

## <u>AGENDA</u>

# Regular Meeting of Community Advisory Committee San Diego Community Power (SDCP)

November 9, 2023 5:30 p.m.

City of San Diego Metropolitan Operations Complex (MOC II) Auditorium 9192 Topaz Way, San Diego, CA 92123

Alternate Location: 7354 Eads Avenue, San Diego, CA 92037

The meeting will be held in person at the above date, time and location. Community Advisory Committee (CAC) Members and members of the public may attend in person. Under certain circumstances, CAC Members may also attend and participate in the meeting virtually pursuant to the Brown Act (Gov. Code § 54953). As a convenience to the public, SDCP provides a call-in option and internet-based option for members of the public to virtually observe and provide public comments at its meetings. Additional details on in-person and virtual public participation are below. Please note that, in the event of a technical issue causing a disruption in the call-in option or internet-based option, the meeting will continue unless otherwise required by law, such as when a CAC Member is attending the meeting virtually pursuant to certain provisions of the Brown Act.

**Note**: Any member of the public may provide comments to the Community Advisory Committee (CAC) on any agenda item. When providing comments to the CAC, it is requested that you provide your name and city of residence for the record. Commenters are requested to address their comments to the CAC as a whole through the Chair. Comments may be provided in one of the following manners:

- 1. Providing Oral Comments During Meeting. Anyone attending in person desiring to address the CAC is asked to fill out a speaker's slip and present it to the CAC Chair or the Secretary. To provide remote comments during the meeting, join the Zoom meeting by computer, mobile phone, or dial-in number. On Zoom video conference by computer or mobile phone, use the "Raise Hand" feature. This will notify the moderator that you wish to speak during a specific item on the agenda or during non-agenda Public Comment. Members of the public will not be shown on video but will be able to speak when called upon. If joining the meeting using the Zoom dial-in number, you can raise your hand by pressing \*9. Comments will be limited to three (3) minutes.
- 2. Written Comments. Written public comments must be submitted prior to the start of the meeting by using this (web comment form). Please indicate a specific agenda item when submitting your comment. All written comments received prior to the meeting will be provided to the CAC members in writing. In the discretion of the Chair, the first ten (10) submitted comments shall be stated into the record of the meeting. Comments read at the

meeting will be limited to the first 400 words. Comments received after the start of the meeting will be collected, sent to the CAC members in writing, and be part of the public record.

If you have anything that you wish to be distributed to the CAC, please provide it via <a href="mailto:info@sdcommunitypower.org">info@sdcommunitypower.org</a>, who will distribute the information to the Members.

The public may participate using the following remote options:

Teleconference Meeting Webinar

https://zoom.us/j/93647500600

Telephone (Audio Only)

(669) 900-6833 or (253) 215-8782 | Webinar ID: 936 4750 0600

**WELCOME** 

**ROLL CALL** 

**PLEDGE OF ALLEGIANCE** 

LAND ACKNOWLEDGMENT

SPECIAL PRESENTATIONS AND INTRODUCTIONS

ITEMS TO BE WITHDRAWN OR REORDERED ON THE AGENDA

#### PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

Opportunity for members of the public to address the CAC on any items not on the agenda but within the jurisdiction of the CAC. Members of the public may provide a comment in either manner described above

#### **CONSENT CALENDAR**

All matters are approved by one motion without discussion unless a CAC member requests a specific item to be removed from the Consent Calendar for discussion. A member of the public may comment on any item on the Consent Calendar in either manner described above.

- 1. Approval of October 12, 2023 CAC Meeting Minutes
- 2. Update on Marketing and Public Relations
- 3. Update on Customer Operations

#### 4. Update on Regulatory and Legislative Affairs

#### **REGULAR AGENDA**

The following items call for discussion or action by the CAC.

