirty (30) days' prior written notice to the Authority.
  - (6) The PFL is responsible for any deductible or self-insured retention contained within the insurance program.
  - (7) In the event the PFL fails to keep in effect at all times the specified insurance coverage, the Authority may, in addition to any other remedies it may have, terminate the PFL's participation in the Program on the occurrence of such event, subject to the provisions set forth in these regulations.

- (8) Any insurance required shall be primary, and not excess, to any other insurance carried by the Authority.
- (b) Have net worth in excess of \$1,000,000 and assets that exceed 0.5% of assets under servicing.
- (c) Unless seeking to become a Successor Servicer, demonstrate in writing a proven ability to originate consumer loans or retail installment contracts in accordance with all applicable laws, including related expertise and experience, trained and qualified personnel, and suitable systems, processes, and facilities to support the business.
- (d) Demonstrate, in writing, experience with home improvement financing and the coordination of such financing with home improvement contractors and consumers.
- (e) Maintain quality control and management systems to evaluate and monitor the overall quality of its loan or financing-related activities, including, where applicable, underwriting reviews and consumer complaint resolution processes.
- (f) Hold a California Finance Lender license in good standing with the California Department of Business Oversight.
- (g) Make the following representations, warranties, and covenants to the Authority. These warranties are not limited to matters of which the Eligible Finance Lender had knowledge. Matters that are of public record will be deemed to be known by the Eligible Finance Lender.
  - (1) **Organization and Good Standing.** The Eligible Finance Lender is duly organized and validly existing under the laws of the state of its organization and California with due power and authority to own its properties and to conduct its business as such properties are currently owned and such business is presently conducted, and had at all relevant times, and has, the power, authority and legal right to participate in this Program.
  - (2) **Due Qualification.** The Eligible Finance Lender is duly qualified to do business and has obtained all necessary licenses and approvals in all jurisdictions in which the ownership or lease of property or the conduct of its business will require such qualifications.
  - (3) **Power and Authority.** The Eligible Finance Lender has the power and authority to execute and to carry out the terms of the Program.
  - (4) **No Proceedings.** There are no proceedings or investigations pending or threatened, before any court, regulatory body, administrative agency nor other governmental instrumentality having jurisdiction over the Eligible Finance Lender or its properties:
    - (A) asserting the invalidity of these regulations,
    - (B) seeking to prevent the consummation of any of the transactions contemplated by these regulations, or
    - (C) seeking any determination or ruling that might materially and adversely affect the performance by the Eligible Finance Lender of its obligations under these regulations.
  - (5) **Due Experience.** The Eligible Finance Lender has the experience and expertise to underwrite, originate, and service loans in accordance with all applicable regulations and laws.
  - (6) **Qualified Staff and Adequate Facilities.** The Eligible Finance Lender has trained and qualified employees and suitable facilities and operating systems for the

performance of the underwriting, origination, and servicing functions required to carry out the Program. Where an Eligible Finance Lender is seeking to become a Successor Servicer, such requirements related to employees, facilities and operating systems shall be sufficient to carry out all servicing functions required to carry out the Program. The Eligible Finance Lender must maintain a written disaster recovery plan that covers the restoration of the facilities, backup and recovery of information in electronic data processing systems. Alternate processing facilities and systems are required to ensure continuous operations. Eligible Finance Lender shall allow the Authority, at no additional cost, to inspect its disaster recovery plan and facilities.

- (7) Bad Acts. Eligible Finance Lender has established and shall maintain adequate internal audit and management control systems to guard against dishonest, fraudulent or negligent acts by employees and contractors involved in the origination process.
- (h) The application of the Eligible Finance Lender to enroll as a Participating Finance Lender shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.4. Loan Eligibility and Minimum Underwriting Criteria.**

- (a) Loans' terms and characteristics must be consistent with the loan program described by the PFI or PFL in its application to participate pursuant to Section 10091.2(a)(8)-(9), or any revised program details provided in a report to the Authority pursuant to Section 10091.11(b)(1).
- (b) The Claim-Eligible Principal Amount of the Loan proceeds must be used for Eligible Improvements to Eligible Properties in accordance with the following requirements:
  - (1) At least 70 percent of the proceeds must be used to fund EEEMs as specified in Sections 10091.1~~(h)~~(n) and 10091.1~~(g)~~(s)(2)(A), other necessary and related costs such as installation, permitting, and other legally required improvements.
    - (A) Where a measure is removed from the list of EEEMs or its specification is revised, that measure and specification will continue to be eligible for inclusion under this subsection where the Loan Enrollment Application is submitted within one-hundred and eighty (180) calendar days of its removal or revision.
  - (2) No more than 30 percent of the proceeds may be used for additional related home improvements as described in Section 10091.1~~(g)~~(s)(2)(B).
- (c) The Claim-Eligible Principal Amount shall not exceed \$50,000 per unit for the Eligible Property. If the Eligible Loan is underwritten without a FICO score pursuant to subsection (e)(2) below, the Claim-Eligible Loan Amount shall not exceed \$35,000 without regard to the number of units of the Eligible Property.

- (1) Where an Eligible Loan is underwritten without a FICO score, the \$35,000 cap shall apply to the Total Loan Principal Amount regardless of the Claim-Eligible Principal Amount.
- (d) The interest rate, as calculated at a time pursuant to the PFI's or PFL's standard business practices, shall not exceed the interest rate on new 10-year treasury bonds plus seven hundred and fifty (750) basis points as of the first business day of the applicable calendar quarter.
- (e) Borrower FICO score requirements:
  - (1) The Borrower must have a minimum FICO score of 580 except as allowed pursuant to subsection (2) below. For Borrowers with FICO scores between 580 and 640, the PFI or PFL must verify the Borrower's income as part of the underwriting process if the Total Loan Principal Amount exceeds \$20,000.
  - (2) Eligible Loans may also be provided to Borrowers with no FICO score, provided they do not have any unexplained derogatory credit reports.
- (f) The Borrower's total debt-to-income ratio shall not exceed fifty-five percent (55%).
- (g) In addition to the underwriting criteria described above, Participating Financial Institutions and Participating Finance Lenders may use a Borrower's utility billing and payment history to aid in underwriting an Eligible Loan.
- (h) A PFI or PFL may establish additional underwriting criteria beyond what is described in this Section. A PFI or PFL has responsibility for underwriting decisions and legal compliance with respect to the Eligible Loans it makes pursuant to these regulations.
- (i) A PFI or PFL may not enroll the Claim-Eligible Principal Amount of the Loan in any substantially similar program.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.5. Contractor Qualification and Management.**

- (a) To participate in the Program as a Participating Contractor, an Eligible Contractor must complete a Program training regarding these regulations and the requirements set forth herein offered by the Authority, the IOUs, or the Center for Sustainable Energy, and submit an application to the Authority including the following information in a form to be specified by the Authority:
  - (1) Business name and address of the Eligible Contractor.
  - (2) Name, website (if any), business address, business telephone number, e-mail address and title of contact person.
  - (3) CSLB license number.
  - (4) The name(s) of individual(s) who are authorized to sign loan enrollment documents on behalf of the Eligible Contractor. The list can be updated at any time by the signatory of the Program application.
  - (5) Type(s) of CSLB licenses relevant to the work performed under the Program.
  - (6) The date, location, and provider of the mandatory training attended by the Eligible Contractor, or an attachment from the provider of the mandatory training containing this information.

- (7) Certification that the Eligible Contractor has no outstanding judgments or liens.
  - (8) The Eligible Contractor's agreement to follow the Program regulations as set forth in this Article, including the project requirements set forth in Section 10091.10.
  - (9) The Eligible Contractor's agreement to hold and maintain a commercial general liability insurance policy or policies of not less than \$1,000,000 per occurrence throughout their participation in the Program. If the policy maintains a policy aggregate, such aggregate shall not be less than twice the occurrence limit. The Eligible Contractor shall submit proof of such insurance in its application to the Authority.
  - (10) The Eligible Contractor's agreement to permit an audit, by the Authority, of any of its records relating to the projects financed by Enrolled Loans during normal business hours on its premises, and to supply such other information relating to those projects as shall be requested by the Authority.
  - (11) The Eligible Contractor's agreement that its representatives and agents are not hired by the Authority or any of the participating IOUs, and shall not represent themselves as such, or claim association or affiliation with the Authority or any of the participating IOUs in any capacity. Further, the Eligible Contractor shall not make false or misleading claims about any part of the Program or its performance, including energy performance savings, nor engage in fraudulent or deceitful conduct in the sale or installation of measures.
  - (12) The Eligible Contractor's acknowledgement that its employees and representatives shall be solely responsible for all representations made to Borrowers regarding the Program or work performed for a Borrower under the Program, and shall be responsible for all sales, installations, warranties, maintenance, and service for all products and systems installed.
  - (13) The Eligible Contractor's acknowledgement that the Authority and the State will have no liability to the Eligible Contractor under the Program.
  - (14) The Eligible Contractor's agreement to and acknowledgement of the following:
    - (A) The Eligible Contractor is solely responsible for identifying and making any and all disclosures required under applicable laws.
    - (B) The Eligible Contractor shall comply with all applicable laws, possess and maintain all required state licenses, and remain in good standing with all governmental authorities having jurisdiction over its business.
    - (C) The Eligible Contractor acknowledges that the IOUs are not responsible for, and shall have no liability for:
      - (i) the energy efficiency improvements funded through the Enrolled Loans supported through the Loss Reserve Accounts;
      - (ii) the assessment of potential benefits and costs associated with those improvements;
      - (iii) the selection of Participating Contractors;
      - (iv) the Participating Contractor's marketing policies and practices; or
      - (v) CAEATFA's educational and outreach activities.
- (b) The application shall be signed by a person authorized to legally bind the Eligible Contractor, and shall include the signatory's printed name, title, and date.

- (c) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (d) Upon receipt of a completed application, the Authority will, within ten (10) business days, review and determine whether additional information is required, or whether the application is sufficient to permit the applicant to be a Participating Contractor. The Authority's decision regarding enrollment shall be final. The Authority will notify the Eligible Contractor of its decision.
- (e) The Authority will add Participating Contractors to a list that will be accessible from its website.
- (f) On an annual basis, the Authority may randomly select a sample of Participating Contractors and conduct an audit to request updated proof of insurance, pursuant to Section 10091.5(a)(10) above.
- (g) In the event an audit or post-project field verification by the Authority reveals misrepresentation or failure to comply with the requirements set forth in these regulations on the part of a Participating Contractor, the Authority may suspend the Participating Contractor. The Executive Director shall provide written notice of the suspension and the right to appeal in accordance with the procedures set forth in paragraphs (1) through (3) below.
  - (1) Any Participating Contractor receiving a notice of suspension shall have the right to submit information to the Authority explaining the results of the post-project field verification and asking that the Executive Director reconsider the suspension within fifteen (15) business days of the date of the notice.
  - (2) The Executive Director shall have ten (10) business days to respond to any information submitted pursuant to paragraph (1) of this subdivision, either reversing or affirming the suspension. The Executive Director shall provide written notice of the decision and the right to appeal the decision to the Authority pursuant to paragraph (3) of this subdivision.
  - (3) Within fifteen (15) business days of the date of the notice from the Executive Director pursuant to paragraph (2) of this subdivision, the contractor shall have the right to seek an appeal to the Authority. The appeal shall be in writing and shall set forth the information the contractor believes warrants a reversal of the Executive Director's decision. The Authority shall consider the appeal at the first regularly scheduled meeting occurring at least twenty (20) business days after the appeal is received.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.6. Establishment and Funding of Loss Reserve Accounts.**

- (a) Upon the Authority's acceptance of an application from an Eligible Financial Institution or Eligible Finance Lender to be a PFI, PFL, or Successor Servicer, the Authority shall instruct the Trustee to establish a Loss Reserve Account for the PFI, PFL, or Successor Servicer. The Loss Reserve Account(s) will be held by the Trustee and will be used to:

- (1) Receive and hold Loss Reserve Contributions deposited by the Authority for the benefit of a PFI, PFL, or Successor Servicer; and
  - (2) Pay claims in accordance with Section 10091.9.
- (b) For each of the PFI's or PFL's loan enrollments, the Authority shall direct the Trustee to transfer a Loss Reserve Contribution from the Program Holding Account to the Loss Reserve Account of that PFI or PFL pursuant to Section 10091.8(1)(1)-(2) below.
- (1) Where an Eligible Loan is enrolled that previously received a Loss Reserve Reservation or Project Pre-Approval pursuant to Section 10091.7, the Authority shall direct the Trustee to transfer the Loss Reserve Contribution to the Loss Reserve Account. If the Loss Reserve Contribution exceeds the Loss Reserve Reservation amount for the Eligible Loan, the remainder of the Loss Reserve Contribution will be transferred to the Loss Reserve Account, provided funds are available.
- (c) On an annual basis based on the fiscal year ending June 30<sup>th</sup>, the ~~Authority shall compare the balance of each Loss Reserve Account to the total of the outstanding Claim-Eligible Principal Amounts corresponding to that account as reported by the PFI, PFL, or Successor Servicer pursuant to Section 10091.11. The~~ Authority shall instruct the Trustee to ~~return any excess funds to the Program Holding Account where the Loss Reserve Account balance exceeds the total of the outstanding Claim-Eligible Principal Amounts to LMI Borrowers multiplied by 20% plus the total of the outstanding Claim-Eligible Principal Amounts to non-LMI Borrowers multiplied by 11%~~ rebalance a PFI's or PFL's Loss Reserve Account, if necessary, and move funds from the PFI's or PFL's Loss Reserve Account into the Program Holding Account. The initial rebalance amount will be the sum of the original Loan Loss Reserve Contributions associated with enrolled loans that were paid off in full during the fiscal year.
- (1) ~~When the Total Loan Principal Amount of an Enrolled Loan is greater than the Claim-Eligible Principal Amount, the outstanding Claim-Eligible Principal Amount for the Enrolled Loans shall be calculated using the original proportion of the Claim-Eligible Principal Amount to Total Loan Principal Amount. If the PFI or PFL did not make any claims as provided under Section 10091.9 during the fiscal year, the initial rebalance amount will not be changed and the funds will be transferred from the PFI's or PFL's Loss Reserve Account to the Program Holding Account.~~
  - (2) If the PFI or PFL made one or more claims as provided under Section 10091.9 during the fiscal year, and the total claim amount is less than the initial rebalance amount, the final rebalance amount will equal the initial rebalance amount less the claim(s) amount.
  - (3) If the PFI or PFL made one or more claims as provided under Section 10091.9 during the fiscal year, and the total claim amount is more than the initial rebalance amount, there will be no rebalance.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.7. Optional Loss Reserve Reservation and Project Pre-Approval.**

- (a) A PFI or PFL may submit a request for a Loss Reserve Reservation to the Authority prior to enrolling an Eligible Loan so that loss reserve funds may be set aside. Funds reserved will be used as the Loss Reserve Contribution for the Eligible Loan upon the approval of a Loan Enrollment Application in accordance with Section 10091.8 below. A Loss Reserve Reservation request shall include the following information in a form to be specified by the Authority:
- (1) The PFI's or PFL's name and Program Participation ID.
  - (2) Loan officer name, business telephone number and e-mail.
  - (3) PFI's or PFL's internal loan identification number, the designation created by the PFI or PFL to refer to the Eligible Loan for its own reference. This number should not be identical to a Borrower's account number with the PFI/ or-PFL.
  - (4) Indication of whether the Borrower qualifies as a Low-to-Moderate Income borrower as defined by Section 10091.1(~~aa~~)(cc) and methodology utilized to determine LMI qualification.
  - (5) The Program ID (Indication that Eligible Loan will be submitted for enrollment in the REEL Assistance Program).
  - (6) The anticipated Claim-Eligible Principal Amount.
  - (7) The anticipated Total Principal Amount.
  - (8) The name of the utility providing gas service to the Eligible Property.
  - (9) The name of the utility providing electric service to the Eligible Property.
- (b) In addition to requesting a Loss Reserve Reservation pursuant to subsection (a) above, a PFI or PFL may submit a request for a Project Pre-Approval to the Authority prior to enrolling an Eligible Loan to verify the eligibility of proposed measures and other proposed project characteristics. When requesting a Project Pre-Approval, a PFI or PFL shall submit the following information in a form to be specified by the Authority in addition to the information described in subsection (a) above:
- (1) The Borrower's IOU account number(s).
  - (2) An estimate Itemized Invoice as specified in Section 10091.8(g).
  - (3) The Participating Contractor's name and CSLB License Number, or an indication that the Eligible Improvements will be installed by a Self-Installer.
  - (4) An executed California Hub for Energy Efficiency Financing Disclosure, as described in Section 10091.15.
  - (5) Utility bills, for the IOU(s) servicing the Eligible Property for each meter and fuel provided, from within 60 days of the date of the PFI/ or-PFL's loan approval.
- (c) Upon receipt of a request for Loss Reserve Reservation and/or Project Pre-Approval, the Authority will:
- (1) Review the request for completeness and eligibility;
  - (2) Determine the Loss Reserve Reservation amount by calculating the Loss Reserve Contribution pursuant to Section 10091.8(l) below.
- (d) The Authority shall approve Loss Reserve Reservation and Project Pre-Approval requests from PFIs or PFLs if the Executive Director determines that the proposed Eligible Loan meets the requirements of this Article. The Authority shall notify the PFI or PFL of approval and reservation, the reservation amount(s) and the CHEEF Loan ID for the Eligible Loan within five (5) business days after receipt by the Authority of all documentation required by this Article. The Executive Director's determination to

- approve or deny a Loss Reserve Reservation or Loss Reserve Reservation and Project Pre-Approval request shall be final.
- (e) Where a Project Pre-Approval request is rejected, but the associated Loss Reserve Reservation request is valid, the Authority will approve only the Loss Reserve Reservation request. The Authority shall notify the PFI or PFL within five (5) business days of its decision. If, after receiving such notice from the Authority, the PFI or PFL does wish to maintain the Loss Reserve Reservation, the PFI or PFL must inform the Authority of its decision to accept the Loss Reserve Reservation within five (5) business days.
  - (f) Upon approving a Loss Reserve Reservation request, the Authority will instruct the Trustee to transfer the Loss Reserve Reservation from the Program Holding Account to the Program Reservation Account, according to the process outlined in Section 10091.6(b)(1).
  - (g) Funds reserved in the Program Reservation Account may be returned to the Program Holding Account under the following circumstances:
    - (1) If a PFI or PFL fails to enroll an Eligible Loan corresponding to a Loss Reserve Reservation or Project Pre-Approval in accordance with Section 10091.8 within one hundred eighty (180) calendar days of the reservation approval or Project Pre-Approval, the Executive Director may allow a sixty (60)-calendar-day extension of a reservation or Pre-Approval upon a written request from a PFI or PFL. Such extension means the EEEMs that were submitted on the Itemized Invoice at the time of the Pre-Approval remain eligible for inclusion.
    - (2) Upon enrollment of an Eligible Loan that has received a Loss Reserve Reservation or Project Pre-Approval in accordance with this section, funds reserved for that Eligible Loan in excess of the final Loss Reserve Contribution shall be returned to the Program Holding Account.
    - (3) Upon rejection of the application to enroll an Eligible Loan that has received a Loss Reserve Reservation or Project Pre-Approval in accordance with this section.
  - (h) The Authority's approval for a Loss Reserve Reservation or a Project Pre-Approval request only remains valid if all other regulatory requirements from this Article are met upon final loan enrollment.
  - (i) Loss Reserve Reservations and Project Pre-Approvals are not valid beyond the program expiration.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.8. Loan Enrollment.**

- (a) The terms and conditions of Eligible Loans, including interest rates, fees and other conditions, shall be determined solely by agreement between the PFI or PFL and the Borrower.

- (b) A PFI or PFL shall be authorized to enroll an Eligible Loan in the Program, once that loan is closed, by submitting the documents described in subsections (c)-(d) below in a form specified by the Authority.
- (c) To enroll an Eligible Loan for a project completed [in whole or in part](#) by a Participating Contractor, a PFI or PFL will submit the following documents to the Authority:
  - (1) a Loan Enrollment Application, as described in subsection (e) below;
  - (2) a Certificate of Completion [from each Participating Contractor certifying work on the project](#), as described in subsection (f) below;
  - (3) an executed California Hub for Energy Efficiency Financing Disclosure as described in Section 10091.15;
  - (4) an Itemized Invoice, as described in subsection (g) below; and
  - (5) a utility bill, for each IOU servicing the Eligible Property covering each meter and fuel provided from within 60 days of the PFI's ~~or~~ PFL's loan approval.
- (d) To enroll an Eligible Loan for a project completed [in whole or in part](#) by a Self-Installer, a PFI or PFL will submit the following documents in a form specified by the Authority:
  - (1) a Loan Enrollment Application, as described in subsection (e);
  - (2) a Self-Installer Project Submission, as described in subsection (h);
  - (3) an executed California Hub for Energy Efficiency Financing Disclosure as described in Section 10091.15;
  - (4) an Itemized Invoice, as described in subsection (g) below;
  - (5) written proof of purchase for the Eligible Improvements, e.g., a receipt for the Eligible Improvements; and
  - (6) a utility bill, for each IOU servicing the Eligible Property covering each meter and fuel provided, from within 60 days of the date the Loan Enrollment Application is being submitted for enrollment.
- (e) The Loan Enrollment Application shall be in a form specified by the Authority and shall include the following information:
  - (1) Participating Financial Institution or Participating Finance Lender name and Program Participation ID.
  - (2) Loan officer name.
  - (3) An indication as to whether the Eligible Loan received a Loss Reserve Reservation or Project Pre-Approval.
  - (4) CHEEF Loan Identification Number, if applicable (if the project received a reservation or pre-approval, a CHEEF Loan Identification Number will have been provided by the Authority).
  - (5) Program ID (Indication that the Eligible Loan is being submitted for enrollment in the REEL Assistance Program).
  - (6) PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3).
  - (7) Whether the Eligible Property is owner-occupied, or rented or leased.
  - (8) The number of units for which Eligible Improvements were undertaken.
  - (9) Name of the utility providing electric service to the Eligible Property, if applicable.
  - (10) Name of the utility providing gas service to the Eligible Property, if applicable.
  - (11) The IOU account number(s) for the Eligible Property.

- (12) Borrower's FICO score range, denoting a score of 580-640, 641-700, 701-760, 761-820, 821 or higher, or no FICO score.
  - (13) An indication whether the Borrower qualifies as a Low-to-Moderate Income Borrower as defined in Section 10091.1~~(aa)~~(cc) [and methodology utilized to determine LMI qualification.](#)
  - (14) Borrower's income range, denoting a range of less than \$25,000, \$25,000-\$34,999, \$35,000-\$49,999, \$50,000-\$74,999, \$75,000-\$99,999, \$100,000-\$149,999, or \$150,000 or more.
  - (15) Borrower's total debt-to-income ratio, denoting a range of less than 25%, between 25 and 35%, between 36 and 45%, or between 46 and 55%.
  - (16) An indication as to whether bill payment history was used in making the underwriting decision.
  - (17) Claim-Eligible Principal Amount of the Eligible Loan.
  - (18) Total Loan Principal Amount of the Eligible Loan.
  - (19) Type of the Eligible Loan (e.g. term loan, retail installment contract).
  - (20) Term and maturity date of the Eligible Loan.
  - (21) Interest rate applicable to the Eligible Loan and whether it is fixed or variable.
  - (22) Date the interest rate for the Eligible Loan was finalized.
  - (23) Origination Date of the Eligible Loan.
  - (24) First payment date.
  - (25) Principal and interest payment amount.
  - (26) Whether the Participating Contractor or Borrower has received or will apply for an IOU, REN or CCA energy efficiency rebate or incentive for the Eligible Improvements being installed. If the Participating Contractor or Borrower is seeking a rebate or incentive, identification of the rebate and/or incentive amount received or expected for the project, and whether the rebate and/or incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU or REN incentive program at the time of incentive program pre-approval or reservation.
  - (27) [Whether the project included a Self-Installer component and/or more than one Participating Contractor.](#)
  - (28) [Census Tract of Borrower.](#)
- (f) The Certificate of Completion shall be in a form specified by the Authority and shall include the PFI's or PFL's name, PFI's or PFL's Program Participation ID, the Program ID, the CHEEF Loan ID for projects that have received a Reservation or Pre-Approval, and PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3), as well as the following information:
- (1) Project information to be provided by the Participating Contractor:
    - (A) The street address, city, and zip code of the Eligible Property.
    - (B) The name of the utility or utilities providing gas and/or electric service to the Eligible Property.
    - (C) Whether the Participating Contractor or Borrower has received or will apply for an IOU, REN or CCA energy efficiency rebate or incentive for the Eligible Improvements being installed. If the Participating Contractor or Borrower is seeking a rebate or incentive, identification of the rebate

and/or incentive amount received or expected for the project, the name of the corresponding rebate and/or incentive program, the rebate/incentive project ID provided by the utility (if available at the time of enrollment), and whether the rebate and/or incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU or REN incentive program at the time of incentive program pre-approval or reservation.

