



SoCalREN Multifamily Program

Participating Raters Handbook

Welcome, Program participants!

Welcome to the Southern California Regional Energy Network (SoCalREN) Multifamily Program (the Program). This innovative Program advances comprehensive whole-building energy efficiency targeted specifically to the existing multifamily housing sector within Southern California Edison (SCE) and Southern California Gas Company (SoCalGas®) joint service territory.

As a participating Rater, you are a critical part of this Program. It's your expertise that allows customers to make their properties more energy efficient and helps the state reach its greenhouse gas reduction goals.

The Program will also help you by providing ways to market new services to existing clients, generate leads to new clients and grow your business in a sustainable, energy-efficient marketplace.

This handbook provides you with information about the Multifamily Program, guidelines on becoming a Program participant, and the processes you need to follow in order to perform comprehensive multifamily energy efficiency assessments.

This Program participant handbook is a working document. SoCalREN reserves the right to update, change and/or revise the document to clarify Program rules and requirements at any time during the term of the Program. The current version will be available on the SoCalREN Multifamily Program website.

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1. About the Program

The Multifamily Program promotes long-term energy benefits for multifamily housing through comprehensive energy efficiency upgrade measures. The Program's performance-based approach aims to (1) assist property owners and property managers with making informed decisions about energy efficiency improvements to maximize savings, (2) identify the most cost-effective measures for energy savings in multifamily buildings, (3) offer incentives to offset the cost of improvements and (4) refine an understanding of best practices in designing effective and safe whole-building energy efficiency programs.

The Program provides incentives for multifamily buildings that install a set of energy efficiency measures recommended by an approved participating Rater. Participating Raters will perform a comprehensive whole-building evaluation, work with the building owner to develop a scope of work and verify installation of the energy efficiency measures. Eligible scopes of work must improve a building's energy efficiency by **at least 10%** compared to baseline conditions and include the installation of at least three types of energy efficiency improvements.

Benefits of Participation

Within the energy efficiency industry, the existing multifamily housing sector holds great potential, especially with the rollout of new incentive programs focusing on this particular property type.

The benefits of your participation include:

- Expanding your professional service offerings to large projects with larger budgets
- Deepening your building expertise with multifamily building trainings
- Helping develop better, more systems-based scopes of work for multifamily properties
- Engaging a whole new client base of property owners and managers of multifamily buildings

Your clients' benefits of participation include:

- Making their property more energy efficient to potentially save on utility bills
- Accessing incentives to make upgrades more cost effective
- Incorporating efficient systems and durable materials to reduce operating costs and maintenance calls
- Creating a more comfortable, 'green' building that can help differentiate their property, reduce turnover and help attract new tenants

Program Rollout

This Program is designed to expand the multifamily component of SoCalREN in order to accelerate market transformation, understand best practices and identify areas for improvement. This Participant Handbook provides details and guidelines about the Program through 2018. Participating Rater and property owner/manager feedback is a crucial Program element and will inform future Program design features for larger-scale multifamily implementations in 2018 and beyond.

1.1 Program Resources and Support

This Program is currently implemented by ICF in conjunction with SoCalREN oversight. Below are resources for prospective and/or participating professionals to remain in contact with and supported by ICF:

- **Program website:** www.socalren.com/multifamily.

Customer Support and Program Correspondence

ICF offers phone, email, online support and administrative services to assist your successful participation in this pilot Program.

- **For questions and support:** Please email multifamily@socalren.org or call 213-312-1757.
- **Document submissions:** Fully executed Rater Participation Agreements and other Program documents can be printed, scanned and emailed to multifamily@socalren.org.

Technical Assistance

Program staff is available to provide free customized assistance to meet the needs of individual projects, property owners and their contractors/consultants. Services may include conducting initial consultation to evaluate which level of investment in upgrades will meet performance thresholds, and reviewing a proposed scope of work (plans and specifications) for energy upgrades.

1.2 Incentives

Modeled Energy Savings	Incentive per Unit
10–14.9%	\$550
15–19.9%	\$625
20–24.9%	\$800
25–29.9%	\$1,000
≥ 30%	\$1,200

An incentive is offered to offset the costs of the installation of energy efficiency improvements. Incentives are awarded on a first-come, first-served basis until Program funds are expended.

