



MEMORANDUM

To: California Energy Commission and Public Utilities Commission
From: Opinion Dynamics
Date: February 13, 2026
Re: BUILD Participant Project Completion Survey Analysis Memo

INTRODUCTION

Opinion Dynamics is the developmental evaluator for the Building Initiative for Low Emissions Development (BUILD) Program, utilizing the Whole Independent Systems Evaluation™ (WISE™) approach.¹ The BUILD Program is an \$80 million decarbonization program that encourages the design and construction of new all-electric homes.

This memo presents the evaluation approach, methods, and results of the BUILD project completion survey, which is a component of the overall BUILD process evaluation. The project completion survey was administered to all BUILD participants who reached the third (and final) stage of program participation on an ongoing basis. The following sections provide a high-level summary of program implementation, detail our process evaluation approach and methods, and report evaluation results, including findings and recommendations. While this memo focuses on the BUILD project completion survey, additional insights drawn from the broader BUILD process evaluation are integrated throughout as appropriate.²

PROGRAM DESCRIPTION

The BUILD Program is funded through the greenhouse gas (GHG) emission allowances directly allocated to gas corporations under the California Cap-and-Trade Program administered by the California Air Resources Board (CARB). To comply with CARB regulations regarding these funds, participation in the BUILD Program is limited to projects residing within a gas investor-owned utility (IOU) service territory, and funds must be spent proportionally across service territories from which those funds are derived. All program funding is directed toward new low-income housing. The BUILD Program is supervised by the California Public Utilities Commission (CPUC) and administered by the California Energy Commission (CEC).

The BUILD Program incentivizes the construction of new residential housing that utilizes near-zero-emission building technologies, significantly reducing GHG emissions compared to traditional mixed-fuel buildings.³ Only building owners, developers, tribal governments, nonprofits, and tribal organizations are eligible to apply for BUILD incentives. Each eligible participant can receive up to \$2 million in incentives, not including the New Adopter award. Applicants can have

¹ [WISE - Opinion Dynamics](#)

² Previous BUILD process evaluation activities included program staff interviews, review of program materials, periodic status calls, participant interviews, and a program tracking data analysis.

³ See Senate Bill (SB) 1477 (Stern). Accessible at: <https://legiscan.com/CA/text/SB1477/id/1819922>

multiple projects participating in BUILD, but the \$2 million cap then applies to the sum total of incentives across all their participating projects. Eligible applicants must demonstrate that their project will result in at least a five percent reduction in residents' utility bills compared to mixed-fuel homes.⁴ As described in the BUILD Program Guidelines,⁵ the BUILD Program offers the following incentives:

- **Base GHG incentive:** Base electrification incentive calculated as \$150 per metric ton of avoided GHG emissions. Emissions are calculated for whole-building GHG performance modeling using the CEC's California Building Energy Code Compliance (CBECC) software as compared to the Energy Code standard design for that building.
- **Building Efficiency incentive:** Projects built to achieve efficiency beyond the applicable energy code, using the performance method specified by the Residential and Nonresidential Alternative Calculation Method Reference Manuals, will receive an additional incentive of up to \$1,000 per bedroom.
- **Incremental PV incentive:** An incentive per watt of additional PV installed (beyond what is required by the applicable energy code) for the purposes of meeting the BUILD modeled resident energy cost requirement. This incentive will not be provided for PV installed to meet the energy code or for additional PV beyond what is required to meet the modeled resident energy cost requirement.

The PV must be assigned to residents either through a virtual net energy metering (VNEM) agreement, connection of the PV systems to individual meters connected to PV systems, or a measure installation and a rental/lease agreement provision/addendum template. The agreement provision must be added for all units subject to BUILD Program affordability requirements and will provide the monetary value of the PV credit as a utility rent/lease credit for no less than five (5) years (if the project is located in a utility service territory without a VNEM or equivalent program.)

- **Kicker incentives:** The program provides kicker incentives for specific high-efficiency technologies, including smart thermostats, JA-13 compliant heat pump water heaters (HPWHs), use of equipment with low global warming potential (GWP) refrigerants,⁶ induction cooktops, heat pump clothes dryers (HPCDs), on-site energy storage, and electric vehicle supply equipment (EVSE).As the BUILD Program Guidelines (Second Edition) specify, kicker incentives are provided for specific technologies that further reduce GHG emissions, yet are not captured in modeled GHG reduction calculated using the CBECC energy modeling software.
- **New Adopter Design Award:** The program offers a New Adopter Design award of up to \$100,000 to eligible applicants who have never received a permit to develop and construct an all-electric residential building in California. The New Adopter award does not count toward a recipient's \$2 million total incentive cap.