- (D) The Participating Contractor's name.
  - (E) The Participating Contractor's CSLB License Number.
  - (F) The dates the project was started and completed.
  - (G) Permit numbers for all permits required by law for the installation of the Eligible Improvements.
  - (H) Where the Eligible Improvements require a safety test pursuant to Section 10091.10(h), the following information from the Participating Contractor or other individual performing the test:
    - (i) Entity name.
    - (ii) Contractors State License Board license type(s) and number, if applicable.
    - (iii) The Building Performance Institute certification type(s) and number, if applicable.
    - (iv) A list of IOU territories where the Participating Contractor or individual performing the test is approved to participate in the Energy Upgrade California Home Upgrade Program and/or Advanced Home Upgrade Program, and/or other IOU whole house program, if applicable.
    - (v) Certification and number for Natural Gas Appliance Testing (NGAT) as defined in Section 10091.10(i)(3), if applicable.
  - (I) An indication of whether the Borrower became aware of the financing offered through the Program from the Participating Contractor, the PFI or PFL, the Energy Upgrade California website, or a description of another source.
- (2) Certification from an authorized signatory of the Participating Contractor of the following:
- (A) The contractor(s) who performed the work and completed the project is (are) licensed to perform the work related to installation of the Eligible Improvements.
  - (B) In addition to other project requirements, that the completed project also meets the following criteria:
    - (i) The improvements listed by the contractor on the invoice as Eligible Improvements comply with Program guidelines.
    - (ii) The Eligible Improvements listed on the Itemized Invoice were installed.
  - (C) The installation of the Eligible Improvements complies with all applicable California building standards (all sections of Title 24 of the California

- Code of Regulations) and any additional laws, ordinances, regulations and standards applicable in the jurisdiction where the installation occurred.
- (D) All permits required to install the Eligible Improvements have been secured or are in the process of being secured.
  - (E) The Participating Contractor provided the Borrower with a Bill Impact Estimate.
  - (F) Safety testing was completed and passed if required by the project referred to in Section 10091.10(h).
  - (G) Certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (3) Certification from the Borrower of the following in a form specified by the Authority:
- (A) The Eligible Improvements have been completed to his or her satisfaction.
  - (B) He or she understands that the Authority and its directors, officers, and agents, and the IOUs and their directors, officers and agents, do not guarantee the performance, quality, or workmanship of the Eligible Improvements.
  - (C) The Eligible Loan proceeds will be used to pay for Eligible Improvements.
  - (D) Authorization for the Participating Contractor and Participating Financial Institution or Participating Finance Lender to share information with the Authority, except as required by these regulations, including contact information, data on work performed and Eligible Improvements installed, information regarding the Eligible Loan, and other information relating to or arising from participation in the Program.
  - (E) All permits required to install the Eligible Improvements have been secured or are in the process of being secured.
  - (F) The Participating Contractor provided the Borrower with a Bill Impact Estimate.
  - (G) The information regarding rebates and/or incentives provided pursuant to Section 10091.8(f)(1)(C) above, is accurate to the best of his or her knowledge.
  - (H) Acknowledgement and agreement to be subject to random post-project field verifications, as described in Section 10091.10.
  - (I) Certification that all of the information provided is true and accurate to the best of the Borrower's knowledge.
- (g) The Itemized Invoice shall be in a form specified by the Authority and shall include the Participating Contractor's name, CSLB license number, and an indication as to whether the project was completed under the REEL Assistance Program, as well as the following information:
- (1) The PFI or PFL shall provide:
    - (A) The PFI's or PFL's Program Participation ID.
    - (B) The PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3).
  - (2) For each EEEM installed in the project, the Participating Contractor shall provide:
    - (A) The EEEMs ID.
    - (B) The EEEMs Measure Name.

- (C) Indication of whether the measure is a replacement or new installation.
- (D) Indication of whether the installation resulted in a fuel switch for the measure.
- (E) The quantity installed.
- (F) The total cost for the EEEM and its installation.
- (3) A description of any additional alterations necessary to complete the project described in Section 10091.8(g)(2), but that are not associated with any specific EEEM described in Section 10091.8(g)(2), as well as the associated cost for these measures.
- (4) An indication of whether any Distributed Generation was included in the project.
  - (A) If Distributed Generation was included in the project, the Participating Contractor must include a description and associated cost for the Distributed Generation measures installed.
- (5) A description of other additional home improvement measures installed that are not listed as EEEMs or included in Section 10091.8(g)(2), as well as the associated cost for these measures.
- (6) Indication of whether the project added square footage to the home.
- (7) The total project cost.
- (h) The Self-Installer Project Submission shall be in a form specified by the Authority and shall include the PFI's or PFL's name, PFI's ~~or~~ PFL's Program Participation Identification Number, the Program ID, the CHEEF Loan ID if the project received a reservation or pre-approval, and the PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3), as well as the following information:
  - (1) Project Information to be provided by the Self-Installer:
    - (A) The street address, city and zip code of the Eligible Property.
    - (B) The name of the utility or utilities providing gas and/or electric service to the Eligible Property.
    - (C) Indication of whether the Self-Installer has received or will apply for an IOU, REN or CCA energy efficiency rebate or incentive for the Eligible Improvements being installed. If the Self-Installer is seeking a rebate or incentive, identification of the rebate and/or incentive amount received or expected for the project, the name of the corresponding rebate and/or incentive program, the rebate/incentive project ID provided by the utility (if available at the time of enrollment), and whether the rebate and/or incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU, REN or CCA incentive program.
    - (D) The dates the project was started and completed.
    - (E) Whether the Borrower became aware of the financing offered through the Program from the PFI or PFL, the Energy Upgrade California website, or a description of another source.
  - (2) Certification from the Self-Installer of the following:
    - (A) The improvements installed are Eligible Improvements.

- (B) All self-installed improvements were either EEEMs ~~installed are~~ eligible for self-installation pursuant to Section 10091.10(c) or non-EEEM, additional related home improvements.
  - (C) He or she understands that the Authority and its directors, officers, and agents, and the IOUs and their directors, officers and agents, do not guarantee the performance, quality, or workmanship of the Eligible Improvements.
  - (D) The Eligible Loan proceeds were used to pay for EEEMs or additional related home improvements, in compliance with the Program rules.
  - (E) Authorization for the Participating Financial Institution or Participating Finance Lender to share information with the Authority, except as required by these regulations, including contract information, data on work performed and Eligible Improvements installed, information regarding the Eligible Loan, and other information relating to or arising from participation in the Program.
  - (F) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (i) The PFI or PFL shall be authorized to base the information requested in subdivision (e) above upon representations made to it by the Borrower and/or the Self-Installer and/or the Participating Contractor, provided that no such representation may be relied upon if it is known to be false by the lending officers at the PFI or PFL who are directly involved in the negotiation of the Eligible Loan.
  - (j) Where the Authority determines that a Loan Enrollment Application is incomplete, a PFI or PFL shall be authorized to submit a revised and complete Loan Enrollment Application.
  - (k) The Authority shall, upon receipt of documentation as required under this section from the PFI or PFL, have ten (10) business days to enroll the Eligible Loan if the Executive Director determines that the Eligible Loan meets the requirements of this Article. The Executive Director's determination whether an Eligible Loan shall be enrolled in the Program shall be final.
  - (l) Upon enrollment of an Eligible Loan:
    - (1) The Authority will determine the Loss Reserve Contribution:
      - (A) For Enrolled Loans to Borrowers with Low-to-Moderate Income, the Loss Reserve Contribution shall be twenty percent (20%) of the principal amount of the Credit Enhancement Basis.
      - (B) For Enrolled Loans to Credit-Challenged Borrowers where the PFI or PFL is approved for participation in the Credit-Challenged Program, the Loss Reserve Contribution shall be twenty percent (20%) of the principal amount of the Credit Enhancement Basis.
      - (C) In no circumstance will the contribution be more than twenty percent (20%).
      - ~~(B)~~(D) For all other Enrolled Loans, the Loss Reserve Contribution shall be eleven percent (11%) of the principal amount of the Credit Enhancement Basis.
      - ~~(C)~~(E) Where the Borrower or Self-Installer has indicated that she or he will seek an IOU, REN or CCA rebate or incentive for the EEEMs being installed,

but will not be applying the rebate and/or incentive amount directly to the cost of the project, the Claim-Eligible Principal Amount shall be reduced by the anticipated or actual rebate or incentive amount as reported on the Certificate of Completion pursuant to Section 10091.8(f)(1)(C) or on the Self-Installer Project Submission pursuant to Section 10091.8(h)(1)(C) to derive the Credit Enhancement Basis.

- (2) The Authority will instruct the Trustee to transfer the Loss Reserve Contribution in accordance with Section 10091.6.
- (3) The Authority will notify the PFI or PFL of the enrollment, the CHEEF Loan ID corresponding to the Eligible Loan, and the Loss Reserve Contribution transferred.
- (m) Without regard to the term and maturity date of the Eligible Loan, the term of enrollment in the Program shall not exceed fifteen (15) years.
- (n) If upon review of the documentation provided by the PFI or PFL pursuant to this section, it appears that through inadvertence the loan does not comply with Program requirements concerning Eligible Improvements as set forth in Section 10091.4(b), the Authority in its sole discretion may reduce the Claim-Eligible Principal Amount to bring the Enrolled Loan into compliance with the requirements of Section 10091.4(b).

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.9. Claims.**

- (a) A PFI, PFL, or Successor Servicer shall be authorized to make a claim for reimbursement for up to ninety percent (90%) of a loss from the outstanding Claim-Eligible Principal Amount prior to the liquidation of collateral, or realization on personal or other financial guarantees or from other sources.
- (b) A PFI, PFL, or Successor Servicer shall notify the Authority within sixty (60) calendar days after charging off an Enrolled Loan and the amount of the outstanding Total Loan Principal Amount that was charged off.
- (c) To make a claim, the PFI, PFL, or Successor Servicer shall submit a claim application to the Authority within one hundred eighty (180) calendar days of the date of charge-off of an Enrolled Loan. To make a claim, a PFI, PFL, or Successor Servicer must be in compliance with the Program requirements, including the reporting requirements in Section 10091.11. The claim application shall include the following information in a form to be specified by the Authority:
  - (1) Name and Program Participation ID of the PFI, PFL, or Successor Servicer.
  - (2) Name, address, business telephone number, and e-mail address of contact person.
  - (3) CHEEF Loan ID number of the Enrolled Loan.
  - (4) An indication as to whether the Enrolled Loan is enrolled in the REEL Assistance Program.
  - (5) Original Claim-Eligible Principal Amount.
  - (6) Original Total Loan Principal Amount.
  - (7) Outstanding Claim-Eligible Principal Amount at the time of charge-off.
  - (8) Outstanding Total Principal Amount.

- (9) Charge-off amount.
  - (10) Amount recovered.
  - (11) Claim amount.
  - (12) Charge-off date.
  - (13) If the Enrolled Loan is secured, a statement of whether the PFI, PFL, or Successor Servicer has commenced enforcement proceedings.
  - (14) If a PFI, PFL, or Successor Servicer files a claim while one or more claims are already pending the Authority's review, a statement of the priority of payment of the claim compared to the other claims in the event the balance of the Loss Reserve Account is not sufficient to pay all claims.
  - (15) Certification that notice was filed with the Authority as required by Section 10091.9(b), and certification that such charge-off was made in a manner consistent with the PFI, PFL, or Successor Servicer's usual methods for taking action on loans which are not Enrolled Loans under the Program.
  - (16) The claim application shall be signed by a person authorized to bind the Participating Financial Institution, Participating Finance Lender, or Successor Servicer and shall include the signatory's printed name, title and date.
  - (17) Certification that the PFI, PFL, or Successor Servicer will comply with reporting requirements on recoveries, as laid out in Section 10091.9(d).
  - (18) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (d) All claims will be paid net of any recovery made by the PFI, PFL, or Successor Servicer prior to the filing of the claim. If, subsequent to the payment of a claim by the Authority, the PFI, PFL, or Successor Servicer recovers from the Borrower, from liquidation of collateral or from any other source, amounts for which the PFI, PFL, or Successor Servicer was reimbursed by the Authority, the PFI, PFL, or Successor Servicer shall promptly pay to the Authority or its agent, for deposit in the Program Holding Account, the amount received, net of reasonable and customary costs of collection, that in aggregate exceeds the amount needed to fully cover the PFI, PFL, or Successor Servicer's loss on the Claim-Eligible Principal Amount. The PFI, PFL, or Successor Servicer may retain recoveries that exceed reimbursements to the Program Holding Account.
- (1) The PFI, PFL, or Successor Servicer shall notify and reimburse the Authority if any recoveries are made subsequent to the submission of the claim application.
- (e) The Authority shall approve claims within thirty (30) calendar days of the Authority's receipt of a completed and qualified claim request, provided, however, that the Executive Director shall be authorized to reject a claim if it is determined that the representations and warranties provided by the PFI, PFL, or Successor Servicer pursuant to Section 10091.8 at the time of enrolling the Eligible Loan were false, or where the PFI, PFL, or Successor Servicer is not in compliance with its obligations, including reporting obligations, under these regulations. The Authority, upon providing written notice to the PFI, PFL, or Successor Servicer, may defer approval of claims up to an additional thirty (30) calendar days if the Authority requires more information in order to determine if the claim shall be paid. Prior to authorizing a disbursement from a Loss Reserve Account, the Authority may request documentation from the PFI, PFL, or Successor Servicer that the loan was an Enrolled Loan.

- (f) Upon approval of a claim, the Authority shall direct the Trustee to disburse the approved claim amount to the PFI, PFL, or Successor Servicer within five (5) business days.
  - (1) Where a PFI or PFL makes its first claim request within one (1) year of enrolling its first loan in the Program, the Authority will instruct the Trustee to withdraw the approved claim amount from the Program Holding Account and disburse those funds to the PFI or PFL. This claim reimbursement will not affect the PFI's or PFL's Loss Reserve Account balance. This provision shall not apply to Enrolled Loans where the servicing responsibility has been assumed by a new PFI, PFL, or Successor Servicer pursuant to Section 10091.12.
    - (A) Where a PFI, PFL, or Successor Servicer is participating in the Program and another pilot program administered by the CHEEF, the claim described above in Section 10091.9(f)(1), for that PFI, PFL, or Successor Servicer is not additive.
  - (2) Except as set forth in Section 10091.9(f)(1), the Authority will instruct the Trustee to withdraw the approved claim amount from the PFI, PFL, or Successor Servicer's Loss Reserve Account.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.10. Project Requirements.**

- (a) All Eligible Improvements financed by the Program must meet applicable quality assurance requirements as outlined in this section.
- (b) IOU, REN or CCA rebates or incentives do not need to be sought for measures on the list of EEEMs.
- (c) ~~Where a project is performed by a~~ A Self-Installer may install or have installed the following Eligible Improvements:
  - (1) ~~only~~ EEEMs as defined in Section 10091.1~~(h)(n)~~ that have been designated and labeled as available for self-installation are eligible; and
  - (2) additional related home improvements as described in Section 10091.1(s). EEEMs that have not been identified as eligible for Self-Install must be installed by a Participating Contractor.
- (d) The following criteria will determine if an EEEM is eligible for self-installation:
  - (1) The fuel source must be electric only except as indicated in (2), below.
  - (2) The EEEM fits within the definition of either:
    - (A) "Water Heaters," "Clothes Washers," "Clothes Dryers," "Dishwashers," "Refrigerators, Refrigerator-Freezers, and Freezers," ~~"Cooking Products and Food Service Equipment,"~~ "Pool Heaters, Portable Electric Spas, Residential Pool Pump and Motor Combinations, and Replacement Residential Pool Pump Motors," "Plumbing Fittings" (for water heated by gas or electricity), as defined in Title 20, Division 2, Chapter 4, §1602 of the California Code of Regulations; or

- (B) A smart thermostat containing a communications interface, a user display and interface, and an HVAC system interface (for heating systems using either gas or electricity, or electric cooling systems); or
- (C) A portable air purifier or air cleaner.
- (e) Except where work is performed by a Self-Installer, the contractor performing the work must be a Participating Contractor as of the date he or she began work on the Eligible Property as noted on the Certificate of Completion pursuant to Section 10091.8.
- (f) The Participating Contractor must ensure all applicable permits and approvals have been obtained and must comply with all applicable laws for the work being performed.
- (g) The Participating Contractor must provide the Borrower with a Bill Impact Estimate.
- (h) Where a project includes three or more EEEMs including at least one of the measures described in subsections (1) through (3) below and the Eligible Property contains one or more combustion appliances, a safety test must be performed. The Eligible Property must pass this test prior to enrollment of the Eligible Loan.
  - (1) Whole building air sealing.
  - (2) Duct sealing and/or duct replacement.
  - (3) Attic insulation and air sealing.
- (i) The safety test may be either a Combustion Appliance Safety Test, a Combustion Appliance Zone Test, a Natural Gas Appliance Test, or a substantially similar test consistent with standard industry practice. The safety test must be performed after the work is complete by a contractor who is either:
  - (1) approved to participate in an IOU, REN or CCA whole house retrofit program in the corresponding IOU territory; or
  - (2) certified by the Building Performance Institute (BPI) as a Building Analyst, Envelope Professional, Heating Professional, Air Conditioning and Heat Pump Professional, or BPI GoldStar Contractor; or
  - (3) certified through Natural Gas Appliance Testing (NGAT).
- (j) In the event that multiple Participating Contractors work on a project and the combined measures of the project trigger a safety test, the Participating Contractor who installed any of the measures described in Section 10091.10 (h)(1-3) shall arrange for the safety test, unless otherwise agreed upon by the Participating Contractors.
- ~~(k)~~ (k) The Authority may conduct field verifications at the Eligible Property within one (1) year of enrolling the Eligible Loan to verify that the Eligible Improvements were installed in accordance with these regulations.
- ~~(l)~~ (l) The Authority shall notify the Borrower at least ten (10) business days prior to conducting a field verification.
- ~~(m)~~ (m) Field verifications may be completed on a random sample of projects that have not received an IOU, REN or CCA energy efficiency rebate or incentive for each applicable EEEM installed. The frequency of the verifications shall depend on the Participating Contractor's participation in the Program and the type of Eligible Improvements installed:
  - (1) For projects that require a safety test pursuant to Section 10091.10(h), the Authority shall conduct field verifications according to the following tiers:
    - (A) Tier I: The Authority shall verify the Eligible Improvements of one-hundred percent (100%) of projects performed by the Participating Contractor and funded by Enrolled Loans. Upon completing five (5)

consecutive inspections with no substantive issues, the Authority will begin verifying the Participating Contractor's work according to Tier II as described in subsection ~~(m)~~(1)(B) below.

- (B) Tier II: The Authority shall verify the Eligible Improvements of twenty percent (20%) of projects performed by the Participating Contractor and funded by Enrolled Loans. Upon completing twenty (20) consecutive inspections with no substantive issues, the Authority will begin verifying the Participating Contractor's work according to Tier III as described in subsection ~~(m)~~(1)(C) below.
  - (C) Tier III: The Authority shall verify the Eligible Improvements of five percent (5%) of projects performed by the Participating Contractor and funded by Enrolled Loans.
  - (D) If at any point the Authority finds substantive issues in the field verifications, the Authority shall provide written notice to the Participating Contractor of any issues that may need to be addressed. Upon the third such notice, the Authority shall begin verifying the Participating Contractor's work according to the previous tier.
- (2) For projects that do not require a safety test, the Authority shall conduct field verifications on five percent (5%) of projects performed by the Participating Contractor and funded by the Claim-Eligible Principal Amount of Enrolled Loans. If at any point the Authority finds substantive issues in the field verifications, the Authority shall provide written notice to the Participating Contractor of any issues that may need to be addressed.
  - (3) For projects completed by Self-Installers, the Authority shall conduct field verifications on five percent (5%) of all projects participating in the Program that contain Eligible Improvements installed by a Self-Installer.
- ~~(m)~~(n) Except as set forth in subsection (1) below, if the Authority finds that the Eligible Improvements were not installed in accordance with these requirements or that the Participating Contractor misrepresented information related to the work, the Authority may suspend the Participating Contractor from Program participation pursuant to the processes described in Section 10091.5 of these regulations and/or may notify other government agencies and entities.
- (1) Where Eligible Improvements are installed by a Self-Installer, if the Authority finds that the Eligible Improvements were not installed in accordance with these requirements or that the Self-Installer misrepresented information related to the work, the Authority may notify other government agencies and entities.
- (o) The following table designates the Eligible Energy Efficiency Measures (EEEM) for the Program and the corresponding minimum efficiency requirements for each measure. In any situation in which the Title 24 requirement exceeds the specification in the table (for example certain climate zones with increased R-Value requirements) the EEEM must be installed to meet Title 24 requirements.

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Attachment A**

<u>Category</u>	<u>Measure</u>	<u>IOU Fuel Source Eligibility:</u> <u>E=Electric</u> <u>G= Gas</u>	<u>Minimum Efficiency Requirements</u>
<u>Appliances</u>	<u>Air Cleaner/Purifier</u>	<u>E</u>	<u>Energy Star</u>
	<u>Clothes Dryer</u>	<u>E/G</u>	
	<u>Clothes Washer</u>	<u>E/G*</u>	
	<u>Dishwasher</u>	<u>E/G*</u>	
	<u>Freezer</u>	<u>E</u>	
	<u>Refrigerator</u>	<u>E</u>	
<u>Building Envelope</u>	<u>Air Sealing</u>	<u>E/G</u>	<u>Whole building air sealing equal or greater than 15 percent leakage reduction</u>
	<u>Attic Insulation</u>	<u>E/G</u>	<u>Title 24 compliant</u>
	<u>Cool Roof</u>	<u>E</u>	<u>Title 24 compliant replacement of at least 50% or 1000sf of roof area.</u>
	<u>Floor Insulation</u>	<u>E/G</u>	<u>Title 24 compliant</u>
	<u>Radiant Barrier</u>	<u>E</u>	<u>Title 24 compliant for attic installation only</u>
	<u>Wall Insulation</u>	<u>E/G</u>	<u>Title 24 compliant</u>
	<u>Windows/Glass Doors</u>	<u>E/G</u>	<u>Title 24 compliant, only for conditioned spaces</u>
	<u>Window Film</u>		
<u>HVAC</u>	<u>Air Conditioner Unit Only</u>	<u>E</u>	<u>Central unit, Title 24 compliant</u>
	<u>Duct Insulation</u>	<u>E/G</u>	<u>Title 24 compliant</u>
	<u>Duct Sealing: Replacement or existing</u>	<u>E/G</u>	
	<u>Evaporative Coolers: ducted, ducted with dampers, window</u>	<u>E</u>	
	<u>Furnace Only</u>	<u>G</u>	
	<u>Heat Pump</u>	<u>E</u>	
	<u>Hydronic Radiant Heating</u>	<u>E/G</u>	
	<u>Mini-split system: with or without heating component, ducted or ductless</u>	<u>E</u>	<u>18 SEER or greater</u>
	<u>Smart Thermostat</u>	<u>E/G</u>	<u>Defined in Section 10091.10(d)(2)(b)</u>
	<u>Split/Package System</u>	<u>E/G</u>	<u>Title 24 compliant</u>
	<u>Wall Furnace: Gravity or Fan</u>	<u>G</u>	
	<u>Whole House Fan</u>	<u>E</u>	
<u>Lighting</u>	<u>LED Lighting</u>	<u>E</u>	<u>LED lighting and fixtures. Must be</u>

**Agenda Item 4.A**  
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			<a href="#">hard wired, UL Listed and Energy Star Certified. Replacement recessed light fixture must be rated ICAT (insulation contact air tight)</a>
<a href="#">Pool Products</a>	<a href="#">Pool Pump Motor</a>	<a href="#">E</a>	<a href="#">Title 20 and Title 24 compliant</a>
	<a href="#">Pool Variable Speed Drive</a>	<a href="#">E</a>	
	<a href="#">Variable speed motor with or without pool pump</a>	<a href="#">E</a>	
<a href="#">Water Heating</a>	<a href="#">Faucet Aerator</a>	<a href="#">E/G*</a>	<a href="#">Title 20 compliant</a>
	<a href="#">Gas Storage Water Heater</a>	<a href="#">G</a>	<a href="#">Energy Star</a>
	<a href="#">Heat Pump Water Heater</a>	<a href="#">E</a>	<a href="#">Title 20 compliant</a>
	<a href="#">Shower Head – Low Flow</a>	<a href="#">E/G*</a>	
	<a href="#">Shower Thermostatic Valve</a>	<a href="#">E/G*</a>	<a href="#">For gas: Energy Star; for electric: Title 20 compliant</a>
	<a href="#">Tankless Water Heater</a>	<a href="#">E/G*</a>	
<a href="#">Other</a>	<a href="#">IOU/REN/CCA Rebated Measure</a>	<a href="#">E/G</a>	<a href="#">Measure not elsewhere on this list for which Participating Contractor or Borrower seeks an IOU/REN/CCA rebate or incentive.</a>
<a href="#">* IOU fuel source eligibility corresponds to fuel used for water heating</a>			

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.11. Reporting.**

- (a) PFIs, PFLs, and Successor Servicers shall provide a monthly report to the Authority on the status of each Enrolled Loan by the 5th day of the following month.
  - (1) These reports shall include the name and Program Participation ID of the PFI, PFL, or Successor Servicer and the following information for each Enrolled Loan:
    - (A) The CHEEF Loan ID number.
    - (B) The Original Claim-Eligible Principal Amount.
    - (C) The original Total Loan Principal Amount.
    - (D) Any changes in maturity date.
    - (E) The current outstanding Total Loan Principal Amount.
    - (F) Loan status including whether a loan is current; 30, 60, or 90 days past due; paid in full; or charged off.
    - (G) Date(s) of charge-off, for any charge-offs and indication if enforcement proceedings have begun.
    - (H) Any inchoate losses or acceleration notices.
    - (I) Amount of any recoveries or proceeds from charged-off loans.
  - (2) Closed Enrolled Loans shall be reported in the month the Borrower pays or the PFI, PFL, or Successor Servicer charges off the loan as a zero balance. Once the PFI, PFL, or Successor Servicer has reported the Enrolled Loan as having a zero balance, it does not need to be included on future monthly reports.