Incentives are to be paid based on the following process:

- **Improvement incentive:** This incentive structure is tiered based upon increasing levels of estimated whole-building site energy savings. The incentive is paid on a per-unit basis at the successful completion of the job. The incentive covers measures that contribute to whole-building savings (e.g., central boilers, central water heaters, common area and in-unit upgrades, etc.) that have not been directly installed or incentivized via participation in another IOU-funded program.

SoCalREN reserves the right to alter the incentive structure throughout the course of the Program while ensuring the most cost-effective implementation.

Investor-Owned Utility Incentives

SoCalGas and SCE may also provide their own incentive programs for multifamily existing buildings. Please make sure you and your clients are familiar with these programs so they can make an informed choice on which program is best for their project and scope of work.

An energy efficiency rebate for a product may not be received from more than one investor-owned utility (e.g., SCE or SoCalGas) or other third-party program offering incentives funded by the California Public Goods Charge funds.

- **Energy Savings Assistance Program:** The Energy Savings Assistance Program helps tenants conserve energy and save money. For income-qualified customers, SCE will provide free appliances and installation of energy-efficient refrigerators, air conditioners and more, as well as home efficiency solutions like weatherization that will help customers save energy and money every day.
- **Multifamily Direct Install Program:** Qualifying owners and managers of multifamily buildings are provided with no-cost energy audits, products and their installation. No-cost products include super low-flow energy-efficient showerheads, kitchen aerators and bathroom aerators for hot water distribution systems.
- **Multifamily Energy Efficiency Rebate Program (SCE, SoCalGas):** The Residential Multifamily Energy Efficiency Rebate Program offers property owners and managers incentives on a broad list of energy efficiency improvements in lighting, HVAC, insulation, water heaters, windows and other categories. These improvements are to be used to retrofit existing multifamily properties of two or more units.

1.3 Multifamily Training Requirements

Some professionals will already have years of experience in the multifamily industry and the required credentials to become a participating Rater for this Program, and others will not. An additional goal of this Program is to build upon the existing group of known professionals with the experience and credentials to execute within the pilot Program.

See Section 3 for qualifications and credentials.

1.4 Eligible Measures

Below is a list of eligible measures for the Program to demonstrate energy savings.

Category	Measure
Insulation	Attic Insulation
Insulation	Wall Insulation
Insulation	Floor Insulation
Envelope	Windows
HVAC	Duct Sealing
HVAC	Duct Insulation
HVAC	Package Terminal Air Conditioner (PTAC)
HVAC	Package Terminal Heat Pump (PTHP)
HVAC	Room (or through-the-wall) Air Conditioner
HVAC	Variable Refrigerant Flow Ductless Heat Pump
HVAC	Room (or through-the-wall) Heat Pump
HVAC	Central Natural Gas Furnace
HVAC	Central Air Conditioner and Heat Pump
HVAC	Radiant/Hydronic Heating
HVAC	HVAC Duct Replacement/Retrofit
HVAC	Refrigerant Charge
HVAC	System Air Flow Verification
HVAC	System Fan Wattage Verification
Water Heating	ENERGY STAR® Electric Heat Pump Water Heater
Space Heating	Central System Boiler for Space Heating
Solar	Solar Thermal
Domestic Hot Water	Variable Speed Circulation Pump for DHW High-Efficiency Boilers
Water Heating	High-Efficiency Natural Gas Storage Water Heater
Appliance	High-Efficiency Refrigerators
Cool Roof	Residential Cool Roof
Lighting	Interior Lighting
Lighting	Exterior Lighting
Water Efficient Fixtures	Showerheads, Bathroom Faucets, Kitchen Faucets
On-Demand Recirculation Pump	Recirculation Pump
Other Measures	Other measures with work papers and/or disposition may be considered.