#### 5. Update on SDCP's Grant Programs

Recommendation: Receive and File the Update on SDCP's Grant Programs

#### 6. Update on Programs Ad-Hoc Committee

Recommendation: Receive and File the Update on the Programs Ad-Hoc Committee

#### 7. Update on Community and Equity Ad-Hoc Committee

Recommendation: Receive and File the Update on Community and Equity Ad-Hoc Committee

#### 8. Update on CAC Fiscal Year 2022-2023 Work Plan

Recommendation: Receive and File the Update on Fiscal Year 2022-2023 Work Plan

## <u>DISCUSSION OF POTENTIAL AGENDA ITEMS FOR BOARD OF DIRECTORS</u> <u>MEETINGS</u>

There are two ways that the CAC may bring items to the attention of the Board:

- Standing Board Agenda Item: CAC Report. The CAC report may be a standing item on the Board agenda, in which the CAC Chair or CEO reports on updates related to a recent CAC meeting. Consistent with the Brown Act, items raised during the CAC report may not result in extended discussion or action by the Board unless agendized for a future meeting.
- 2. Suggesting Board Agenda Items: The CAC may suggest agenda items for a Board of Directors meeting agenda. Such agenda items would allow extended discussion or action by the Board. These must have prior approval of the SDCP Chief Executive Officer and the Chair of the Board of Directors to be added onto 4 the agenda. If approval is provided, staff must be given at least 5 days before the date of the Board meeting to work with the CAC to draft any memos and materials necessary.

#### **COMMITTEE MEMBER ANNOUNCEMENTS**

Committee Members may briefly provide information to other members and the public. There is to be no discussion or action taken on comments made by Committee Members unless authorized by law.

#### <u>ADJOURNMENT</u>

**Availability of Committee Documents** 

Copies of the agenda and agenda packet are available at https://sdcommunitypower.org/resources/meeting-notes/. Late-arriving documents related to a CAC meeting item which are distributed to a majority of the Members prior to or during the CAC meeting are available for public review as required by law. Public records, including agendarelated documents, can instead be requested electronically at info@sdcommunitypower.org or by mail to SDCP at PO Box 12716, San Diego, CA 92112. The documents may also be posted at the above website. Such public records are also available for inspection, by appointment, at San Diego Community Power, 2305 Historic Decatur Road, Suite 200, San Diego, CA 92106. Please contact info@sdcommunitypower.org to arrange an appointment.



## COMMUNITY ADVISORY COMMITTEE SAN DIEGO COMMUNITY POWER (SDCP)

City of San Diego Metropolitan Operations Complex (MOC II) Auditorium 9192 Topaz Way San Diego, CA 92123

#### **MINUTES**

October 12, 2023

The Committee minutes are prepared and ordered to correspond to the Committee Agenda. Agenda Items can be taken out of order during the meeting.

The Agenda Items were considered in the order presented.

#### **WELCOME**

Vice Chair Harris (La Mesa) called the meeting to order at 5:31 p.m.

Chair Vasilakis (City of San Diego) announced he was attending virtually under the just cause provision of AB 2449 and there were no individuals over the age of 18 present in the room with him.

#### **ROLL CALL**

PRESENT: Chair Vasilakis (City of San Diego), Vice Chair Harris (La Mesa), Committee

Member Scofield (Chula Vista), Committee Member Sclafani (Chula Vista); Committee Member Jahns (Encinitas), Committee Member Hammond (Encinitas), Committee Member Webb (Imperial Beach), Committee Member Castañeda (National City), Committee Member Emerson (National City), Committee Member Price (City of San Diego) and Committee Member Andersen

(County of San Diego)

ABSENT: Secretary Cazares (La Mesa)

VACANT: Seat 10 (Imperial Beach), Seat 12 (County of San Diego)

#### PLEDGE OF ALLEGIANCE

Committee Member Emerson (National City) led the Pledge of Allegiance.

#### LAND ACKNOWLEDGMENT

Vice Chair Harris (La Mesa) acknowledged the Kumeyaay Nation and all the original stewards of the land.