- (b) No later than January 15th of each year:
  - (1) PFIs, PFLs, and Successor Servicers shall provide a report to the Authority on any material changes to information or certifications provided in the initial application to participate or indicating that all statements made in the application remain materially unchanged.
  - (2) PFLs and Successor Servicers that are Eligible Finance Lenders shall also provide written evidence of current licenses and insurance.
- (c) If a PFI, PFL, or Successor Servicer becomes subject to a cease-and-desist order or other regulatory sanction with the appropriate federal or state regulatory body, the PFI, PFL, or Successor Servicer shall inform the Authority in writing within thirty (30) calendar days of such action.
- (d) If a PFI, PFL, or Successor Servicer changes the loan term of an Enrolled Loan within the allowed term of enrollment in the Program, the PFI, PFL, or Successor Servicer must notify the Authority in the subsequent monthly report. Under no circumstances shall the Authority provide additional Loss Reserve Contributions for an Enrolled Loan whose loan term has changed, nor will the Authority extend the time for which a claim may be filed beyond the fifteen (15) years set forth in Section 10091.8(m).
- (e) If a PFI or PFL has a change of servicer of an Enrolled Loan, without selling the Enrolled Loan, the PFI or PFL shall notify the Authority at least ten (10) business days prior to the new entity assuming servicing of the Enrolled Loan(s). Such notification should include the date on which the change in servicing shall be effective and contact information for the new servicer.
- (f) If a PFI, PFL, or Successor Servicer charges off an Enrolled Loan, the PFI, PFL, or Successor Servicer shall notify the Authority within sixty (60) calendar days pursuant to Section 10091.9(b).

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.12. Sale of Enrolled Loans.**

A PFI or PFL may sell an Enrolled Loan or portfolio of Enrolled Loans at its discretion.

- (a) A PFI or PFL may, in conjunction with the sale of Enrolled Loans, collaterally assign rights to proceeds from the Loss Reserve Account associated with those Enrolled Loans. In such cases, the PFI or PFL shall:
  - (1) retain all reporting obligations relative to participation in the Program as set forth in Section 10091.11, unless a new servicer has agreed to do so pursuant to subsection (b) below;
  - (2) remain the sole entity that can file a claim for reimbursement from the loss reserve pursuant to Section 10091.9, unless a new servicer has agreed to do so pursuant to subsection (b) below; and
  - (3) report the collateral assignment to the Authority within three (3) business days.
- (b) A PFI, PFL, Eligible Financial Institution, or Eligible Finance Lender approved to be a Successor Servicer pursuant to subsection (c) below may also assume new servicing responsibility for existing Enrolled Loans. In such cases:

- (1) The original PFI or PFL will report the change in servicing to the Authority at least ten (10) business days prior to the transfer of servicing. Such notification shall include a listing of all Enrolled Loans subject to the transfer.
  - (2) After notification pursuant to Section 10091.12(b)(1) above, and prior to the transfer of Loss Reserve Contributions for all listed Enrolled Loans, the new servicer shall notify the Authority in writing that it agrees to assume the reporting obligations for the Enrolled Loan(s) pursuant to Section 10091.11, and will be responsible for filing any claims pursuant to Section 10091.9.
  - (3) The Authority will instruct the Trustee to transfer the corresponding Loss Reserve Contributions for the purchased Enrolled Loan(s) from the original PFI's or PFL's Loss Reserve Account to the Loss Reserve Account of the new PFI, PFL, or Successor Servicer.
- (c) An Eligible Financial Institution or Eligible Finance Lender seeking to become a Successor Servicer will submit an enrollment application to the Authority that includes the following in a form to be specified by the Authority:
- (1) Name and address of the Eligible Financial Institution or Eligible Finance Lender.
  - (2) Name, business address, business telephone number, e-mail address, and title of contact person.
  - (3) Type of Eligible Financial Institution or Eligible Finance Lender, denoting insured depository institution, insured credit union, community development financial institution, or California Finance Lender.
  - (4) Names of the regulatory agency and the insuring agency to which the Eligible Financial Institution or Eligible Finance Lender is accountable and license number(s), if applicable.
  - (5) Certification that the Eligible Financial Institution or Eligible Finance Lender is not subject to a cease and desist order or other regulatory sanction from the appropriate federal or state regulatory body, which would impair its ability to participate in the Program.
  - (6) The Eligible Financial Institution or Eligible Finance Lender's agreement to follow the Program regulations as set forth in this Article.
  - (7) The Eligible Financial Institution or Eligible Finance Lender's agreement to permit an audit, by the Authority, of any of its records relating to Enrolled Loans during normal business hours on its premises, and to supply such other information concerning Enrolled Loans as shall be requested by the Authority.
  - (8) The Eligible Financial Institution or Eligible Finance Lender's acknowledgment that the Authority and the State will have no liability to it under the Program except from funds deposited in its Loss Reserve Account(s) pursuant to Section 10091.12(b)(3) above.
  - (9) An acknowledgement and agreement that these regulations constitute a lender services agreement.
  - (10) The Eligible Financial Institution or Eligible Finance Lender's agreement to and acknowledgement of the following, upon enrollment in the Program:
    - (A) The Successor Servicer is solely responsible for identifying and making any and all disclosures and providing periodic reports to its borrowers as required under applicable laws.

- (B) The Successor Servicer shall comply with all applicable laws, possess and maintain all required state and federal licenses, and remain in good standing with all governmental authorities having jurisdiction over its business.
- (C) The IOUs are third-party beneficiaries of the lender services agreement and may pursue their rights against the Successor Servicer individually. Alternatively, any IOU may, in its sole discretion, authorize CAEATFA or another IOU to pursue such rights (including by instituting legal proceedings or alternative dispute resolution proceedings) on its behalf.
- (D) The Successor Servicer shall indemnify, defend and hold harmless CAEATFA, each of the IOUs, their affiliates, and each of their respective officers, directors, employees, agents, and representatives from and against any and all losses arising in connection with any claim:
  - (i) resulting from the negligent or unlawful acts or omissions, or willful or tortious conduct of Successor Servicer, including any failure of the Successor Servicer, or its agents, to comply with applicable laws in connection with Enrolled Loans;
  - (ii) resulting from any error or omission by the Successor Servicer or any third party in the calculation or presentation of Enrolled Loan-related interest, fees and charges, the receipt and processing of payments received from Borrowers, or any collection or enforcement action;
  - (iii) alleging any misrepresentation with respect to the energy savings to be achieved in connection with a Enrolled Loan, or any failure or deficiency in the products, materials or work supplied to a Borrower in connection with an Enrolled Loan; and/or
  - (iv) arising from the Successor Servicer's failure or alleged failure to comply with the provisions of the regulations and/or its confidentiality or privacy obligations.
- (E) The Successor Servicer acknowledges that the IOUs are not responsible for, and shall have no liability for:
  - (i) the energy efficiency improvements funded through the Enrolled Loans supported through the Loss Reserve Accounts,
  - (ii) the assessment of potential benefits and costs associated with those improvements,
  - (iii) the qualification of PFIs, PFLs, or Successor Servicers,
  - (iv) the PFI, PFL, or Successor Servicer's marketing, and lending policies and practices, or
  - (v) CAEATFA's educational and outreach activities.
- (11) The application shall be signed by a person authorized to legally bind the Successor Servicer, and shall include the signatory's printed name, title and date.
- (12) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (13) Eligible Finance Lenders seeking to enroll as a Successor Servicer must also submit evidence of compliance with or a certification that the Eligible Finance

Lender meets the additional requirements specified in Sections 10091.3(a), (b), (e), (f), (g), and (h).

- (d) Upon receipt of a completed application, the Authority will, within ten (10) business days, review and determine whether additional information is required, or whether the application is sufficient to enroll the applicant as a Successor Servicer. The Authority's decision regarding enrollment shall be final. The Authority will notify the Successor Servicer of its decision and provide a Program-assigned identification number for the Successor Servicer.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.13. Termination and Withdrawal.**

- (a) A PFI, PFL, or Successor Servicer may withdraw from the Program after giving written notice to the Authority. Such notice shall specify either:
- (1) That the PFI, PFL, or Successor Servicer waives any further interest in the Loss Reserve Account(s) and the reason for the PFI, PFL, or Successor Servicer's withdrawal from the Program (including for the reason that all Enrolled Loans covered by the Loss Reserve Account have been repaid or sold to a different PFI, PFL, or Successor Servicer's portfolio); or,
  - (2) That the PFI or PFL will not enroll any further loans under the Program but that the Loss Reserve Account(s) shall continue in existence to secure all Enrolled Loans that were enrolled prior to such notice and the reason for the PFI's or PFL's withdrawal from the Program.
- (b) For any such notice received pursuant to Section 10091.13(a)(1), the remaining balance in the PFI, PFL, or Successor Servicer's Loss Reserve Account(s) shall be distributed to the appropriate IOU-Program Holding Account(s).
- (c) The Executive Director shall be authorized to terminate participation of a PFI, PFL, or Successor Servicer in the Program, by notice in writing, upon the occurrence of any of the following:
- (1) Entry of a cease and desist order, regulatory sanction, or any other action against the PFI, PFL, or Successor Servicer by a regulatory agency that may impair its ability to participate in the Program; or
  - (2) Failure of the PFI, PFL, or Successor Servicer to abide by the Law or this Article; or
  - (3) Failure of the PFI or PFL to enroll any Eligible Loans under the Program for a period of one (1) year; or
  - (4) Failure of the Successor Servicer to undertake servicing of any Enrolled Loans purchased pursuant to Section 10091.12 for a period of one (1) year; or
  - (5) Failure of the PFI, PFL, or Successor Servicer to report to the Authority pursuant to Section 10091.11 for sixty (60) calendar days.
  - (6) Provision of false or misleading information regarding the PFI, PFL, or Successor Servicer to the Authority, or failure to provide the Authority with notice of

material changes in submitted information regarding the PFI, PFL, or Successor Servicer.

- (7) In the event of such termination, the PFI, PFL, or Successor Servicer shall not be authorized to enroll any further Eligible Loans, but all previously Enrolled Loans shall continue to be covered by the Loss Reserve Account(s) until they are paid, claims are filed, or the PFI, PFL, or Successor Servicer withdraws from the Program pursuant to Section 10091.13(a).
- (A) A terminated PFI, PFL, or Successor Servicer must continue to report on Enrolled Loans pursuant to Section 10091.11.
- (B) If a terminated PFI, PFL, or Successor Servicer fails to report to the Authority pursuant to Section 10091.11 for sixty (60) calendar days, the remaining balance in the PFI, PFL, or Successor Servicer's Loss Reserve Account(s) may be distributed to the appropriate IOU-Program Holding Account(s).

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.14. Reports of Regulatory Agencies.**

The Executive Director shall be authorized to seek information directly from any federal or state regulatory agency concerning any PFI, PFL, Successor Servicer, or Participating Contractor participating in the Program.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

**§10091.15. California Hub for Energy Efficiency Financing Privacy Rights Disclosure.**

The Borrower will be required to provide a contact number and affirm that he or she has read and acknowledges the following privacy rights disclosure in a form to be specified by the Authority:

State and federal laws protect the Borrower's right to privacy regarding information pertaining to you. As a result of your participation in an energy efficiency financing program, as approved by the California Public Utilities Commission (CPUC) and administered by the California Alternative Energy and Advanced Transportation Financing Authority ("CAEATFA"), CAEATFA may come into possession of some or all of the following information:

- (a) Information disclosing the fact that you are a customer of the lender.
- (b) The loan or account number associated with the loan.
- (c) Name, address, social security number, and contact information.
- (d) Financial status and underwriting criteria, including but not limited to credit scores.
- (e) The amount of and terms for repayment of the loan.

- (f) Information regarding your loan payment history.
- (g) The equipment or improvements funded with the proceeds of the loan.
- (h) Service agreement number on your utility bill, monthly energy use and utility account payment history.
- (i) Energy savings data from your project.

The information may be provided by your lender to CAEATFA or a contractor acting on its behalf. The information may be combined with energy usage information provided by your utility.

The information provided to CAEATFA may be released to the Investor-Owned Utilities (IOUs), other state agencies, and the federal government pursuant to contracts, interagency agreements or if required by law. The information provided to CAEATFA will be released in an anonymized form aggregated with information from other loan recipients throughout the state to make both loan and energy efficiency project performance available to the public. The information released to the public will be anonymized and aggregated to reduce (but may not eliminate) the risk of anyone viewing the data making an association between specific information and the provider of that information. Information that cannot be anonymized and aggregated will not be released to the public.

In addition to the anonymized and aggregated release of information contemplated above, CAEATFA may [contact Borrowers or may](#) release individual Borrower names, [addresses](#) and phone numbers that will enable the IOUs or CPUC or individuals acting on their behalf to contact Borrowers. The purpose of the release and contact will be limited to inviting Borrowers to participate in surveys or to arrange visits to Borrowers' homes to evaluate various aspects of the Program.

The officials responsible for maintaining the information provided regarding your loan are program personnel at the agency or its contractors. You have the right of access to records established from the information provided to the agency as it pertains to you.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(6), 26003(a)(8)(A)  
and 26040, Public Resources Code

Attachment B: Proposed list of Eligible Energy Efficiency Measures for the Program

Comments? Email: cheef@treasurer.ca.gov

Proposed comprehensive EEEMs list

Proposed Eligible Energy Efficiency Measures (EEEMs) List for the REEL Program

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
Appliances	Air Cleaner/Purifier	Air Cleaner/Purifier - Energy Star	ENERGY STAR certified air cleaner or air purifier.	X		X	Adding a common home appliance which is anticipated to have demand under the program; Energy Star offers a reliable standard for energy efficiency.
Appliances	Clothes Dryer (Electric)	Clothes Dryer (Electric) - Energy Star	ENERGY STAR certified ventless or vented electric clothes dryer.	X		X	Adding a common home appliance which is anticipated to have demand under the program; Energy Star offers a reliable standard for energy efficiency.
Appliances	Clothes Dryer (Gas)	Clothes Dryer (Gas) - Energy Star	ENERGY STAR certified natural gas dryer.		X	X	Clarified measure name to distinguish between the new electric clothes dryer measure. Removing energy factor details to ensure consistency with future updates to Energy Star specifications.
Appliances	Clothes Washer	Clothes Washer (Energy Star; water source from electric water heater)	ENERGY STAR certified Clothes Washer. Washer uses ELECTRIC Water Heater for water source.	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Delineated by water heating fuel source to capture savings effectively.
Appliances	Clothes Washer	Clothes Washer (Energy Star; water source from gas water heater)	ENERGY STAR certified Clothes Washer. Washer uses GAS Water Heater for water source.		X	X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Delineated by water heating fuel source to capture savings effectively.
Appliances	Dishwasher	Dishwasher (Energy Star; water source from electric water heater)	ENERGY STAR certified Dishwasher. Dishwasher uses ELECTRIC Water Heater for water source.	X		X	Adding a common home appliance which is anticipated to have demand under the program; Energy Star offers a reliable standard for energy efficiency. Delineated by water heating fuel source to capture savings effectively.
Appliances	Dishwasher	Dishwasher (Energy Star; water source from gas water heater)	ENERGY STAR certified Dishwasher. Dishwasher uses GAS Water Heater for water source.		X	X	Adding a common home appliance which is anticipated to have demand under the program; Energy Star offers a reliable standard for energy efficiency. Delineated by water heating fuel source to capture savings effectively.
Appliances	Freezer	Freezer (Energy Star)	ENERGY STAR certified Freezer. Per manufacturer's installation guidelines.	X		X	Adding a common home appliance which is anticipated to have demand under the program; Energy Star offers a reliable standard for energy efficiency.
Appliances	Refrigerator	Refrigerator (Energy Star)	Primary refrigerator installation - ENERGY STAR certified. Per manufacturer's installation guidelines.	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Energy Star offers a reliable standard for energy efficiency. Electric fuel source only as refrigerator's primary fuel consumed is electricity.
Building Envelope	Air Sealing	Air Sealing >= 15%	Whole building air sealing equal or greater than 15 percent leakage reduction	X	X		Standard energy efficiency improvement measure.
Building Envelope	Air Sealing	Air Sealing >= 30%	Whole building air sealing equal or greater than 30 percent leakage reduction.	X	X		Standard energy efficiency improvement measure.
Building Envelope	Attic Insulation	Attic Insulation >= R-30	Attic Insulation >= R-30	X	X		Standard energy efficiency improvement measure.
Building Envelope	Attic Insulation	Attic Insulation >= R-38	Attic Insulation >= R-38	X	X		Standard energy efficiency improvement measure.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
Building Envelope	Attic Insulation	Attic Insulation >= R-49	Attic Insulation >= R-49	X	X		Standard energy efficiency improvement measure. R-44 is not a standard increment. Changing to R-49, which is standard.
Building Envelope	Cool Roof	Cool Roof (Title 24 Compliant and CRRC certified)	Title 24 compliant Cool Roof. Requires replacement of at least 50% of roof or 1,000 square feet of roof area. Product must be certified by Cool Roof Rating Council (CRRC).	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Removed 'whichever is greater' from measure specification to allow homes with <1000 sqft roofs to be eligible and clarified measurements as applicable to roof area. Electric only as Cool Roof is a cooling measure.
Building Envelope	Floor Insulation	Floor Insulation >= R-19	Floor insulation >= R-19 (must meet Title 24 code requirements)	X	X		Standard energy efficiency improvement measure. Clarified measure specification to meet Title 24 code requirements.
Building Envelope	Floor Insulation	Floor Insulation >= R-30	Floor insulation >= R-30 (must meet Title 24 code requirements)	X	X		Standard energy efficiency improvement measure. A small portion of California's IOU-serviced homes are in Climate Zone 5 where insulation must be R-30 or greater.
Building Envelope	Radiant Barrier	Radiant Barrier	Radiant Barrier - Follow manufacturer installation requirements for installation in the attic. Equipment and materials must meet or exceed Title 24 code requirements.	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updated specification language for T24 requirement instead of "applicable standards" and clarified installation must be in the attic. Cooling measure therefore Electric fuel source eligibility only.
Building Envelope	Wall Insulation	Wall Insulation >= R-13	Wall Insulation >= R-13	X	X		Standard energy efficiency improvement measure.
Building Envelope	Wall Insulation	Wall Insulation >= R-19	Wall Insulation >= R-19	X	X		Standard energy efficiency improvement measure. New measure to capture savings for walls using 2x6 studs.
Building Envelope	Windows	Windows/Glass Doors (Title 24 compliant)	Title 24 compliant windows and/or glass doors. Garages and other non-living areas do not qualify unless they are a part of the home's conditioned (i.e., heated and/or cooled) space.	X	X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Removing specifics about U-Factor and SHGC as 2019 code standards are already in wide use and ensures measure can accommodate future updates to code.
Building Envelope	Window Film	Window Film (Title 24 Compliant)	Title 24 compliant window film installed per manufacturer's installation guidelines.	X	X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updated measure specification because Title 24 has window film specifications whereas Energy Star does not.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
HVAC	Air Conditioner	HVAC - AC Unit Only (14 SEER)	Central Air Conditioning Unit 14 SEER	X			Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarified to address this measure applies to the CENTRAL AC unit, as opposed to window units. Electric only as this measure applies solely to the Central AC unit of a split/package system HVAC unit.
HVAC	Air Conditioner	HVAC - AC Unit Only (15 SEER)	Central Air Conditioning Unit 15 SEER	X			Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarified to address this measure applies to the CENTRAL AC unit, as opposed to window units. Electric only as this measure applies solely to the Central AC unit of a split/package system HVAC unit.
HVAC	Air Conditioner	HVAC - AC Unit Only (16 SEER)	Central Air Conditioning Unit 16 SEER	X			Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarified to address this measure applies to the CENTRAL AC unit, as opposed to window units. Electric only as this measure applies solely to the Central AC unit of a split/package system HVAC unit.
HVAC	Air Conditioner	HVAC - AC Unit Only (17 SEER)	Central Air Conditioning Unit 17 SEER	X			Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarified to address this measure applies to the CENTRAL AC unit, as opposed to window units. Electric only as this measure applies solely to the Central AC unit of a split/package system HVAC unit.
HVAC	Air Conditioner	HVAC - AC Unit Only (>= 18 SEER)	Central Air Conditioning Unit 18 SEER or greater	X			Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarified to address this measure applies to the CENTRAL AC unit, as opposed to window units. Electric only as this measure applies solely to the Central AC unit of a split/package system HVAC unit.
HVAC	Duct Insulation	Duct Insulation >= R-6	The installed insulation must achieve a minimum of R-6 and must meet Title 24 Code standards including the standards specific to the climate zone.	X	X		Standard energy efficiency improvement measure. Per recommendations, R-8 is eligible in certain climate zones and should be eligible alongside the to-code R-6 duct insulation measure already on EEEMs list.
HVAC	Duct Insulation	Duct Insulation >= R-8	The installed insulation must achieve a minimum of R-8 and must meet Title 24 Code standards including the standards specific to the climate zone.	X	X		Standard energy efficiency improvement measure. Clarified to allow for new Duct Insulation measure breakout for R-6 duct insulation. Classified as HVAC instead of Building Envelope