1.5 Energy Analysis Requirements

Following an audit, a participating Rater must conduct an energy analysis using a California Energy Commission (CEC)-approved residential or non-residential simulation program. Currently EnergyPro is the only CEC-approved modeling software available. EnergyPro simulations must calculate energy savings using site energy (non-TDV) savings with Residential performance for low-rise and Non-Residential performance for high-rise buildings. Modeling guidance is described in the Program companion document, *SoCalREN Multifamily Program EnergyPro User Guide*.

2. Project Applicant Eligibility and Participation

This section is intended to equip participating Raters with the information needed to help property owners and managers get up to speed quickly, and efficiently navigate through the Program. You—the participating Rater—will be the most successful in this Program if you are able to knowledgeably guide your current and prospective clients/customers through the Program. Therefore, it is important for the participating Rater to understand the Program’s project/building eligibility requirements and have teams in place that possess the variety of expertise required to comprehensively complete whole-building multifamily energy upgrades on the behalf of property owners and managers.

2.1 Eligibility

Participating Raters should be knowledgeable about the basic eligibility criteria that the Program requires for their property owner and/or manager clients. Below is a listing the basic eligibility criteria that property owners/managers and their buildings will need to satisfy.

Table 1. Basic Project/Building Eligibility Criteria

Eligibility Criteria	
1	Property owners and managers of multifamily buildings located within both the SCE and SoCalGas service territories.
2	The building has a minimum of three units (per building if a multi-building property).
3	Affordable and market rate properties do qualify.
4	Project must include at least three energy conservation measures.
5	The energy model must show a minimum of 10% energy savings.
6	If the project is individually metered, scope of work can address any % of the building.
7	Property owners and/or managers must work with participating Raters.
8	Access to units for any necessary installation and QA/QC verification must be given.
9	Project must be completed by November 30, 2018 at 11:59 p.m. All paperwork and inspections must be completed, submitted and approved by the Program by November 30, 2018 at 11:59 p.m.
10	(Recommended) Project funding sources (e.g., owner equity and/or reserves, bank financing, other incentives, etc.) should be ready, or a clear plan should be in place.

2.2 Project Team Roles and Responsibilities

Given the breadth of expertise required to comprehensively assess and complete a multifamily energy upgrade, projects will typically require a team composed of a Rater and several contractors with sub-trade specialties and licenses. To help ensure that multifamily energy upgrades are comprehensive and lead to energy savings that persist over time, it is critical that the right professional perform the appropriate duty for a project. The table below outlines the various team roles and responsibilities that need to be filled to complete upgrade projects within this Program (see Section 3 for a more detailed description of required professional qualifications and credentials). Successful participating Raters will most likely either have relationships in place or need to form relationships with the professionals that can fulfill the duties outlined below.

Table 2. Multifamily Energy Upgrade Project Team Roles and Responsibilities

Role	Lead Professional	Responsibilities
Whole-Building Audit	Rater	ASHRAE Level 2 whole-building audit, scope of work recommendations
Energy Modeling	Rater	EnergyPro simulation, utility data analysis
Combustion Appliance Safety Test	Rater	BPI Building Analyst certified professionals testing for combustion safety and carbon monoxide
Installation of Improvements	Contractor and/or sub-trades	Licensed contractors performing various construction duties (e.g., HVAC, insulation, electrical, etc.)

Note: Building owners and managers may use their existing contractors and building professionals.

3. Becoming a Program Participant

The Program uses a Rater delivery model. This section outlines Program enrollment requirements and processes, including credentials, application screening, orientations and trainings, agreements and other details.

3.1 Eligibility/Credential Requirements

The following describes the credential requirements (see Table 3 for a summary) for participating in the Program. These are subject to change as necessary throughout the Program. All participating Raters must also successfully pass through the application and screening process outlined in Table 4 below.

- **Participating Rater:** Must satisfy the Whole-Building Energy Audit requirements specified in Table 3, including energy modeling, auditing and CAS requirements; attend a Program orientation webinar or one-on-one training by an Account Manager; sign the Rater Agreement and agree to the Program requirements to participate in the Program. Raters will be responsible for the pre- and post-installation property audits (test-in, test-out), and energy modeling. Participating Raters must also be enrolled in the Program per the Screening and Verification Requirements (Table 4).