The BUILD participation process has three steps: the optional design reservation phase (Step 1), the construction reservation phase (Step 2), and the project completion phase (Step 3).⁷ A project that does not yet have a building permit at the time of application will first apply for a design reservation and then proceed to a construction reservation after obtaining its building permit. A project with a building permit (but no certificate of occupancy) at the time of application will be eligible to apply for a construction reservation directly. A project that has received a certificate of occupancy is not eligible for a BUILD Program incentive. Technical assistance, which is discussed in detail below, is

⁴ According to the BUILD Program Guidelines, Chapter 2, Section A.6, to comply with PUC Section 921.1 (d)(3), "eligible applicants must demonstrate that the project will result in at least a 5 percent reduction of modeled residents' utility cost savings in the first year of building occupancy."

⁵ Antonio, Marites, Erica Chac, Adriana Dominguez, Larry Froess, Calleigh Turner, and Steven Van. January 2025. Building Initiative for Low-Emissions Development Program: Guidelines Second Edition, California Energy Commission. Publication Number: CEC-300-2024-022-CMF. <https://efiling.energy.ca.gov/GetDocument.aspx?tn=262399&DocumentContentId=98932>

⁶ In the Second Edition of the BUILD Program Guidelines the CEC noted the lower-GWP (GWP<750) incentive is subject to change starting on January 1, 2026 pursuant to CPUC Rulemaking 19-01-011.

⁷ Ibid.

available to applicants prior to achieving a design or construction reservation and during the design and construction reservation phases.

The BUILD incentive application process involves the submission of several required building design documents in addition to modeling tools outlined below:

- **BUILD Calculator (optional for Step 1 New Adopters):** The BUILD Calculator estimates the total incentive that a project may receive through a simplified calculator based on CEC staff analysis. The incentive amount calculated using the BUILD Calculator is only an estimation of the incentive the applicant will receive. Applicants may use this calculator to estimate their potential incentive in Step 1 (design reservation) of the BUILD Program. It does not require the applicant to have completed any energy modeling of the project. Therefore, it is a simpler and more accessible option for Step 1 participants who may not have the detailed information on their project available to complete the more detailed Custom Path Tool. All participants applying in Step 1 must submit either a BUILD Calculator or a Custom Path Tool. As of the issuance of the second edition of the BUILD program guidelines, the BUILD Calculator path is only available to participants eligible for the New Adopter Award.
- **Custom Path Tool (CPT) (required for Steps 2 and 3, optional for Step 1 New Adopters):** Unlike the BUILD Calculator, the CPT is a required portion of the BUILD application. The CPT draws on energy model outputs to determine whether a project's building design meets the modeled resident utility cost savings requirement and calculates the incentive amount the project will receive. This tool is required to be completed in Step 2: Construction Reservation and Step 3: Project Completion. It is optional in Step 1: Design Reservation participants who are eligible for the New Adopter Award but required for all other applicants.

BUILD is designed to accommodate the complex and dynamic low-income housing market by offering progress payments on anticipated final incentives. These progress payments can then be used by participants to cover costs incurred during the planning and construction of an eligible building. Specifically, at Step 2: Construction, one quarter (25%) of the Base Incentive can be obtained upon submission of a building permit, and an additional 50% upon proof of foundation pour.

The BUILD Program offers standalone technical assistance to eligible applicants through the BUILD Technical Assistance Provider (TAP). Applicants who receive technical assistance are not required to apply for a BUILD incentive. Additionally, those receiving a BUILD incentive are not required to apply for technical assistance. Each eligible applicant can be approved for up to 300 hours of technical assistance. Applicants may apply for technical assistance at any time during their participation in the BUILD Program.

Technical assistance supports project planning and educates developers, architects, builders, contractors, and other stakeholders about all-electric technologies and building design. The primary goal is to engage with new construction market actors to raise awareness of building decarbonization technologies and encourage them to design, develop, and build all-electric new construction. The BUILD TAP also provides applicants with information about and assistance with the incentive application process. The BUILD TAP is led by the Association for Energy Affordability (AEA) with TRC providing marketing, outreach, and application support.

EVALUATION OBJECTIVES

The project completion survey covers satisfaction with program design and implementation, participant feedback on the usefulness of technical assistance, the impact of participation on building design and equipment installations that

further reduce GHG emissions, and the expected building operating costs to satisfy BUILD Program guideline Step 3 requirements.⁸

Key objectives of the BUILD Program process evaluation covered in the project completion survey are:

- Assess the effectiveness of the BUILD Program in promoting sustainable building practices, particularly regarding all-electric construction and high efficiency all-electric measures.
- Measure the impact of technical assistance provided by the BUILD Program on project planning, design decisions, and applicant satisfaction.