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
HVAC	Duct Sealing	Duct Sealing (existing ducts) <= 10%	Reduce Duct Leakage - Seal to 10% or less for existing ducts (Duct leakage to outside) OR <=15% total leakage OR seal all accessible leaks verified by visual inspection.	X	X		Standard energy efficiency improvement measure. Specification language updated to encompass all of Title 24's code requirement. Classified as HVAC instead of Building Envelope
HVAC	Duct Sealing	Duct Sealing (replacement ducts) <= 5%	Duct replacement - Seal to 5% or less for replacement ducts	X	X		Standard energy efficiency improvement measure. Clarified the word ducts in measure name. Classified as HVAC instead of Building Envelope.
HVAC	Evap Cooler	Evaporative Cooler (Ducted)	Ducted Evaporative Cooler	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide.
HVAC	Evap Cooler	Evaporative Cooler (Ducted with Dampers)	Ducted Evaporative Cooler with Dampers	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide.
HVAC	Evap Cooler	Evaporative Cooler (Window)	Window Evaporative Cooler	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide.
HVAC	Furnace	HVAC - Furnace Only (80-89% AFUE)	Gas Furnace 80-89% AFUE		X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarification to measure specification to ensure Furnace is limited to the fuel source (gas).
HVAC	Furnace	HVAC - Furnace Only (90-93% AFUE)	Gas Furnace 90-93% AFUE		X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarification to measure specification to ensure Furnace is limited to the fuel source (gas).
HVAC	Furnace	HVAC - Furnace Only ( 94-96% AFUE)	Gas Furnace 94-96% AFUE		X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarification to measure specification to ensure Furnace is limited to the fuel source (gas).
HVAC	Furnace	HVAC - Furnace Only (>96% AFUE)	Gas Furnace greater than 96% AFUE		X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Clarification to measure specification to ensure Furnace is limited to the fuel source (gas).
HVAC	Heat Pump	Heat Pump - Split/Package 14 SEER	14 SEER SPLIT/PACKAGE HEAT PUMP min HSPF for package systems at 8.0 and split systems at 8.2.	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and allowing for financing of HVAC to-code. Electric only as Heat Pumps only utilize electricity as fuel source.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
HVAC	Heat Pump	Heat Pump - Split/Package 15 SEER	15 SEER SPLIT/PACKAGE HEAT PUMP min HSPF for package systems at 8.0 and split systems at 8.2.	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and allowing for financing of HVAC to-code. Electric only as Heat Pumps only utilize electricity as fuel source.
HVAC	Heat Pump	Heat Pump - Split/Package 16 SEER	16 SEER SPLIT/PACKAGE HEAT PUMP min HSPF for package systems at 8.0 and split systems at 8.2.	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and allowing for financing of HVAC to-code. Electric only as Heat Pumps only utilize electricity as fuel source.
HVAC	Heat Pump	Heat Pump - Split/Package 17 SEER	17 SEER SPLIT/PACKAGE HEAT PUMP min HSPF for package systems at 8.0 and split systems at 8.2.	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and allowing for financing of HVAC to-code. Electric only as Heat Pumps only utilize electricity as fuel source.
HVAC	Heat Pump	Heat Pump - Split/Package >= 18 SEER	18 SEER or greater SPLIT/PACKAGE HEAT PUMP min HSPF for package systems at 8.0 and split systems at 8.2.	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and allowing for financing of HVAC to-code. Electric only as Heat Pumps only utilize electricity as fuel source.
HVAC	Hydronic Radiant Heating	Heating - Radiant/Hydronic	Radiant/hydronic heating - Per manufacturer's installation guidelines.	X	X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide.
HVAC	Mini Split	Mini Split - >= 18 SEER without heating	18 SEER or greater Mini-split WITHOUT Heating Component *Cooling Projects only*	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. 18 SEER represents a high level of efficiency and reasonable affordability. Eliminating ductless label from measure specifications to expand the offering to include ducted units as well. Given a particular installation scenario, either a ducted or ductless mini split may be more effective. This modification allows for that flexibility to capitalize on energy savings most appropriately. Electric fuel source only as mini splits do not utilize gas fuel.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
HVAC	Mini Split	Mini Split with Heat Pump - >= 18 SEER	18 SEER or greater Mini-split with Heat Pump	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. 18 SEER represents a high level of efficiency and reasonable affordability. Eliminating ductless label from measure specifications to expand the offering to include ducted units as well. Given a particular installation scenario, either a ducted or ductless mini split may be more effective. This modification allows for that flexibility to capitalize on energy savings most appropriately. Electric fuel source only as mini splits do not utilize gas fuel. Separating out from other mini split measure as this includes a heating component (the heat pump).
HVAC	Smart Thermostat	Smart Thermostat	Smart Thermostat. Available for self install. a programmable communicating thermostat that: - Allows the customer to remotely program the thermostat - Enables two-way wireless communication of data to a location outside the home - Captures and transmits data (e.g. indoor temperatures)	X	X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Eligible for both electric and gas fuel source given the role it plays in both heating/cooling components of a HVAC system.
HVAC	Split/Package System	HVAC - Split/Package System - 14 SEER with 80+ AFUE Furnace	SPLIT/PACKAGE SYSTEM 14 SEER AIR CONDITIONER WITH FURNACE AFUE 80+	X	X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Eligible for both electric and gas fuel sources as this measure includes both furnace and central AC units as either a split or package system.
HVAC	Split/Package System	HVAC - Split/Package System - 15 SEER with 80+ AFUE Furnace	SPLIT/PACKAGE SYSTEM 15 SEER AIR CONDITIONER WITH FURNACE AFUE 80+	X	X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Eligible for both electric and gas fuel sources as this measure includes both furnace and central AC units as either a split or package system.
HVAC	Split/Package System	HVAC - Split/Package System - 16 SEER with 80+ AFUE Furnace	SPLIT/PACKAGE SYSTEM 16 SEER AIR CONDITIONER WITH FURNACE AFUE 80+	X	X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Eligible for both electric and gas fuel sources as this measure includes both furnace and central AC units as either a split or package system.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
HVAC	Split/Package System	HVAC - Split/Package System - 17 SEER with 80+ AFUE Furnace	SPLIT/PACKAGE SYSTEM 17 SEER AIR CONDITIONER WITH FURNACE AFUE 80+	X	X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Eligible for both electric and gas fuel sources as this measure includes both furnace and central AC units as either a split or package system.
HVAC	Split/Package System	HVAC - Split/Package System - >= 18 SEER with 80+ AFUE Furnace	SPLIT/PACKAGE SYSTEM 18 SEER OR GREATER AIR CONDITIONER WITH FURNACE AFUE 80+	X	X		Widely accepted in the industry HVAC units are one of the highest energy consumption devices in the home. CAEATFA is allowing for financing of HVAC to-code. Eligible for both electric and gas fuel sources as this measure includes both furnace and central AC units as either a split or package system.
HVAC	Wall Furnace	HVAC - Wall Furnace (Gravity)	Gravity Wall Furnace 70% AFUE or greater		X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and financing HVAC to-code. Since wall furnaces rely on gas fuel for power, this measure is eligible for gas fuel source only.
HVAC	Wall Furnace	HVAC - Wall Furnace (Fan-type)	Fan-type Wall Furnace 76% AFUE or greater		X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide and financing HVAC to-code. Since wall furnaces rely on gas fuel for power, this measure is eligible for gas fuel source only.
HVAC	Whole House Fan	Whole House Fan (Title 24 Compliant)	Title 24 Compliant Whole House fan installation.	X			Contractors and industry experts have identified the energy savings benefits for this measure. High perceived demand for this measure.
Lighting	Lighting	LED Lighting	LED lighting and fixtures. Must be hard wired, UL Listed and Energy Star Certified. Replacement recessed light fixtures must be rated ICAT (insulation contact air tight)	X			Widely accepted in the industry that LED lighting offers energy savings benefits. Measure specification clarified to remove ambiguity in labels and updated to specify LED lighting. Electric fuel source only as lighting relies on electricity as primary fuel.
Pool Products	Pool Products	Pool - Pump Motor	Pool Pump Motor that meets or exceeds Title 20 code requirements.	X			Recommended measure for energy savings by industry consultants. Electric fuel source only as no gas utilized for power.
Pool Products	Pool Products	Pool - Variable Speed Drive	Title 24 compliant Variable Speed Drive on Pool Pump Controls replacing One or Two Speed Pool Pump	X			Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Clarified title 24 compliance in measure specification. Electric fuel source only as no gas utilized for power.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
Pool Products	Pool Products	Pool - Efficient Variable Speed Motor	Efficient Variable Speed Motor	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Electric fuel source only as no gas utilized for power.
Pool Products	Pool Products	Pool - Efficient Variable Speed Pool Pump and Motor	Title 24 compliant, Efficient Variable Speed Pool Pump and Motor.	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Clarified title 24 compliance in measure specification. Electric fuel source only as no gas utilized for power.
Water Heating	Faucet Aerator	Faucet Aerator (water source from electric water heater)	Faucet Aerator that meets or exceeds Title 20 code requirements. An electric water heater must provide source of heating for water.	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updating measure specification to require Title 20 compliance. Electric eligibility determined by source of water heating: electric water heater.
Water Heating	Faucet Aerator	Faucet Aerator (water source from gas water heater)	Faucet Aerator that meets or exceeds Title 20 code requirements. A gas water heater must provide source of heating for water.		X	X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updating measure specification to require Title 20 compliance. Gas eligibility determined by source of water heating: Gas water heater.
Water Heating	Gas Storage Water Heater	Water Heater - Gas Storage (<= 55 gal, UEF >= 0.64 medium draw, >= 0.68 high draw)	ENERGY STAR Gas Storage Water Heater <= 55 gallons (UEF >= 0.64 for Medium Draw Pattern or UEF >= 0.68 High Draw Pattern)		X		Widely accepted in the industry water heaters are one of the highest energy consumption devices in the home. Energy Star offers a reliable standard for energy efficiency. Clarified measure specification to use Uniform Energy Factor, the newest measure of water heater overall efficiency used by Energy Star.
Water Heating	Gas Storage Water Heater	Water Heater - Gas Storage (> 55 gal, UEF >= 0.78 medium draw, >=0.80 high draw)	ENERGY STAR Gas Storage Water Heater greater than 55 gallons (UEF >= 0.78 for Medium Draw Pattern or UEF >= 0.80 for High Draw Pattern)		X		Widely accepted in the industry water heaters are one of the highest energy consumption devices in the home. Energy Star offers a reliable standard for energy efficiency. Clarified measure specification to use Uniform Energy Factor, the newest measure of water heater overall efficiency used by Energy Star.
Water Heating	Heat Pump Water Heater	Water Heater - Heat Pump Water Heater	ENERGY STAR Electric Heat Pump Water Heater (<=55 gallon with UEF >= 2.00; >55 gallons with UEF >= 2.20)	X			Widely accepted in the industry water heaters are one of the highest energy consumption devices in the home. Energy Star offers a reliable standard for energy efficiency. Clarified measure specification to use Uniform Energy Factor, the newest measure of water heater overall efficiency used by Energy Star. Heat Pump water heaters rely on electricity, therefore electric fuel eligibility only.

Measure Type	Measure Name	Measure Name w/ Spec	Measure Specification	Electric	Gas	Self-Install?	Reasoning
Water Heating	Shower head - low flow	Shower head - Low flow (water source from electric water heater)	Low Flow Standard Showerhead that meets or exceeds Title 20 code requirements. An electric water heater must provide source of heating for water.	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updating measure specification to require Title 20 compliance. Electric eligibility determined by source of water heating: electric water heater.
Water Heating	Shower head - low flow	Shower head - Low flow (water source from gas water heater)	Low Flow Standard Showerhead that meets or exceeds Title 20 code requirements. A gas water heater must provide source of heating for water.		X	X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updating measure specification to require Title 20 compliance. Gas eligibility determined by source of water heating: gas water heater.
Water Heating	Shower Thermostatic Valve	Shower - Thermostatic Valve (water source from electric water heater)	Shower Thermostatic Shut-Off Valve that meets or exceeds Title 20 code requirements. An electric water heater must provide source of heating for water.	X		X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updating measure specification to require Title 20 compliance. Electric eligibility determined by source of water heating: electric water heater.
Water Heating	Shower Thermostatic Valve	Shower - Thermostatic Valve (water source from gas water heater)	Shower Thermostatic Shut-Off Valve that meets or exceeds Title 20 code requirements. A gas water heater must provide source of heating for water.		X	X	Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Updating measure specification to require Title 20 compliance. Gas eligibility determined by source of water heating: gas water heater.
Water Heating	Tankless Water Heater	Water Heater - Tankless	On-Demand (Tankless Water Heater; if Gas, must be ENERGY STAR (UEF 0.87 or greater)	X	X		Has been previously identified by at least one of the IOUs as an energy savings measure; CAEATFA is making it eligible statewide. Clarified measure specification to allow for Electric on-demand water heaters and Energy Star certified Gas on-demand water heater. There is no Energy Star label for Electric water heaters as they are already an efficient technology.
Other	IOU/REN/CCA Rebate - Other	Other - IOU/REN/CCA Rebate	Other IOU/REN/CCA rebated measure for a project receiving the rebate. Not eligible for projects that do not receive a rebate.	X	X		This measure allows financing of any eligible measure in an IOU rebate or incentive program.

**Attachment C: Modifications to the Regulations  
Approved by the Board on August 15, 2017  
and Approved by OAL on September 5, 2017**

**CALIFORNIA ALTERNATIVE ENERGY AND  
ADVANCED TRANSPORTATION FINANCING AUTHORITY**

***Request to Approve Emergency Regulations for the  
Residential Energy Efficiency Loan Assistance Program***

**Tuesday, August 15, 2017**

Prepared By: *Miriam Joffe-Block, Program Manager*

**REQUEST**

Staff requests approval to adopt modifications to the Residential Energy Efficiency Loan (“REEL”) Assistance Program under the emergency rulemaking process, which will incorporate lessons learned during the first year of implementation and improve program design and operations (“Regulations”).

**SUMMARY**

On behalf of the California Public Utilities Commission (CPUC), CAEATFA is the administrator of the California Hub for Energy Efficiency Financing (CHEEF) and responsible for launching several energy efficiency financing pilot programs (“pilots”). The pilots were authorized to support the State’s broader energy efficiency and environmental policy goals through leveraging private capital for energy retrofits. REEL is the first of several pilot programs to launch, targeting the single-family residential market. The REEL program mitigates the risk of default for lenders by providing a credit enhancement for enrolled loans. This protection enables participating lenders to offer more attractive financing terms to a broader group of borrowers, including financing 100% of the energy upgrade which removes the first cost barrier for consumers.

On February 17, 2015, the CAEATFA Board approved initial regulations for the REEL Program which were adopted and made effective through the emergency rulemaking process on March 9, 2015. CAEATFA re-adopted the E-regulations twice, on September 8, 2015 and again on December 7, 2015. The CAEATFA Board approved the regulations again in February of 2016 under the regular rulemaking process which was completed on April 13, 2016.

After several years of consultation with stakeholders and a year of official Program operation, CAEATFA staff has identified solutions to several program implementation challenges as well as opportunities for improvement. As of July 31<sup>st</sup>, 2017, staff have onboarded four active lenders, trained 252 contractor companies (of which 135 are enrolled in the program) and have enrolled 35 loans. CAEATFA staff regularly engages with enrolled contractors and lenders about projects in the pipeline and has held recruitment discussions with several additional potential lenders.

Throughout early program development and implementation CAEATFA has advocated for specific changes to the pilots to broaden their relevance to the private market and to streamline operations for participants. These efforts are necessary, from CAEATFA’s perspective, to facilitate Program uptake. In March of 2016, the California Public Utilities Commission (CPUC) issued Decision 17.03.027 (D.17.03.027) which granted CAEATFA some additional flexibility to modify the REEL Program from previous guidance Decisions. Key areas where the CPUC allowed for modifications include:

- Combining Investor Owned Utility (IOU) Credit Enhancement funds into single accounts to allow for statewide, consolidated Loan Loss Reserve Accounts for lenders and providing a much more valuable credit enhancement for the same overall cost
- Decoupling energy efficiency measure eligibility for financing from the IOU rebate and incentive programs, allowing for a true test of financing as a mechanism to encourage efficiency retrofits and supporting much broader measure eligibility
- Supporting financing measures to code, allowing for additional project uptake

Modifications presented in these regulations stem from both CAEATFA’s newly granted authority to modify the Program as provided under the CPUC, as well additional opportunities for streamlining discovered during the first year of Program operations. CAEATFA plans a phased approach to program modifications, making some early adjustments to gain immediate efficiencies in these regulations, while addressing complex issues that require more stakeholder engagement and staff resources in in a subsequent round of modifications. For example, while D.17.03.027 granted CAEATFA complete authority over measure eligibility for the Program, (aka “authority over the EEEMs list”), CAEATFA is broadening measure eligibility in stages. This phased approach will allow us to strike a balance between a simple, streamlined program that is broadly relevant to the market, while ensuring that projects yield energy savings.

CAEATFA posted proposed modified Regulations, held a lender roundtable to solicit input, and conducted a public workshop on July 19, 2017 followed by a 10-day public comment period. Additional modifications to the proposed Regulations were made as a result of discussions with stakeholders during the comment period as well as written comments received.

## **PROPOSED MODIFICATIONS TO REGULATIONS**

Below is a summary of the key proposed changes. The specific modifications to the regulations can be found in Attachment A. Modifications that were presented at CAEATFA’s July 19<sup>th</sup> public workshop are denoted with ~~strikeout~~ and underlined text. Modifications made subsequent to that workshop are denoted with ~~double strikeout~~ and double underlined text.

### **§10091.1: Definitions**

This section defines and describes the terms used throughout the REEL Assistance Program regulations. Modifications were made to the following defined terms:

- ~~§10091.1(i):~~ “Credit Enhancement Basis” was added as a new defined term

The addition of this term clarifies how CAEATFA calculates Loan Loss Reserve (LLR) contributions for enrolled lenders. There are no changes as to how the LLR contribution is calculated.

- *§10091.1(kk): “REEL Borrower Form” was added as a defined term*  
The addition of this term clarifies the name of a program form that obtains Borrower certifications about energy efficiency projects.
- *§10091.1(j): “Customer Data” was removed as a defined term*
- *§10091.1(k): “Customer Data Release Form” was removed as a defined term*  
In order to streamline program operations for contractors, lenders, and borrowers, as well as to reduce operational costs, CAEATFA worked with Energy Division staff of the CPUC to remove the Customer Data Release Form and its associated customer data from the program. CAEATFA and the CPUC concluded that the raw, *energy consumption* data that borrowers consented to provide through this form was 1) burdensome for which to obtain consent 2) expensive to transmit and store and 3) not valuable from a public reporting standpoint. Instead, CAEATFA and the CPUC are working together to figure out how to efficiently share *savings* data from the pilot projects while complying with standards of anonymization and aggregation to protect customer privacy.
- *§10091.1(m): “EEEMs ID” was updated*  
The update reflects that CAEATFA, instead of the IOUs, may assign the specific numbers that correspond to an Eligible Energy Efficiency Measure.
- *§10091.1(ff): “IOU Program Holding Account” was renamed as “Program Holding Account”*
- *§10091.1(ii): “IOU Program Reservation Account” was renamed as “Program Reservation Account”*  
These changes were made to reflect changes to the Credit Enhancement structure for the program. CPUC Decision 13.03.027 allowed CAEATFA to combine credit enhancement funds from the four IOUs to fund single, statewide LLR accounts for enrolled lenders. The renaming of these accounts reflect the fact that the Program Holding and Reservation Accounts will now combine funds from each of the IOUs.
- *§10091.1(gg): “Qualified Contractor” was renamed as “Participating Contractor” for clarification.*
- *§10091.1(l): “Eligible Energy Efficiency Measures” or “EEEMs” was updated*  
The update permits financing of any measure eligible for an IOU rebate or incentive program, assuming the rebate is sought. The update was made to reflect the fact some custom energy retrofit measures do not appear on the EEEMs list, yet contractors are following strict utility requirements designed to yield energy savings. The intent of the program was to provide financing for these projects.

- *§10091.1(r): “Eligible Loan” was updated*  
The update qualifies the prohibition on refinancing. Lenders will be permitted to use non-REEL financing products to lend borrowers funds for deposits on energy efficiency equipment (which are sometimes required by contractors) and subsequently use the REEL product to pay off the deposit loan as well as the rest of the cost of installation.
- *§10091.1(s): “Eligible Property” was updated and subsequently updated*  
In response to numerous inquiries as to whether mobile and manufactured homes qualify as Eligible Properties, CAEATFA clarified that these homes do qualify, provided that the foundation is permanent and site-built. The text was updated after the public comment period to resolve grammatical issues.
- *§10091.1(aa): “Low-to-Moderate Income” or “LMI” was clarified, though CAEATFA subsequently removed the clarification in response to comments*  
CAEATFA clarified the methodology by which enrolled lenders determine household income and household size for the purposes of concluding whether a borrower qualifies as LMI. In response to lender comments about the feasibility of the methodology, CAEATFA removed the clarification from the regulations. CAEATFA plans to reach out to stakeholders to determine a better methodology of LMI determination that yields reliable data while being feasible for program participants. CAEATFA will update this section of regulations in a forthcoming modification.

### **§10091.2. Eligible Financial Institution and Eligible Finance Lender Applications to Participate.**

This section outlines the processes by which an Eligible Financial Institution or Eligible Finance Lender applies to become a Participating Financial Institution (“PFI”) or Participating Finance Lender (“PFL”), describing the information it must provide in its application and responsibilities under the Program. Throughout this document, we use the term “lender” to refer to either PFIs or PFLs.

#### *§10091.2(a)(3-17): Information provided by lenders at the time of application*

Requirements for lenders’ applications to the Program were updated to include loan officer contact information to CAEATFA upon enrollment in the program. This facilitates removal of the requirement that lenders provide the contact information upon enrollment of each loan, streamlining their operations. The lender’s description of product fees was updated to remove reference to specific fees, as CAEATFA wishes the lender to disclose all fees. Language was updated to reflect changes in Program forms.

#### *§10091.2(a)(18)(C-D): IOUs as third party beneficiaries and lender indemnifications*

Lenders had previously raised concern about language stating that the IOUs may pursue rights against lenders as the IOUs are third party beneficiaries of the lender service agreement that the regulations constitute; this was a flow down provision from the CAEATFA-IOU implementation agreement. CAEATFA worked with the IOU attorneys to strike the problematic provision from

the CAEATFA-IOU contract, and then clarify, separately, that the IOUs are express beneficiaries of the lender’s indemnity. The Regulations were changed to reflect this and other language adjustments from the CAEATFA-IOU implementation agreement.

*§10091.2(a)(20-21): Lender certifications provided upon application to the Program*

Certifications that lenders previously provided at the time of each loan enrollment were incorporated into the lender’s application to the Program, such that the certifications could be provided once, and thus streamline loan enrollment and pre-approvals. Following the public workshop, CAEATFA added emphasis to the certification regarding Eligible Loans to clarify that they are for Eligible Improvements at Eligible Properties. Additional erroneous text was struck from the Regulations.

**§10091.4. Loan Eligibility and Minimum Underwriting Criteria**

This section lays out the criteria a loan must meet to be eligible under the Program. It was designed to safeguard the use of ratepayer funds while maintaining the intent of the pilots to allow lenders the flexibility to broaden access to financing to a wider set of borrowers while mitigating risk.

*§10091.4(e)(1): Verification of Borrower’s income*

Previous regulations required lenders to verify income for borrowers with credit scores below 640. The requirement was modified to apply in cases where borrowers with scores below 640 receive loans greater than \$20,000. The change was made to strike a balance between ensuring that consumers have the means to repay the financing they acquire and streamlining the program to better reflect, and create operational efficiencies with, the underwriting process for higher volume lenders.

**§10091.6. Establishment and Funding of Loss Reserve Accounts**

This section explains the process by which each lenders’ Loss Reserve (LLR) Accounts are established and funded under the Program by CAEATFA’s contracted Trustee Bank.

*§10091.6(a) and (b) Set-up of LLR accounts and funding upon loan enrollment*

Edits were made to facilitate the consolidation of LLR accounts for lenders. CPUC Decision 13.03.027 allowed CAEATFA to combine credit enhancement funds from the four IOUs to fund a single, statewide LLR account for each participating lender. These statewide accounts are much more valuable to lenders as they can use contributions received for any loan enrolled in the Program to cover claims in the event of a default, regardless of where, geographically, that default occurs.

*§10091.6(c): Rebalancing of accounts*

Previous regulations, developed in consultation with CPUC Energy Division Staff, required CAEATFA to recapture funds from lenders on a quarterly basis, as outstanding loan principal pays down. This requirement has been administratively burdensome for the CHEEF and lenders while yielding little benefit since funds are very unlikely to revolve during a pilot that only allows new loan enrollments for two years. D.13.03.027 allowed CAEATFA to reconsider the methodology for fund rebalancing. This change moves to an annual rebalancing, but preserves

existing methodology. CAEATFA is considering modifying the methodology in a subsequent round of regulation modifications. Staff will continue to monitor this issue to ensure that if the pilots are extended, we retain the flexibility to modify the recapture provision to ensure future sustainability.