Table 3. Program Eligibility Requirements

Function	Minimum Qualification
Rater Qualifications	
Whole-Building Energy Audit, Recommendations and Third-Party Verification	Two or more: <ul style="list-style-type: none"> • HERS II or RESNET Rater • BPI Multifamily Building Analyst • GreenPoint Rater Existing Home Multifamily
Combustion Appliance Safety (CAS) Test	One: <ul style="list-style-type: none"> • BPI Building Analyst or other BPI certified professional

The application requirements for participating Raters are summarized in Table 4 below. A streamlined application and enrollment process will include:

1. Verification of professional requirements
2. Ongoing technical and market support from ICF to facilitate smooth participation and teaming opportunities with other contractors/professionals

Table 4. Screening and Verification Requirements of Participating Professionals

Requirements	Verification
Applicant Contact Information	Name, title, company, address, phone, fax, email
Participant Agreement, Affidavits and Signature Sheet	Authorized signature
Insurance and Bonding Requirements	Insurance certificates for (1) general commercial liability, (2) auto liability, (3) workers’ compensation and (4) professional liability/errors and omissions

3.2 Multifamily Training

Parties interested in obtaining the required training should contact an Account Manager for more information regarding available training and resources.

3.3 Participation Agreement

Participants in the Program must execute a Participation Agreement with SoCalREN, which includes agreeing to:

Table 5. Key Terms From Program Participation Agreement

Key Participation Terms	
1	Assure that all Work in connection with an Audit is performed in a safe and professional manner, including but not limited to full adherence to the Program’s <i>Combustion Safety Testing Protocols for Existing Multifamily Buildings</i> and <i>Multifamily Whole Building Assessment Template</i> .
2	Abide by the quality assurance procedures including reporting and sampling protocols, as specified in the Handbook.
3	Provide excellent Customer service to any Customer requesting an Energy Efficiency Audit of their building.
4	Require all employees to present company identification upon the start of work each day in a Building or Dwelling Unit.
5	Comply with Rater certification requirements, applicable building codes, and all applicable federal, state, and local laws, ordinances, rules, and regulations.
6	Warrant that Rater’s leadership (President, CEO, etc.) have no prior conviction of crimes identified below in Section 6.0 as well as no lawsuits or liens filed against its leadership within the previous seven (7) years.
7	Immediately report to ICF, or its representatives, all Customer conflicts that are not resolved to Customer’s full satisfaction.

3.4 Listing on the Participant Directory

Successful completion of the enrollment process enables you to be listed as a participating Rater on SoCalREN branded websites.

4. Job Application Steps

4.1 Property Audit/Test-In

The project applicant will begin forming their project team by hiring approved professionals and/or working with Program staff to select a participating Rater.

- The participating Rater will conduct an ASHRAE Level 2 assessment following the Program’s Assessment Template (*Multifamily Whole Building Assessment Template for SoCalREN*) to establish baseline conditions, record test-in results, perform CAS testing, and generate a proposed scope of work in line with the “whole-building” approach that meets the building owner’s energy savings goals.
- The assessment shall conform to BPI Multifamily protocols and *Multifamily Whole Building Assessment Template for SoCalREN* protocols and shall document baseline conditions in sufficient detail to support

energy savings estimates. The recommended scope of work shall include any repairs needed to fix combustion appliance safety issues. SoCalREN will require *all critical* CAS issues to be fixed prior to submitting for payment of the Assessment and all other corrections must be completed prior to submission of the improvement incentive so that corrections can be integrated into the scope of work.

- In conjunction with the site assessment report, the participating Rater shall develop a building energy simulation model using CEC-approved software. The approved software package is EnergyPro, Residential Performance or Non-Residential Performance Module using site savings calculations. ICF will consider additional software tools, as appropriate, and as directed by the CEC.