#### SPECIAL PRESENTATIONS AND INTRODUCTIONS

Vice Chair Harris (La Mesa) introduced the following new SDCP staff members:

Ashley Rodriguez, Local Government Affairs Manager Timothy Treadwell, Senior Program Manager Emily Fisher, Senior Program Manager Christopher Stephens, Procurement Manager

### ITEMS TO BE WITHDRAWN OR REORDERED ON THE AGENDA

There were no items withdrawn or reordered on the agenda.

#### PUBLIC COMMENT FOR ITEMS NOT ON THE AGENDA

There were no public comments.

#### **CONSENT CALENDAR**

(Items 1 through 4)

Committee Member Emerson (National City) commented on Consent Calendar Items 1 and 4.

1. Approval of September 14, 2023 CAC Meeting Minutes

Approved.

2. Update on Marketing and Public Relations

Received and filed.

3. Update on Customer Operations

Received and filed.

4. Update on Regulatory and Legislative Affairs

Received and filed.

<u>ACTION</u>: Motioned by Committee Member Webb (Imperial Beach) and seconded by Committee Member Castañeda (National City) to approve Consent Calendar Items 1 through 4. The motion carried by the following vote:

Vote: 11-0

Yes: Chair Vasilakis (City of San Diego), Vice Chair Harris (La Mesa), Committee Member

Scofield (Chula Vista), Committee Member Sclafani (Chula Vista); Committee Member Jahns (Encinitas), Committee Member Hammond (Encinitas), Committee Member Webb (Imperial Beach), Committee Member Castañeda (National City), Committee Member Emerson (National City), Committee Member Price (City of San

Diego) and Committee Member Andersen (County of San Diego)

No: None Abstained: None

#### **REGULAR AGENDA**

## 5. Update on Energy Proposal Evaluation Criteria Revision

Senior Contract Manager Key provided a PowerPoint presentation on the Energy Proposal Evaluation Criteria, highlighting the revisions to each of the six criteria: Project Location, Quantitative Value, Project Development, Community Benefits, Workforce Development and Environmental Stewardship.

Following Committee questions and comments, no action was taken.

#### 6. Update on Net Billing Tariff

Director of Programs Santulli and Program Manager Lomeli provided a PowerPoint presentation on the Net Billing Tariff (NBT), highlighting the purpose, advantages, and analysis of NBT, the analysis of avoided cost calculator rates, generation adders, stakeholder engagement, net surplus compensation, and the battery storage pilot program.

Following Committee questions and comments, no action was taken.

#### 7. Update on Existing Net Energy Metering Policy

Director of Data Analytics and Account Services Utouh provided a PowerPoint presentation on the existing Net Energy Metering (NEM) policy, highlighting the proposed updates to the NEM policy.

Following Committee questions and comments, no action was taken.

### 8. Update on Programs Ad-Hoc Committee

Committee Member Emerson (National City) provided an update on the efforts and progress of the Programs Ad Hoc Subcommittee.

Following Committee questions and comments, no action was taken.

#### 9. Update on Community and Equity Ad-Hoc Committee

Vice Chair Harris (La Mesa) provided an update on the efforts and progress of the Community and Equity Ad Hoc Subcommittee.

Following Committee questions and comments, no action was taken.

#### 10. Update on CAC Fiscal Year 2022-2023 Work Plan

Community Engagement Manager Crespo provided an update on the various goals and initiatives of the CAC Work Plan for Fiscal Year 2022-2023.

Following Committee questions and comments, no action was taken.

#### DISCUSSION OF POTENTIAL AGENDA ITEMS FOR BOARD OF DIRECTORS MEETINGS

There were no potential agenda items for Board of Directors meetings.

#### **COMMITTEE MEMBER ANNOUNCEMENTS**

Committee Members made announcements and reported on various events taking place in the member jurisdictions. No action was taken.

#### **ADJOURNMENT**

Vice Chair Harris (La Mesa) adjourned the meeting at 7:19 p.m.



## SAN DIEGO COMMUNITY POWER Staff Report – Item 2

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To: San Diego Community Power Community Advisory Committee

From: Jen Lebron, Director of Public Affairs

Via: Karin Burns, Chief Executive Officer

Subject: Update on Marketing and Public Relations

Date: November 9, 2023

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#### RECOMMENDATION

Receive and file update on marketing and public relations activities for San Diego Community Power.

