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STANLEY A. GILBERT, CLERK-RECORDER

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE ~~Joselyn Rodriguez~~
STATE OF CALIFORNIA

Order Instituting Rulemaking to Identify
Disadvantaged Communities in the San Joaquin
Valley and Analyze Economically Feasible
Options to Increase Access to Affordable Energy
in those Disadvantaged Communities.

R.15-03-010

SOUTHERN CALIFORNIA EDISON COMPANY'S (U338-E) 2020 ANNUAL
PROGRESS REPORT ON SAN JOAQUIN VALLEY PILOT PROJECTS

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Dated: December 21, 2020

Date removed from posting 01/30/2021

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PROGRESS REPORT ON SAN JOAQUIN VALLEY PILOT PROJECTS**

In compliance with Ordering Paragraph (OP) 15g of D.18-12-01, Southern California Edison Company (SCE) hereby submits the attached 2020 Annual Progress Report on San Joaquin Valley Pilot Projects.

Respectfully submitted,

ANNA VALDBERG
R. OLIVIA SAMAD

/s/ R. Olivia Samad

By: R. Olivia Samad

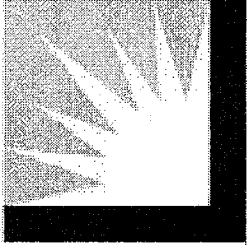
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December 21, 2020

Attachment A

SCE 2020 Annual Progress Report on San Joaquin Valley Pilot Projects



SOUTHERN CALIFORNIA
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2020

San Joaquin Valley Pilots
Annual Progress Report

December 21, 2020

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I. Summary

On December 19, 2018, the California Public Utilities Commission (CPUC) approved pilot projects in twelve disadvantaged communities (DAC) in the San Joaquin Valley (SJV) through Decision (D.) 18-12-015.¹ The pilots provide for replacement of propane and wood burning appliances with either natural gas or all electric appliances consistent with Assembly Bill (AB) 2672.²

In accordance with Ordering Paragraph (OP) 15g of D.18-12-015, Southern California Edison (SCE) submits its 2020 annual report detailing its efforts to engage DACs in the SJV. This report includes the progress in implementation of SCE's pilot projects and how the pilots have leveraged the nine programs identified in D.18-12-015.³ The SJV Pilots Annual Progress Report will include pilot activities which occurred between November of the previous year and October of the reporting year to allow the investor-owned utilities (IOUs)⁴ sufficient time to gather and report the enclosed information.

D.18-12-015 approved pilot projects to treat up to 449 residents located in the communities of California City, Ducor, and West Goshen.⁵ Under SCE's pilot projects, SCE will provide qualifying customers residing in these communities with electrification measures, including new appliances and weatherization services.

In September 2019, SCE submitted its implementation plan for the pilot projects.⁶ SCE's SJV Pilots are scheduled to be implemented over a period of three years. The implementation plan anticipated that the first two years would include customer enrollment and dwelling treatment to be completed by December 19, 2020 followed by one year of data gathering through the Data Gathering Plan phase of the pilot through December 19, 2021. In pilot year 2020, the pilot projects experienced some delays due to the stay-at-home order set in place by the State of California in March 2020 to slow the spread of the COVID-19 pandemic. To comply with this order, SCE issued a series of stop work orders of non-essential work, temporarily suspending face-to-face interaction between SCE's SJV contractors and SCE customers, including but not limited to customer outreach, enrollment, installation and inspection work until May 31, 2020. Mitigation measures were put in place by the Community Energy Navigator to conduct virtual methods for customer outreach and enrollment for the SJV pilots. However, the SJV Pilot timeline continues to be impacted based on customer willingness to participate during this environment, and the availability of product has also impacted the ability to serve customers.

The table below provides an overview of the pilot's budget expenditures for the activities performed from inception of the Pilot through October 2020, as compared to the total SJV Pilot Project's budget authorized in D.18-12-015.

¹ D.18-12-015, Decision Approving San Joaquin Valley Disadvantaged Communities Pilot Projects, Ordering Paragraph 15g, *available at*

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M252/K052/252052725.PDF>

² https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201320140AB2672

³ See, D.18-12-015, Ordering Paragraph (OP) 15g.

