

DTE Energy's Multifamily Program

Frequently Asked Questions

DIRECT INSTALL

Q: What is the DTE Energy Multifamily Program?

A: The Multifamily Program offers incentives to encourage owners and managers of multifamily buildings to install low-cost natural gas and electric upgrades in individual units that save energy and water, as well as receive rebates for common area upgrades.

Q: Why does DTE Energy offer incentives for energy efficiency upgrades?

A: As the cost of energy increases and demand puts a strain on our shared resources, implementing energy efficiency measures in multifamily buildings provides a greater return on investment for both customers and the utility. DTE Energy is offering these incentives to increase awareness and educate our customers on the benefits of energy efficiency.

Q: Who is eligible for this program?

A: Any DTE Energy customer that is also a multifamily property with five or more units under one roof is eligible for this program.

Q: What is my property eligible for?

A: All properties are unique, so a Multifamily Program representative will perform a walk-through energy audit. This audit will identify if your property qualifies for "Direct Install" and/or common area upgrades. The audit must be completed prior to any project for properties to be eligible for incentives. Eligibility is also dependent on customer type. Detroit Edison electric customers are eligible for electric upgrades. MichCon gas customers are eligible for gas upgrades.

Q: What is "Direct Install"?

A: Direct Install is the term used to describe our incentive for upgrades installed within tenant occupied units. Labor and material costs for this service are paid for by DTE Energy.

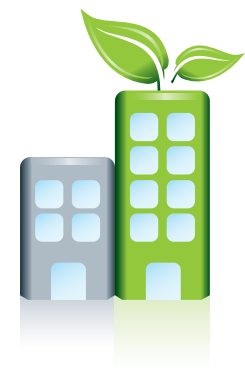
Q: What energy-saving upgrades are installed in tenant-occupied units?

A: Within tenant units, DTE Energy may install the following upgrades:

- Up to 20 ENERGY STAR® compact fluorescent light bulbs (CFLs)
- Low-flow showerheads
- Low-flow kitchen and bathroom faucet aerators
- Hot water pipe wrap

Q: Who performs the work and who supplies the products for Direct Install?

A: DTE Energy program representatives provide the labor and materials for all in-unit installations.



Q: How are Direct Installs scheduled and completed?

A: Once eligibility is established, a Direct Install Commitment Form must be completed to confirm installation dates. Upon confirmed installation dates, the program will provide professionally printed Notice of Entry door hangers to notify tenants of the project. Also, the property must commit staff to assist our installers on the installation day(s) with tenant unit entry and navigation through the property. Our staff always works in teams of at least two people. The number of staff members and teams at each site depends on the amount of property staff available to assist us and the size of the project (i.e. number of units and buildings involved).

Q: What if a tenant is not interested in the free service or doesn't want program staff in his/her unit?

A: Our staff will not enter any unit that has requested "No Entry". We recommend that each property keep a list of units that have requested No Entry. The property staff member that works along with our installation crews will then control which units are entered.

Q: Many tenants will not be home when the service is completed. How will they know that the upgrades were installed?

A: If a tenant was not home during installation, our staff will leave a Post Notice of Entry door hanger on the front door to notify tenants that the work was completed. Once inside, the tenants will see the new upgrades as well as an Educational Leave Behind Brochure that explains the benefits of each upgrade.

Q: Where are the upgrades installed?

A: Each property and unit is unique. Our staff may install up to 20 CFL bulbs per unit and we will attempt to install CFLs in fixtures that get the highest use with equivalent CFLs - meaning that we will install one of three different wattage CFL bulbs depending on the existing incandescent bulb wattage, thus providing equivalent light output. We will not change out three-way, dimmer or specialty bulbs. Our staff may also replace showerheads that use at least 2.5 gallons of water per minute with low-flow showerheads using 1.75 (or less) gallons per minute. In kitchens and bathrooms, we may replace faucet aerators that use at least 2.0 gallons of water per minute with low-flow aerators using 1.5 gallons per minute. Hot water pipe from an in-unit water heater that is not insulated may be covered with R-4 pipe insulation to not exceed six feet in length.

Q: What are the benefits of the installed upgrades?

A: The upgrades will reduce energy consumption within the tenant units. The CFL bulbs will reduce energy consumption by about 75 percent while maintaining equivalent light output. The showerheads and aerators will reduce the amount of water coming out of the faucet while maintaining equivalent water pressure. The reduction of water output will reduce the energy used to heat any hot water used. The pipe wrap insulation will help maintain hot water temperature inside the hot water pipes reducing the amount of energy used to heat the hot water used. Collectively, these upgrades help make the property more energy efficient and less costly.

Q: How do I find out more information, schedule a walk-through energy audit and apply for co-pays?

A: Simply contact a DTE Energy Multifamily Program representative by calling [1.866.796.0512](tel:1.866.796.0512) or visit YourEnergySavings.com