EVALUATION APPROACH AND METHODS

The process evaluation of the BUILD Program includes program staff interviews, program materials review, periodic status calls, participant interviews, a tracking data analysis, and a participant project completion survey. This memo only includes data gathered from the participant project completion survey. These activities are summarized in Table 1 and the sections that follow. As of the completion of the process report, an insufficient number of applicants had submitted the project completion survey, which was insufficient for analyzing the results at that time. Thus, those results are included in this memo.⁹

Table 1. Summary of BUILD Process Evaluation Activities

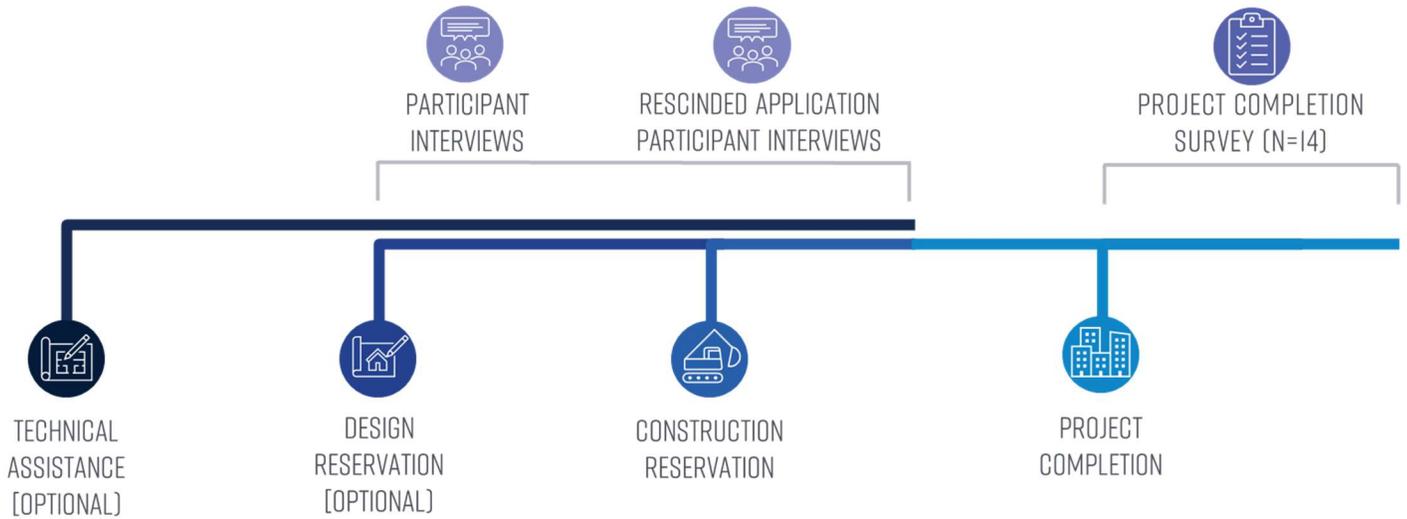
Evaluation Activity	Details
Periodic Status Calls <i>(Previously Reported)</i>	Periodic status calls with the implementation team to discuss program activities, updates, and evaluation activities.
Participant Interviews <i>(Previously Reported)</i>	In-depth interviews with program applicants focused on the participation experience in both the incentives and technical assistance tracks, recommendations for process improvements, the impact of the program on project design, and the usefulness of technical assistance.
Tracking Data Analysis <i>(Previously Reported)</i>	Review and analysis of the BUILD Program tracking data, including incentive application and technical assistance tracking data, to calculate descriptive statistics of the population, highlight common characteristics of applicants, and identify trends. Data compiled from these reviews also helped to develop samples for participant outreach.
Project Completion Survey	Fielded at participant project completion. A web survey covering satisfaction with program design and implementation, the usefulness of different aspects of technical assistance, and the expected impact on building operating costs. Fielding occurred on an ongoing basis, from January 2024 through September 2025. Primary BUILD project contacts (builders/developers) were surveyed on an ongoing basis as their projects.

Figure 1 provides a visual depiction of the BUILD Program participation process and illustrates where participant primary data collection occurs. The project completion survey is conducted once an applicant has reached Step 3 of the participation process.

⁸ The first edition of the BUILD Program Guidelines included a requirement that applicants submit a “[d]escription of the applicant’s benefits from participating in the BUILD program, for example: knowledge or soft cost benefits from technical assistance, education and training for applicants’ staff, improved design and equipment installations that further reduce GHG, anticipated lower operating costs of the building.” This requirement was removed when the BUILD Program Guidelines, Second Edition, was developed.

⁹ BUILD Program Process Report. Opinion Dynamics. June 27, 2025. Accessible here: https://www.calmac.org/publications/EM&V_BUILD_Process_Report_FINAL.pdf

Figure 1. BUILD Incentive Program Participation Process and Participant Primary Data Collection



The evaluation team surveyed a total of 12 participants across 14 projects from January 2024 to September 2025. Participants were surveyed after their project had reached Step 3 in the BUILD Program process. This represents all projects completed in this timeframe. Most projects that completed the survey were low-rise multifamily projects (9 of 14), although a few single family (3 of 14) and mid-rise multifamily (2 of 14) projects also completed the survey. The majority (13 of 14) of projects received an incentive for installing incremental PV, and most (10 of 14) received at least one kicker incentive. The most common kicker incentive by far was JA-13 compliant HPWHs (9 of 14), although two projects also installed smart thermostats.

