WestLight Energy Home Upgrade Program
Monthly Report for City of Menlo Park

Reporting Period: August 1, 2026 – August 30, 2026

Program Overview

WestLight Energy's Home Upgrade Full-Service Installation offers San Mateo County residents whole-home electrification installation services to replace gas appliances with efficient electric alternatives. WestLight Energy also has an emergency water heater replacement service administered jointly with Full-Service Installation. Income-qualified residents receive upgrades at no cost to them. Residents who are not income-qualified for no-cost upgrades receive installation services and WestLight Energy rebates and financing but have an out-of-pocket cost. The City of Menlo Park allocated funding to WestLight Energy's program to fund more income-qualified no-cost projects in Menlo Park, with a focus in Belle Haven. The program has been enrolling Menlo Park residents since September 2024.

The following memo includes details on WestLight Energy or WestLight Energy-contracted partner activities; it does not include activities by city staff. **Metrics below are for all Menlo Park income-qualified homes.** WestLight Energy will only invoice city for completed homes in Belle Haven as well as homes within the City's eligibility guidelines. The summary metrics below include all homes in Menlo Park. Homes that are not income-qualified for no-cost upgrades are not included.

General Updates

- **Permitting:** There are currently 25 projects in permitting. Contractors have reported delays, average approval duration is currently around 70 days.
- **Marketing:** WestLight Energy has stopped targeted outreach in the City of Menlo Park since there is enough projects in the pipeline to deplete the remaining CEC grant funds.
- **Knob & Tube:** WestLight Energy has updated its knob and tube (K&T) policy to allow homes where the K&T will not interfere with the project continue forward in the program. Most homes with knob and tube have been able to move forward in the program without a whole-home rewire. One home needed a partial re-wire to be able to install the electric equipment. Two homes are moving forward with a whole-home rewire to remediate the knob & tube to be able to install the electric appliances.
- **Rebate Adder:** Starting April 1, Menlo Park residents that install a heat pump water heater, heat pump HVAC, or a panel upgrade are eligible for an additional $1,500 rebate from the City of Menlo Park. 28 customers have been eligible for the rebate.
- **Solar & Storage:** There are currently five customers working with Haven for solar and storage systems to be installed now that their home electrification projects are completed. The first customer project has completed installation.

Participation Metrics – Full-Service Installation

Metric	August 2026	To Date
Applications Submitted	2	209
Home Assessments Completed	1	127
Signed Participation Agreements	5	102
Permits Submitted / Pending	6	25 pending
Installations Completed	4	50[1]
Fully Electrified[2]	2	17
Homes Invoiced	4	36

Participation Metrics – Emergency Water Heater Replacements

Metric	August 2026	To Date
Installations Completed	0	3
Homes Invoiced	0	3

Appliances Installed through Full-Service Installation

Metric	August 2026	To Date
HP HVAC	4	43
HPWH	3	36
Induction Cooking	2	24
Electric Dryer	3	26

- Metric Tons CO2e avoided per year from appliances installed to date[3]: 94.40

Self-Service Rebate Adder

Metric	August 2026	To Date
HP HVAC	14	27
HPWH	2	3
Panel Upgrade	1	2

Solar and Storage Installed

Metric	August 2026	To Date
Solar + Storage System	0	1
Battery Only Storage System	0	0

[1] Number of installations completed and number invoiced to the city do not match due to final paperwork being processed, homes in Menlo Park that are outside the City's eligibility, etc.
[2] While full home electrification is offered, customers choose to keep some gas appliances. Customers are required to electrify at least their water heater or space heater to participate.
[3] Based on WestLight Energy calculated values using US Energy Information Administration emissions factor and 2019 California Residential Appliance Saturation Study.

Marketing and Outreach Metrics

Metric	August 2026	To Date
Emails sent	0	6,497
Direct mail sent	0	3683
Canvassing – doors knocked on	0	1,646
Other	0	Belle Haven workshops – 155 attendees

Budget Overview

Task	Total Budget ($)	Invoiced ($) August 2026	Invoiced ($) To Date	Remaining ($)
Task 1 – Program Set Up. Invoiced upon Task 1 completion.	$8,000	$0	$8,000	$0
Task 2 – Administrative Reporting. $6,000 invoiced upon start of Task 2. $6,000 invoiced twelve months after start of Task 2.	$12,000	$0	$12,000	$0
Task 3 – Marketing and Outreach. $30,000 invoiced upon start of Task 3. $30,000 invoiced twelve months after start of Task 3.	$60,000	$0	$60,000	$0
Task 4 – Ongoing Program Implementation. Invoiced monthly upon start of Task 4. For installation costs, invoiced based on measures installed that month and fixed measure costs in WestLight Energy & Subconsultant contract. For customer management costs, invoiced based on $3,000 per home for homes completed that month.	$3,595,000	$149,920	$1,233,901	$2,361,099
Task 5 – Matching Rebate Program Invoiced $75,000 upon start of Task 5 including $5,000 for program set-up and $70,000 for matching rebate costs based on the amount WestLight Energy offers in rebate of each measure installed and $150 for WestLight Energy to retain per rebate application processed for customer management costs.	$75,000	$0	$75,000	$0
TOTAL	$3,750,000	$149,920	$1,463,821	**$2,211,179**