



## COMMERCIAL & MULTI-FAMILY FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. Q: How is multi-family defined?

**A:** Multi-family is defined as three or more units in one building.

### 2. Q: What energy efficiency opportunities are available to multi-family customers?

**A:** Multi-family building stock varies greatly, so SJG has put together a Multi-Family Program that helps address these diverse needs. The 4 pathways are:

1. Direct Install
2. Prescriptive & Custom Rebates
3. Home Performance with ENERGY STAR®
4. Engineered Solutions

Direct Install or Prescriptive & Custom are focused on individual measures or measure-bundles; while Home Performance with ENERGY STAR and Engineered Solutions are focused on comprehensive solutions.

### 3. Q: Will existing incentives be lower in the new program?

**A:** In general, incentives will remain the same or increase.

### 4. Q: Is financing available for projects?

**A:** SJG offers an On-Bill Repayment Program for residential, commercial and multi-family customers.