### **§10091.7. Optional Loss Reserve Reservation and Project Pre-Approval**

This section lays out an optional reservation and project pre-approval process for lenders. Project pre-approval allows lenders to submit a proposed project to the Authority prior to closing the loan, and receive assurance that the project meets the eligibility requirements of the program. Loss reserve funds are then set aside for the loan’s future enrollment in the Program.

#### *§10091.7(a)-(b) Lender certifications upon Reservation and Pre-Approval submission*

Revisions to this section remove certifications from Loss Reserve Reservations and Pre-approvals as those certifications will now be provided only once, upon the lender’s enrollment in the program. This change facilitates streamlining of Pre-Approval submissions.

#### *§10091.7(a)(10) Rebate information and calculation of LLR contribution for Pre-Approvals*

Language was added to obtain data about project rebates at the time of enrollment in order to more accurately anticipate the final amount of the likely LLR contribution. The language was subsequently removed by CAEATFA after the public comment period because the information is operationally challenging for the lenders to obtain at the time of Pre-Approval. Lenders will continue to provide information on rebates at the time of loan enrollment.

#### *§10091.7(b)(5) Utility Bill requirements*

In response to lender feedback and suggestions, CAEATFA adjusted the requirement that lenders submit a utility bill for the borrower that is current within 60 days of loan *enrollment* to the requirement that the bill be current within 60 days of loan *approval*. Lenders reported that the time lapse between approving credit and project completion were requiring them to ask for updated utility bills, adding additional paperwork to the process and disrupting their desired consumer experience.

#### *Other updates consistent with Program changes discussed above*

Language was also updated to reflect the removal of the Customer Data Release form from the program and to support the consolidation of the lenders’ LLR accounts into statewide accounts.

### **§10091.8. Loan Enrollment**

This section describes all of the documentation and data required for a loan to be enrolled into the program, the Authority’s timeframe for reviewing the loan, and LLR contributions for the loan. The section covers documentation provided by the contractor, borrower and lender, though lenders are responsible for compiling and submitting the package.

#### *General changes to support electronic data transfer*

Language was added throughout the section to specify that data points will be provided “in a form approved by the authority” to clarify that lenders have flexibility in providing data beyond

CAEATFA’s existing PDF forms; in consultation with CAEATFA, lenders can make use of electronic data or an API (Application Program Interface) exchange.

*§10091.8 (c) List of documents for loan enrollment*

The Customer Data Release Form was removed as a requirement at loan enrollment. As discussed above, the Customer Data Release Form was burdensome for all program participants and for CAEATFA and the IOUs, while yielding little data of value. CAEATFA and the CPUC are discussing effective ways to share energy savings data with the public while protecting customer privacy.

Language referencing modeling documentation was removed. D.13.03.027 gave CAEATFA flexibility to separate measure requirements for financing from those of the utility rebate and incentive programs. At CAEATFA’s request, the IOUs removed energy savings modeling requirements from the EEEMs portal, thus facilitating more “single measure” energy efficiency projects.

*§10091.8 (e) Loan enrollment application data and certifications from Lender*

Loan certifications and lender contact information were removed from loan enrollment requirements, as lenders’ applications to the program were changed to collect contact information and certifications up front. This allows for reduction of paperwork and a more streamlined loan enrollment process.

*§10091.8(f) Contractor and Borrower Certifications of Completion*

Requirements for the Contractor’s certifications were updated to allow Natural Gas Appliance Testing (NGAT), a test that PG&E requires for many of its residential programs to satisfy safety test requirements under the program. Language was modified for grammatical clarity in response to public comment. Other data points related to the safety testing qualifications were updated.

Borrower’s certifications were updated to reflect the fact that the program requires borrowers and/or contractors to obtain permits for work completed, but those permits may still be in process at the time of Loan Enrollment. A slight adjustment was made to language certifying that the use of proceeds is for Eligible Loans, to reflect the fact that borrowers have not yet received loan proceeds at the time they complete their certifications.

*§10091.8(g) Itemized Invoice*

The Itemized Invoice, another required program form, was updated to include data points important to the CPUC for program evaluation: indication of whether a measure is new or a replacement, indication of whether the installation resulted in a fuel switch for the measure and indication of whether the project added square footage to the house. These data points will have increasing relevance as CAEATFA has removed the IOU’s more stringent rebate and incentive requirements that prohibit installation of new measures or fuel switching.

*§10091.8(h) Self-Installer Form*

The Self-Installer Form was updated to reflect the fact that the determination for which a measure is available for self-installation is now outlined in §10091.10(c) of these regulations, instead of by the IOUs.

*§10091.8(l) LLR determination and contributions*

Language was updated to reflect the consolidation of IOU jurisdictional LLR accounts into one, statewide LLR account for lenders. Language was also updated to use the new defined term, “Credit Enhancement Basis,” to describe the LLR calculation.

**§10091.9. Claims**

This section specifies the process for making a claim reimbursement when a lender charges off an Enrolled Loan.

*General changes to reflect the consolidation of LLR accounts.*

Language was updated to reflect the consolidation of IOU jurisdictional LLR accounts into single, statewide LLR accounts for lenders. Claims will now be paid out from the lender’s single LLR account, rather than proportionally by the corresponding IOU LLR account. As discussed above, the consolidation of LLR accounts provides lenders with a much more valuable credit enhancement.

**§10091.10. Project Requirements**

This section describes measure and project eligibility for the Program, safety testing requirements and the Authority’s field verifications and inspections of projects.

*§10091.10(b): Removal of specific Finance-Only project requirements*

This section had specified that Finance-Only projects (those not receiving an IOU rebate or incentive) still had to follow the IOU’s requirements for self-installation, bundling of measures and modeling. Most of this language is no longer applicable in the wake of decisions made by CAEATFA after receiving authority granted by D.17.03.027 to set measure and project eligibility requirements for the program. While the phrasing in this section that requires Finance-Only projects to obtain a permit is still accurate, the permitting requirement is captured elsewhere in the regulations.

CAEATFA issued its own requirements for self-installer projects, which are detailed in §10091.9(d) and decided to remove the IOU’s rebate and incentive-related bundling (installation of multiple measures) and modeling requirements. CAEATFA made this decision to facilitate broader program uptake and to more accurately test financing as a mechanism by which to encourage uptake of energy efficiency projects. Therefore the previous language, referring to the IOU requirements, was no longer applicable and was struck.

*§10091.9(c-d): New criteria for projects available for self-installation*

CPUC Decision 17.03.27 gave CAEATFA flexibility in determining measure and project eligibility for financing. This section describes the criteria by which measures are deemed to be eligible for self-installation and thus do not require installation by a Participating Contractor. With a few exceptions, measures must be electric and fall into one of several select categories of appliances. CAEATFA plans to allow borrowers to install their own equipment where it is

prudent to do so and prohibit installation of measures where there are higher risks of safety issues or incorrect installation leading to lack of energy savings.

*§10091.10(h): Safety testing*

REEL projects, if they include 3 or more EEEMs and are in a household where there is a combustion appliance, previously required a Combustion Appliance Zone (CAZ) or a Combustion Appliance Safety (CAS) test. Language was updated to allow Natural Gas Appliance Testing, a test utilized by PG&E for many of its residential programs, or another industry standard safety test to satisfy the testing requirement.

**§ 10091.15. California Hub for Energy Efficiency Financing Disclosure**

This section describes the CHEEF Disclosure Form which advises the borrower of their privacy rights under the CHEEF. It informs the borrower that certain information may be shared with the utility companies and other state or federal agencies.

*Phone number and release of phone number*

Subsequent to posting of the initial proposed modifications, CAEATFA added the requirement that the borrower provide a contact phone number. The disclosure was updated to explain that the phone number will be provided to the CPUC’s Program Evaluation team to invite borrowers to participate in surveys for program evaluation. Surveys and site-visits, where agreed to, are necessary to for the CPUC’s evaluation of the Program. Grammatical and clarifying changes were made following the public comment period.

*Information which may be shared*

This section was updated to strike a reference to “usernames and passwords” which was flow down language from the prior CAEATFA-IOU implementation agreement. CAEATFA has never come into contact with borrower usernames or passwords. The section was also updated to include “Energy savings data from your project.” While the previous disclosure had referred to “monthly energy use,” CAEATFA wanted to be transparent that data that is ultimately shared (and derived from consumption data) is savings data.

*General edits*

An edit was made to clarify execution of the form to allow for future electronic transfer.

**REGULATORY PROCESS**

**Tentative Timeline**

All of the future dates below are tentative and subject to change.

July 19, 2017	REEL Regulations workshop.
July 20 – 27, 2017	REEL Regulations workshop public comment period.
August 15, 2017	CAEATFA Board reviews and approves proposed modifications to the regulations.

August 16, 2017	CAEATFA posts the Finding of Emergency and begins 5-day notice period.
August 23, 2017	Emergency regulations are submitted to Office of Administrative Law (OAL) for review. OAL has 10 calendar days to review the emergency regulations.
August 23 – 27, 2017	Public comment period during OAL review.
September 2, 2017	OAL’s Decision Deadline for adoption of the emergency regulations. Emergency regulations become effective for 90 days upon filing with the Secretary of State.
November 30, 2017	Deadline for filing first 90-day readoption of emergency regulations. First re-adoption becomes effective on this date.
February 27, 2018	Deadline for filing second 90-day readoption of emergency regulations. Second re-adoption becomes effective on this date.
May 25, 2018	Deadline for filing certificate of compliance for regular rulemaking.

**RECOMMENDATION**

Staff recommends the adoption of a resolution to approve the proposed emergency regulations for the REEL Assistance Program.

**Attachment:** Attachment A: Proposed Modified Regulations. Modifications for Board consideration are shown with strikethrough and underlined text. Double strikethrough and double underline represent additional modifications made after the workshop and public comment period.

**RESOLUTION OF THE CALIFORNIA ALTERNATIVE ENERGY AND ADVANCED  
TRANSPORTATION FINANCING AUTHORITY APPROVING MODIFICATIONS TO  
REGULATIONS AND OTHER RELATED ACTIONS TO IMPLEMENT THE  
RESIDENTIAL ENERGY EFFICIENCY LOAN ASSISTANCE PROGRAM**

August 15, 2017

WHEREAS, the California Alternative Energy and Advanced Transportation Financing Authority ("Authority") is authorized by California Public Resources Code Section 26009 to adopt regulations to implement and make specific the statutory provisions governing the Authority; and

WHEREAS, the Authority has determined that, under its Memorandum of Agreement with the California Public Utilities Commission and its contract with the investor-owned utilities to serve as the manager of the California Hub for Energy Efficiency Financing, it is necessary to adopt modifications to the current program regulations to implement the Residential Energy Efficiency Loan Assistance Program (the Program).

NOW, THEREFORE, BE IT RESOLVED by the California Alternative Energy and Advanced Transportation Financing Authority as follows:

Section 1. The proposed modified Regulations, on file with the Authority, is hereby approved. The Chair, Executive Director and Deputy Executive Director are hereby authorized to file the Regulations, with the supporting documentation required by law, with the Office of Administrative Law as regulations in the form currently on file with the Authority.

Section 2. The Chair, and Executive Director are hereby authorized to proceed with the public notice and comment procedures required by California Rulemaking Law prior to submitting emergency to the Office of Administrative Law and completing the rulemaking process.

Section 3. The Chair, and Executive Director of the Authority are hereby authorized to take necessary actions, including making any necessary changes to the Regulations to secure approval by the Office of Administrative Law, and to execute and deliver any and all documents necessary or advisable in order to effectuate the purposes of this resolution.

Section 4. This resolution shall take effect immediately upon its approval.

**CALIFORNIA CODE OF REGULATIONS**  
**Title 4. Business Regulations**  
**Division 13. California Alternative Energy and Advanced Transportation**  
**Financing Authority**

CALIFORNIA ALTERNATIVE ENERGY AND ADVANCED  
TRANSPORTATION FINANCING AUTHORITY REGULATIONS  
IMPLEMENTING THE RESIDENTIAL ENERGY EFFICIENCY  
LOAN ASSISTANCE PROGRAM

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**§10091.1. Definitions.**

- (a) “Authority” means the California Alternative Energy and Advanced Transportation Financing Authority (CAEATFA) established pursuant to Division 16 (commencing with Section 26000 of the Public Resources Code) or its agent.
- (b) “Bill Impact Estimate” means an estimate of the anticipated energy cost savings that are expected to result from the installation of Eligible Energy Efficiency Measures, which is provided by the ~~Qualified~~ Participating Contractor to the Borrower prior to work being performed on the Eligible Property.
- (c) “Borrower” means an individual or individuals who receive(s) an Eligible Loan from a Participating Financial Institution or Participating Finance Lender for the purpose of making Eligible Improvements to an Eligible Property.
- (d) “California Hub for Energy Efficiency Financing Disclosure” or “CHEEF Disclosure” means the disclosure described in Section 10091.15.
- (e) “CHEEF Loan Identifier” or “CHEEF Loan ID” means an identification number associated with a Borrower and/or Eligible Loan created by the Authority and provided to the PFI or PFL at the time of reservation, pre-approval, or enrollment of an Eligible Loan in the Program. The CHEEF Loan ID will be used to identify the corresponding Eligible Loan in all subsequent correspondence between the PFI, PFL, or Successor Servicer and the Authority.
- (f) “Claim-Eligible Principal Amount” means the principal amount of an Enrolled Loan which qualifies for reimbursement pursuant to Section 10091.9 and which may be less than the Total Loan Principal Amount.
- (g) “Commission” or “CPUC” means the California Public Utilities Commission.
- (h) “Community Choice Aggregator” or “CCA” is defined in Section 331.1 of the California Public Utilities Code.
- (i) “Credit Enhancement Basis” means the original Claim-Eligible Principal Amount of the loan less the actual or anticipated amount of any IOU, REN or CCA rebate or incentive amount not applied to the cost of the project.
- ~~(j) “CSLB” means the California Contractors State License Board.~~
- ~~(j) “Customer Data” means all information and data regarding an IOU customer that is furnished, disclosed, or otherwise made available by an IOU to an authorized agent, including, without limitation, personal information such as the customer’s name, address, contact information, service agreement number on the customer’s electric bill, user name, password, financial status and social security number, and any information regarding the customer’s energy usage or billing. No confidential Customer Data shall be provided to CAEATFA or its Providers except pursuant to a Customer Data Release Form.~~
- ~~(k) “Customer Data Release Form” is a legal release that is developed and provided by the IOUs, and executed by an IOU’s customer that is required to give authorization to a designated agent to provide Customer Data to the Authority.~~
- ~~(k) “Eligible Contractor” means a contractor or contractor company with an active license with the Contractors State License Board to do the work he, she, or it performs.~~
- ~~(m) (l) “Eligible Energy Efficiency Measures” or “EEEMs” means energy efficiency measures identified by the Investor-Owned Utilities and approved by the CPUC as eligible for rebates or incentives. A list of EEEMs will be accessible from the Authority’s website. A measure that is eligible for an IOU, REN or CCA rebate or incentive program and is not on the EEEMs list is eligible for financing as long as the rebate or incentive is being~~

- sought. The list of EEEMs shall include demand response measures to the extent that they are approved for energy efficiency rebates or incentives.
- (+)(m) “EEEMs ID” means the unique identification number associated with an individual EEEM as assigned by the ~~IOUs~~Authority.
- (+)(n) “EEEMs Measure Name” means the name associated with a particular EEEM as assigned by the ~~IOUs~~Authority.
- (+)(o) “Eligible Finance Lender” means a finance lender licensed by the California Department of Business Oversight that meets the requirements specified in Section 10091.3 of these regulations.
- (+)(p) “Eligible Financial Institution” means any insured depository institution, insured credit union, or community development financial institution, as those terms are each defined in Section 103 of the Riegle Community Development and Regulatory Improvement Act of 1994 (12 U.S.C. 4702).
- (+)(q) “Eligible Improvements” means improvements made to Eligible Properties.
- (1) Eligible Improvements must be installed by ~~Qualified~~Participating Contractors, except as set forth in Section 10091.10~~(b)(1)(c)~~.
  - (2) Eligible Improvements may include:
    - (A) The installation of EEEMs as specified by the ~~IOU(s)Authority~~IOU(s) that provide(s) the Eligible Property with the corresponding gas and/or electric service.
    - (B) Additional related home improvements to the Eligible Property.
  - (3) Eligible Improvements do not include solar photovoltaic, solar thermal or other distributed generation or renewable energy systems.
- (+)(r) “Eligible Loan” means a loan or retail installment contract made by a Participating Financial Institution or Participating Finance Lender to a Borrower to finance Eligible Improvements on an Eligible Property.
- (1) The Eligible Loan that is being enrolled must meet the requirements specified in Section 10091.4 of these regulations. The proceeds of an eligible loan may be used to fund improvements beyond Eligible Improvements, however, the portion of the Eligible Loan proceeds so used shall not be Claim Eligible.
  - (2) An Eligible Loan does not include any of the following:
    - (A) A loan secured by an interest in real property.
    - (B) Open end loans (e.g., line of credit, home equity line of credit).
    - (C) A loan for the construction or purchase of residential housing.
    - (D) A loan for the refinancing of existing debt unless both loans are made within three (3) months by the same lender for the same project.
- (+)(s) “Eligible Property” means a residential property of no more than four (4) units that receives gas and/or electric service from one or more Investor-Owned Utilities, or Community Choice Aggregators. Rented or leased properties are eligible with the owner’s written consent to have the Eligible Improvements installed.
- (1) Manufactured and mobile homes are considered Eligible Properties if the mobile or manufactured home is anchored to a permanent, site-built foundation constructed of durable materials (i.e., concrete, mortared masonry, or treated wood). ~~and is site-built~~.
- (+)(t) “Enrolled Loan” means an Eligible Loan approved by the Authority for enrollment in the Program pursuant to Section 10091.8.

- (v)(u) “Executive Director” means the Executive Director of the Authority or her or his designee.
- (w)(v) “Finance-Only Project” means an Eligible Loan financing Eligible Improvements for which no IOU, REN or CCA rebate or incentive will be sought.
- (x)(w) “Investor-Owned Utility” or “IOU” (collectively referred to as “IOUs”) means Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Edison Company, or Southern California Gas Company.
- ~~(y) “IOU Program Holding Account” means the account established and maintained by the Trustee at the Authority’s direction to hold funds allocated by an IOU for the Program.~~
- ~~(z) “IOU Program Reservation Account” means the account established and maintained by the Trustee at the Authority’s direction to hold funds reserved for PFIs and PFLs.~~
- (aa)(x) “Loss Reserve Account” means an account established and maintained by the Trustee at the Authority’s direction for the benefit of a Participating Financial Institution, Participating Finance Lender or Successor Servicer to hold the Loss Reserve Contribution for Enrolled Loans ~~in a given IOU territory.~~
- (bb)(y) “Loss Reserve Contribution” or “Loan Loss Reserve Contribution” means the financial assistance provided to the Loss Reserve Account pursuant to these regulations for the benefit of a PFI or PFL for each Eligible Loan it enrolls in the Program as described in Section 10091.8, or for the benefit of a Successor Servicer for each Enrolled Loan it purchases pursuant to Section 10091.12.
- (ee)(z) “Loss Reserve Reservation” means funds set aside in ~~an IOU a~~ Program Reservation Account at the request of a PFI or PFL in accordance with Section 10091.7.
- (dd)(aa) “Low-to-Moderate Income” or “LMI” means income at or below the current annual income limits as determined by the California Department of Housing & Community Development according to county and family size and adopted in Section 6932 of Division 1 of Title 25 of the California Code of Regulations. ~~PFIs and PFLs must include spousal income in their calculations of household income. PFIs and PFLs may assume households are comprised of four individuals in determining LMI status.~~
- (ee)(bb) “Participating Finance Lender” or “PFL” means an Eligible Finance Lender that has been approved by the Executive Director to participate in the Program.
- (ff)(cc) “Participating Financial Institution” or “PFI” means an Eligible Financial Institution that has been approved by the Executive Director to participate in the Program.
- (gg)(dd) “PFI/PFL/Successor Servicer’s Program Participation ID” refers to an identification number for the participating financial lender or institution, assigned by the Authority, when the PFI/PFL is approved to participate in the Program.
- (hh)(ee) “Program” means the Residential Energy Efficiency Loan Assistance Program described in these regulations, which is replacing the Single Family Loan Program (SFLP) in this and all subsequent references. The SFLP was established by the CPUC in Decision 13-09-044, and further referenced in the Single Family Loan Program Implementation Plan filed by the IOUs, as well as in Resolution E-4663.
- (ff) “Program Holding Account” means the account established and maintained by the Trustee at the Authority’s direction to hold funds allocated by the IOUs for the Program.
- (gg) “Participating Contractor” means an Eligible Contractor who has been approved to participate in the Program by the Authority pursuant to Section 10091.5.
- (ii)(hh) “Program Identifier” or “Program ID” means a number assigned by CAEATFA or its agents that represents a pilot program. The Program ID will be used to track in which

- pilot or pilots a PFI, PFL, or Successor Servicer is participating, and in which pilot a particular loan is enrolled.
- (ii) “Program Reservation Account” means the account established and maintained by the Trustee at the Authority’s direction to hold funds reserved for PFIs and PFLs.
  - (jj) “Project Pre-Approval” means the Authority’s pre-approval of a project at the request of a PFI or PFL in accordance with Section 10091.7.
  - (kk) ~~“Qualified Contractor” means an Eligible Contractor who has been approved to participate in the Program by the Authority pursuant to Section 10091.5.~~ “REEL Borrower Form” includes the certifications described in Section 10091.8(f)(3).
  - (ll) “Regional Energy Network” or “REN” means a Regional Energy Network authorized by the California Public Utilities Commission.
  - (mm) “Self-Installer” means a Borrower who installs any EEEM that may be self-installed pursuant to Section 10091.10~~(b)(1)(c)~~.
  - (nn) “Successor Servicer” means an Eligible Financial Institution or Eligible Finance Lender approved by the Authority pursuant to Section 10091.12 to service Enrolled Loans sold by a PFI or PFL.
  - (oo) “Total Loan Principal Amount” means the total principal of an Enrolled Loan. This principal amount is not necessarily the same as the Claim-Eligible Principal Amount.
  - (pp) “Trustee” means the bank or trust company chosen by the Authority to hold or administer some or all of the ~~IOU~~-Program Holding Accounts and Loss Reserve Accounts.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

### **§10091.2. Eligible Financial Institution and Eligible Finance Lender Applications to Participate.**

- (a) An Eligible Financial Institution or Eligible Finance Lender seeking to become a Participating Financial Institution (PFI) or Participating Finance Lender (PFL) in the Program shall submit an enrollment application to the Authority that includes the following information in a form to be specified by the Authority:
  - (1) Name and address of the Eligible Financial Institution or Eligible Finance Lender.
  - (2) Name, business address, business telephone number, email address, and title of contact person.
  - (3) Name, business address, business telephone number, email address, and title of all loan officers or staff who will be submitting reservations, pre-approvals, or loan enrollments to the Authority under the Program.
  - ~~(3)~~(4) An indication that the Eligible Financial Institution or Eligible Finance Lender is applying to enroll in the REEL Assistance Program.
  - ~~(4)~~(5) Type of financial institution or finance lender, denoting insured depository institution, insured credit union, community development financial institution, or finance lender.
  - ~~(5)~~(6) A list of the counties in California where its loan program may be available, or an indication that the loan program may be available statewide.