⁴ The IOUs herein consist of SCE, Pacific Gas and Electric Company (PG&E), and Southern California Gas Company (SoCalGas).

⁵ D.18-12-015 at p. 26.

⁶ Advice Letter 3971-E-A, SCE Implementation Plan for the SJV Disadvantaged Community Pilot Project for the Communities of California City, Ducor, and West Goshen Pursuant to D.18-12-015.

San Joaquin Valley Pilot Projects Summary of Expenditures			
	Total Authorized Budget	Actual Expenses Year-to-date	% of Total Pilot Budget Spent
Budget	\$15,652,675	\$546,154	3%

II. Progress of Implementation of SCE’s Pilot Projects

The safety and well-being of SJV contractors and our customers remains SCE’s top priority. SCE appreciates the proactive steps that the SJV contractors have taken in response to the Coronavirus (COVID-19) pandemic. As highlighted below, SJV activities continued in 2020, but at a slower pace than planned.

On March 19, 2020, the State of California put in place stay at home orders to slow the spread of COVID-19. To comply with this order, SCE issued a series of stop work orders of non-essential work, temporarily suspending face-to-face interaction between our SJV contractors and SCE customers, including but not limited to customer outreach, enrollment, installation and inspection work until May 31, 2020.

On May 21, 2020, the CPUC provided guidance on Energy Efficiency (EE) suspensions. The notice confirmed that EE Program Administrators should follow the applicable state and local health orders whichever is more restrictive. Effective June 1, SCE removed the previous restrictions on face-to-face interactions between SJV contractors and SCE customers. SCE requested SJV contractors to follow SCE’s safe work practices guidance at a minimum as well as the most restrictive state, county, or local orders for all relevant work activities.

Regulatory

In 2020, several new items were completed to comply with CPUC directives and implement the SJV Pilot Projects:

CPUC Decision (D.)20-04-006 – Modified D.18-12-015 in response to a Petition for Modification (PFM) filed on December 13, 2019, and addressed funding requirements for Bill Protection and Transitional Community Solar Discount (TCSD) Mechanism

- The decision removed income eligibility requirements for several Pilot communities but had no impact on SCE Pilot communities. California City is the only SCE community with an income eligibility requirement; however, the removal of income eligibility requirements was not extended to California City because SCE is only required to electrify 100 out of the 5,200 households.
- On May 12, 2020, in compliance D.20-04-006, SCE submitted AL 4213-E to establish the SJV DAC Bill Protection and TCSD Mechanism two-way balancing account approved by Resolution E-5034.

Resolution E-5043 – Implement Split Incentives Agreement for SJV Pilot participants

- SCE was ordered to implement the split incentives approach as detailed in Appendix C. The Community Energy Navigator Program Manager (CPM) is to utilize the split incentives agreement in Appendix B and serve as the implementer/administrator of this agreement.

- On May 15, 2020, as directed in the CPUC Resolution, the CPM held a working group meeting with the Pilot Administrators and Energy Division to discuss and finalize the appropriate data to be collected for analysis of the split incentives issue.

Community Energy Navigator Program Manager (CEN or CPM)

The primary role of the CPM, among other things, is to perform community outreach and engagement which includes enrolling customers into the SJV Pilot. The CPM is to act as the liaison between pilot participants and the implementer and serve as a central repository for customer data.

SCE and other IOUs collaborated with the CPM to develop and implement various tasks and deliverables related to customer outreach and enrollment for the SJV Pilot. This includes, but is not limited to, those summarized below:

- Community Outreach and Engagement (CO&E) Plan
- CEN Training
- Electronic Enrollment tracking tool and reporting
- Customer Survey

Community Outreach and Engagement (CO&E) Plan

The CO&E Plan was scheduled to launch in Q1 of 2020, which included building awareness about the pilots during community events and educating customers on electric appliances, such as the functionality of electric cooktops through cooking demonstrations. However, due to the COVID-19 pandemic, the schedule and activities were either delayed or cancelled until further notice.

