Low Income RFP Questions and Responses
6/26/2020

How EBCE will provide leads name: via email, file transfer, which format? Please share the data exchange format from 'Recurve platform'?

EBCE does not plan to share customer information, but will be willing to connect material developed by the implementor with target populations. If the implementer has a strong case for sharing customer information with the implementer directly, then EBCE could consider sharing customer information pursuant to verification that the implementer has sufficient data security provisions in place and execution of an NDA with the implementer. Customer data would be shared in a .csv format.

Please provide detailed information about 'Recurve Platform'? And if that's SaaS or on-prem application?

Recurve provides a software-as-a-service platform. The platform will be used to identify target customers and to measure energy savings. The measurements from the Recurve platform will be used to inform future program activities, not to verify performance of the project. Information about Recurve can be found here: https://www.recurve.com/ Please note that EBCE does not plan to provide implementers access to the Recurve platform.

What information EBCE will provide for each customer lead? What customer details are stored in 'Recurve platform'?

EBCE anticipates sharing marketing or enrollment materials developed by the implementer with targeted customer lists, as opposed to providing actual customer information with implementers.

The Recurve platform also provides the opportunity for implementing meter-based incentive programs. Can you clarify more about this?

Not applicable to this program. EBCE may use the Recurve platform for verifying savings for its own information and to inform future programs.

Is there any specific document format or template to be used to respond the RFP?

There is no specific format requested for responses.

Is 'Green Button' compliance vendor added advantage?
Green Button compliance does not add an advantage for this program.

**Is there requirement to store consumption 'meter' data? If so what the duration of data storage?**

This is not a program requirement.

**Any of the customer device like appliances and consumption patterns will be shared?**

EBCE will not be sharing customer consumption information with vendors, and does not plan to disaggregate appliance loads.

**Any of the feeder/circuit loading patterns will be shared? This might be used to see the customer peaks matching feeder peaks?**

EBCE does not have this information. As EBCE does not maintain transmission and distribution infrastructure, we do not capture value associated with these reductions.

**Any information about DR (Demand Response) program customers already participating will be shared?**

If the implementer receives permission from the customer to share information about the customers account and usage, EBCE will provide information about participation in other programs. Note, EBCE does not have visibility into PG&E program participation.

**Any information about which customers signed for paper bill vs ebill will be shared?**

EBCE has access to the bill modality, but not the payment mode.

**Are you going to provide the split between the electric and gas bills for customers?**

EBCE does not plan to share customer usage information with the implementer.

**Is EBCE looking for a minimum amount of energy reductions from an average customer. 5%? 10%?**

EBCE is not targeting a specific savings amount, but is looking at how well costs are balanced by savings and program benefits and how well the proposal meets the project objectives.

**Can Recurve/EBCE share meter data or would we have to go through utility authorization?**

The implementer would need to make a request for customer data through the Share my Data platform, and would be responsible for securing customer authorization for the data to be shared.

**Is safe to assume residential access to a computer?**
EBCE does not have information on the technology access of its customer base, but other records show that computer access may be limited in this demographic. Proposals should demonstrate a knowledge of the population to be served and include strategies for serving this population that are responsive to population opportunities and barriers.

**Is safe to assume there is the capacity to communicate to participants via email to share event notifications?**

Yes, though I would request an updated email from the customer during the enrollment process. The email on file with PG&E may not be the most up-to-date.

**Could behind the meter assets such as BESS be explored if costs could be offset entirely, or does the scope end at energy efficiency?**

The scope does not end at efficiency; if the proposal achieves the objectives of lowering customer bills and the secondary objective of achieving peak load reductions, it would be considered.

**Is there a standard methodology for determining baseline peak usage when determining peak reduction? (The scope of work I know is to include a detailed layout of the methodologies we will use)**

Yes. CalTRACK 2.0 Hourly methods will be used. Information on this methodology can be found here: https://www.caltrack.org/

**Is this limited to customers on the CARE plan?**

This program is targeted to CARE and CARE eligible customers; the objective of the program is to provide bill savings to impacted customers in a lower income bracket. If the implementer has another methodology or eligibility criteria to propose, EBCE would consider that.

**Will EBCE entertain proposals for joint marketing opportunities between EBCE and respondents to the solicitation?**

Yes. We're currently working on co-branded marketing campaigns with vendors for other programs.

**Can and will the Recurve platform be utilized to conduct measurement and verification analysis on a per-customer basis?**
Yes, though this will be performed at the end of the project. Therefore EBCE is looking for implementers to clearly state the methodology used to arrive at savings estimates for the program.

Can EBCE please provide additional details on its TOU rate implementation referenced in the RFP? When will the TOU rate launch?

EBCE is implementing residential TOU rates in partnership with PG&E. Residential customers will be moved to TOUC for generation and delivery at the same time. Residential TOU rates are available today for NEM, EV, and voluntary selection. Please see question 5 for default transition dates.

What is the anticipated percentage of residential customers on the CARE rate that will enroll in the TOU rate?

All customers have the option of declining to participate in the new TOU rate. We anticipate that most customers will transition to the new TOUC rate, including our CARE customers.

Will the TOU rate become the default rate?

Alameda County is currently scheduled to transition to TOUC in May 2021, San Joaquin County (Tracy) in November 2021.

New residential customers will default to TOUC in October 2020. (All dates subject to change by PG&E).

What are the on-, off-, and mid-peak hours (if applicable), and the corresponding rates?

Please see the tariff at https://www.pge.com/tariffs/assets/pdf/tariffbook/ELEC_SCHEDS_E-TOU-C.pdf. EBCE’s rates can be found at ebce.org/rates.

Does EBCE have contact information (e.g. email addresses) of customers on the CARE rate that it could provide to winning respondents?

Sharing email addresses depends on the type of confidentiality agreement signed. At this point, EBCE anticipates sharing marketing information from implementers directly with targeted customers.

How will EBCE be calculating energy savings for the program? Are you using Recurve for that as well, utilizing deemed savings values, or another method?

EBCE will be leveraging the Recurve platform to understand program impacts at the end of the program. CalTRACK 2.0 Hourly Methods will be used.
Is the program intended to be complementary and/or supplementary with other PG&E and EBCE programs? For example, could the administrator implement measures from the EBCE low income program and also implement measures from a PG&E program for which the customer qualifies?

EBCE would welcome implementers to leverage other programs, but would expect additional savings / benefits to be generated from EBCE's funding. Implementers should show the strategy for attributing savings to each program in their responses.

Is the $100K budget only for administering the program, or does that also include the cost for implementing treatments/measures in homes?

The $100k budget is comprehensive of all available funding, including incentives.

Will the contractor have the ability to chose which measures to install in customers homes or does EBCE have defined measures to install in customers homes?

The implementer should provide a list of measures in their response; EBCE is funding this program with electricity sale revenue and therefore is looking at programs that reduce electricity usage or promote fuel substitution. Measures that exclusively reduce natural gas consumption will not be eligible.