

# Consumer Protections



Ygrene Energy Fund strives to do what's right for property owners and is committed to ensuring the highest level of consumer protections and lending practices in the industry.

## Our Consumer Protection Policy includes:

- Contractor Registration, Training and Certification
- Payment Protection for Property Owners
- Safer, More Flexible Financing Platform
- Consumer Disclosures
- Three-day Right to Cancel
- Energy-efficient Product Verification
- Pricing Controls
- Permit Verification
- Consumer Identity Confirmation
- Protections for Seniors and ESL
- Privacy
- Dispute Resolution

## Consumer Disclosures

We have established policies and procedures to ensure property owners are fully informed of the nature of the financial transaction they are entering into. The following special notices help educate property owners of their legal rights and protections, every step of the way:

- Notice to Lender of Proposed Special Tax Lien
- Property Owner's Acknowledgment of Sole Responsibility to Deal with Lenders
- Notice of Special Tax Lien
- Financing Agreement/Unanimous Approval Agreement
- Closing Statement (includes all fees, APR/APY, capitalized interest and amortization table)
- Assignment of Rights to Receive Proceeds

## Quality Assurance and Control

Ygrene is committed to actively managing the internal processes and protocols necessary to maintain the integrity of our Program and providing property owners with the highest level of oversight and protection.

We have incorporated a layered review system that begins with an extensive evaluation of the contractor company and personnel, extends to transaction level due diligence, and is followed by post closing quality control. Our goal is to mitigate any risk associated with our business model as early as possible, and to diligently address any potential findings that may create risk for consumers, our government partners or our company.

**1. Contractor Approval and Training:** Before contractors can become active within the Program, they must apply, register and meet all Program requirements before receiving Ygrene Certified Contractor status. This process includes a review of current and historical information on the individual contractor's company and key employees, adherence to industry standards and practices, and validation of all licensures, including bonding, workers' compensation and other active licenses. All contractors undergo Ygrene Certified Training to ensure they can accurately support and represent the Program to property owners. Post approval, we periodically review the status of all Certified Contractors to determine they remain in good standing.

**2. Contract Eligibility Review:** After the property owner has approved the project but before Ygrene has provided project authorization, our Operations team obtains, reviews and approves the contract and the measures under application for financing. The contract (signed by the property owner) must note the specific improvement and specifications, the related components and scope of work to be completed, and the associated costs. Once the contract meets acceptable guidelines for clean energy upgrades and/or protections, the project scope and eligibility can be approved and a Notice to Proceed is issued to the property owner and the contractor.

**3. Building Department Review:** We require that the contractor obtain all required building permits prior to beginning a project. Upon project completion, a final inspection and sign off of the permitted work is obtained prior to the project funding. All documents are reviewed and signed by Ygrene Funding team as part of our pre-funding due diligence.

**4. Property Owner Approval:** When the work is completed and the contractor submits a payment request, we provide the property owner with an Estimated Closing Statement to affirm their approval and satisfaction, and we require the property owner to sign the statement by electronic signature. The property owner's acknowledgement by e-signature indicates satisfaction of project completion and authorizes Ygrene to pay the contractor.

**5. Funding Review and Approval:** The Ygrene Funding team conducts a final review of all contract documents, site inspections and property owner payment authorizations before proceeding with funding.

# Eligible Improvements



YgreneWorks™ provides PACE financing for a variety of energy efficiency, renewable energy, water conservation and, in certain locations, electric vehicle charging stations, seismic upgrades and hurricane protection. Property owners are encouraged to pursue the most cost effective improvements (or combination of improvements) to maximize their long-term utility savings and return on investment.

The list of eligible improvements below is not intended to be comprehensive. Any project that measurably saves energy beyond the level required by legislation, that generates renewable energy, or adds to the conservation of energy or water resources can be financed through YgreneWorks.