- In March 2020, the CEN hosted a community meeting in Ducor, CA. The meeting provided community residents with Pilot project information and awareness of upcoming efforts, including an attempt to establish a customer interest list.
 - Future customer gatherings (i.e. community events and cooking demonstrations) were cancelled due to COVID-19.
- In April 2020, SCE and CPM implemented a virtual outreach and enrollment approach to mitigate performing this activity in-person. A letter was developed and mailed to customers to make them aware that traditional customer outreach was suspended due to COVID-19 and that the CPM and Pilot efforts would be launching via mail and phone.
- In-person outreach began in a limited capacity in June 2020.
- Various marketing collateral and SJV Pilot forms were developed in collaboration with the CPM. See Appendix A for sample of marketing materials utilized for SJV Pilot.

CEN Training

The IOUs and CPM developed material to train and educate CEN representatives that will be performing customer outreach and enrollment. The 2-day training was held in February 2020 and included SJV background information, the different IOU pilot projects, customer participation process, and leveraging other programs (listed Section III below).

Electronic Enrollment Tracking Tool

This tool was developed and implemented in May 2020. It has the capacity to capture the applicant information, key touch points and milestones, and ability to insert notes and updates so that CENs, Pilot Implementers, and IOUs can see exactly where a participant is in the queue.

- Tool has functionality to generate a report and mass upload data.
- IOUs continue to work with CPM to identify additional data elements that should be captured in the tool.

Customer Survey

In April 2020, the IOUs and CPM discussed and agreed to implement the survey developed for the Data Gathering Plan, with some modifications. The purpose of utilizing this survey within the pilot communities is to collect data similar to data collected from non-participating communities for comparison. SJV participants will be informed of the survey by the CEN during the enrollment process and will be provided with a letter containing instructions to complete the survey either online or by phone.

Pilot Implementer

In December 2019, SCE selected two Pilot Implementers (also referred to as a General Contractor or GC) through a competitive bid process. It is important to note that the two GCs are authorized contractors in the Energy Savings Assistance (ESA) Program. The General Contractors will perform the pre-installation assessment to determine if a home is suitable for appliance installation or if any remediation work is required prior to the installation of appliances. In addition, the GC is expected to procure and install the appliances offered through the SJV Pilot. Installations shall comply with local building code and manufacturer's instructions, building permits shall be obtained before work commences, and appropriate procedures to finalize the permit will be followed.

- SCE's implementation plans included a two-phased approach, with the first phase targeting the pilot communities of Ducor and West Goshen. This phased approach will allow both the CENs and GCs to ramp-up and identify any lessons learned before proceeding with California City.
- Due to COVID-19, this two-phased approach continues to be adjusted. For example, the CENs performed outreach in Ducor and West Goshen and enrolled approximately 130 customers. Upon near completion of installations for the 130 customers, CENs will perform a second wave of outreach to any customer that may have been uncertain or not interested. California City will be targeted in 2021.

III. Programs Leveraged

SCE pilot participants may not be aware of the number of existing programs and discount rates that are available to them to help reduce their overall energy bill. Through the marketing opportunities and in-person communications with pilot participants, SCE will work with the CEN to educate and provide information about programs and rates so that qualified pilot participants can take advantage of existing programs and rates to lower their overall energy costs, which includes, but is not limited to, the programs listed below.

A. Green Saver Programs

SJV pilot participants will receive a 20% transitional community solar discount until either the Disadvantaged Communities Green Tariff (DAC-GT) Program or Community Solar Green Tariff program (CSGT) becomes available.

These programs enable residential customers who are unable to install solar on their roof to receive a 20% bill discount from utility-scale clean energy or a local solar project. SCE is developing a form that will automatically transition a pilot participant from the temporary discount into either the DAC-GT or CSGT program. If a customer is eligible for both, the customer will be enrolled in CSGT unless the eligible solar projects in the area are fully subscribed. If that is the case, the customer will be enrolled in DAC-GT until there is an available CSGT project in the area.

The DAC-GT and CSGT programs offered to customers will follow the rules and requirements specified in D.18-06-027.

B. Disadvantaged Communities Solar on Affordable Single-Family Housing Program (DAC-SASH)

The Single Family Affordable Solar Homes (SASH) and the Disadvantaged Communities SASH (DAC-SASH) programs are non-tariff programs that provide eligible customers with incentives for solar system installation. GRID Alternatives (GRID) is the statewide Program Administrator (PA) for both these programs.

SCE developed a list of SJV pilot participants' addresses and has collaborated with GRID to determine if customers qualify for either program.