- ~~(6)~~(7) Names of the regulatory agency and the insuring agency to which the Eligible Financial Institution or Eligible Finance Lender is accountable and license number(s), if applicable.
- ~~(7)~~(8) A detailed description of its loan program(s) to finance Eligible Improvements, including, but not limited to anticipated loan product details, such as collateral required (if any), maximum and minimum loan amounts, interest rates (including maximums and whether fixed or variable), loan terms, property type (owner occupied vs. leased or rented), and a description of underwriting criteria, with reference to any minimum FICO score or maximum total debt-to-income ratio.
- ~~(8)~~(9) A description of the transactional activities associated with the loan issuance, including any fees that will be assessed to the Borrower or the contractor ~~such as application, loan origination, and UCC-1 filing fees.~~
- ~~(9)~~(10) An indication as to whether the Eligible Financial Institution's or Eligible Finance Lender's participation in the Program will result in benefits to the Borrower in one or more of the following ways:
- (A) Lower interest rates.
  - (B) Longer loan terms.
  - (C) More inclusive underwriting criteria.
  - (D) Any other advantageous features.
- ~~(10)~~(11) A detailed description of the benefits to Borrowers resulting from the Eligible Financial Institution's or Eligible Finance Lender's participation in the Program as indicated in subsection (a)~~(9)~~(10) above. This description should include a comparison between the terms, underwriting criteria, interest rates, or other critical features of the loan program(s) described in subsection (a)~~(7)~~(8) above and any existing, similar loan product offered by the Eligible Financial Institution or Eligible Finance Lender.
- ~~(11)~~(12) An acknowledgement and agreement that these regulations constitute a lender services agreement.
- ~~(12)~~(13) Certification that the Eligible Financial Institution or Eligible Finance Lender is not subject to a cease and desist order or other regulatory sanction from the appropriate federal or state regulatory body, which would impair its ability to participate in the Program.
- ~~(13)~~(14) The Eligible Financial Institution's or Eligible Finance Lender's agreement to follow the Program regulations as set forth in this Article.
- ~~(14)~~(15) The Eligible Financial Institution's or Eligible Finance Lender's agreement to permit an audit, by the Authority, of any of its records relating to Enrolled Loans during normal business hours on its premises, and to supply such other information concerning Enrolled Loans as shall be requested by the Authority.
- ~~(15)~~(16) The Eligible Financial Institution's or Eligible Finance Lender's acknowledgment that the Authority and the State will have no liability to the PFI or PFL under the Program except from funds deposited in the Loss Reserve Account(s) for the PFI or PFL.
- ~~(16)~~(17) The Eligible Financial Institution's or Eligible Finance Lender's agreement to include in its loan documentation the following documents in a form approved by the Authority, as applicable to each Eligible Loan submitted for enrollment in the Program: utility bill(s), ~~Customer Data Release Form~~, California Hub for Energy

Efficiency Financing Disclosures, [REEL Borrower Form](#), Itemized Invoice, Self-Installer Project Submission, and the Certificate of Completion described in Section 10091.8 to be signed by the ~~Borrower and/or Qualified~~ [Participating Contractor](#).

- ~~(17)~~(18) The Eligible Financial Institution's or Eligible Finance Lender's agreement to and acknowledgement of the following, upon enrollment in the Program:
- (A) The PFI or PFL is solely responsible for identifying and making any and all disclosures and providing periodic reports to its Borrowers as required under applicable laws.
  - (B) The PFI or PFL shall comply with all applicable laws, possess and maintain all required state and federal licenses, and remain in good standing with all governmental authorities having jurisdiction over its business.
  - ~~(C) — The IOUs are third party beneficiaries of the lender services agreement and may pursue their rights against the PFI or PFL individually. Alternatively, any IOU may, in its sole discretion, authorize CAEATFA or another IOU to pursue such rights (including by instituting legal proceedings or alternative dispute resolution proceedings) on its behalf.~~
  - ~~(D)~~(C) The PFI or PFL shall indemnify, defend and hold harmless CAEATFA, each of the IOUs, their affiliates, and each of their respective officers, directors, employees, agents, and representatives ([each of which is an express beneficiary of this indemnity](#)) from and against any and all losses arising in connection with any claim:
    - (i) resulting from the negligent or unlawful acts or omissions, or willful or tortious conduct of the PFI or PFL, including any failure of the PFI or PFL, or its agents, to comply with applicable laws in connection with Enrolled Loans;
    - (ii) resulting from any error or omission by the PFI or PFL or any ~~third party~~ [of its agents](#) in the calculation or presentation of [principal repayments or interest with respect to an](#) Enrolled Loan ~~related-interest agreement~~, fees and charges, the receipt and processing of payments received from ~~customers~~ [Borrowers](#), or any collection or enforcement action;
    - ~~(iii)~~ [alleging any breach of a representation, warranty or covenant by such PFI or PFL;](#)
    - ~~(iii)~~(iv) [alleging any misrepresentation by the PFI or PFL or its agents with respect to the energy savings to be achieved in connection with an Enrolled Loan, or any failure or deficiency in the products, materials or work supplied to a Borrower in connection with an Enrolled Loan; and/or](#)
    - ~~(iv)~~(v) arising from the PFI's or PFL's ~~failure~~ [breach](#) or alleged ~~failure to comply with the provisions~~ [breach](#) of ~~the~~ [these](#) regulations and/or its confidentiality or privacy obligations [under these regulations or with respect to the Program](#).
  - ~~(E)~~(D) The PFI or PFL acknowledges that the IOUs are not responsible for, and shall have no liability for:

- (i) the energy efficiency improvements funded through the Enrolled Loans supported through the Loss Reserve Accounts,
  - (ii) the assessment of potential benefits and costs associated with those improvements,
  - (iii) the qualification of PFIs or PFLs,
  - (iv) the PFI's or PFL's marketing and lending policies and practices, or
  - (v) CAEATFA's educational and outreach activities.
- ~~(18)~~(19) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (20) The application shall include certification that for all forthcoming Project Pre-Approvals or Loan Enrollment Applications submitted by the PFI or PFL to the Authority:
- (A) The loans will be Eligible Loans for Eligible Improvements at an Eligible Property, and that the Borrowers receiving the  
Eligible Loans will meet the Minimum Underwriting Criteria set forth in this Article and
- (B) The Claim-Eligible Principal Amounts will not finance distributed generation.
- (21) The application shall include certification that for all forthcoming Loss Reserve Reservations, Project Pre-Approvals or Loan Enrollment Applications submitted by the PFI or PFL to the Authority ~~upon the PFI or PFL's:~~
- (A) All of the information provided will be true and accurate to the best of the signatory's knowledge.
- ~~(19)~~(22) The application shall be signed by a person authorized to legally bind the Eligible Financial Institution or Eligible Finance Lender, and shall include the signatory's printed name, title and date.
- ~~(20)~~(23) Eligible Finance Lenders will also submit evidence of compliance with, or a certification that the Eligible Finance Lender meets, the additional requirements specified in Section 10091.3.
- (b) Upon receipt of a completed application, the Authority will, within ten (10) business days, review and determine whether additional information is required, or whether the application is sufficient to permit the applicant to be a PFI or PFL. The Authority's decision regarding enrollment shall be final. The Authority will notify the PFI or PFL of its decision and provide a Program-assigned identification number for the PFI or PFL. The Authority shall provide the PFI or PFL with a signature sheet for authorizing officials, who are authorized by the PFI or PFL to sign documents binding the PFI or PFL. The PFI or PFL shall complete, sign, and return the signature sheet to the Authority within 10 business days, or at the time the PFI's or PFL's first loan is enrolled, whichever is first.
- (c) After a PFI or PFL is enrolled in the program, the PFI or PFL is responsible for updating the Authority with any changes in subsections (a)(1)-(7) above. Changes to subsections (a)(6) and (8)-(11) above are subject to approval by the Authority.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.3. Additional Requirements for Finance Lenders**

In addition to the requirements set forth in Section 10091.2, to be approved as a Participating Finance Lender, Eligible Finance Lenders must meet the following requirements in a form to be specified by the Authority:

- (a) Maintain and provide evidence of the following insurance coverage:
  - (1) General liability with limits of not less than \$2,000,000 per occurrence for bodily injury and property damage liability combined. The policy shall include coverage for liabilities arising out of premises, operations, independent contractors, products, completed operations, personal and advertising injury, and liability assumed under an insured contract. This insurance shall apply separately to each insured against whom claim is made or suit is brought subject to the Eligible Finance Lender's limit of liability. The policy must include the State of California, its officers, agents, employees and servants as additional insureds, but only insofar as the operations under these regulations are concerned.
  - (2) Motor vehicle liability with limits of not less than \$1,000,000 per accident. Such insurance shall cover liability arising out of a motor vehicle owned, hired, and non-owned motor vehicles.
  - (3) Statutory workers' compensation and employer's liability coverage for all its employees who will be engaged in the Program, including special coverage extensions where applicable. Employer's liability limits of \$1,000,000 shall be required.
  - (4) All insurance coverage shall be in force for the complete term during which the Eligible Finance Lender is enrolled as a PFL. If insurance expires during this term, a new certificate must be received by the Authority at least ten (10) business days prior to the expiration of the insurance. The new insurance must still meet the terms required in this section.
  - (5) The PFL is responsible for ensuring that coverage will not be cancelled without thirty (30) days' prior written notice to the Authority.
  - (6) The PFL is responsible for any deductible or self-insured retention contained within the insurance program.
  - (7) In the event the PFL fails to keep in effect at all times the specified insurance coverage, the Authority may, in addition to any other remedies it may have, terminate the PFL's participation in the Program on the occurrence of such event, subject to the provisions set forth in these regulations.
  - (8) Any insurance required shall be primary, and not excess, to any other insurance carried by the Authority.
- (b) Have net worth in excess of \$1,000,000 and assets that exceed 0.5% of assets under servicing.
- (c) Unless seeking to become a Successor Servicer, demonstrate in writing a proven ability to originate consumer loans or retail installment contracts in accordance with all applicable laws, including related expertise and experience, trained and qualified personnel, and suitable systems, processes, and facilities to support the business.
- (d) Demonstrate, in writing, experience with home improvement financing and the coordination of such financing with home improvement contractors and consumers.

- (e) Maintain quality control and management systems to evaluate and monitor the overall quality of its loan or financing-related activities, including, where applicable, underwriting reviews and consumer complaint resolution processes.
- (f) Hold a California Finance Lender license in good standing with the California Department of Business Oversight.
- (g) Make the following representations, warranties, and covenants to the Authority. These warranties are not limited to matters of which the Eligible Finance Lender had knowledge. Matters that are of public record will be deemed to be known by the Eligible Finance Lender.
  - (1) Organization and Good Standing. The Eligible Finance Lender is duly organized and validly existing under the laws of the state of its organization and California with due power and authority to own its properties and to conduct its business as such properties are currently owned and such business is presently conducted, and had at all relevant times, and has, the power, authority and legal right to participate in this Program.
  - (2) Due Qualification. The Eligible Finance Lender is duly qualified to do business and has obtained all necessary licenses and approvals in all jurisdictions in which the ownership or lease of property or the conduct of its business will require such qualifications.
  - (3) Power and Authority. The Eligible Finance Lender has the power and authority to execute and to carry out the terms of the Program.
  - (4) No Proceedings. There are no proceedings or investigations pending or threatened, before any court, regulatory body, administrative agency nor other governmental instrumentality having jurisdiction over the Eligible Finance Lender or its properties:
    - ~~(i)~~(A) asserting the invalidity of these regulations,
    - ~~(ii)~~(B) seeking to prevent the consummation of any of the transactions contemplated by these regulations, or
    - ~~(iii)~~(C) seeking any determination or ruling that might materially and adversely affect the performance by the Eligible Finance Lender of its obligations under these regulations.
  - (5) Due Experience. The Eligible Finance Lender has the experience and expertise to underwrite, originate, and service loans in accordance with all applicable regulations and laws.
  - (6) Qualified Staff and Adequate Facilities. The Eligible Finance Lender has trained and qualified employees and suitable facilities and operating systems for the performance of the underwriting, origination, and servicing functions required to carry out the Program. Where an Eligible Finance Lender is seeking to become a Successor Servicer, such requirements related to employees, facilities and operating systems shall be sufficient to carry out all servicing functions required to carry out the Program. The Eligible Finance Lender must maintain a written disaster recovery plan that covers the restoration of the facilities, backup and recovery of information in electronic data processing systems. Alternate processing facilities and systems are required to ensure continuous operations. Eligible Finance Lender shall allow the Authority, at no additional cost, to inspect its disaster recovery plan and facilities.

- (7) Bad Acts. Eligible Finance Lender has established and shall maintain adequate internal audit and management control systems to guard against dishonest, fraudulent or negligent acts by employees and contractors involved in the origination process.
- (h) The application of the Eligible Finance Lender to enroll as a Participating Finance Lender shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.4. Loan Eligibility and Minimum Underwriting Criteria.**

- (a) Loans' terms and characteristics must be consistent with the loan program described by the PFI or PFL in its application to participate pursuant to Section 10091.2(a)(~~78~~)-(89), or any revised program details provided in a report to the Authority pursuant to Section 10091.11(b)(1).
- (b) The Claim-Eligible Principal Amount of the Loan proceeds must be used for Eligible Improvements to Eligible Properties in accordance with the following requirements:
  - (1) At least 70 percent of the proceeds must be used to fund EEEMs as specified in Sections 10091.1(~~m~~)(1) and 10091.1(~~r~~)(2)(A)(q)(2)(A), other necessary and related costs such as installation, permitting, and other legally required improvements.
    - (A) Where a measure is removed from the list of EEEMs or its specification is revised, that measure and specification will continue to be eligible for inclusion under this subsection where the Loan Enrollment Application is submitted within one-hundred and eighty (180) calendar days of its removal or revision.
  - (2) No more than 30 percent of the proceeds may be used for additional related home improvements as described in Section 10091.1(~~r~~)(2)(B)(q)(2)(B).
- (c) The Claim-Eligible Principal Amount shall not exceed \$50,000 per unit for the Eligible Property. If the Eligible Loan is underwritten without a FICO score pursuant to subsection (e)(2) below, the Claim-Eligible Loan Amount shall not exceed \$35,000 without regard to the number of units of the Eligible Property.
  - (1) Where an Eligible Loan is underwritten without a FICO score, the \$35,000 cap shall apply to the Total Loan Principal Amount regardless of the Claim-Eligible Principal Amount.
- (d) The interest rate, as calculated at a time pursuant to the PFI's or PFL's standard business practices, shall not exceed the interest rate on new 10-year treasury bonds plus seven hundred and fifty (750) basis points as of the first business day of the applicable calendar quarter.
- (e) Borrower FICO score requirements:
  - (1) The Borrower must have a minimum FICO score of 580 except as allowed pursuant to subsection (2) below. For Borrowers with FICO scores between 580

- and 640, the PFI or PFL must verify the Borrower's income as part of the underwriting process [if the Total Loan Principal Amount exceeds \\$20,000](#).
- (2) Eligible Loans may also be provided to Borrowers with no FICO score, provided they do not have any unexplained derogatory credit reports.
  - (f) The Borrower's total debt-to-income ratio shall not exceed fifty-five percent (55%).
  - (g) In addition to the underwriting criteria described above, Participating Financial Institutions and Participating Finance Lenders may use a Borrower's utility billing and payment history to aid in underwriting an Eligible Loan.
  - (h) A PFI or PFL may establish additional underwriting criteria beyond what is described in this Section. A PFI or PFL has responsibility for underwriting decisions and legal compliance with respect to the Eligible Loans it makes pursuant to these regulations.
  - (i) A PFI or PFL may not enroll the Claim-Eligible Principal Amount of the Loan in any substantially similar program.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

#### **§10091.5. Contractor Qualification and Management**

- (a) To participate in the Program as a [QualifiedParticipating](#) Contractor, an Eligible Contractor must complete a Program training regarding these regulations and the requirements set forth herein offered by the Authority, the IOUs, or the Center for Sustainable Energy, and submit an application to the Authority including the following information in a form to be specified by the Authority:
  - (1) Business name and address of the Eligible Contractor.
  - (2) Name, website (if any), business address, business telephone number, e-mail address and title of contact person.
  - (3) CSLB license number.
  - (4) The name(s) of individual(s) who are authorized to sign loan enrollment documents on behalf of the Eligible Contractor. The list can be updated at any time by the signatory of the Program application.
  - (5) Type(s) of CSLB licenses relevant to the work performed under the Program.
  - (6) The date, location, and provider of the mandatory training attended by the Eligible Contractor, or an attachment from the provider of the mandatory training containing this information.
  - (7) Certification that the Eligible Contractor has no outstanding judgments or liens.
  - (8) The Eligible Contractor's agreement to follow the Program regulations as set forth in this Article, including the project requirements set forth in Section 10091.10.
  - (9) The Eligible Contractor's agreement to hold and maintain a commercial general liability insurance policy or policies of not less than \$1,000,000 per occurrence throughout their participation in the Program. If the policy maintains a policy aggregate, such aggregate shall not be less than twice the occurrence limit. The Eligible Contractor shall submit proof of such insurance in its application to the Authority.

- (10) The Eligible Contractor's agreement to permit an audit, by the Authority, of any of its records relating to the projects financed by Enrolled Loans during normal business hours on its premises, and to supply such other information relating to those projects as shall be requested by the Authority.
- (11) The Eligible Contractor's agreement that its representatives and agents are not hired by the Authority or any of the participating IOUs, and shall not represent themselves as such, or claim association or affiliation with the Authority or any of the participating IOUs in any capacity. Further, the Eligible Contractor shall not make false or misleading claims about any part of the Program or its performance, including energy performance savings, nor engage in fraudulent or deceitful conduct in the sale or installation of measures.
- (12) The Eligible Contractor's acknowledgement that its employees and representatives shall be solely responsible for all representations made to Borrowers regarding the Program or work performed for a Borrower under the Program, and shall be responsible for all sales, installations, warranties, maintenance, and service for all products and systems installed.
- (13) The Eligible Contractor's acknowledgement that the Authority and the State will have no liability to the Eligible Contractor under the Program.
- (14) The Eligible Contractor's agreement to and acknowledgement of the following:
  - (A) The Eligible Contractor is solely responsible for identifying and making any and all disclosures required under applicable laws.
  - (B) The Eligible Contractor shall comply with all applicable laws, possess and maintain all required state licenses, and remain in good standing with all governmental authorities having jurisdiction over its business.
  - (C) The Eligible Contractor acknowledges that the IOUs are not responsible for, and shall have no liability for:
    - (i) the energy efficiency improvements funded through the Enrolled Loans supported through the Loss Reserve Accounts;
    - (ii) the assessment of potential benefits and costs associated with those improvements;
    - (iii) the selection of [QualifiedParticipating](#) Contractors;
    - (iv) the [QualifiedParticipating](#) Contractor's marketing policies and practices; or
    - (v) CAEATFA's educational and outreach activities.
- (b) The application shall be signed by a person authorized to legally bind the Eligible Contractor, and shall include the signatory's printed name, title, and date.
- (c) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (d) Upon receipt of a completed application, the Authority will, within ten (10) business days, review and determine whether additional information is required, or whether the application is sufficient to permit the applicant to be a [QualifiedParticipating](#) Contractor. The Authority's decision regarding enrollment shall be final. The Authority will notify the [QualifiedEligible](#) Contractor of its decision.
- (e) The Authority will add [QualifiedParticipating](#) Contractors to a list that will be accessible from its website.

- (f) On an annual basis, the Authority may randomly select a sample of ~~Qualified~~Participating Contractors and conduct an audit to request updated proof of insurance, pursuant to Section 10091.5(a)(10) above.
- (g) In the event an audit or post-project field verification by the Authority reveals misrepresentation or failure to comply with the requirements set forth in these regulations on the part of a ~~Qualified~~Participating Contractor, the Authority may suspend the ~~Qualified~~Participating Contractor. The Executive Director shall provide written notice of the suspension and the right to appeal in accordance with the procedures set forth in paragraphs (1) through (3) below.
  - (1) Any ~~Qualified~~Participating Contractor receiving a notice of suspension shall have the right to submit information to the Authority explaining the results of the post-project field verification and asking that the Executive Director reconsider the suspension within fifteen (15) business days of the date of the notice.
  - (2) The Executive Director shall have ten (10) business days to respond to any information submitted pursuant to paragraph (1) of this subdivision, either reversing or affirming the suspension. The Executive Director shall provide written notice of the decision and the right to appeal the decision to the Authority pursuant to paragraph (3) of this subdivision.
  - (3) Within fifteen (15) business days of the date of the notice from the Executive Director pursuant to paragraph (2) of this subdivision, the contractor shall have the right to seek an appeal to the Authority. The appeal shall be in writing and shall set forth the information the contractor believes warrants a reversal of the Executive Director's decision. The Authority shall consider the appeal at the first regularly scheduled meeting occurring at least twenty (20) business days after the appeal is received.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.6. Establishment and Funding of Loss Reserve Accounts.**

- (a) Upon the Authority's acceptance of an application from an Eligible Financial Institution or Eligible Finance Lender to be a PFI, PFL, or Successor Servicer, the Authority shall instruct the Trustee to establish a Loss Reserve Account for the PFI, PFL, or Successor Servicer ~~for each IOU territory in which the PFI, PFL, or Successor Servicer will be participating~~. The Loss Reserve Account(s) will be held by the Trustee and will be used to:
  - (1) Receive and hold Loss Reserve Contributions deposited by the Authority for the benefit of a PFI, PFL, or Successor Servicer; and
  - (2) Pay claims in accordance with Section 10091.9.
- (b) For each of the PFI's or PFL's loan enrollments ~~in a particular IOU service territory~~, the Authority shall direct the Trustee to transfer a Loss Reserve Contribution from the ~~corresponding IOU~~ Program Holding Account to the ~~corresponding~~ Loss Reserve Account of that PFI or PFL pursuant to Section 10091.8(1)(1)-(2) below.

- (1) Where an Eligible Loan is enrolled that previously received a Loss Reserve Reservation or Project Pre-Approval pursuant to Section 10091.7, the Authority shall direct the Trustee to transfer the Loss Reserve Contribution to the ~~appropriate corresponding~~ Loss Reserve Account. If the Loss Reserve Contribution exceeds the Loss Reserve Reservation amount for the Eligible Loan, the remainder of the Loss Reserve Contribution will be transferred to the Loss Reserve Account, provided funds are available.
- (c) On ~~a quarterly~~ an annual basis, the Authority shall compare the balance of each Loss Reserve Account to the total of the outstanding Claim-Eligible Principal Amounts corresponding to that account as reported by the PFI, PFL, or Successor Servicer pursuant to Section 10091.11. The Authority shall instruct the Trustee to return any excess funds to the ~~IOU~~-Program Holding Account where the Loss Reserve Account balance exceeds the total of the outstanding Claim-Eligible Principal Amounts to LMI Borrowers multiplied by 20% plus the total of the outstanding Claim-Eligible Principal Amounts to non-LMI Borrowers multiplied by 11%.
  - (1) When the Total Loan Principal Amount of an Enrolled Loan is greater than the Claim-Eligible Principal Amount, the outstanding Claim-Eligible Principal Amount for the Enrolled Loans shall be calculated using the original proportion of the Claim-Eligible Principal Amount to Total Loan Principal Amount.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.7. Optional Loss Reserve Reservation and Project Pre-Approval.**

- (a) A PFI or PFL may submit a request for a Loss Reserve Reservation to the Authority prior to enrolling an Eligible Loan so that loss reserve funds may be set aside. Funds reserved will be used as the Loss Reserve Contribution for the Eligible Loan upon the approval of a Loan Enrollment Application in accordance with Section 10091.8 below. A Loss Reserve Reservation request shall include the following information in a form to be specified by the Authority:
  - (1) The PFI's or PFL's name and Program Participation ID.
  - (2) Loan officer name, business telephone number and e-mail.
  - (3) PFI's or PFL's internal loan identification number, the designation created by the PFI or PFL to refer to the Eligible Loan for its own reference. This number should not be identical to a Borrower's account number with the PFI/PFL.
  - (4) Indication of whether the Borrower qualifies as a Low-to-Moderate Income borrower as defined by Section 10091.1(~~dd~~)(aa).
  - (5) The Program ID (Indication that Eligible Loan will be submitted for enrollment in the REEL Assistance Program).
  - (6) The anticipated Claim-Eligible Principal Amount.
  - (7) The anticipated Total Principal Amount.
  - (8) The name of the utility providing gas service to the Eligible Property.
  - (9) The name of the utility providing electric service to the Eligible Property.