RESULTS

In the section below, we summarize findings on program delivery and program impact. The full survey instrument is provided in Appendix A.

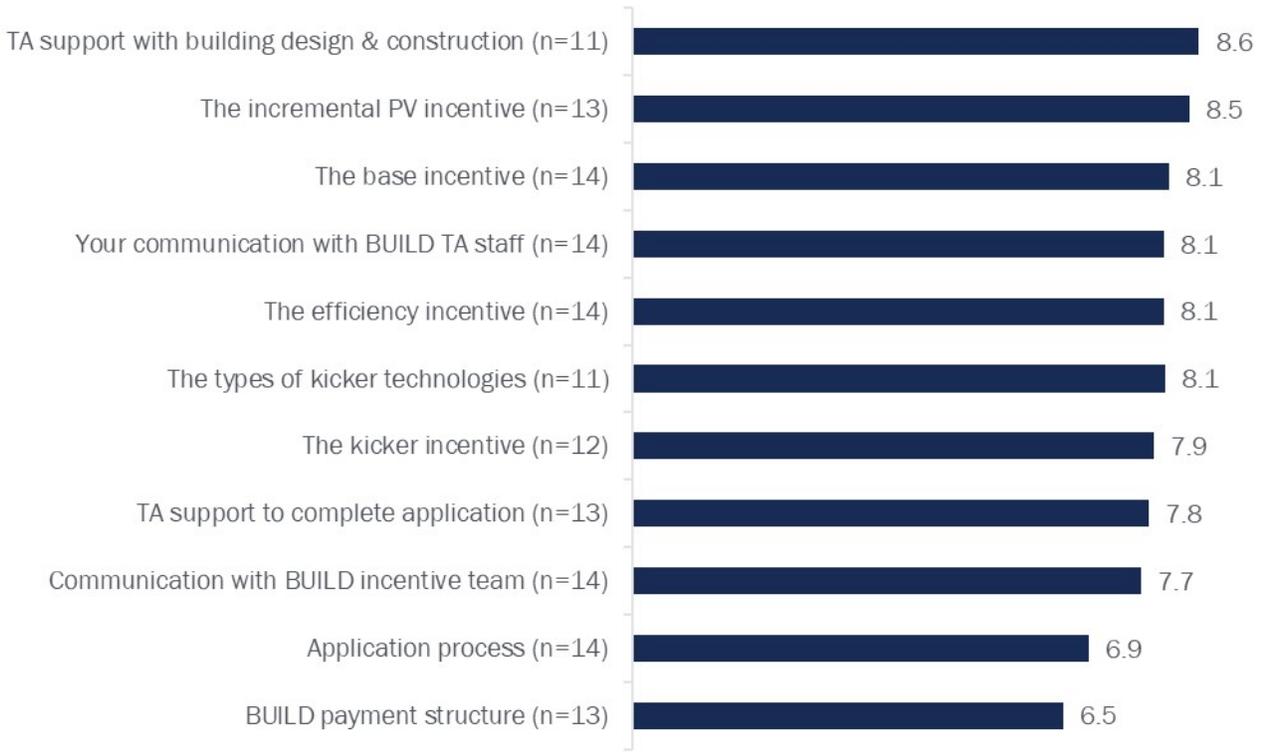
PROGRAM DELIVERY

Program Satisfaction

Respondents rated their satisfaction with technical assistance support for building design and construction the highest (8.6 average rating, on a scale from 0 to 10 where 0 is “Not at all Satisfied” and 10 is “Extremely Satisfied”), while the lowest-rated program components were the payment structure and application process (average scores of 6.9 and 6.5, respectively) Notably, this aligns with the findings of the BUILD process report.

Figure 2 shows the average satisfaction rating for each BUILD program component, as reported by respondents.

Figure 2. Average Satisfaction Rating of BUILD Components



Respondents who were not fully satisfied with a program component (i.e., provided a response of less than seven) provided the following recommendations regarding how that component could be improved or what they would like to change, grouped by theme:

- **Incentives and payments.**

- Respondents suggested increasing the base GHG incentive (1 mention), the efficiency incentive (1 mention), and the kicker incentives (1 mention), as well as increasing the number of technologies for which kicker incentives are offered (1 mention).
- Respondents recommended making the payment process faster and clearer (3 mentions), allowing wired payments (1 mention), and not withholding payment based on survey completion (3 mentions).