## Energy-Efficiency

- Additional building openings to provide natural light
- Air filtration
- Attic, floor, walls, roof, duct upgrades
- Air sealing and ventilation
- Bathroom, ceiling attic, and whole-house fans
- Building envelope
- Cool roofing
- Defect correction
- Duct leakage and sealing
- Evaporative coolers (separate ducting system from AC and heat)
- Geothermal exchange heat pumps
- HVAC systems
- Insulation
- Lighting (fixture retrofits only)
- Natural gas storage water heater
- Pool equipment (circulating pumps, etc.)
- Reflective insulation or radiant barriers
- Sealing
- Skylights
- Solar tubes
- Solar water heating systems
- Tankless water heaters
- Weather stripping
- Window filming
- Windows and glass doors (U value 0.41 or less and solar heat gain coefficient)

## Building Improvements (Non residential)

- Classroom lighting
- Kitchen exhaust variable air-volume controls
- Occupancy sensor lighting fixtures
- Refrigerator case LED lighting with occupancy sensors
- SMART parking lot bilevel fixtures
- SMART parking garage bilevel fixtures
- SMART pathway lighting
- SMART wall pack fixtures
- Task ambient office lighting
- Wireless daylight lighting controls
- Wireless HVAC controls and fault detection

## Water Conservation

- Core plumbing systems
- Demand initiated hot water systems
- Demand water softeners
- Faucet aerators
- Gray-water systems
- High efficiency toilets
- Hot water pipe insulation
- Instantaneous hot water heaters
- Irrigation control systems
- Irrigation systems
- Low-flow showerheads
- Rainwater cisterns
- Recirculation hot water systems
- Whole house water manifold systems

## Renewable Energy

- Emerging technologies
- Photovoltaic systems (electricity)
- Solar thermal hot water systems
- Solar thermal pool heating systems

## Water Conservation [Non residential]

- Cooling condensate reuse
- Cooling tower conductivity controllers
- Deionization equipment
- Filter upgrades
- Foundation water drains
- Industrial process water use reduction
- Pre-rinse spray valves
- Recycled water sources
- Urinals
- Waterless urinals

## Custom Improvements

- Building energy-management controls
- Co-generation (heat and energy)
- Electric vehicle charging stations
- Fuel cells
- HVAC duct zoning control systems
- Hydrogen fuel
- Industrial and process equipment motors and controls
- Irrigation pumps and controls
- Lighting controls
- Natural gas
- Other fuel sources (emerging technologies)
- Wind turbine power systems

# Top 5 Property Owner FAQs



## 1. What does Ygrene do?

Ygrene Energy Fund's award winning YgreneWorks™ program provides special property assessed clean energy financing which allows you to finance improvements to your home or business by putting the financed amount on your property tax bill. YgreneWorks is offered in partnership with your local city or county government and enables us to provide low cost financing over long terms with zero money out of your pocket. With YgreneWorks, you will save energy, water and money while reducing greenhouse gas emissions in your city.

## 2. How can I use the funds?

Ygrene financing can be used for energy efficiency, renewable energy, and water conservation upgrades in both residential and commercial projects. In certain locations financing also can be used for electric vehicle charging stations, seismic upgrades and hurricane protection. Install that solar system you've always wanted. Upgrade your air conditioning and furnace. Improve your home with new windows, doors, roofing, insulation and drought resistant landscaping. For more information about what projects qualify, please visit [ygreneworks.com](http://ygreneworks.com).

## 3. Why is making payments on my property tax bill a great idea?

It's a great idea for many reasons. The payment may be tax-deductible which reduces your effective cost and the payments may stay with the property when you move. And depending on when you install your upgrade, you may not have to make a payment for up to 17 months. To learn more, contact a Ygrene Certified Contractor or Ygrene customer service representative.

## 4. Why would I use YgreneWorks over traditional financing?

YgreneWorks beats traditional financing hands down. Our longer terms and tax advantages deliver the lowest monthly payments—saving you up to 50% or more over traditional financing. Add in other benefits such as payments that may stay with your property, zero money down, no payments for up to 17 months<sup>1</sup>, and potential tax deductibility,<sup>2</sup> it's easy to see why Ygrene is America's best home improvement financing option.

## 5. How do I get started?

Getting started is easy. Simply visit [ygreneworks.com](http://ygreneworks.com) to find a Ygrene Certified Contractor near you, or contact one of our friendly Ygrene customer service representatives at **877.819.4736**.