#### **BACKGROUND**

San Diego Community Power (SDCP) has engaged in a variety of public relations, marketing, and community outreach activities to drive awareness, spark community engagement, and maintain high customer enrollment.

#### **ANALYSIS AND DISCUSSION**

The Public Affairs team had a very busy September as it ramped up its in-person engagement efforts with the expansion of its Community Engagement division and prepared a variety of SDCP representatives for speaking engagements that reached thousands of people in San Diego and beyond.

#### Recent and Upcoming Public Engagement Events

- Oct. 1. 2023 Paddle for Clean Water
- Oct. 3, 2023 Cleantech San Diego: Holding Power
- Oct. 4, 2023 California Clean Air Day with Power100 Champion Illumina
- Oct. 5, 2023 Encinitas Small Business Resource Fair
- Oct. 7, 2023 Casa Fest 2023: Casa Familiar's 50th Anniversary Celebration
- Oct. 11, 2023 North San Diego County Chamber of Commerce Regional Connect
- Oct. 14, 2023 Environmental Health Coalition's Clean Air Congreso
- Oct. 15, 2023 San Diego Wave Fútbol Club game
- Oct. 17, 2023 San Diego Regional Chamber of Commerce October Meeting
- Oct. 21, 2023 Imperial Beach Sun Coast Farmers Market
- Oct. 21, 2023 Beautify Chula Vista
- Oct. 25 and Oct. 26, 2023 Tribal EPA & U.S. EPA Region 9 Conference

Oct. 27, 2023 – 2023 San Diego Green Building Conference & Expo

Nov. 3, 2023 – Lesley K. McAllister Symposium on Climate and Energy Law

Nov. 3, 2023 – Chula Vista Chamber of Commerce First Friday Breakfast

Nov. 4, 2023 – La Mesa Parks Appreciation Day

Nov. 7, 2023 – California Efficiency + Demand Management Council

Nov. 8, 2023 – La Mesa Library

Nov. 8, 2023 – North San Diego Chamber Regional Connect

Nov. 9, 2023 – Business For Good Summit

Nov. 9, 2023 - San Diego Regional Chamber of Commerce Legislative Lounge

Nov. 14, 2023 - Encinitas Chamber of Commerce Moonlight Mixer

Nov. 15, 2023 - Voltility Conference

Nov. 15, 2023 – Mission Valley Branch Library

Nov. 18, 2023 - Imperial Beach Sun Coast Farmers Market

Nov. 28. 2023 – National City Library

Nov. 30, 2023 – Chula Vista Library

## Marketing, Communications and Outreach

The Public Affairs team has been working diligently behind the scenes to support programmatic efforts including the launch of "Solar for Our Communities" green tariff programs, a soon-to-be launched electrification education hub, and updating information around the recently-approved Net Billing Tariff. The Public Affairs team is working closely with internal and external stakeholders to encourage participation in programs and leveraging relationships with community partners to amplify our marketing and outreach efforts.

SDCP is in regular communication with regional media in the spirit of transparency and openness with the goal of providing factual, timely information to the public at large. Over the past several months, SDCP has engaged with reporters to provide information about the greater energy landscape in California and update them on our organization's activities.

The Public Affairs team will continue to develop new strategies, processes and capacity over the next several months to conduct more community outreach, expand marketing and brand awareness efforts, and provide timely, factual information across multiple channels

### AD-HOC COMMITTEE AND/OR SUBCOMITTEE REVIEW

N/A

**FISCAL IMPACT** 

N/A

**ATTACHMENTS** 

N/A

## SAN DIEGO COMMUNITY POWER Staff Report – Item 3

To: San Diego Community Power Community Advisory Committee

From: Lucas Utouh, Director of Data Analytics and Account Services

Via: Karin Burns, Chief Executive Officer

Subject: Update on Customer Operations

Date: November 9, 2023

#### RECOMMENDATION

Receive and file an update on various customer operations.

