San Francisco Water Power Sewer
Services of the San Francisco Public Utilities Commission

October 22, 2025 Version

All-Electric Multifamily Program Handbook

For CleanPowerSF and Hetch Hetchy Power Customers





TABLE OF CONTENTS

1. Executive Summary 4

2. Program Overview 4

2.1. About SFPUC Power Services
2.2. San Francisco's Net-Zero Greenhouse Gas Emissions Goal
2.3. Program at a Glance
2.4. Program Process

3. Program Requirements 6

3.1. Eligible Applicant
3.2. Program Site Location
3.3. Program Handbook
3.4. Program Application and Enrollment Agreement
3.5. Selection Criteria
3.6. Roadmap Review

4. Program Components 6

4.1. Customized Electrification Roadmap
4.2. Program Layering Opportunities
4.3. Technical Assistance



1. EXECUTIVE SUMMARY

The San Francisco Public Utility Commission (SFPUC) All-Electric Multifamily Program ("Program") provides eligible CleanPowerSF and Hetch Hetchy Power customers with a planning tool to decarbonize their existing multifamily buildings through a whole building electrification audit, the delivery of an electrification strategy and planning document, identification of existing program layering opportunities, and continued technical support.

Program eligibility is limited to properties served by CleanPowerSF or Hetch Hetchy Power with 5 or more residential units and where 75% or more of the residential units are restricted under a deed restriction and/or regulatory agreement and regulated as affordable by the City (through the Mayor's Office of Housing and Community Development or Department of Homeless and Supportive Housing,) state or federal agency.

2. PROGRAM OVERVIEW

2.1 About SFPUC Power Services

For more than 100 years, Hetch Hetchy Power has generated clean, 100% greenhouse gas-free electricity for San Francisco. As the city's public power utility operated by the SFPUC, Hetch Hetchy Power energizes critical municipal services such as streetlights, public libraries, Muni, and San Francisco General Hospital, along with many affordable housing sites and some large new developments, such as the Salesforce Transit Center. To determine if you are a Hetch Hetchy Power customer or to inquire about service, please contact us at hhpower@sfwater.org.

CleanPowerSF is San Francisco's community choice energy program operated by the SFPUC and provides clean, affordable, and accessible electricity to over 385,000 customers. CleanPowerSF empowers residents and businesses to choose a more sustainable future, today. To determine if you are a CleanPowerSF customer or to inquire about service, please contact us at cleanpowersf@sfwater.org.

2.2 San Francisco's Net-Zero Greenhouse Gas Emissions Goal and Electrification

San Francisco's latest Climate Action Plan (CAP) sets an ambitious target for the city to achieve net-zero greenhouse gas emissions by 2040, calling out the need to eliminate onsite fossil fuel emissions from all buildings by 2040[1]. The electrification of existing buildings, in particular, is listed as one of the most critical stand-alone climate solutions to implement.

2.3 Program at a Glance

The All-Electric Multifamily Program assists eligible applicants in understanding what it would take to transition a building's natural gas systems and appliances to electric-based systems. The Program offers a free service to eligible applicants on a first- come, first-served basis and provides:

- An on-site electrification and energy efficiency audit by an energy engineering professional.
- A custom-tailored electrification strategy document (herein referred to as an Electrification Roadmap) summarizing customized electrification strategies and energy efficiency opportunities for the program site.
- Referrals to third-party programs that match the identified electrification strategy and energy efficiency opportunities that point to potential financial assistance.
- Free technical assistance and application assistance for third party programs.

By participating in the program, eligible applicants develop an understanding of how to electrify the program site and assist in prioritizing the various steps that would need to be taken in order to electrify their buildings.

2.4 Program Process

Applicants are encouraged to contact a program representative to learn more about the program and to confirm eligibility. This handbook and the application are available on SFPUC's website at sfpuc.gov/all-electric or by contacting an SFPUC program representative at MultifamilyElectric@sfwater.org.

Step 1. Applicant Submits Program Application

- The eligible applicant completes, signs, and submits the All-Electric Multifamily Program Application and Enrollment Agreement ("Agreement,") providing information about the property, contact information, attestations, and terms and conditions outlined in the application.
- The program team, which consists of SFPUC staff and consultants, reviews the submitted application to ensure eligibility and completeness.