<sup>1</sup>Depends on project completion date.

<sup>2</sup>Financing may be tax deductible. Ygrene does not provide tax advice. Please consult your tax advisor.

# America's Best Home Improvement Financing



Ygrene Energy Fund has partnered with your city to bring you YgreneWorks™—a 100%, zero-down PACE financing program for energy and water saving upgrades to your home or business that beats traditional financing hands down. YgreneWorks can be used for energy efficiency, renewable energy, water conservation and, in certain locations, electric vehicle charging stations and seismic upgrades.

Increase the value of your property, save money and energy, and create a safer and healthier environment when you put YgreneWorks to work for you.

Visit [ygreneworks.com](http://ygreneworks.com) to find a Ygrene Certified Contractor near you.

- 100% Financing, Zero Money Down
- Eligibility Not Based on Credit Score
- No Payments for Up to 17 Months<sup>1</sup>
- Financing May Be Tax Deductible<sup>2</sup>
- Low Fixed Payments

<sup>1</sup>Depends on project completion date.

<sup>2</sup>Ygrene does not provide tax advice. Please consult your tax advisor.

## Three Easy Steps!



# YgreneWorks for you

**Q: How will YgreneWorks™ work for me?**

A: Ygrene has partnered with your city or county to provide 100%, no money down PACE financing, called YgreneWorks, that will help you increase the value of your property while saving energy, water and money.

**Q: What is PACE?**

A: PACE stands for Property Assessed Clean Energy. YgreneWorks is an innovative new financing program that is repaid on your property tax bill and has many advantages over traditional financing.

**Q: Why is making payments on my property tax bill a great idea?**

A: It's a great idea for many reasons. The payment may be tax-deductible which reduces your effective cost and the payments may stay with the property when you move. And depending on when you install your upgrade, you may not have to make a payment for up to 17 months. To learn more, contact a Ygrene Certified Contractor or Ygrene customer service representative.

**Q: How do I qualify?**

A: It's easy. Eligibility is based on the amount of equity in your home, and is not based on your credit score, proof of employment, income, or financial statements. Get preapproved online in minutes.

## Choose from thousands of eligible improvements

Use Ygrene to install a solar system, upgrade your AC, install a new furnace, and improve your property with new windows, doors, roofing, insulation, and drought resistant landscaping.



