

WHAT TO EXPECT FROM YOUR MULTIFAMILY PERFORMANCE PARTNER

Using a partner network made up of engineers, energy consultants, and other industry professionals, the Multifamily Performance Program uses a customized approach to address the specific energy and operational needs of your building.

Tips for Selecting a Partner

- **Geography** - does the Partner service your region?
- **Experience** - has the Partner worked on projects with buildings similar to yours?
- **Reputability** - ask the Partner for case studies and references. Call former clients and ask questions.
- **Responsibility** - did the Partner explain the Program to you and provide you an estimate including all costs pertaining to your project?

What to expect from your Multifamily Performance Partner*

- A thorough knowledge of comprehensive opportunities available to multifamily projects, including potential energy efficiency measures and improvements, their performance criteria, cost, and availability
- Provision of all information and materials required to participate in the Program
- Facilitation of your participation at each step of the Program
- Preparation of all reports and documents required for the Program
- Assistance in getting the ENERGY STAR® label on your multifamily building (New Construction only)
- Facilitation of the receipt of NYSERDA incentives
- Assistance in saving energy and cutting energy costs
- Assistance in improving the health, safety and durability of your multifamily buildings
- Prompt response to your initial contact and all subsequent requests
- Timely and responsible delivery of promised services
- Financial and/or regulatory assistance to implement the energy-savings plan and assistance in identification of additional funding sources
- Collaborative consultations with the design team by presenting alternatives and suggestions and working within the design team's goals for providing safe, comfortable, affordable housing
- Assistance in ensuring all recommendations are properly represented in bids
- Assistance in explaining any additional expectations or requirements to the chosen contractors
- Inspection and verification of the performance of your installed recommended measures to ensure that you can realize energy savings

* applies to both Existing and New Construction programs