C. Self-Generation Incentive Program (SGIP)

In D.17-10-004, the CPUC created the Self-Generation Incentive Program (SGIP) Equity Budget, which allocates 25% of SGIP funds to provide incentives for customer-sited energy storage in disadvantaged communities and low-income communities in California. In 2019, CPUC modified the Equity Budget and authorized SCE to set aside \$5M to support SJV participants adopt energy storage. Funds will remain available until mid-September 2023.

SCE has encouraged both GCs to become an approved SGIP developer. Both GCs completed the application process and are on the list as of October 2020. This provides SJV participants an opportunity to add a home battery system to use if the power goes out. Alternately, SCE has also collaborated with GRID on potential referrals.

D. California Solar Initiative (CSI) Thermal program

In 2019, SCE exhausted CSI Thermal Program funds through current customer commitments (formal pipeline and wait-list). Therefore, participants without access to natural gas or who decided not to participate in SCE's SJV Pilot would be referred to SoCalGas' CSI Thermal Program when interested and as long as funding is available. On July 31, 2020, like SCE, SoCalGas closed its program to new applications.

E. Solar on Multifamily Affordable Housing Program (SOMAH)

SOMAH provides incentives to multifamily properties. When the SJV Pilot encounters a multifamily property that meets the SOMAH eligibility criteria, the CEN will refer the potential property to the program administrator, GRID Alternatives.

F. Energy Savings Assistance Program (ESA)

The ESA program provides no-cost weatherization services to low-income households who meet the CARE income guidelines. Services provided include attic insulation, energy efficient refrigerators, energy efficient furnaces, weather-stripping, caulking, low-flow showerheads, water heater blankets, and door and building envelope repairs which reduce air infiltration.

SCE's general contractors are existing ESA contractors and are authorized to enroll pilot participants into the ESA program and install ESA measures, when feasible. These ESA contractors have utilized the ESA Program's self-certification approach to qualify and enroll over 55 pilot participants in ESA.

G. Middle-Income Direct Install Program (MIDI)

SCE does not have a MIDI Program.

H. Electric Vehicle Grid Integration Pilot (VGI) Program

Electric Vehicle Grid Integration (VGI) aligns electric vehicle charging with the needs of the grid. To do this, electric vehicles must have capabilities to manage charging or support two-way interaction between vehicles and the grid.⁷

SCE's SJV DAC Pilot will not be able to leverage VGI because SCE's Pilot focuses on electrifying appliances within residential homes rather than electric vehicles. However, all SJV participants will be referred to SCE's website for information regarding electric vehicle rebates, charging, and rate plans.

I. Additional Programs Leveraged

In addition to the programs listed above, SCE sought to leverage the following programs with the SJV DAC Pilot.

California Alternate Rates for Energy (CARE)

This income-qualified program offers eligible customers a bill discount of about 30%. A similar program, Family Electric Rate Assistance (FERA), reduces electric bills for qualified households by 18%. Both programs are offered to SJV participants and the CEN can assist customers to complete the online application.

⁷ Vehicle Grid Integration information available at <https://www.cpuc.ca.gov/General.aspx?id=6442454110>

Demand Response (DR) DAC Pilot⁸

SCE's DR DAC Pilot will be offered to SJV Pilot participants that have a heat pump water heater (HPWH) installed through the SJV Pilot. Eligible customers can elect to allow SCE to manage their HPWH operations during demand response events throughout a specified participation period. Customers will earn up to \$175 dollars in bill credit per 12-month period for participating in DR DAC Pilot.

Register Your Mobilehome California: Fee and Tax Waiver Program

This state program allows the California Department of Housing and Community Development (HCD) to waive all or a portion of back fees and taxes on mobile homes. The program expires December 31, 2020.

Many mobile homeowners within the SJV pilot communities do not possess title and registration. This poses a challenge to serve potential pilot participants because this documentation is required to obtain home improvement permits, such as those offered through the SJV Pilot. SCE has requested that the CEN share this information with community residents and encourage them to submit an application before the end of 2020.

⁸ Advice Letters 3951-E/3951-E-A, SCE's Proposal for a Demand Response Pilot in Disadvantaged Communities was approved on October 25, 2019.