- ~~(10) — The application shall include a certification that all of the information provided is true and accurate to the best of the signatory’s knowledge.~~
- ~~(10) — Whether the Participating Contractor or Borrower will apply for an IOU or REN energy efficiency rebate or incentive for the Eligible Improvements being installed. If the Participating Contractor or Borrower is seeking a rebate or incentive, identification of the rebate and/or incentive amount expected for the project, and whether the rebate and/or incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU or REN incentive program at the time of incentive program pre-approval or reservation.~~
- (b) In addition to requesting a Loss Reserve Reservation pursuant to subsection (a) above, a PFI or PFL may submit a request for a Project Pre-Approval to the Authority prior to enrolling an Eligible Loan to verify the eligibility of proposed measures and other proposed project characteristics. When requesting a Project Pre-Approval, a PFI or PFL shall submit the following information in a form to be specified by the Authority in addition to the information described in subsection (a) above:
- (1) The Borrower’s IOU account number(s).
  - (2) An estimate Itemized Invoice as specified in Section 10091.8(g).
  - (3) The Qualified Participating Contractor’s name and CSLB License Number, or an indication that the Eligible Improvements will be installed by a Self-Installer.
  - (4) An executed ~~Customer Data Release Form provided for each IOU providing service to the Eligible Property covering each meter and fuel provided.~~
  - ~~(5) — An executed~~ California Hub for Energy Efficiency Financing Disclosure, as described in Section 10091.15.
  - ~~(6)~~(5) Utility bills, for the IOU(s) servicing the Eligible Property for each meter and fuel provided, from within 60 days of the date ~~the Project Pre-Approval Application is being submitted for~~ of the PFI/PFL’s loan approval.
  - ~~(7) — The application shall include a certification that all of the information provided is true and accurate to the best of the signatory’s knowledge.~~
- (c) Upon receipt of a request for Loss Reserve Reservation and/or Project Pre-Approval, the Authority will:
- (1) Review the request for completeness and eligibility;
  - (2) Determine the Loss Reserve Reservation amount by calculating the Loss Reserve Contribution pursuant to Section 10091.8(l) below. ~~Where the Eligible Property is served by more than one IOU, the Loss Reserve Reservation set aside in each IOU Program Reservation Account will be equal to the Loss Reserve Contribution.~~
- (d) The Authority shall approve Loss Reserve Reservation and Project Pre-Approval requests from PFIs or PFLs if the Executive Director determines that the proposed Eligible Loan meets the requirements of this Article. The Authority shall notify the PFI or PFL of approval and reservation, the reservation amount(s) and the CHEEF Loan ID for the Eligible Loan within five (5) business days after receipt by the Authority of all documentation required by this Article. The Executive Director’s determination to approve or deny a Loss Reserve Reservation or Loss Reserve Reservation and Project Pre-Approval request shall be final.

- (e) Where a Project Pre-Approval request is rejected, but the associated Loss Reserve Reservation request is valid, the Authority will approve only the Loss Reserve Reservation request. The Authority shall notify the PFI or PFL within five (5) business days of its decision. If, after receiving such notice from the Authority, the PFI or PFL does wish to maintain the Loss Reserve Reservation, the PFI or PFL must inform the Authority of its decision to accept the Loss Reserve Reservation within five (5) business days.
- (f) Upon approving a Loss Reserve Reservation request, the Authority will instruct the Trustee to transfer the Loss Reserve Reservation from the ~~IOU~~-Program Holding Account to the ~~IOU~~-Program Reservation Account, according to the process outlined in Section 10091.6(b)(1).
- (g) Funds reserved in the ~~IOU~~-Program Reservation Account may be returned to the ~~IOU~~-Program Holding Account under the following circumstances:
  - (1) If a PFI or PFL fails to enroll an Eligible Loan corresponding to a Loss Reserve Reservation or Project Pre-Approval in accordance with Section 10091.8 within one hundred eighty (180) calendar days of the reservation approval or Project Pre-Approval, the Executive Director may allow a sixty (60)-calendar-day extension of a reservation or Pre-Approval upon a written request from a PFI or PFL. Such extension means the EEEMs that were submitted on the Itemized Invoice at the time of the Pre-Approval remain eligible for inclusion.
  - (2) Upon enrollment of an Eligible Loan that has received a Loss Reserve Reservation or Project Pre-Approval in accordance with this section, funds reserved for that Eligible Loan in excess of the final Loss Reserve Contribution shall be returned to the ~~IOU~~-Program Holding Account.
  - (3) Upon rejection of the application to enroll an Eligible Loan that has received a Loss Reserve Reservation or Project Pre-Approval in accordance with this section.
- (h) The Authority's approval for a Loss Reserve Reservation or a Project Pre-Approval request only remains valid if all other regulatory requirements from this Article are met upon final loan enrollment.
- (i) Loss Reserve Reservations and Project Pre-Approvals are not valid beyond the program expiration.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.8. Loan Enrollment.**

- (a) The terms and conditions of Eligible Loans, including interest rates, fees and other conditions, shall be determined solely by agreement between the PFI or PFL and the Borrower.
- (b) A PFI or PFL shall be authorized to enroll an Eligible Loan in the Program, once that loan is closed, by submitting the documents described in subsections (c)-(d) below [in a form specified by the Authority](#).

- (c) To enroll an Eligible Loan for a project completed by a ~~Qualified~~ Participating Contractor, a PFI or PFL will submit the following documents to the Authority:
- (1) a Loan Enrollment Application, as described in subsection (e) below;
  - (2) a Certificate of Completion, as described in subsection (f) below;
  - ~~(3) an executed Customer Data Release Form for each IOU providing service to the Eligible Property covering each meter and fuel provided;~~
  - ~~(4)~~ (3) an executed California Hub for Energy Efficiency Financing Disclosure as described in Section 10091.15;
  - ~~(5)~~ (4) an Itemized Invoice, as described in subsection (g) below; and
  - ~~(6)~~ (5) a utility bill, for each IOU servicing the Eligible Property covering each meter and fuel provided from within 60 days of the ~~date the Loan Enrollment Application is being submitted for enrollment~~ PFI/PFL's loan approval.
  - ~~(7) For Finance Only Projects installing EEEMs which require modeling, a copy of a summary of the modeling documentation indicating the expected energy savings and the name of the software that was used in the modeling pursuant to Section 10091.10.~~
- (d) To enroll an Eligible Loan for a project completed by a Self-Installer, a PFI or PFL will submit the following documents ~~to~~ in a form specified by the Authority:
- (1) a Loan Enrollment Application, as described in subsection (e);
  - (2) a Self-Installer Project Submission, as described in subsection (h);
  - ~~(3) an executed Customer Data Release Form for each IOU providing service to the Eligible Property and covering each meter and fuels provided;~~
  - ~~(4)~~ (3) an executed California Hub for Energy Efficiency Financing Disclosure as described in Section 10091.15;
  - ~~(5)~~ (4) an Itemized Invoice, as described in subsection (g) below;
  - ~~(6)~~ (5) written proof of purchase for the Eligible Improvements, e.g., a receipt for the Eligible Improvements; and
  - ~~(7)~~ (6) a utility bill, for each IOU servicing the Eligible Property covering each meter and fuel provided, from within 60 days of the date the Loan Enrollment Application is being submitted for enrollment.
- (e) The Loan Enrollment Application shall be in a form specified by the Authority and shall include the following information:
- (1) Participating Financial Institution or Participating Finance Lender name and Program Participation ID.
  - (2) Loan officer name, ~~business telephone number and e-mail address~~.
  - (3) An indication as to whether the Eligible Loan received a Loss Reserve Reservation or Project Pre-Approval.
  - (4) CHEEF Loan Identification Number, if applicable (if the project received a reservation or pre-approval, a CHEEF Loan Identification Number will have been provided by the Authority).
  - (5) Program ID (Indication that the Eligible Loan is being submitted for enrollment in the REEL Assistance Program).
  - (6) PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3).
  - (7) Whether the Eligible Property is owner-occupied, or rented or leased.
  - (8) The number of units for which Eligible Improvements were undertaken.

- (9) Name of the utility providing electric service to the Eligible Property, if applicable.
  - (10) Name of the utility providing gas service to the Eligible Property, if applicable.
  - (11) The IOU account number(s) for the Eligible Property.
  - (12) Borrower's FICO score range, denoting a score of 580-640, 641-700, 701-760, 761-820, 821 or higher, or no FICO score.
  - (13) An indication whether the Borrower qualifies as a Low-to-Moderate Income Borrower as defined in Section 10091.1~~(dd)~~(aa).
  - (14) Borrower's income range, denoting a range of less than \$25,000, \$25,000-\$34,999, \$35,000-\$49,999, \$50,000-\$74,999, \$75,000-\$99,999, \$100,000-\$149,999, or \$150,000 or more.
  - (15) Borrower's total debt-to-income ratio, denoting a range of less than 25%, between 25 and 35%, between 36 and 45%, or between 46 and 55%.
  - (16) An indication as to whether bill payment history was used in making the underwriting decision.
  - (17) Claim-Eligible Principal Amount of the Eligible Loan.
  - (18) Total Loan Principal Amount of the Eligible Loan.
  - (19) Type of the Eligible Loan (e.g. term loan, retail installment contract).
  - (20) Term and maturity date of the Eligible Loan.
  - (21) Interest rate applicable to the Eligible Loan and whether it is fixed or variable.
  - (22) Date the interest rate for the Eligible Loan was finalized.
  - (23) Origination Date of the Eligible Loan.
  - (24) First payment date.
  - (25) Principal and interest payment amount.
  - (26) Whether the QualifiedParticipating Contractor or Borrower has received or will apply for an IOU, ~~or~~REN or CCA energy efficiency rebate or incentive for the Eligible Improvements being installed. If the QualifiedParticipating Contractor or Borrower is seeking a rebate or incentive, identification of the rebate and/or incentive amount received or expected for the project, and whether the rebate and/or incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU or REN incentive program at the time of incentive program pre-approval or reservation.
  - ~~(27) Certification that the loan is an Eligible Loan, and that the Borrower receiving the Eligible Loan meets the Minimum Underwriting Criteria set forth in this Article.~~
  - ~~(28) Certification that all of the information provided is true and accurate to the best of the signatory's knowledge.~~
  - ~~(29) Certification that the Claim-Eligible Principal Amount is not financing distributed generation.~~
- (f) The Certificate of Completion shall be in a form specified by the Authority and shall include the PFI's or PFL's name, PFI's or PFL's Program Participation ID, the Program ID, the CHEEF Loan ID for projects that have received a Reservation or Pre-Approval, and PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3), as well as the following information:
- (1) Project information to be provided by the QualifiedParticipating Contractor ~~or Borrower~~:

- (A) The street address, city, and zip code of the Eligible Property.
  - (B) The name of the utility or utilities providing gas and/or electric service to the Eligible Property.
  - (C) Whether the ~~Qualified~~Participating Contractor or Borrower has received or will apply for an IOU, ~~or~~REN or CCA energy efficiency rebate or incentive for the Eligible Improvements being installed. If the ~~Qualified~~Participating Contractor or Borrower is seeking a rebate or incentive, identification of the rebate and/or incentive amount received or expected for the project, the name of the corresponding rebate and/or incentive program, the rebate/incentive project ID provided by the utility (if available at the time of enrollment), and whether the rebate and/or incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU or REN incentive program at the time of incentive program pre-approval or reservation.
  - (D) The ~~Qualified~~Participating Contractor's name.
  - (E) The ~~Qualified~~Participating Contractor's CSLB License Number.
  - (F) The dates the project was started and completed.
  - (G) Permit numbers for all permits required by law for the installation of the Eligible Improvements.
  - (H) Where the Eligible Improvements require a ~~Combustion Appliance Safety or Combustion Appliance Zone~~safety test pursuant to Section 10091.10(f), the following information from the ~~Qualified~~Participating Contractor or other individual performing the test:
    - (i) Entity name.
    - (ii) Contractors State License Board license type(s) and number, if applicable.
    - (iii) The Building Performance Institute certification type(s) and number, if applicable.
    - (iv) A list of IOU territories where the ~~Qualified~~Participating Contractor or individual performing the test is approved to participate in the Energy Upgrade California Home Upgrade Program and/or Advanced Home Upgrade Program, and/or other IOU whole house program, if applicable.
    - (v) ~~NGAT~~eCertification and number, if applicable for Natural Gas Appliance Testing (NGAT) if applicable, as defined in Section 10091.10(h)(3)(c).
  - (I) An indication of whether the Borrower became aware of the financing offered through the Program from the ~~Qualified~~Participating Contractor, the PFI or PFL, the Energy Upgrade California website, or a description of another source.
- (2) Certification from an authorized signatory of the ~~Qualified~~Participating Contractor of the following:
- (A) The contractor(s) who performed the work and completed the project is (are) licensed to perform the work related to installation of the Eligible Improvements.

- (B) In addition to other project requirements, that the completed project also meets the following criteria:
    - (i) The improvements listed by the contractor on the invoice as Eligible Improvements comply with Program guidelines.
    - (ii) The Eligible Improvements listed on the Itemized Invoice were installed.
  - (C) The installation of the Eligible Improvements complies with all applicable California building standards (all sections of Title 24 of the California Code of Regulations) and any additional laws, ordinances, regulations and standards applicable in the jurisdiction where the installation occurred.
  - (D) All permits ~~and approvals~~ required to install the Eligible Improvements have been secured or are in the process of being secured.
  - (E) The ~~Qualified~~Participating Contractor provided the Borrower with a Bill Impact Estimate.
  - (F) ~~Combustion Appliance Safety or Combustion Appliance Zone~~Safety testing was completed and passed if required by the project referred to in Section 10091.10(h).
  - (G) Certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (3) Certification from the Borrower of the following in a form specified by the Authority:
- (A) The Eligible Improvements have been completed to his or her satisfaction.
  - (B) He or she understands that the Authority and its directors, officers, and agents, and the IOUs and their directors, officers and agents, do not guarantee the performance, quality, or workmanship of the Eligible Improvements.
  - (C) The Eligible Loan proceeds ~~proceeds were~~will be used to pay for Eligible Improvements.
  - (D) Authorization for the ~~Qualified~~Participating Contractor and Participating Financial Institution or Participating Finance Lender to share information with the Authority, except as required by these regulations, including contact information, data on work performed and Eligible Improvements installed, information regarding the Eligible Loan, and other information relating to or arising from participation in the Program.
  - (E) All permits ~~and approvals~~ required to install the Eligible Improvements have been secured or are in the process of being secured.
  - (F) The ~~Qualified~~Participating Contractor provided the Borrower with a Bill Impact Estimate.
  - (G) The information regarding rebates and/or incentives provided pursuant to Section 10091.8(f)(1)(C) above, is accurate to the best of his or her knowledge.
  - (H) Acknowledgement and agreement to be subject to random post-project field verifications, as described in Section 10091.10.
  - (I) Certification that all of the information provided is true and accurate to the best of the ~~signatory's~~Borrower's knowledge.

- (g) The Itemized Invoice shall be in a form specified by the Authority and shall include the ~~Qualified~~Participating Contractor's name, CSLB license number, and an indication as to whether the project was completed under the REEL Assistance Program, as well as the following information:
- (1) The PFI or PFL shall provide:
    - (A) The PFI's or PFL's Program Participation ID.
    - (B) The PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3).
  - (2) For each EEEM installed in the project, the ~~Qualified~~Participating Contractor shall provide:
    - (A) The EEEMs ID.
    - (B) The EEEMs Measure Name.
    - (C) Indication of whether the measure is a replacement or new installation.
    - (D) Indication of whether the installation resulted in a fuel switch for the measure.
    - ~~(E)~~(E) The quantity installed.
    - ~~(F)~~(F) The total cost for the EEEM and its installation.
  - (3) A description of any additional alterations necessary to complete the project described in Section 10091.8(g)(2), but that are not associated with any specific EEEM described in Section 10091.8(g)(2), as well as the associated cost for these measures.
  - (4) An indication of whether any Distributed Generation was included in the project.
    - (A) If Distributed Generation was included in the project, the ~~Qualified~~Participating Contractor must include a description and associated cost for the Distributed Generation measures installed.
  - (5) A description of other additional home improvement measures installed that are not listed as EEEMs or included in Section 10091.8(g)(2), as well as the associated cost for these measures.
  - (6) Indication of whether the project added square footage to the home.
  - ~~(7)~~(7) The total project cost.
- (h) The Self-Installer Project Submission shall be in a form specified by the Authority and shall include the PFI's or PFL's name, PFI/PFL's Program Participation Identification Number, the Program ID, the CHEEF Loan ID if the project received a reservation or pre-approval, and the PFI's or PFL's internal loan identification number, as described in Section 10091.7(a)(3), as well as the following information:
- (1) Project Information to be provided by the Self-Installer:
    - (A) The street address, city and zip code of the Eligible Property.
    - (B) The name of the utility or utilities providing gas and/or electric service to the Eligible Property.
    - (C) Indication of whether the Self-Installer has received or will apply for an IOU, ~~or~~REN or CCA energy efficiency rebate or incentive for the Eligible Improvements being installed. If the Self-Installer is seeking a rebate or incentive, identification of the rebate and/or incentive amount received or expected for the project, the name of the corresponding rebate and/or incentive program, the rebate/incentive project ID provided by the utility (if available at the time of enrollment), and whether the rebate and/or

incentive amount will be directly applied towards the cost of the project. In the case of incentives, the expected incentive amount should be the estimated amount as reported by the IOU, ~~or REN~~ or CCA incentive program.

- (D) The dates the project was started and completed.
  - (E) Whether the Borrower became aware of the financing offered through the Program from the PFI or PFL, the Energy Upgrade California website, or a description of another source.
- (2) Certification from the Self-Installer of the following:
- (A) The improvements installed are Eligible Improvements.
  - (B) All EEEMs installed are eligible for self-installation ~~under an IOU or REN rebate program available from the IOU that provides electric or gas service to the Eligible Property~~ per Section 10091.10(c).
  - (C) He or she understands that the Authority and its directors, officers, and agents, and the IOUs and their directors, officers and agents, do not guarantee the performance, quality, or workmanship of the Eligible Improvements.
  - (D) The Eligible Loan proceeds were used to pay for EEEMs.
  - (E) Authorization for the Participating Financial Institution or Participating Finance Lender to share information with the Authority, except as required by these regulations, including contract information, data on work performed and Eligible Improvements installed, information regarding the Eligible Loan, and other information relating to or arising from participation in the Program.
  - (F) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (i) The PFI or PFL shall be authorized to base the information requested in subdivision (e) above upon representations made to it by the Borrower and/or the Self-Installer and/or the ~~Qualified~~ Participating Contractor, provided that no such representation may be relied upon if it is known to be false by the lending officers at the PFI or PFL who are directly involved in the negotiation of the Eligible Loan.
- (j) Where the Authority determines that a Loan Enrollment Application is incomplete, a PFI or PFL shall be authorized to submit a revised and complete Loan Enrollment Application.
- (k) The Authority shall, upon receipt of documentation as required under this section from the PFI or PFL, have ten (10) business days to enroll the Eligible Loan if the Executive Director determines that the Eligible Loan meets the requirements of this Article. The Executive Director's determination whether an Eligible Loan shall be enrolled in the Program shall be final.
- (l) Upon enrollment of an Eligible Loan:
- (1) The Authority will determine the Loss Reserve Contribution:
    - (A) For Enrolled Loans to Borrowers with Low-to-Moderate Income, the Loss Reserve Contribution shall be twenty percent (20%) of the principal amount of the ~~Claim-Eligible Principal Amount~~ Credit Enhancement Basis.

- (B) For all other Enrolled Loans, the Loss Reserve Contribution shall be eleven percent (11%) of the principal amount of the ~~Claim-Eligible Principal Amount~~ Credit Enhancement Basis.
- (C) Where the Borrower or Self-Installer has indicated that she or he will seek an IOU, ~~or REN or CCA~~ rebate or incentive for the EEEMs being installed, but will not be applying the rebate and/or incentive amount directly to the cost of the project, the Claim-Eligible Principal Amount shall be reduced by the anticipated or actual rebate or incentive amount as reported on the Certificate of Completion pursuant to Section 10091.8(f)(1)(C) or on the Self-Installer Project Submission pursuant to Section 10091.8(h)(1)(C) ~~for the purposes of calculating the Loss Reserve Contribution~~ to derive the Credit Enhancement Basis.
- ~~(D) Where the Eligible Property is served by more than one IOU, the Loss Reserve Contribution shall be split between the PFI's or PFL's Loss Reserve Accounts for the corresponding IOUs as described below:
  - ~~(i) Using the Itemized Invoice as described in Section 10091.8(g), the Authority will calculate the percentage cost of gas EEEMs and electric EEEMs relative to the total EEEMs cost.~~
  - ~~(ii) These percentages will be applied to the Claim-Eligible Principal Amount to determine the Loss Reserve Contribution from each IOU to each of the PFI's or PFL's Loss Reserve Accounts.~~~~
- (2) The Authority will instruct the Trustee to transfer the Loss Reserve Contribution in accordance with Section 10091.6.
- (3) The Authority will notify the PFI or PFL of the enrollment, the CHEEF Loan ID corresponding to the Eligible Loan, and the Loss Reserve Contribution transferred, ~~and how those contributions were split between accounts, if applicable.~~
- (m) Without regard to the term and maturity date of the Eligible Loan, the term of enrollment in the Program shall not exceed fifteen (15) years.
- (n) If upon review of the documentation provided by the PFI or PFL pursuant to this section, it appears that through inadvertence the loan does not comply with Program requirements concerning Eligible Improvements as set forth in Section 10091.4(b), the Authority in its sole discretion may reduce the Claim-Eligible Principal Amount to bring the Enrolled Loan into compliance with the requirements of Section 10091.4(b).

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.9. Claims.**

- (a) A PFI, PFL, or Successor Servicer shall be authorized to make a claim for reimbursement for up to ninety percent (90%) of a loss from the outstanding Claim-Eligible Principal Amount prior to the liquidation of collateral, or realization on personal or other financial guarantees or from other sources.

- ~~(1) In the event that the Enrolled Loan received a Loss Reserve Contribution that was funded by more than one IOU, losses are paid from the Loss Reserve Accounts at the same percentage at which each IOU originally contributed to the accounts.~~
- (b) A PFI, PFL, or Successor Servicer shall notify the Authority within sixty (60) calendar days after charging off an Enrolled Loan and the amount of the outstanding Total Loan Principal Amount that was charged off.
- (c) To make a claim, the PFI, PFL, or Successor Servicer shall submit a claim application to the Authority within one hundred eighty (180) calendar days of the date of charge-off of an Enrolled Loan. To make a claim, a PFI, PFL, or Successor Servicer must be in compliance with the Program requirements, including the reporting requirements in Section 10091.11. The claim application shall include the following information in a form to be specified by the Authority:
- (1) Name and Program Participation ID of the PFI, PFL, or Successor Servicer.
  - (2) Name, address, business telephone number, and e-mail address of contact person.
  - (3) CHEEF Loan ID number of the Enrolled Loan.
  - (4) An indication as to whether the Enrolled Loan is enrolled in the REEL Assistance Program.
  - (5) Original Claim-Eligible Principal Amount.
  - (6) Original Total Loan Principal Amount.
  - (7) Outstanding Claim-Eligible Principal Amount at the time of charge-off.
  - (8) Outstanding Total Principal Amount.
  - (9) Charge-off amount.
  - (10) Amount recovered.
  - (11) Claim amount.
  - (12) Charge-off date.
  - (13) If the Enrolled Loan is secured, a statement of whether the PFI, PFL, or Successor Servicer has commenced enforcement proceedings.
  - (14) If a PFI, PFL, or Successor Servicer files a claim while one or more claims are already pending the Authority's review, a statement of the priority of payment of the claim compared to the other claims in the event the balance of the Loss Reserve Account is not sufficient to pay all claims.
  - (15) Certification that notice was filed with the Authority as required by Section 10091.9(b), and certification that such charge-off was made in a manner consistent with the PFI, PFL, or Successor Servicer's usual methods for taking action on loans which are not Enrolled Loans under the Program.
  - (16) The claim application shall be signed by a person authorized to bind the Participating Financial Institution, Participating Finance Lender, or Successor Servicer and shall include the signatory's printed name, title and date.
  - (17) Certification that the PFI, PFL, or Successor Servicer will comply with reporting requirements on recoveries, as laid out in Section 10091.9(d).
  - (18) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
- (d) All claims will be paid net of any recovery made by the PFI, PFL, or Successor Servicer prior to the filing of the claim. If, subsequent to the payment of a claim by the Authority, the PFI, PFL, or Successor Servicer recovers from the Borrower, from liquidation of collateral or from any other source, amounts for which the PFI, PFL, or Successor

Servicer was reimbursed by the Authority, the PFI, PFL, or Successor Servicer shall promptly pay to the Authority or its agent, for deposit in the ~~IOU~~-Program Holding Account, the amount received, net of reasonable and customary costs of collection, that in aggregate exceeds the amount needed to fully cover the PFI, PFL, or Successor Servicer's loss on the Claim-Eligible Principal Amount. The PFI, PFL, or Successor Servicer may retain recoveries that exceed reimbursements to the ~~IOU~~ Program Holding Account.