4.2 Quality Assurance

The participating Rater shall submit the following components for Quality Assurance review:

- Job and building information
- ASHRAE Level 2 assessment report
- EnergyPro simulation files
- Data collection form (Project Information file) and building sketch
- Proposed scope of work
- Multifamily CAS workbook documenting CAS test results, consistent with Program test protocols and performed by a participating Rater (qualified BPI certified professional with the prerequisite multifamily training or an appropriately trained and supervised employee of a BPI accredited company)
- Property owner information
- Utility service ID information
- Cost estimate with a breakdown of the unit pricing per measure

This submittal will undergo a robust Desktop Review by ICF Quality Assurance staff to confirm that:

- Project meets Program eligibility
- The scope of work is consistent with Program requirements and addresses any deficiencies identified in the CAS test-in results
- Energy model inputs match the proposed work scope and outputs show a minimum 10% expected energy savings
- Energy model matches data collection forms and sketch and is modeled appropriately
- Cost estimate is within reasonable industry standards

ICF will follow up with the applicant via email and phone for any additional information needed to complete the review. Modifications to the submitted documents may be required and on-site verification may be performed as needed in order to ensure an accurate audit of the building based upon best practices in building science and quality installation known to date. Other modifications may be needed based on owner cost-benefit considerations.

4.3 Energy Efficiency Improvement

At this stage, all application requirements have been met. The participating Rater (and property owner/manager) will work with ICF to review the proposed scope of work and confirm the timing and steps needed to complete installation and maximize the incentives that they are eligible for. After the scope of work has been approved, ICF will issue a Notice to Proceed which (1) includes a calculation of the approved improvement incentive amount and (2) allows for the installation of energy improvements per the agreed-upon scope of work. After the Notice to Proceed has been issued, the project applicant will utilize a contractor to install the agreed-upon scope of work.

4.4 Test-Out and Quality Control

Upon completion of work, the participating Rater will verify 100% of the installed measures. For measures installed in individual units, the Rater may apply sampling protocols for verification. The Rater will check to determine that measures were installed per Program installation standards, all CAS corrective actions called for in the work scope have been performed, and the scope of work has not changed materially from the proposed installation scope of work submitted. In this context, a material change is one that would modify the calculated improvement incentive amount. The completed checklist will be included as part of the job close out documents necessary.

For quality control and safety purposes, the participating Rater will perform combustion safety test-out on 100% of the “affected units” (definition below).

af·fect·ed u·nit / ə 'fektɪd 'yoʊnɪt / n.

A unit undergoing work either on combustion appliances or on other aspects of the unit or building that may affect the unit’s pressure dynamics.

Pressure dynamics can be defined as changes to air pressure that can have either a negative or positive impact on combustion safety, air leakage through the shell, or moisture migration to building cavities in the unit or building.

A sampling of jobs will receive a field quality control (FQC) inspection by ICF and/or SoCalREN. Whenever possible, FQC visits will be scheduled to occur in conjunction with the test-out site audit and be performed to Program protocols.

- Contractual work, including final measure cost data, is consistent with proposed installation scope of work and Program requirements;
- CAS test-out results pass and sampling of affected units is documented and aligns with test-out (i.e., no outstanding corrective actions required);
- Improvements were properly permitted;
- Contact information is complete for the customer and matches the customer name on the job application (e.g., the property owner).

4.5 Incentive Approval and Customer Feedback

ICF will follow up with the Rater via email and phone for any additional information needed to complete the review. Once all incentive requirements have been met and the combustion appliance safety test(s) has been confirmed, the ICF team will notify the Rater by email that the improvement incentive Request will be forwarded for incentive processing. **Congratulations, you're finished!**

5. Quality Assurance/Quality Control

The Quality Assurance/Quality Control (QA/QC) Program enables ICF to evaluate the effectiveness of the quality of work of Program participants. Every Program participant is required to take part in the QA/QC Program, which includes field quality control (FQC) inspections of a common and mechanical room as well as a sampling of units with installed energy efficiency measures as well as affected units. The quality assurance and quality control efforts will provide feedback to ICF and Program participants, and may result in Program changes and improvements.

5.1 Approach

A QA/QC Program is essential and reflects the ICF team's commitment to maintaining high standards for customer protection, while verifying project quality and establishing Program results. Consistent standards will be applied to build customer confidence in the Program. In order to ensure credibility, cross-functionality and marketability, the QA/QC Program is designed to be aligned with the quality assurance protocols from the Building Performance Institute and the California Building Energy Rating System. If the Rater is also acting as the contractor or project manager for the project, then ICF will include a more robust FQA/FQC process.