- **Application and participation process**

- Respondents recommended providing clearer instructions with examples, a step-by-step guide, and better coordination among staff, consultants, and administrators regarding application submissions (5 mentions)
- Respondents recommended providing faster and more responsive technical assistance with the application (3 mentions), and, more generally, respondents recommended assigning a consistent point of contact and dedicated technical assistance staff to each project to provide clear guidance (6 mentions)
- Respondents recommended fixing the application portal issues and improving review processes to limit unnecessary resubmissions and slow correction requests (10 mentions)

- Respondents suggested improving coordination with parties outside the CEC, like with Opinion Dynamics on the completion survey and the technical assistant provider on the energy model reviews, to prevent delays and reduce overall processing time (5 mentions)

Program Requirements

On a scale from 0 to 10, where 0 is “Very Difficult” and 10 is “Very Easy”, respondents provided an average rating of 6.2 when asked how easy or difficult it was to meet the BUILD program requirements. When asked to elaborate on which requirements were difficult to meet, respondents mentioned several challenges, including:

- Navigating the program portal and providing the required forms/documentation/invoices (6 mentions)
- Meeting specific equipment requirements such as heat pump water heaters and the PV needed for the VNEM agreement (2 mentions)

These finds are supported by the BUILD Process Report, which found that most respondents reported some difficulty completing the BUILD incentive application, and that almost all respondents noted that the application correction process took significant time, and the application itself required significant project documentation to complete.

Participant Recommendations

When considering the program as a whole, respondents most frequently recommended that the BUILD program provide clearer instructions on the participation requirements at each stage (5 mentions), additional application support (5 mentions), and clear instructions on how to revise rejected applications (4 mentions). Respondents also recommended encouraging early engagement with technical assistance (2 mentions) and updates to the application portal (2 mentions).

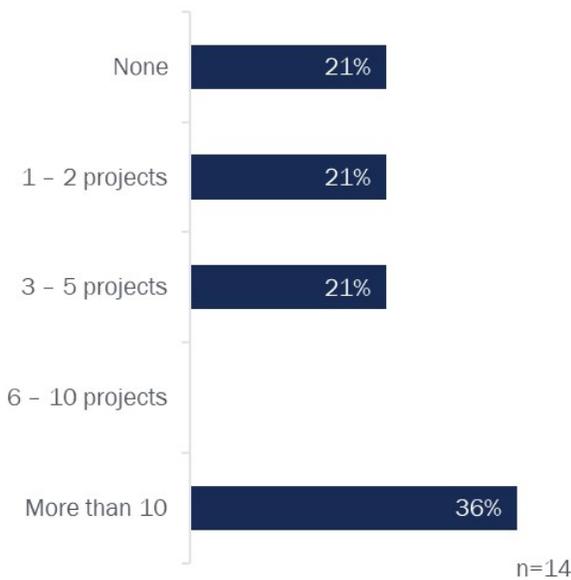
PROGRAM IMPACT

All-Electric Experience

Most participants are either relatively new to all-electric residential new construction, having completed two or fewer all-electric projects prior to BUILD participation (9 of 14, or 64%), or very experienced in those projects, having completed more than 10 projects prior to BUILD participation (5 of 14, or 36%).

Figure 3 summarizes the approximate number of all-electric residential new construction projects respondents had completed prior to participating in the BUILD program.

Figure 3. Approximate Number of All-Electric Residential New Construction Projects Prior to BUILD



Design Impact

Almost one third (4 of 14 respondents) indicated that their project would have been designed or constructed exactly the same had they not participated in the BUILD Program. Among respondents who said their project would have been designed or constructed differently (n=10), the following themes emerged:

- Projects were already designed all-electric prior to BUILD engagement, so only very limited design changes would have occurred (4 mentions).
- BUILD drove the selection of more efficient equipment or pushed projects from gas to all-electric design (5 mentions).

Expected Operating Cost

Most respondents anticipate modest reductions in building operating costs attributable to their participation in the BUILD program. Similarly, respondents believe their building's operating costs will be somewhat lower than if they had constructed it as a dual-fuel building. The figures below summarize respondents' perception of the difference in operating costs of their building, as a result of changes made to their design due to the BUILD program (Figure 4), and compared to if they had built dual fuel (Figure 5).

Figure 4. Expected Operating Cost Difference of Building as a Result of BUILD Program Design Changes