[1] *A San Francisco Department of the Environment, 2021 San Francisco Climate Action Plan. sfenvironment.org/climateplan, pp. 13-20, 62-71.*

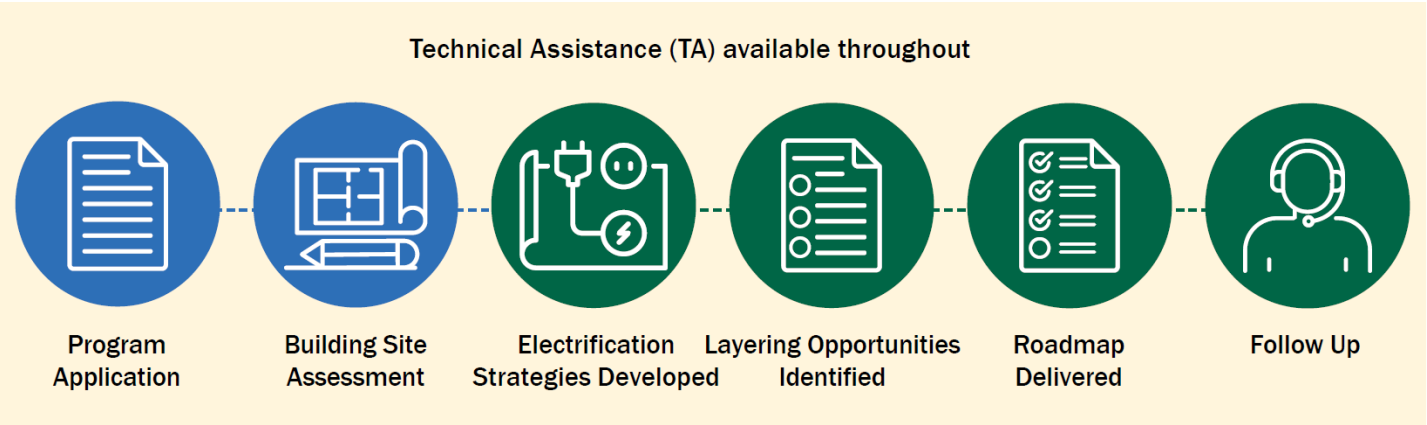


Figure 1: Program Process Flow. A graphical representation of the program process, starting with program application submittal. After eligibility is confirmed, the program team conducts a building site assessment, develops various ways that the building can be transitioned off of natural gas, identifies third-party program layering opportunities, and provides the electrification roadmap to the program participant. Technical assistance is available throughout the process.

Step 2. Program Team Schedules and Conducts Building Site Assessment with Participant

- Once eligibility is confirmed and the application is accepted, the applicant becomes a program participant, and the program team reaches out to the program participant to schedule a building site assessment.
- The program team conducts a site assessment to determine the existing conditions, and electrification opportunities, including a representative sampling of the property's spaces and equipment as follows:
  - **Unique areas & equipment sample size.** Inspect 100% of unique common area spaces and equipment such as community rooms, garages, mechanical equipment, and other central system rooms, etc.
  - **Representative area sample size.** Inspect a representative 20% sample of similar or repetitive areas such as, dwelling units, laundry rooms, stairwells and stairwell landings, corridors, etc.
  - **Dwelling units.** Inspect a representative sample of vacant dwelling units, and inspect any representative sample of occupied dwelling units made accessible with 48 hours advance notice to residents and accompanied by the owner/ representative of the property.

Step 3. Program Team Develops Electrification Strategies

- Based on the results of the building site assessment, the program team develops a customized electrification roadmap that outlines the recommended electrification options, energy efficiency measures, and recommendations for incentive opportunities.

Step 4. Program Team Identifies Layering Opportunities

- The program team identifies relevant financial incentives, rebates, and resources available through third-party programs, to help offset the costs of implementing the recommended measures.
- The program team develops a comprehensive list of incentive opportunities, along with guidance on eligibility requirements, and next steps.

Step 5. Program Team Delivers Roadmap

- Program team delivers the completed electrification roadmap, along with the list of identified incentive opportunities to the eligible applicant.
- The program participant then has the opportunity to ask questions, seek clarification, and provide feedback on any aspect of the roadmap or the recommended incentive opportunities.

Step 6. Follow Up & Additional Technical Assistance

- If desired, participants can seek the assistance of the program team to facilitate discussions with relevant stakeholders, such as property managers, tenants, and contractors, to address any concerns or barriers to implementation.

- The program team can also help in the application process administered by third-party program providers of the financial incentives identified in the electrification roadmap. Additional technical assistance can be provided to the program participant for up to a year after the participant receives the roadmap.
- The All-Electric Multifamily Program team follows up with program participant 3 to 6 months after the completion of the roadmap, and again after a year to 2 years to discuss the progress on the recommended measures and to provide any additional support or guidance needed.
- The program team tracks and documents the energy efficiency improvements and electrification measures implemented by the program participants.