IV. SJV Pilot Projects Tables

The following table provides data related to actual expenses and progress of activities for SCE's SJV Pilot. While much of the pilot activities launched in March 2020, the CEN and SCE worked together to develop mitigation plans that would allow the CEN and SJV contractors to perform activities in a safe manner during the stay-at-home restrictions caused by the COVID-19 pandemic. These efforts have resulted in a slower enrollment and installation process during the 2020 pilot year. However, a steady increase in homes assessed and projects completed is expected in 2021.

Table 1a: Southern California Edison Pilot Budget

Budget Category	Authorized Budget	2019 Actual Expenses	2020 Actual Expenses	Total Actual Expenses	Total % of Budget Spent
Administration	\$ 2,632,724	\$ 159,423	\$ 266,907	\$ 426,330	16.2%
Contingency/Remediation	\$ 1,902,636	\$ -	\$ -	\$ -	0.0%
Implementation	\$ 10,119,549	\$ -	\$ -	\$ -	0.0%
Total Budget	\$ 14,654,909	\$ 159,423	\$ 266,907	\$ 426,330	2.9%

Table 1b: Additional Authorized Budgets

Budget Category	Authorized Budget	2019 Actual Expenses	2020 Actual Expenses	Total Actual Expenses	Total % of Budget Spent
Community Energy Navigator	\$ 532,100	\$ -	\$ 115,315	\$ 115,315	21.7%
Process Evaluator	\$ 75,000	\$ -	\$ 4,509	\$ 4,509	6.0%
Economic Feasibility	\$ 166,667	\$ -	\$ -	\$ -	0.0%

Table 2: Community Level Expenditures (2020 Only)

Budget Category	Ducor	West Goshen	California City	Total
Implementation	\$ -	\$ -	\$ -	\$ -
Contingency/Remediation	\$ -	\$ -	\$ -	\$ -
Community Energy Navigator	\$ 66,256	\$ 31,319	\$ 17,739	\$ 115,315
Bill Protection Discount	\$ -	\$ -	\$ -	\$ -
Transitional Community Solar Discount	\$ -	\$ -	\$ -	\$ -

Table 3: Bill Protection and TCSD Budgets

Budget Category	Authorized Budget	2019 Actual Expenses	2020 Actual Expenses	Total Actual Expenses
Bill Protection Discount	<i>Not Applicable</i>	\$ -	\$ -	\$ -
TCSD Discount	<i>Not Applicable</i>	\$ -	\$ -	\$ -

Table 4a: Summary of Pilot Progress

Community	# of Eligible HH	# of HH: Residents Not Participating	# of HH: Residents Reached	# of HH: Completed Applications	# of HH: Completed Assessments	# of HH: Completed Projects	% of HH: Completed Project
Ducor	222	161	149	61	7	-	0.0%
West Goshen	127	40	127	87	5	-	0.0%
California City	100	-	-	-	-	-	0.0%
Total	449	201	276	148	12	-	0.0%

Table 4b: Summary of Non-Participation

Community	# of HH: Unable to Reach Resident	# of HH: Unable to Reach Landlord	# of HH: Resident Declined	# of HH: Landlord Declined	# of HH: Remediation >\$5k	# of HH: All Electric	Total # of Non-Participating HH
Ducor	107	4	30	3	-	17	161
West Goshen	3	17	7	-	-	13	40
California City	-	-	-	-	-	-	-
Total	110	21	37	3	-	30	201

NOTE: Multiple outreach efforts are utilized by the CENs to reach all households (HH) within each community. A notification letter will be sent to all households unable to reach as a last effort to encourage a customer to participate in SCE's SJV Pilot.