n=14

Figure 5. Expected Operating Cost Difference of Building Compared to Dual Fuel



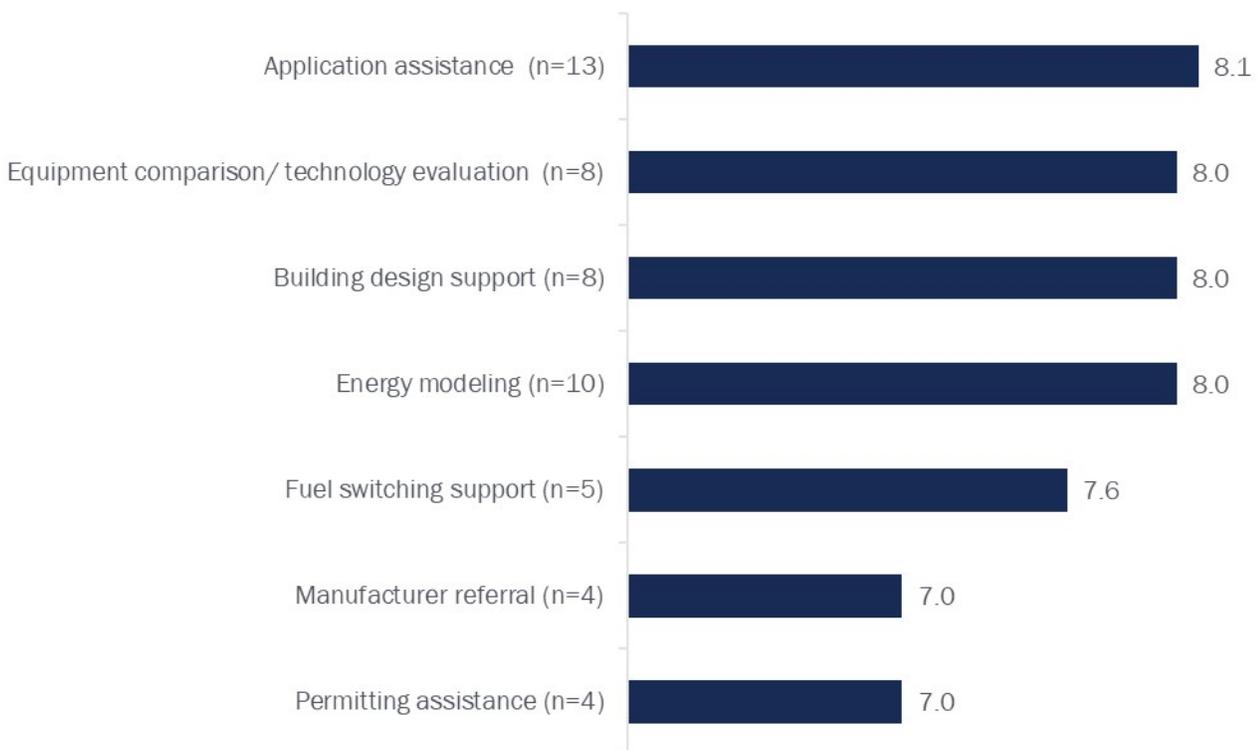
n=14

Program Components

Respondents rated application assistance as the most useful aspect of BUILD technical assistance for their projects, with an average score of 8.1 on a scale from 0 to 10 (where 0 is "Not at all Useful" and 10 is "Extremely Useful"). Equipment comparison/technology evaluation, building design support, and energy modeling were also highly rated, each receiving an average score of 8.0. In contrast, the lowest-rated aspects of technical assistance were manufacturer referrals and permitting assistance, which both received an average score of 7.0. However, it's important to note that these latter aspects applied to only a minority of respondents (n=4).

Figure 6 shows the respondent rating of the usefulness of the different aspects of the BUILD technical assistance team.

Figure 6. Rating of Usefulness of Experience with Aspects of the BUILD TA team



When asked an open-ended question on what the most valuable part of BUILD program was for their project, respondents most often cited the technical assistance and support from TRC staff to be the most valuable aspect of

BUILD participation (7 mentions). Respondents also cited the value of the financial incentives (3 mentions), the knowledge gained for future projects (3 mentions), and improvements to building efficiency or all-electric design (2 mentions) as the most valuable aspect of BUILD participation.

Transfer of Learning

Almost two-thirds of respondents (eight of thirteen) reported applying what they learned through BUILD technical assistance to other projects. When asked how BUILD technical assistance influenced their other projects, one respondent provided following highlights:

“The guidance we received, particularly around cost-effective strategies for exceeding Title 24 requirements, integrating all-electric systems, and aligning with long-term decarbonization goals, has informed our design standards across our portfolio. For example, we’ve started incorporating early-phase energy modeling and all-electric feasibility assessments into our predevelopment workflow, even on projects that are not directly participating in BUILD.”

Another respondent noted:

“We are now designing all of our projects to be all electric.”

The vast majority of respondents (12 of 14) reported that their own and their staff’s knowledge of the benefits of all-electric residential building design had increased, ranging from a little to a lot, since participating in the BUILD program. On a scale from 0 to 10, where 0 is "Not at all Likely" and 10 is "Extremely Likely," respondents gave an average rating of 9.2 when asked how likely they were to recommend the BUILD program to other builders and developers.

When explaining their ratings, respondents highlighted:

- Valuable technical assistance (4 mentions)
- Well-structured and effective program (4 mentions)
- Appreciated the incentives to go all-electric (6 mentions)
- Program works best for certain project types (low-rise garden-style apartments with high roof-to-unit ratio) where it is easier to meet the program bill impact requirements by installing additional solar PV (1 mention)

One respondent provided a likelihood rating of one out of ten, explaining that they were dissatisfied with the program rollout and felt that the amount of staff time required over the past two years was not worth the rebate received.

FINDINGS AND RECOMMENDATIONS

The evaluation team offers the following findings and recommendations based on the project completion survey results.

- **Finding:** Respondents overwhelmingly indicate they would recommend BUILD to other builders and developers, and the majority report applying what they have learned from BUILD technical assistance to other projects.