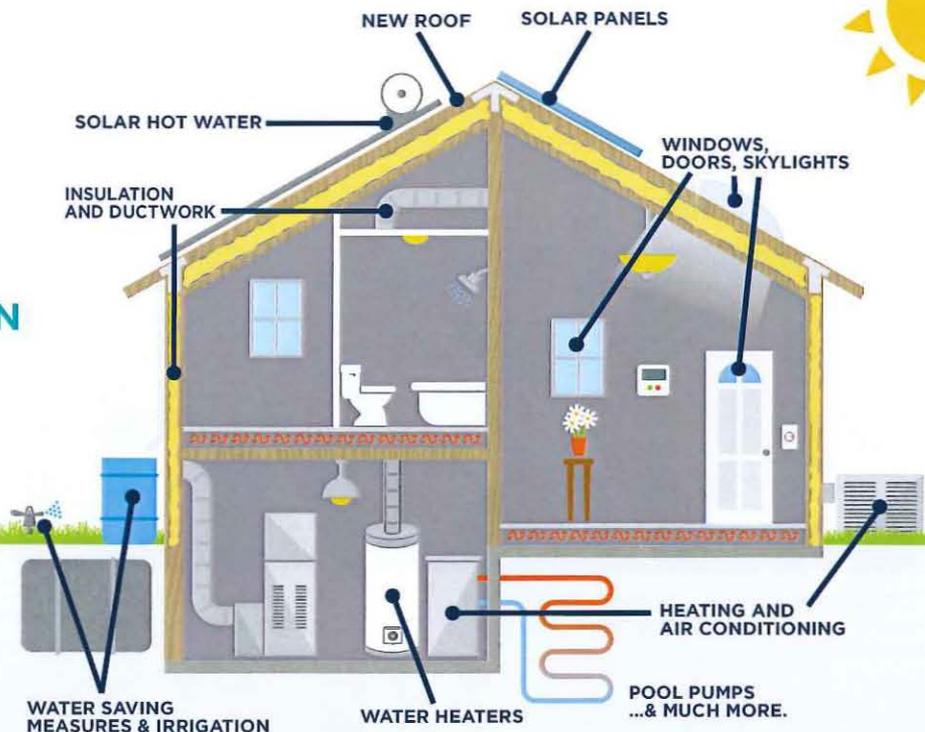
**ENERGY EFFICIENCY**



**RENEWABLE ENERGY**



**WATER CONSERVATION**



Scan for video



# The Right Partner for Your Clean Energy Program



Activating a property assessed clean energy (PACE) program in your community creates jobs, increases economic investment, helps local contracting firms grow and reduces energy costs for property owners. Finding the right partner is the key.

Ygrene Energy Fund's team of experienced financial experts, top operational and funding teams, and locally connected area managers will develop a financially sound, proven PACE program that generates measurable results for your community—quickly and effectively.

## FOR LOCAL GOVERNMENT

### Economic Stimulus

Ygrene's program achieves the triple bottom line. It creates jobs, builds the economy, and reduces our carbon impact.

### Consumer Protection

All contractors must be licensed & bonded with the state of California and are trained & certified by Ygrene. All projects require local permits and customers approve work before directing payment to contractor.

### Zero Cost to Taxpayers

Because Ygrene pays for all costs including district implementation, staffing and marketing, and provides all project funding, there is zero cost to the jurisdiction or local taxpayers.

### Dedicated Team

Ygrene fully staffs all of our programs with local account managers, a dedicated government liaison, centralized customer service reps, underwriters and other professionals.

## FOR PROPERTY OWNERS

### Wide Range of Projects

Property owners can finance thousands of different energy efficiency and water conservation improvements.

### Long-Term Financing

Payments for financing are at affordable fixed rates over five- to-30 year terms.

### No Impact on Credit

Improvements are paid through the property tax bill, so it doesn't impact the property owner's credit or balance sheet, and the payment may stay with the property if sold.

### No Upfront Costs

Program application and pre-approval can happen in less than 15 minutes and there are no upfront costs.

## FOR CONTRACTORS

### Increased Business

An effective PACE program can dramatically increase business for energy contractors.

### Training and Certification

Ygrene provides contractors with all the necessary training to effectively represent PACE financing to property owners. Once training is complete, contractors receive their certification confirming their ability to participate in the program.

### Easy Project Management

Ygrene's software tools allow contractors to easily manage jobs and approvals.

### Ready Funding

Ygrene's fully-funded district ensures that project payment is quick and convenient.

## Experience YgreneWorks in Your Community

Ygrene delivers best in class PACE financing with the highest standard of consumer protections and a commitment to making it easy for families to invest in their future and a healthier environment.

Imagine what we can do. Millions more in local economic investment, more local green jobs, more energy savings—and more choice in energy efficiency financing for property owners.

### The YgreneWorks Model

<b>CONSUMER PROTECTION</b>	When it comes to doing what's right for property owners, Ygrene is setting the bar higher. We are committed to ensuring the highest standard of consumer protections and lending practices in the industry.
<b>ECONOMIC STIMULUS</b>	Ygrene can help you achieve the triple bottom line: creating jobs, building the economy, and reducing our carbon impact.
<b>ENVIRONMENTAL BENEFIT</b>	From solar panels and wind turbines to low-flow plumbing and drip irrigation systems, Ygrene funds thousands of environmentally friendly energy and water saving improvements to fit your community.
<b>DEDICATED TEAM</b>	Ygrene manages every aspect of the Program with oversight by government staff—a true turnkey operation with a dedicated team that won't impact your local budget or resources.
<b>ZERO COST TO TAXPAYERS</b>	Ygrene covers all costs including implementation, customer care, marketing and financing. Not one cent comes from local taxpayers.

For more information call **707.236.6608** or email [info@ygrene.us](mailto:info@ygrene.us)

# Frequently Asked Questions



## **What is YgreneWorks™?**

Ygrene Energy Fund's award winning YgreneWorks program provides zero money down PACE financing for property owners to enable energy efficiency, renewable generation and water conservation improvements to homes and businesses, conveniently repaid through property taxes.