5.2 Desktop Review of Job Submissions

The intent of the desktop review is to evaluate the validity of data submittals. The scope of work will be manually compared to the modeling results to confirm consistency. The CAS results will be reviewed and compared to the scope of work to ensure all required remediation is included in the scope of work. The following are some scenarios that would trigger the pre-improvement job application being returned for revision:

- The data values are out of range of expected values, based on the building's vintage and scope of work.
- The proposed scope of work is inconsistent with modeling assumptions.
- The repairs required to address CAS test failures are not included in scope of work.
- The model results do not show a minimum of 10% energy savings.

5.3 Field Quality Control (FQC) Inspection

FQC inspections focus on evaluating the participating professional's ability to perform a project diagnostic audit (including Combustion Appliance Safety testing), and properly install and test the improvements selected by the property owner.

The participating Rater shall contact ICF to schedule a FQC inspection to coincide with project test-out. FQC inspection will be performed by ICF per the following process:

- Overall Project Inspection Rates:
 - Pre-inspect 100% of projects with improvement incentives \geq \$200k
 - Pre-inspect 25% of projects with improvement incentives $<$ \$200k
- Unit Inspections per Project:
 - ICF to follow sampling rate based on Table 2 of the SoCalREN Multifamily Program Guidelines for their High Performance Building Assessments, as summarized below:

Table 2. Recommended Number of Units to Sample, Based on Total Number of Units in a Building

Building size (total number of units)	Number of Units to Sample	
	Minimum	Recommended
2–9	2	3
10–19	3	5
20–29	4	7
30–49	5	9
50–74	6	11
75–99	7	13
100–149	8	16
150–200	9	20
> 200	10	25

Projects selected for FQC must pass the FQC inspection in order for the improvement incentive to be processed for payment. When possible, the FQC inspections will be scheduled to align with the final inspection of Rater. If the FQC cannot be scheduled to align with the test-out, the participating Rater may submit for improvement incentive prior to FQC. If the FQC inspection produces corrective action requirements, the improvement incentive will be approved when the identified issues have been corrected.

FQC staff use digital photos and notes to capture elements of the job that were both done well and done poorly. Pictures and notes will be used to provide feedback, as well as to document any deficiencies needing corrective action.

When enforcing corrections to Program participant performance deficiencies, the ICF FQC staff will begin by providing positive and constructive feedback, while maintaining a zero-tolerance policy for fraud.

FQC inspection failure(s) will trigger corrective action(s) to the job. ICF will communicate required corrective actions, timing and documentation protocols required of the participating Rater in order to show successful resolution. Failure to resolve corrective action requirements in the specified time frame may result in delays in processing the improvement incentive or potential suspension.

FQC staff are instructed to communicate directly with the participating Rater with the verification results. Verification results may be provided to the property owner upon request. The FQC staff will not discuss any details of the inspection with tenants unless a health and safety issue is identified that requires immediate resolution.

6. Health and Safety

6.1 Combustion Appliance Safety

ICF is committed to keeping customers safe. Because this comprehensive, whole-building Multifamily Program will pursue deep energy upgrades in multifamily buildings, the Program will implement combustion safety protocols. ICF will solicit feedback on combustion safety protocols to inform future Program requirements.

6.2 Hazardous Materials

There are several hazardous materials that Program participants may encounter during multifamily projects. Training and certification in the identification, removal, disposal, abatement and remediation of hazardous materials is outside of the scope of the Program. If any hazardous materials are encountered during the course of a project, only those Program participants that have the necessary training and required certification(s) may remove, dispose, abate and/or remediate hazardous materials discovered on a job site. Program participants shall be solely responsible for the identification, removal, disposal, abatement and/or remediation of hazardous materials encountered on a job site. Neither ICF, nor SoCalREN, SCE or SoCalGas shall have any liability arising out of, resulting from or regarding a Program participant's detection, identification, inspection, removal, disposal, abatement and/or remediation of hazardous materials. The Multifamily Whole Building Assessment Template for SoCalREN includes a section that identifies the more common hazardous materials and the appropriate ways to handle and dispose of the materials.