- **Finding:** Over two-thirds of respondents (10 of 14) reported that the BUILD Program influenced their project’s design or construction. However, nearly half of these ten projects noted that the program had minimal impact on design decisions and did not affect their choice to pursue all-electric construction. Most respondents (13 of 14) received an incremental PV incentive, indicating they were required to install additional photovoltaic capacity beyond code requirements to meet BUILD’s expectation of at least a five-percent reduction in tenant energy bills.
- **Recommendation:** Encourage participation in BUILD technical assistance early in a project’s design process. Technical support from the BUILD technical assistance provider is highly rated by respondents. By engaging in a project early in the design process, BUILD can influence the design as it is being developed and help more projects meet the tenant bill reduction requirement through increased building efficiency, rather than relying on additional PV. Alternatively, policymakers should consider if a bill reduction requirement is appropriate for a building decarbonization program if the end result is merely additional rooftop PV and a transfer of PV benefits from building operators to tenants.
- **Finding:** Respondents provided the lowest satisfaction ratings for the BUILD application process and payment processing components. Furthermore, respondents provided mixed feedback on the difficulty of meeting program requirements
- **Recommendation:** Provide clear guidance throughout the program by offering straightforward instructions and resources at every stage of the BUILD process. Improve coordination among staff, consultants, and administrators regarding application submissions. Respondents also suggested fixing the application portal issues, however we should note the BUILD program implementation team launched the BUILD Online claims process in late 2024, which represents a significant improvement over the initial processing platform. Given the timing of this survey, it is likely most respondents initially applied to BUILD under the prior application system.
- **Finding:** Respondents most often cited issues with the application review portal and slow review times for corrected applications as the primary reasons for their low satisfaction scores.
- **Recommendation:** Fix application portal issues and bugs, shorten review times, and provide quick and complete feedback and corrections on the application to make the process more efficient and reduce the required administration hours of project teams.

APPENDIX A. SURVEY INSTRUMENT



BUILD PROGRAM

PROJECT COMPLETION SURVEY

INSTRUMENT INFORMATION

TABLE I. OVERVIEW OF DATA COLLECTION ACTIVITY

Descriptor	This Instrument
Instrument Type	Survey
Estimated Time to Complete	10 minutes
Population Description	Participants in the BUILD program who are in the process of project closeout.

TABLE 2. RESEARCH OBJECTIVES AND ASSOCIATED QUESTIONS

Research Objective	Associated Section
Understand participants satisfaction with various aspects of the BUILD program	Program Delivery
Gather information about participant recommendations to improve the BUILD Program	
Understanding what aspects of the BUILD program were the most influential in participant's building design; how did the design of the program change due to program intervention?	Program Impact
Understanding expectations regarding operating costs	
Impact of the program on participant knowledge of all-electric design & construction	
Participant application of knowledge from TA on other projects	
Understanding how participant's knowledge changed from prior to receiving Technical Assistance to after receiving Technical Assistance	Closing
If the participant would recommend BUILD Program participation	

TABLE 3. VARIABLES FOR PROGRAMMING

Variable	Variable Description
TA	Participant received technical assistance
Project Name	The name of the project that received incentives
Kicker	Participant received kicker incentives
NA	Participant received a New Adopter Design Award

INSTRUMENT

INTRODUCTION

Thank you for participating in our survey of businesses who have participated in the BUILD program. Your responses will be used to satisfy BUILD Program project closeout requirements for the <PROJECT NAME> project and will also help the California Public Utilities Commission (CPUC) and California Energy Commission (CEC) better tailor this program to fit the current and future needs of businesses like yours.

Your individual responses will be confidential and will only be shared in aggregate or otherwise anonymized.

This survey should take about 10 minutes to complete.

PROGRAM DELIVERY

Q1. On a scale from 0 to 10 where 0 is “Not at all Satisfied” and 10 is “Extremely Satisfied”, how satisfied are you with each of the following elements of the BUILD Program?

0 – Not at all Satisfied	1	2	3	4	5	6	7	8	9	10 – Extremely Satisfied	Not Applicable

- a) The application process
- b) The base incentive amount (*The base GHG incentive is calculated at a flat rate per metric ton of avoided GHG emissions.*)
- c) The efficiency incentive amount (*An additional incentive for high-efficiency buildings based on expected performance above building code.*)
- d) The incremental PV incentive (*Incentive for additional PV installed beyond the Energy Code if used to meet the modeled resident utility cost requirements*)
- e) The kicker incentive amounts (*Incentives for specific technologies*)
- f) The types of technologies kicker incentives were offered for
- g) **[DISPLAY IF NA=1]** The New Adopter Design award that you received (*The New Adopter Design Award provides an eligible applicant constructing their first all-electric, low-income multifamily building with up to \$100,000 design award to defray direct design costs*)
- h) **[DISPLAY IF TA= 1]** The technical assistance received to complete the application
- i) **[DISPLAY IF TA= 1]** The technical assistance received to help in building design and construction
- j) **[DISPLAY IF TA= 1]** Your communication with BUILD technical assistance staff
- k) Your communication with BUILD incentive staff
- l) The BUILD payment structure and payment process

Q2. **[ASK if Q1a<7]** What about the **application process** could be improved?