- (1) The PFI, PFL, or Successor Servicer shall notify and reimburse the Authority if any recoveries are made subsequent to the submission of the claim application.
- (e) The Authority shall approve claims within thirty (30) calendar days of the Authority's receipt of a completed and qualified claim request; provided, however, that the Executive Director shall be authorized to reject a claim if it is determined that the representations and warranties provided by the PFI, PFL, or Successor Servicer pursuant to Section 10091.8 at the time of enrolling the Eligible Loan were false, or where the PFI, PFL, or Successor Servicer is not in compliance with its obligations, including reporting obligations, under these regulations. The Authority, upon providing written notice to the PFI, PFL, or Successor Servicer, may defer approval of claims up to an additional thirty (30) calendar days if the Authority requires more information in order to determine if the claim shall be paid. Prior to authorizing a disbursement from a Loss Reserve Account, the Authority may request documentation from the PFI, PFL, or Successor Servicer that the loan was an Enrolled Loan.
- (f) Upon approval of a claim, the Authority shall direct the Trustee to disburse the approved claim amount to the PFI, PFL, or Successor Servicer within five (5) business days.
  - (1) Where a PFI or PFL makes its first claim request within one (1) year of enrolling its first loan in the Program, the Authority will instruct the Trustee to withdraw the approved claim amount from the ~~IOU~~-Program Holding Account and disburse those funds to the PFI or PFL. This claim reimbursement will not affect the PFI's or PFL's ~~corresponding~~ Loss Reserve Account balance. This provision shall not apply to Enrolled Loans where the servicing responsibility has been assumed by a new PFI, PFL, or Successor Servicer pursuant to Section 10091.12.
    - (A) Where a PFI, PFL, or Successor Servicer is participating in the Program and another pilot program administered by the CHEEF, the claim described above in Section 10091.9(f)(1), for that PFI, PFL, or Successor Servicer is not additive.
  - (2) Except as set forth in Section 10091.9(f)(1), the Authority will instruct the Trustee to withdraw the approved claim amount from the PFI, PFL, or Successor Servicer's ~~corresponding~~ Loss Reserve Account.
  - ~~(3) Where an approved claim corresponds to an Enrolled Loan that received a split Loss Reserve Contribution pursuant to Section 10091.8(1)(1)(D) above, the claim will be reimbursed from each IOU Program Holding Account in the case of subsection (1) above or each Loss Reserve Account in the case of subsection (2) above, in the same proportion as the contribution.~~

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.10. Project Requirements.**

- (a) All Eligible Improvements financed by the Program must meet applicable quality assurance requirements as outlined in this section.
- (b) IOU, ~~or~~ REN or CCA rebates or incentives do not need to be sought for measures on the list of EEEMs. ~~Finance Only Projects still require proper permitting and compliance with all relevant laws including Title 24 of the California Code of Regulations. Utility rebate and incentive requirements do not apply to Finance Only Projects except that:~~
  - ~~(1) — Where work is performed by a Self-Installer, all EEEMs must be eligible for self-installation under an IOU or REN rebate program available from the IOU that provides electric or gas service to the Eligible Property.~~
  - ~~(2) — Certain measures that are part of an IOU or REN whole home retrofit program (e.g. Home Upgrade) are only eligible if at least 3 qualifying measures are installed as indicated on the list of EEEMs.~~
  - ~~(3) — For measures requiring modeling, the project must be designed to meet the total required expected energy savings of site energy use of IOU fuels as indicated on the list of EEEMs. The savings estimate must be derived using software approved for modeling in IOU programs. A list can be found at Caltrack.org.~~
- (c) Where a project is performed by a Self-Installer, only EEEMs that have been designated and labeled as available for self-installation are eligible.
- (d) The following criteria will determine if an EEEM is eligible for self-installation:
  - (1) The fuel source must be electric only except as indicated in (2), below.
  - (2) The EEEM fits within the definition of either
    - (A) “Water Heaters,” “Clothes Washers,” “Clothes Dryers,” “Refrigerators, Refrigerator-Freezers, and Freezers,” “Cooking Products and Food Service Equipment,” “Pool Heaters, Portable Electric Spas, Residential Pool Pump and Motor Combinations, and Replacement Residential Pool Pump Motors,” “Plumbing Fittings” (for water heated by gas or electricity), as defined in Title 20, Division 2, Chapter 4, §1602 of the California Code of Regulations or
    - (B) A smart thermostat containing a communications interface, a user display and interface, and an HVAC system interface (for heating systems using either gas or electricity, or electric cooling systems).
- ~~(e)~~(e) Except where work is performed by a Self-Installer, the contractor performing the work must be a QualifiedParticipating Contractor as of the date he or she began work on the Eligible Property as noted on the Certificate of Completion pursuant to Section 10091.8.
- ~~(d)~~(f) The QualifiedParticipating Contractor must ensure all applicable permits and approvals have been obtained and must comply with all applicable laws for the work being performed.
- ~~(e)~~(g) The QualifiedParticipating Contractor must provide the Borrower with a Bill Impact Estimate.
- ~~(f) — A Combustion Appliance Safety or Combustion Appliance Zone test must be performed after the work is complete by a contractor who is approved to participate in the Energy Upgrade California Home Upgrade or Advanced Home Upgrade program in the corresponding IOU territory; or certified by the Building Performance Institute (BPI) as a Building Analyst, Envelope Professional, Heating Professional, Air Conditioning and Heat Pump Professional, or BPI GoldStar Contractor where~~

(h) Where a project includes three or more EEEMs including at least one of the measures described in subsections (1) through (3) below and the Eligible Property contains one or more combustion appliances, a safety test must be performed. The Eligible Property must pass this test prior to enrollment of the Eligible Loan.

- (1) Whole building air sealing.
- (2) Duct sealing and/or duct replacement.
- (3) Attic insulation and air sealing.

The safety test may be either a Combustion Appliance Safety Test, a Combustion Appliance Zone Test, a Natural Gas Appliance Test, or a substantially similar test consistent with standard industry practice. The safety test must be performed after the work is complete by a contractor who is either:

- (A) approved to participate in an IOU, REN or CCA whole house retrofit program in the corresponding IOU territory; or
- (B) certified by the Building Performance Institute (BPI) as a Building Analyst, Envelope Professional, Heating Professional, Air Conditioning and Heat Pump Professional, or BPI GoldStar Contractor; or
- (C) certified through Natural Gas Appliance Testing (NGAT).

~~(g)~~(i) The Authority may conduct field verifications at the Eligible Property within one (1) year of enrolling the Eligible Loan to verify that the Eligible Improvements were installed in accordance with these regulations.

~~(h)~~(j) The Authority shall notify the Borrower at least ten (10) business days prior to conducting a field verification.

~~(i)~~(k) Field verifications may be completed on a random sample of projects that have not received an IOU, ~~or~~ REN or CCA energy efficiency rebate or incentive for each applicable EEEM installed. The frequency of the verifications shall depend on the QualifiedParticipating Contractor's participation in the Program and the type of Eligible Improvements installed:

- (1) For projects that require a ~~Combustion Appliance Safety or Combustion Appliance Zones~~ safety test pursuant to Section 10091.10~~(f)(h)~~, the Authority shall conduct field verifications according to the following tiers:
  - (A) Tier I: The Authority shall verify the Eligible Improvements of one-hundred percent (100%) of projects performed by the QualifiedParticipating Contractor and funded by Enrolled Loans. Upon completing five (5) consecutive inspections with no substantive issues, the Authority will begin verifying the QualifiedParticipating Contractor's work according to Tier II as described in subsection ~~(i)(1)(B)~~(k)(1)(B) below.
  - (B) Tier II: The Authority shall verify the Eligible Improvements of twenty percent (20%) of projects performed by the QualifiedParticipating Contractor and funded by Enrolled Loans. Upon completing twenty (20) consecutive inspections with no substantive issues, the Authority will begin verifying the QualifiedParticipating Contractor's work according to Tier III as described in subsection ~~(i)(1)(C)~~(k)(1)(C) below.
  - (C) Tier III: The Authority shall verify the Eligible Improvements of five percent (5%) of projects performed by the QualifiedParticipating Contractor and funded by Enrolled Loans.

- (D) If at any point the Authority finds substantive issues in the field verifications, the Authority shall provide written notice to the ~~QualifiedParticipating~~ Contractor of any issues that may need to be addressed. Upon the third such notice, the Authority shall begin verifying the ~~QualifiedParticipating~~ Contractor's work according to the previous tier.
  - (2) For projects that do not require a ~~Combustion Appliance Safety or Combustion Appliance Zonesafety~~ test, the Authority shall conduct field verifications on five percent (5%) of projects performed by the ~~QualifiedParticipating~~ Contractor and funded by the Claim-Eligible Principal Amount of Enrolled Loans. If at any point the Authority finds substantive issues in the field verifications, the Authority shall provide written notice to the ~~QualifiedParticipating~~ Contractor of any issues that may need to be addressed.
  - (3) For projects completed by Self-Installers, the Authority shall conduct field verifications on five percent (5%) of all projects participating in the Program that contain Eligible Improvements installed by a Self-Installer.
- ⊕(1) Except as set forth in subparagraph 1 below, if the Authority finds that the Eligible Improvements were not installed in accordance with these requirements or that the ~~QualifiedParticipating~~ Contractor misrepresented information related to the work, the Authority may suspend the ~~QualifiedParticipating~~ Contractor from Program participation pursuant to the processes described in Section 10091.5 of these regulations and/or may notify other government agencies and entities.
- (1) Where Eligible Improvements are installed by a Self-Installer, if the Authority finds that the Eligible Improvements were not installed in accordance with these requirements or that the Self-Installer misrepresented information related to the work, the Authority may notify other government agencies and entities.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

### **§10091.11. Reporting.**

- (a) PFIs, PFLs, and Successor Servicers shall provide a monthly report to the Authority on the status of each Enrolled Loan by the 5th day of the following month.
  - (1) These reports shall include the name and Program Participation ID of the PFI, PFL, or Successor Servicer and the following information for each Enrolled Loan:
    - (A) The CHEEF Loan ID number.
    - (B) The Original Claim-Eligible Principal Amount.
    - (C) The original Total Loan Principal Amount.
    - (D) Any changes in maturity date.
    - (E) The current outstanding Total Loan Principal Amount.
    - (F) Loan status including whether a loan is current; 30, 60, or 90 days past due; paid in full; or charged off.
    - (G) Date(s) of charge-off, for any charge-offs and indication if enforcement proceedings have begun.

- (H) Any inchoate losses or acceleration notices.
- (I) Amount of any recoveries or proceeds from charged-off loans.
- (2) Closed Enrolled Loans shall be reported in the month the Borrower pays or the PFI, PFL, or Successor Servicer charges off the loan as a zero balance. Once the PFI, PFL, or Successor Servicer has reported the Enrolled Loan as having a zero balance, it does not need to be included on future monthly reports.
- (b) No later than January 15th of each year:
  - (1) PFIs, PFLs, and Successor Servicers shall provide a report to the Authority on any material changes to information or certifications provided in the initial application to participate or indicating that all statements made in the application remain materially unchanged.
  - (2) PFLs and Successor Servicers that are Eligible Finance Lenders shall also provide written evidence of current licenses and insurance.
- (c) If a PFI, PFL, or Successor Servicer becomes subject to a cease-and-desist order or other regulatory sanction with the appropriate federal or state regulatory body, the PFI, PFL, or Successor Servicer shall inform the Authority in writing within thirty (30) calendar days of such action.
- (d) If a PFI, PFL, or Successor Servicer changes the loan term of an Enrolled Loan within the allowed term of enrollment in the Program, the PFI, PFL, or Successor Servicer must notify the Authority in the subsequent monthly report. Under no circumstances shall the Authority provide additional Loss Reserve Contributions for an Enrolled Loan whose loan term has changed, nor will the Authority extend the time for which a claim may be filed beyond the fifteen (15) years set forth in Section 10091.8(m).
- (e) If a PFI or PFL has a change of servicer of an Enrolled Loan, without selling the Enrolled Loan, the PFI or PFL shall notify the Authority at least ten (10) business days prior to the new entity assuming servicing of the Enrolled Loan(s). Such notification should include the date on which the change in servicing shall be effective and contact information for the new servicer.
- (f) If a PFI, PFL, or Successor Servicer charges off an Enrolled Loan, the PFI, PFL, or Successor Servicer shall notify the Authority within sixty (60) calendar days pursuant to Section 10091.9(b).

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.12. Sale of Enrolled Loans.**

A PFI or PFL may sell an Enrolled Loan or portfolio of Enrolled Loans at its discretion.

- (a) A PFI or PFL may, in conjunction with the sale of Enrolled Loans, collaterally assign rights to proceeds from the Loss Reserve Account associated with those Enrolled Loans. In such cases, the PFI or PFL shall:
  - (1) retain all reporting obligations relative to participation in the Program as set forth in Section 10091.11, unless a new servicer has agreed to do so pursuant to subsection (b) below;

- (2) remain the sole entity that can file a claim for reimbursement from the loss reserve pursuant to Section 10091.9, unless a new servicer has agreed to do so pursuant to subsection (b) below; and
  - (3) report the collateral assignment to the Authority within three (3) business days.
- (b) A PFI, PFL, Eligible Financial Institution, or Eligible Finance Lender approved to be a Successor Servicer pursuant to subsection (c) below may also assume new servicing responsibility for existing Enrolled Loans. In such cases:
- (1) The original PFI or PFL will report the change in servicing to the Authority at least ten (10) business days prior to the transfer of servicing. Such notification shall include a listing of all Enrolled Loans subject to the transfer.
  - (2) After notification pursuant to Section 10091.12(b)(1) above, and prior to the transfer of Loss Reserve Contributions for all listed Enrolled Loans, the new servicer shall notify the Authority in writing that it agrees to assume the reporting obligations for the Enrolled Loan(s) pursuant to Section 10091.11, and will be responsible for filing any claims pursuant to Section 10091.9.
  - (3) The Authority will instruct the Trustee to transfer the corresponding Loss Reserve Contributions for the purchased Enrolled Loan(s) from the original PFI or PFL's Loss Reserve Account to the Loss Reserve Account of the new PFI, PFL, or Successor Servicer.
- (c) An Eligible Financial Institution or Eligible Finance Lender seeking to become a Successor Servicer will submit an enrollment application to the Authority that includes the following in a form to be specified by the Authority:
- (1) Name and address of the Eligible Financial Institution or Eligible Finance Lender.
  - (2) Name, business address, business telephone number, e-mail address, and title of contact person.
  - (3) Type of Eligible Financial Institution or Eligible Finance Lender, denoting insured depository institution, insured credit union, community development financial institution, or California Finance Lender.
  - (4) Names of the regulatory agency and the insuring agency to which the Eligible Financial Institution or Eligible Finance Lender is accountable and license number(s), if applicable.
  - (5) Certification that the Eligible Financial Institution or Eligible Finance Lender is not subject to a cease and desist order or other regulatory sanction from the appropriate federal or state regulatory body, which would impair its ability to participate in the Program.
  - (6) The Eligible Financial Institution or Eligible Finance Lender's agreement to follow the Program regulations as set forth in this Article.
  - (7) The Eligible Financial Institution or Eligible Finance Lender's agreement to permit an audit, by the Authority, of any of its records relating to Enrolled Loans during normal business hours on its premises, and to supply such other information concerning Enrolled Loans as shall be requested by the Authority.
  - (8) The Eligible Financial Institution or Eligible Finance Lender's acknowledgment that the Authority and the State will have no liability to it under the Program except from funds deposited in its Loss Reserve Account(s) pursuant to Section 10091.12(b)(3) above.

- (9) An acknowledgement and agreement that these regulations constitute a lender services agreement.
- (10) The Eligible Financial Institution or Eligible Finance Lender's agreement to and acknowledgement of the following, upon enrollment in the Program:
  - (A) The Successor Servicer is solely responsible for identifying and making any and all disclosures and providing periodic reports to its borrowers as required under applicable laws.
  - (B) The Successor Servicer shall comply with all applicable laws, possess and maintain all required state and federal licenses, and remain in good standing with all governmental authorities having jurisdiction over its business.
  - (C) The IOUs are third-party beneficiaries of the lender services agreement and may pursue their rights against the Successor Servicer individually. Alternatively, any IOU may, in its sole discretion, authorize CAEATFA or another IOU to pursue such rights (including by instituting legal proceedings or alternative dispute resolution proceedings) on its behalf.
  - (D) The Successor Servicer shall indemnify, defend and hold harmless CAEATFA, each of the IOUs, their affiliates, and each of their respective officers, directors, employees, agents, and representatives from and against any and all losses arising in connection with any claim:
    - (i) resulting from the negligent or unlawful acts or omissions, or willful or tortious conduct of Successor Servicer, including any failure of the Successor Servicer, or its agents, to comply with applicable laws in connection with Enrolled Loans;
    - (ii) resulting from any error or omission by the Successor Servicer or any third party in the calculation or presentation of Enrolled Loan-related interest, fees and charges, the receipt and processing of payments received from Borrowers, or any collection or enforcement action;
    - (iii) alleging any misrepresentation with respect to the energy savings to be achieved in connection with a Enrolled Loan, or any failure or deficiency in the products, materials or work supplied to a Borrower in connection with an Enrolled Loan; and/or
    - (iv) arising from the Successor Servicer's failure or alleged failure to comply with the provisions of the regulations and/or its confidentiality or privacy obligations.
  - (E) The Successor Servicer acknowledges that the IOUs are not responsible for, and shall have no liability for:
    - (i) the energy efficiency improvements funded through the Enrolled Loans supported through the Loss Reserve Accounts,
    - (ii) the assessment of potential benefits and costs associated with those improvements,
    - (iii) the qualification of PFIs, PFLs, or Successor Servicers,
    - (iv) the PFI, PFL, or Successor Servicer's marketing, and lending policies and practices, or
    - (v) CAEATFA's educational and outreach activities.

- (11) The application shall be signed by a person authorized to legally bind the Successor Servicer, and shall include the signatory's printed name, title and date.
  - (12) The application shall include a certification that all of the information provided is true and accurate to the best of the signatory's knowledge.
  - (13) Eligible Finance Lenders seeking to enroll as a Successor Servicer must also submit evidence of compliance with or a certification that the Eligible Finance Lender meets the additional requirements specified in Sections 10091.3(a), (b), (e), (f), (g), and (h).
- (d) Upon receipt of a completed application, the Authority will, within ten (10) business days, review and determine whether additional information is required, or whether the application is sufficient to enroll the applicant as a Successor Servicer. The Authority's decision regarding enrollment shall be final. The Authority will notify the Successor Servicer of its decision and provide a Program-assigned identification number for the Successor Servicer.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

**§10091.13. Termination and Withdrawal.**

- (a) A PFI, PFL, or Successor Servicer may withdraw from the Program after giving written notice to the Authority. Such notice shall specify either:
- (1) That the PFI, PFL, or Successor Servicer waives any further interest in the Loss Reserve Account(s) and the reason for the PFI, PFL, or Successor Servicer's withdrawal from the Program (including for the reason that all Enrolled Loans covered by the Loss Reserve Account have been repaid or sold to a different PFI, PFL, or Successor Servicer's portfolio); or,
  - (2) That the PFI or PFL will not enroll any further loans under the Program but that the Loss Reserve Account(s) shall continue in existence to secure all Enrolled Loans that were enrolled prior to such notice and the reason for the PFI or PFL's withdrawal from the Program.
- (b) For any such notice received pursuant to Section 10091.13(a)(1), the remaining balance in the PFI, PFL, or Successor Servicer's Loss Reserve Account(s) shall be distributed to the appropriate IOU-Program Holding Account(s).
- (c) The Executive Director shall be authorized to terminate participation of a PFI, PFL, or Successor Servicer in the Program, by notice in writing, upon the occurrence of any of the following:
- (1) Entry of a cease and desist order, regulatory sanction, or any other action against the PFI, PFL, or Successor Servicer by a regulatory agency that may impair its ability to participate in the Program; or
  - (2) Failure of the PFI, PFL, or Successor Servicer to abide by the Law or this Article; or
  - (3) Failure of the PFI or PFL to enroll any Eligible Loans under the Program for a period of one (1) year; or

- (4) Failure of the Successor Servicer to undertake servicing of any Enrolled Loans purchased pursuant to Section 10091.12 for a period of one (1) year; or
- (5) Failure of the PFI, PFL, or Successor Servicer to report to the Authority pursuant to Section 10091.11 for sixty (60) calendar days.
- (6) Provision of false or misleading information regarding the PFI, PFL, or Successor Servicer to the Authority, or failure to provide the Authority with notice of material changes in submitted information regarding the PFI, PFL, or Successor Servicer.
- (7) In the event of such termination, the PFI, PFL, or Successor Servicer shall not be authorized to enroll any further Eligible Loans, but all previously Enrolled Loans shall continue to be covered by the Loss Reserve Account(s) until they are paid, claims are filed, or the PFI, PFL, or Successor Servicer withdraws from the Program pursuant to Section 10091.13(a).
  - (A) A terminated PFI, PFL, or Successor Servicer must continue to report on Enrolled Loans pursuant to Section 10091.11.
  - (B) If a terminated PFI, PFL, or Successor Servicer fails to report to the Authority pursuant to Section 10091.11 for sixty (60) calendar days, the remaining balance in the PFI, PFL, or Successor Servicer's Loss Reserve Account(s) may be distributed to the appropriate IOU-Program Holding Account(s).

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

#### **§10091.14. Reports of Regulatory Agencies.**

The Executive Director shall be authorized to seek information directly from any federal or state regulatory agency concerning any PFI, PFL, Successor Servicer, or ~~Qualified~~Participating Contractor participating in the Program.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code

#### **§10091.15. California Hub for Energy Efficiency Financing Privacy Rights Disclosure.**

The Borrower will be required to provide a contact number and ~~sign affirming~~affirm that he or she has read and acknowledges the following privacy rights disclosure in a form to be specified by the Authority:

State and federal laws ~~protects~~protect the Borrower's right to privacy regarding information pertaining to you. As a result of your participation in an energy efficiency financing program, as approved by the California Public Utilities Commission (CPUC) and administered by the California Alternative Energy and Advanced Transportation Financing Authority ("CAEATFA"), CAEATFA may come into possession of some or all of the following information:

- (a) Information disclosing the fact that you are a customer of the lender.
- (b) The loan or account number associated with the loan.
- (c) Name, address, social security number, and contact information.
- (d) Financial status and underwriting criteria, including but not limited to credit scores.
- (e) The amount of and terms for repayment of the loan.
- (f) Information regarding your loan payment history.
- (g) The equipment or improvements funded with the proceeds of the loan.
- (h) Service agreement number on your utility bill, monthly energy use and utility account payment history.
- ~~(i) — Usernames and passwords.~~
- (i) Energy savings data from your project.

The information may be provided by your lender to CAEATFA or a contractor acting on its behalf. The information ~~will~~may be combined with energy usage information provided by your utility.

The information provided to CAEATFA may be released to the Investor-Owned Utilities (IOUs), other state agencies, and the federal government pursuant to contracts, interagency agreements or if required by law. The information provided to CAEATFA will be released in an anonymized form aggregated with information from other loan recipients throughout the state to make both loan and energy efficiency project performance available to the public. The information released to the public will be anonymized and aggregated to reduce (but may not eliminate) the risk of anyone viewing the data making an association between specific information and the provider of that information. Information that cannot be anonymized and aggregated will not be released to the public.

In addition to the anonymized and aggregated release of information contemplated above, ~~the REEL program~~ CAEATFA may release individual ~~b~~Borrower names and phone numbers that will enable the IOUs or CPUC or individuals acting on their behalf to contact ~~b~~Borrowers. The purpose of the release and contact will be limited to inviting ~~b~~Borrowers to participate in surveys or to arrange visits to ~~b~~Borrowers' homes to evaluate various aspects of the ~~p~~Program.

The officials responsible for maintaining the information provided regarding your loan are program personnel at the agency or its contractors. You have the right of access to records established from the information provided to the agency as it pertains to you.

Authority: Section 26009, Public Resources Code  
Reference: Sections 26003(a)(3)(A), 26003(a)(8)(A), 26003(a)(6),  
and 26040, Public Resources Code