3. PROGRAM REQUIREMENTS

The All-Electric Multifamily Program is currently available to customers that meet the following criteria:

3.1 Eligible Applicant

The All-Electric Multifamily Program serves CleanPowerSF and Hetch Hetchy Power customers in multifamily residential buildings with 5 or more units where 75% or more of the residential units are designated as affordable. For properties served by multiple electric meters, the property must have centralized mechanical equipment served by CleanPowerSF or Hetch Hetchy Power.

The Applicant must be a building owner or its authorized representative, including a property manager, of a building owner or affordable housing organization (nonprofit public benefit corporation), that currently owns and/or operates a multifamily residential building served by CleanPowerSF or Hetch Hetchy Power in which residential units are restricted under a deed restriction and/or regulatory agreement and regulated as affordable by the City (through the Mayor's Office of Housing and Community Development or Department of Homeless and Supportive Housing,) state or federal agency. The program site will not qualify if more than 25% of the residential units are not restricted and regulated as affordable by criteria used by the City, state, or federal government agency.

3.2 Program Site Location

The program site must be located in San Francisco, California.

3.3 Program Handbook

Applicant shall review and follow the program requirements outlined in this handbook.

3.4 Program Application and Enrollment Agreement

Applicant must complete, sign and submit the All-Electric Multifamily Program Application and Enrollment Agreement in order to qualify for program participation.

3.5 Selection Criteria

Applications will be reviewed and accepted on a first- come, first-served basis.

3.6 Roadmap Review

Once an Applicant becomes a program participant and an electrification roadmap is provided, the participant is expected to review and consider the findings and recommendations presented in the roadmap. The Participant should make good faith efforts to implement recommended next steps.

4. PROGRAM COMPONENTS

4.1 Customized Electrification Roadmap

The customized electrification roadmap is the cornerstone offering of the All- Electric Multifamily Program. This comprehensive roadmap serves as a guide for participating properties, outlining actionable steps, recommendations, and strategies tailored to the specific needs and goals of each building.

The electrification roadmap consists of the following components:

- **Building's Natural Gas Using Systems.** A summary of the program site's natural gas using systems, annual consumption, an overview of the electrification audit results, and a high-level summary of potential challenges to electrification specific to the program site.
- Electrification Audit Results
  - Identification of all equipment which uses natural gas to power HVAC, hot water systems, laundry and cooking systems, and proposed recommendations for fuel switching to an energy efficient electric alternative.
  - Identification of existing panel capacity and considerations for the anticipated load of electric alternatives.
  - Identification of potential space constraints or equipment placement issues, and any other challenges that may exist.
  - Estimated impacts of electrification and overall energy bill.
  - Complete data of equipment identified for potential of electrification collected though an onsite assessment of the building's existing conditions.
- **Energy Efficiency Opportunities.** Alongside electrification measures, the roadmap also identifies potential energy efficiency improvements that may be able to:
  - Reduce overall energy consumption and bill impacts.
  - Reduce electrical demand and potentially reduce the need for added electrical capacity or circuits.

4.2 Program Layering Opportunities

A list of incentives and rebate programs for which the program participant may qualify to offset the costs of implementing the recommended electrification and energy efficiency measures.

The program layering opportunities include:

- **Financial Incentives.** Access to information on available grants, rebates, or incentives from local, state, or federal programs that can help offset the cost of implementing electrification and energy efficiency measures.
- **Supplemental Technical Assistance.** Referrals to qualified professionals that specialize in electrification and energy efficiency, offering additional guidance and support in the planning, design, and implementation of recommended measures.
- **Program Updates and Information.** Updates on new program offerings, changes to existing programs, and access to the latest resources and information.

4.3 Technical Assistance

The All-Electric Multifamily Program supports eligible applicants in identifying energy efficiency and electrification opportunities. Through expert guidance and consultation, participants can make informed decisions about their building's energy use and the transition to electrified systems.

Technical assistance includes:

- **Expert Consultation.** The program provides access to experienced energy professionals who can help applicants understand the various electrification options available, evaluate their feasibility, and assist in selecting the most suitable technologies.
- **Continuous Support and Follow-up.** The program provides ongoing support and follow-up to participants, ensuring that they have the necessary assistance and resources available for questions they may have on the audit and roadmap. Additional technical assistance will be available to the program participant, if desired, for up to a year after the delivery date of the roadmap. The program reserves the right to institute a cap on available technical assistance hours per applicant if funding becomes limited.





Program Contact Information

For assistance or to set up a consultation, contact SFPUC Program staff. Email: MultifamilyElectric@sfwater.org

For more information, visit: sfpuc.gov/all-electric