## **What is PACE financing?**

PACE (property assessed clean energy) enables residential and commercial property owners to finance a wide range of energy and water conserving improvements and renewable energy generation systems. Because payments are made through property taxes, PACE participants enjoy long financing terms, reasonable rates and quick approvals.

## **What kinds of projects can be financed using YgreneWorks?**

YgreneWorks provides funding for home or commercial property improvements that save energy, conserve water or generate renewable energy. In certain locations financing also can be used for electric vehicle charging stations, seismic upgrades and hurricane protection. Literally thousands of products and services, along with associated installation costs, qualify for the program. The most commonly financed projects are solar systems, heating and air conditioning systems, windows, doors, roofing, insulation and duct work, pool pumps, water heaters, and water-saving measures.

## **What is the Golden State Finance Authority?**

The Golden State Finance Authority (GSFA) is a California public entity and agency formerly known as California Home Finance Authority (CHF). As a joint powers authority formed under California state law, GSFA has the power to form PACE special districts consisting of member counties and cities that unite to fulfill authority goals. By the unanimous vote of its 33 member counties the GSFA Board of Directors formed the statewide PACE district through which YgreneWorks operates.

## **What is Ygrene Energy Fund?**

Ygrene is a private company based in Santa Rosa, California. The firm operates in several states, offering property tax secured financing that allows owners to fund environmentally beneficial improvements to homes, commercial and agricultural properties.

## **Why are GSFA and YEF offering YgreneWorks?**

There are many advantages that accrue from the statewide scope of YgreneWorks. With GSFA as the sponsor, cities and counties can achieve the many benefits of PACE—economic development, job creation, sustainability goals—without taking on the district formation and administration oversight associated with operating a PACE district. For property owners, especially larger commercial participants, the potential for improving their facilities throughout the state while utilizing a single financing program is very attractive. Contractors appreciate the ability to bring YgreneWorks financing to customers throughout their operating territories. The structure is a win-win for all.

## **How does YgreneWorks benefit my community?**

YgreneWorks allows your city or county to bring best-in-class PACE financing to its constituents by providing 100 percent, no money down project funding with some of the lowest rates and fees to residential, multifamily and commercial property owners. Not only does YgreneWorks ensure property owners have greater choice in energy efficiency and water conservation financing options, it also generates more local green jobs, stimulates local economies and helps achieve mandated CO2 reduction targets, producing and a safer, healthier environment for everyone.

### **Is it easy to join YgreneWorks?**

Yes. Joining YgreneWorks is simple. There are no costs, no ongoing staff time, and no legal or financial risks to your community. By offering YgreneWorks to your constituency, you make available the most flexible and affordable PACE program available. The community will benefit from new jobs, increased economic activity, reduced energy and water use and achieve sustainability goals.

### **My community already has PACE financing, so why should we add YgreneWorks?**

Expanding the number of PACE programs in your community increases competition among providers, which ensures your constituents have access to the lowest rates and fees, the longest terms and other features and benefits you would not otherwise receive if the provider pool were limited. Ygrene is the only PACE provider offering 100% financing for all eligible property types—residential, multifamily, commercial, industrial and agricultural.

### **My jurisdiction is not a member of GSFA. Do we have to join GSFA to participate in YgreneWorks?**

If your county is not a member or associate member of GSFA, the opt-in resolutions passed by your Board of Supervisors will include associate membership in GSFA. Similarly, for cities that are not already members of GSFA, the opt-in resolutions passed by your City Council will include associate membership in GSFA. There is no cost in either case.

### **What is the process for my community to join the YgreneWorks program?**

Joining YgreneWorks is fast and simple. The resolutions necessary to opt-in to the program can be approved at a single City Council or Board of Supervisors meeting and, if desired, included on your consent agenda. GSFA and Ygrene will provide samples of all required documents including sample staff reports and resolutions. Call **707-236-6655** to speak with a Ygrene government relations representative who will walk you through the process.

### **Is taxpayer money used to fund YgreneWorks?**

No. YgreneWorks does not rely on or use any public funding. Ygrene's financial partners provide all project funding for the program.