Table 5: Project Measures Installed

Community	# of HH: Completed Projects	Heat Pump Space Heater	Heat Pump Water Heater	High Efficiency Clothes Dryer	Cooking Appliance
Ducor	-	-	-	-	-
West Goshen	-	-	-	-	-
California City	-	-	-	-	-
Total	-	-	-	-	-

Table 6: Average Cost per Completed Project

Community	Avg. Cost of Pilot Appliances	Avg. Cost of Other Measures	Avg. Cost of Remediation	Avg. Cost of Electrical Upgrades	Total Avg. Cost per Project
Ducor	\$ -	\$ -	\$ -	\$ -	\$ -
West Goshen	\$ -	\$ -	\$ -	\$ -	\$ -
California City	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ -	\$ -	\$ -	\$ -	\$ -

Table 7: Estimated Average Bill Impacts

Community	Average PRE-Participation Energy Costs	Average POST-Participation Energy Costs	Estimated Avg. Bill Impacts
Ducor	-	\$ -	\$ -
West Goshen	-	\$ -	\$ -
California City	-	\$ -	\$ -
Cumulative Avg.	-	\$ -	\$ -

Table 8: Leveraged Program Referrals and Enrollments

Leveraged Program	Ducor	West Goshen	California City	Total
DAC-GT/CSGT	-	-	-	-
DAC-SASH	47	75	-	122
SGIP	-	-	-	-
ESA	58	92	-	150
CARE/FERA	48	57	-	105
DR DAC Pilot	-	-	-	-

Appendix A – Samples of Marketing Collateral

Fact Sheet (front)

The San Joaquin Valley
AFFORDABLE ENERGY PROJECT




NEW APPLIANCES | BETTER AIR QUALITY | ENERGY COST SAVINGS

	<p>About the Project</p> <p>Your community has been selected to participate in a new project that provides access to affordable energy and new energy-efficient appliances at no cost to you. Participation in this project means that you may no longer need to pay a portion of your home's new energy-efficient appliances and energy costs for your home.</p>
<p>Why should I participate?</p> <p>As a participating customer, you will receive:</p> <ul style="list-style-type: none"> • New energy-efficient appliances at no cost to you. • Energy-efficient appliances that will help you save on your energy bills. • Improved indoor air quality. • Improved energy efficiency for your home. 	
	<p>Contact your Energy Navigator</p> <p>Your Energy Navigator will:</p> <ul style="list-style-type: none"> • Assist you through the project application process. • Explain project benefits and qualifications. • Support you through the home remediation and appliance installation process. <p>Check out how the program works on the next page.</p>


Fact Sheet (back)

The San Joaquin Valley
AFFORDABLE ENERGY PROJECT




How does it work?

- 1 **Energy Navigator**
Contact your Energy Navigator at your community meeting and receive project information and support.
- 2 **Application**
Your Energy Navigator will help you gather documents, obtain landlord approval and complete your project application.
- 3 **Home Assessment**
Your Energy Navigator will schedule a home assessment to determine if you qualify for the program.
- 4 **Appliance Installation**
If your home qualifies, a trained technician will install new energy-efficient appliances and any needed home repairs and energy efficiency upgrades.
- 5 **Final Survey & Customer Satisfaction**
Complete the customer satisfaction survey. Your home may receive a final inspection to ensure quality installations.
- 6 **Enjoy the Savings**
Enjoy the savings on your energy bills and the benefits of new energy-efficient appliances.




For more information, contact your Energy Navigator at (916) 438-3333 or visit www.sjvenergy.com.




Leverage Programs flyer

<p>Discount Programs</p> <ul style="list-style-type: none"> • California Alternative Rates for Energy Program (CARE) • Family Electric Rate Assistance Program (FERA) • Medical Baseline Program • Green State Discount <p><small>Income-qualified customers may receive discounts on their monthly electric bills. CARE is for 200 and FERF is for 110. The Medical Baseline Program is available for customers with health care or equipment. Green State Discount is available for customers who purchase 200-watt-hour.</small></p>	<p>SJV Affordable Energy Pilot Discounts</p> <ul style="list-style-type: none"> • Affordable Energy Pilot Discount • Community Solar Discount <p><small>Affordable Energy Pilot Discount provides that participants a 25% off your electric bill. Non-CARE FERA customers will receive a 25% community solar discount on their monthly bill.</small></p> <p>Contact Self-Help for more information: 559-851-1900</p>
<p>Energy Efficiency Energy Savings Assistance Program (ESAP)</p> <p><small>If you are qualified, customers may be eligible for no-cost home energy assessments and energy-efficient appliance installations. Customers who do not meet program qualifications may still be eligible for various energy efficiency measures through participation in the SJV Alternative Energy Incentive.</small></p>	<p>Battery Storage Self-Generation Incentive Program (SGIP)</p> <p><small>Provides incentives for battery storage installation which can keep your assets and devices such as medical equipment, refrigerators, air conditioning, electric heating, lighting, and security systems powered during outages or brown outs. No income qualification required.</small></p>
<p>Rooftop Solar Disadvantaged Communities Single-Family Solar Program (DAC-SASH)</p> <p><small>Income-qualified customers may be eligible for rooftop solar installation at no cost.</small></p>	<p><i>(Empty space for additional information)</i></p>

