

**Awareness and Marketing**  
 (Through SEP 2/Green Packages, Utilities, Weatherization, Other Programs, Affinity Groups)

CSCDA Information (web site)

Customer Service Help Desk (Help Line)

Education Workshop (open attendance) Held at City Halls & other locations throughout the County

Project Review (45-minute scheduled appointment)

Completed Application Package

CSCDA Application (online); Fee Payment

Application Review (45-minute scheduled appointment)

Completed Application Package

CSCDA Review of Application

**Summary:**  
 -This diagram represents two pathways for residential and commercial property owners interested in project financing through CaliforniaFIRST.  
 -The self-service (yellow) path will be available to all.  
 -The SEP 1-funded (green) path for property owners who want direct technical assistance will be available to a limited number of customers depending on available funding. To qualify for individualized assistance, customers attend an overview workshop.  
 -Service utilization will be tracked in order to determine which services are most crucial in achieving widespread adoption.

CSCDA Approval

CSCDA Reservation of Funds

Customer Service Help Desk (Project Problem Solving)

Project Completion

Calls or site visit

CSCDA Funding