- 0. [OPEN END]

- Q3. [ASK if Q1b <7] What about the **base incentive** amount could be improved?
0. [OPEN END]
- Q4. [ASK if Q1c <7] What about the **efficiency incentive** amount could be improved?
0. [OPEN END]
- Q5. [ASK if Q1d <7] What about the **incremental PV incentive** amount could be improved?
0. [OPEN END]
- Q6. [ASK if Q1e <7] What about the **kicker incentive** amounts could be improved?
0. [OPEN END]
- Q7. [ASK if Q1f <7] What additional technologies would you have liked to see the BUILD Program offer kicker incentives for installing?
0. [OPEN END]
- Q8. [ASK if Q1g <7] What about the **New Adopter Design award** amount could be improved?
0. [OPEN END]
- Q9. [ASK if Q1h <7] What additional technical assistance support would have been helpful while completing your application?
0. [OPEN END]
- Q10. [ASK if Q1i <7] How could the technical assistance that you received to help in building design and construction be improved?
0. [OPEN END]
- Q11. [ASK if Q1j <7] How could communications with BUILD **technical assistance staff** be improved?
0. [OPEN END]
- Q12. [ASK if Q1k <7] How could communications with BUILD **incentive staff** be improved?
0. [OPEN END]
- Q13. [ASK if Q1l <7] How could the payment structure or payment process be improved?
0. [OPEN END]
- Q14. On a scale from 0 to 10 where 0 is “Very Difficult” and 10 is “Very Easy”, how easy or difficult was it to meet the BUILD Program requirements?

0 – Very Difficult	1	2	3	4	5	6	7	8	9	10 – Very Easy

- Q14A. Which, if any, of the BUILD Program requirements were difficult to meet?
0. [OPEN END]

97. None

PROGRAM IMPACT

Q15. Before participating in the BUILD Program, approximately how many all-electric residential new construction projects has your organization been involved with?

1. None
2. 1 – 2 projects
3. 3 – 5 projects
4. 6 – 10 projects
5. More than 10

Q16. How, if at all, would the project have been designed or constructed differently had you **not participated** in the BUILD Program?

0. [OPEN END]
97. The project would have designed/constructed **exactly the same**

[ASK IF TA=1]

Q17. How useful did you find each of the following aspects of your experience with BUILD **technical assistance** for your project? [SHOW TABLE FOR EACH]

0 – Not at all Useful	1	2	3	4	5	6	7	8	9	10 – Extremely Useful	Not Applicable

1. Energy modeling
2. Building design support
3. Equipment comparison/ technology evaluation
4. Application assistance
5. Permitting assistance
6. Fuel switching support
7. Manufacturer referral
0. Other, please specify: [OPEN END]

[ASK IF TA=1]

Q18. Have you applied anything that you learned through BUILD technical assistance to other projects?

1. Yes
2. No

[ASK Q17A IF Q17=1]

Q18A. How has BUILD technical assistance influenced your other project(s)?

0. [OPEN END]

Q19. How has your and your staff’s knowledge of the benefits of all-electric residential building design changed due to your participation in the BUILD program?

1. No change
2. Increased a little

- 3. Increased moderately
- 4. Increased a lot

Q20. How do you expect the operating costs of this building to compare to a similar dual fuel building?

- 1. The building will be a lot more expensive to operate
- 2. The building will be somewhat more expensive to operate
- 3. No change in the expected operating costs of the building
- 4. The building will be somewhat less expensive to operate
- 5. The building will be a lot less expensive to operate

[ASK Q19A IF Q15<>97]

Q20A. Thinking of the changes that you made to your building design that were **specifically a result of the BUILD Program**, how do you expect those changes to affect the operating costs of the building?

- 1. The building will be a lot more expensive to operate
- 2. The building will be somewhat more expensive to operate
- 3. No change in the expected operating costs of the building
- 4. The building will be somewhat less expensive to operate
- 5. The building will be a lot less expensive to operate

Q21. Overall, what do you feel was the most valuable part of the BUILD Program for your project?

- 0. [OPEN END]

CLOSING

Q22. On a scale from 0 to 10 where 0 is “Not at all Likely” and 10 is “Extremely Likely”, how likely are you to recommend the BUILD Program to other builders/developers?

0 - Not at all Likely	1	2	3	4	5	6	7	8	9	10 - Extremely Likely

Q23. Why did you provide this rating?

- 0. [OPEN END]

Q24. Thinking about your experience overall, what recommendations do you have to improve the BUILD Program to better help it serve the needs of companies like yours?

- 0. [OPEN END]

CLOSING TEXT: Thank you for completing our survey about the BUILD program. Please print this page as confirmation that you completed the survey.

Project name: [PROJECT NAME]

BUILD ID: [SURVEY ID]