Door hanger



The San Joaquin Valley
AFFORDABLE ENERGY PROJECT



NEW APPLIANCES | BETTER AIR QUALITY | ENERGY COST SAVINGS

About the Project


Your community has been selected to participate in a new project that provides access to affordable, clean and renewable energy. Eligible customers will receive new energy-efficient appliances at no cost to you.

Participation in this project means that you may no longer need to use a portion of your home's new energy-efficient appliances and energy efficiency upgrades. It means lower energy costs for your family.

Why should I participate?

- Participation and project benefits are at no cost to the customer.
- New energy-efficient appliances can provide household energy cost savings.
- Utility bill discount for participation.
- Can improve health and safety for your family.
- Can improve air quality for your community.
- Both owners and renters can participate.

Have questions? Contact your Energy Navigator at (916) 438-3333 or visit www.sjvenergy.com.



COVID-19 Mitigation Letter



April 10, 2020

Dear Community Resident,

As you may know, your community has been selected to participate in the San Joaquin Valley Affordable Energy Project, a pilot project that provides access to affordable energy to residents that do not have access to natural gas. Self-Help Enterprises, as the authorized Community Energy Navigator for this pilot project, is sending this letter to notify you that the Coronavirus Disease 2019 (COVID-19) pandemic has caused changes to the way we will communicate about the project and opportunities to participate.

To protect your health and safety, and that of our staff, we will not conduct door-to-door community outreach, community meetings, or in-person application appointments until further notice. Instead, we will provide project updates and information by phone, email, mail and social media. We are actively working on creative ways to engage with your community safely. The decision to pause in-person meetings and engagement was a direct outcome of the Governor of California's Executive Order to shelter-in-place to combat the person-to-person spread of COVID-19. We assure you that all parties involved are dedicated to moving the project forward as soon as it is safe to do so. Community participation has always been a priority of this pilot project and we commit that it will continue to be. In order to expedite the application process, next week you will receive an application packet by mail. We invite those interested in participating to complete the application and return it using the self-addressed stamped envelope. If you would rather complete your application by phone, please contact us at 559-651-1000.

Important Note: The CPUC has declared that there should be no disconnections of your energy, water or phone services during the COVID-19 pandemic. For assistance in getting internet or phone service, please call 866-456-9995. For information about discounts, special programs and additional protections related to COVID-19, visit www.cpuc.ca.gov/covid19protections/.

Sincerely,
Self-Help Enterprises
Community Energy Navigators

Survey Letter

STATE OF CALIFORNIA
PUBLIC UTILITIES COMMISSION



Dear Resident,

You are part of a small group of California residents in the San Joaquin Valley Affordable Energy Project Communities that has been chosen to complete this important survey. The questions in this survey are related to energy use in your home, including appliances or equipment you use for heating, cooling, water heating, cooking, as well as information about your household, your health, comfort, and safety. Your responses will help to shape future programs and affordable energy solutions for communities like yours!

Can you help us by completing this survey by <END_DATE>?

Please type the web address below into your web browser on your computer, phone, or tablet. Then, enter your survey access code to get started.

www.SJVEnergy.com

Access Code:

If you do not have internet access or if you would prefer to take the survey over the telephone with a live agent, please call 1-888-783-0305 to complete the survey over the telephone. Mention the "San Joaquin Valley Affordable Energy Survey" to the interviewer to get started.

The California Public Utilities Commission (CPUC) and your utility company have partnered with Opinion Dynamics, an independent research firm, to administer the survey. If you have any questions or technical difficulties with the survey, please contact Taylor Williams at Opinion Dynamics at 1-866-607-0712 or taylor.williams@opiniondynamics.com.

Thank you in advance for taking the time to complete this important survey!

Sincerely,

Charles Ward

Charles Ward
Analyst, Energy Division
California Public Utilities Commission