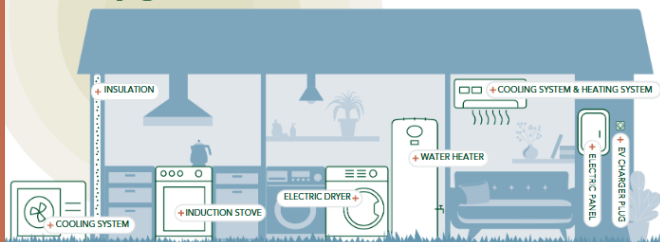


# HOME UPGRADE PROGRAM FREQUENTLY ASKED QUESTIONS



## Menlo Park Homeowners: Get a new heater/HVAC and upgraded home!



## ABOUT THE PROGRAM

The City of Menlo Park is working with Peninsula Clean Energy to provide new appliances, electric panel upgrades and more to improve your family's health and comfort at home.

This program is available to income qualified Menlo Park homeowners. Funding is available for a limited time and all are encouraged to apply to verify eligibility.

Apply now at [bit.ly/menloparkhomeupgrade](https://bit.ly/menloparkhomeupgrade).

## What are the participation requirements?

Customers must meet all of the below requirements to be eligible for no-cost installation through the Home Upgrade program:

- Be an active Peninsula Clean Energy (PCE) residential customer.
- Be the legal owner of the residence.
- The residence must be a single-family home (up to a fourplex) with existing gas-fired equipment.
- Install at least one of either a heat pump water heater or heat pump heating ventilation and air conditioning (HVAC).
- PCE or City staff may follow up to confirm that upgrades are still installed and working up to five years after installation.

## What upgrades does the Home Upgrade program cover?

To be eligible for the service, you must install a heat pump water heater OR heat pump HVAC system as part of your project.

Installation services for the following services are also offered:

- Electric induction cooktops or ranges (when replacing an existing gas cooktop or range).
- Electric washer and dryer (when replacing a gas dryer).
- Electric infrastructure upgrades, such as an electric panel upgrade (if needed to electrify appliances).
- Electric vehicle charging outlet.

## Why go electric?

Switching to electric appliances improves indoor air quality by reducing harmful pollutants from gas appliances, which can cause health issues like respiratory problems and allergies. It also lowers the risk of carbon monoxide poisoning, a serious health hazard caused by gas leaks. Electric appliances are more energy-efficient and can increase property value while reducing maintenance costs. For more information about the benefits of electric living, visit: [peninsulacleanenergy.com/all-electric-homes/](https://peninsulacleanenergy.com/all-electric-homes/).

## Do I get to choose the equipment that is installed?

After your in-home assessment, your energy advisor will present you a Home Upgrade proposal, which will provide personalized recommendations to enhance your home's energy efficiency and comfort. The proposal will also outline the costs, which are fully covered by the Home Upgrade program.



If you have questions, please call (650) 330-6720 or email [sustainability@menlopark.gov](mailto:sustainability@menlopark.gov).

[menlopark.gov/homeupgrade](https://menlopark.gov/homeupgrade)

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## Will your utility bills go up?

Electric appliances can be more energy-efficient than their gas counterparts, leading to lower monthly energy bills. For instance, heat pumps can be up to three times more efficient than gas furnaces.

## What are the steps in the process?

- Complete your application at [bit.ly/menloparkhomeupgrade](https://bit.ly/menloparkhomeupgrade).
  - Once your eligibility is confirmed, you will be able to schedule your complimentary in-home assessment to help you plan your upgrades.
- Get your in-home assessment.
  - An energy advisor will come to your home and create customized recommendations to increase your home's energy efficiency and plan your upgrades.
- Install your upgrades.
  - Once you have signed PCE's participation agreement, you will work with one of their trusted contractors to install your home upgrades at no cost.

## What does it cost to participate?

Income-qualified customers may receive no-cost installations. The following table outlines the income qualifications:

Household size	Gross annual household income
1 person	Up to \$109,700
2 person	Up to \$125,350
3 person	Up to \$141,000
4 person	Up to \$156,650
5 person	Up to \$169,200
6 person	Up to \$181,750
7 person	Up to \$194,250
8 person	Up to \$206,800



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## How is income verified?

Customers can provide proof of their gross household income via one of two ways:

- Categorical Eligibility
  - If the customer participates in one or more public assistance programs, they may present documentation confirming their participation during the home assessments. Eligible programs can be found at [bit.ly/homeupgradeeligibility](https://bit.ly/homeupgradeeligibility).
- Income resources
  - The customer may submit their most recent federal tax returns. If tax returns are not available, other proof of income can be provided.

## How much electrical work will the program do?

The program includes electrical work such as new circuits (including outlets for electric vehicle charging), sub-panel or main panel replacements if it is determined an upgrade is needed during the in-home assessment.

## How long do the upgrades take?

Expect to have your new home upgrades installed in approximately two to three months from enrollment to completion. The exact timeframe can vary depending on specific circumstances and the complexity of the upgrades needed.

## What if I want to use my own contractor?

To make your experience as smooth as possible, all participants must use a PCE partner contractor. This helps coordinate the project effectively and ensures you have a great experience.

## Will my property taxes change?

The San Mateo County Assessor's Office should be contacted at (650) 363-4500 with questions. Our program is focused on replacing appliances and upgrading electrical components, if needed. These replacements generally do not add to your property tax bill. Property taxes may change when improvements are done on your home such as repairing foundation, upgrading structure, adding square footage, or replacing plumbing systems. If there was a replacement item that did warrant a property tax change, it would not affect your existing property tax bill but would generate a supplemental tax bill for the new change only.

## My home is in a flood plain. What should I expect?

If improvements greater than 50% value of the home are completed within 5 years, this could trigger Federal Emergency Management Agency (FEMA) compliance with improvements. This should not be an issue for most homes in the program as the average scope of work is between \$30,000 to \$40,000.

## What if I am a renter or have tenants?

Please contact the City to discuss options for upgrading rental properties. We can be reached at (650) 330-6720 or email [sustainability@menlopark.gov](mailto:sustainability@menlopark.gov).



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