### **How quickly can the YgreneWorks program be up and running in my community?**

YgreneWorks can start operating in your community soon after your Board or Council approves the program. The program can launch within one week of your approval.

### **Can our city or county work with YgreneWorks to develop a program tailored to our community?**

Yes, we work with local partners to understand how your community is unique and welcomes your suggestions for how we can best reach your constituents. Program materials can be cobranded with your city or county, and communities can include program information on their websites and other pertinent materials. YgreneWorks is easily integrated with other energy efficiency and water conservation programs and utility rebate programs.

### **Are there any costs or risks to my community by participating in YgreneWorks?**

No. There is zero cost and no legal or financial risk to your city or county as a result of offering YgreneWorks in your community. Ygrene pays all costs of program administration, staffing, and marketing, and provides all project funding. No taxpayer funds of any kind are involved. Only those owners who voluntarily elect to utilize YgreneWorks to finance improvements to their property incur any costs.

### **How much staff time is required for my community to join the program, and what are our obligations after the program launches?**

YgreneWorks is designed to provide a true turnkey operation with no ongoing administrative responsibilities for your city or county staff. GSFA and Ygrene provide sample reports and opt in resolutions for use by staff in putting the item before your City Council or Board of Supervisors. Once YgreneWorks is operating in your community, Ygrene administers all aspects of the program.

*Some of this content is specific to the California market only. For questions about Florida, Georgia or other states, please call 707.236.6655.*

# Multifamily Properties Case Study



## Sandpiper Apartments Sacramento, CA

### Energy Efficient Windows, Sliders and LED Lighting

Sandpiper Apartments, an 80-unit private, gated apartment community on three acres just outside of the city center, wanted to lower their utility costs, maximize rents with no capital outlay, and provide tenants a more comfortable living environment. With the flexibility of Ygrene's property assessed clean energy (PACE) financing, Sandpiper is now targeting a 21% reduction in annual energy costs.

## About YgreneWorks

YgreneWorks™ provides zero down, 100% PACE financing for energy efficiency, renewable energy, water conservation and, in certain locations, electric vehicle charging stations and seismic upgrades.

With no capital outlay, no guarantors, no financial review, low, fixed payments and terms up to 30 years, loans are repaid through a special assessment on your property taxes that may be transferable upon sale or refinance.

Increase the value of your multifamily property, save money and energy, and create a safer, healthier and more attractive environment for your tenants. Put YgreneWorks to work for you.



Clean energy upgrades financed through Ygrene—the leading commercial and multifamily PACE provider in the U.S.

**A \$136,000 project  
targets annual energy  
savings of 21%.**

# Create Your High Performance Commercial/Multifamily Building

- Improve Energy Efficiency
- Leverage Off Balance Sheet Capital
- Enhance Property Value
- Maximize Net Operating Income (NOI)
- Boost Occupancy and Lease Rates with a "Green Building"
- Enjoy Nonrecourse Financing



## Property Types

- Office
- Retail
- Multifamily
- Mixed Use
- Warehouses
- Flex Space
- Mills
- Light Industrial
- Power Plants
- Agricultural



## Save Money. Save Energy.

### Benefits of YgreneWorks PACE Financing

- Retain capital with 100% project financing of eligible improvements with fixed terms up to 30 years
- Improve property cash flow and value with zero cash outlay
- If property is sold, property tax assessment may be transferable to the new owner upon sale
- Off balance sheet, property tax-based financing may result in improved tax treatment
- Special tax can be passed through under most net leases
- Special assessment appears on property taxes, potentially enabling property owners to expense the entire amount, including principal and interest

### Eligibility Criteria

- Mortgage and property taxes current at approval
- No involuntary liens on the property
- Not in bankruptcy
- No personal guarantees, covenant requirements or review of financials needed to qualify



# Commercial Properties Case Study



## Sacramento Metro Center, Sacramento, CA

### Chiller, Cooling Tower & Water Treatment System

The Sacramento Metro Center is currently the second largest PACE project in United States history. More than \$3 million was financed, resulting in \$140,000 in annual energy savings—a 27 percent reduction.

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