#### **BACKGROUND**

Staff will provide regular updates to the Community Advisory Committee centered around tracking opt actions (i.e., opt outs, opt ups and opt downs) as well as customer engagement metrics. The following is a brief overview of items pertaining to customer operations.

#### **ANALYSIS AND DISCUSSION**

#### A) Mass Enrollment Update

#### Phase 4:

Mass enrollment for our Non-Net Energy Metering (NEM) customers in National City and Unincorporated County of San Diego is officially complete as of May 3, 2023. As of November 2, 2023, SDCP is serving a cumulative total count of **926,990** active accounts correlating to **1,095,757** meters. There are **151,916** active accounts already enrolled in Unincorporated County of San Diego and **18,515** in National City.

Accounts on Net Energy Metering (NEM) within Phase 4 in National City and County of San Diego began enrollment into SDCP service in April 2023 and will continue for the next twelve months, coinciding with their true up month through March 2024. Enrolled customers will receive 2 post enrollment notices through the mail at their mailing address on file within 60 days of their account switching over to SDCP service.

## **B) Customer Participation Tracking**

Staff and Calpine have worked together to create a reporting summary of customer actions to opt out of SDCP service, opt up to Power100, or opt down from Power100 to PowerOn. The below charts summarize these actions accordingly as of October 30th, 2023:

#### I. Total Opt Outs - Including Active and Inactive

- · Active accounts still active at same premise
- · Inactive accounts that have moved out, or premise is terminated

Opt Outs by Jurisdiction	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
City of Chula Vista	266	3,472	244	102	242	79	4,405
City of Encinitas	66	1,886	94	31	70	17	2,164
City of Imperial Beach	32	345	27	6	38	7	455
City of La Mesa	85	1,272	77	30	77	28	1,568
City of San Diego	1,077	19,278	1,042	543	945	293	23,176
County of San Diego			6,920	2,667	2,119	779	12,484
National City			137	69	44	14	264
Total	1,526	26,253	8,541	3,448	3,535	1,217	44,516

Opt Outs by Class Code	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total ▼
Residential	36	25,717	7,717	3,091	3,272	1,151	40,980
Commercial/Industrial	1,490	536	824	357	263	66	3,536
Total	1,526	26,253	8,541	3,448	3,535	1,217	44,516

Opt Outs by Reason	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
Concerns about government-run power agency	24	1,496	503	213	151	36	2,423
Concerns about lack of equivalent CCA programs		132	53	12	13	5	215
Decline to provide	227	3,596	1,397	435	343	147	6,145
Dislike being automatically enrolled	203	7,214	2,754	1,056	924	327	12,478
Existing relationship with the utility	2	2,394	1,005	393	305	108	4,207
Have grid reliability concerns	1	292	169	46	19	9	536
Have renewable Energy Reliability Concerns	6						6
Other	818	2,653	706	393	244	79	4,893
Rate or additional cost concerns	6	7,754	1,693	792	1,385	445	12,073
Rate or Cost Concerns	233						233
Service or billing concerns	6	724	262	108	151	61	1,312
Total	1,526	26,253	8,541	3,448	3,535	1,217	44,516

Opt Outs by Method	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
Customer Service Rep (CSR)	1,098	7,002	1,846	876	966	315	12,102
Interactive Voice Response (IVR)	101	4,899	1,493	735	922	276	8,426
Web	327	14,353	5,202	1,837	1,647	626	23,991
Total	1,526	26,253	8,541	3,448	3,535	1,217	44,516

<sup>\*</sup>Historical opt outs including inactive accounts as of 10/30/2023.

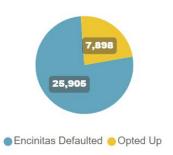
## II. Opt Ups to Power 100

Opt Ups by Jurisdiction	2021	2022	2023 Q1	2023 Q2	2023 Q4	2023-10	Total
City of Chula Vista	701	168	18	15	15	4	921
City of Encinitas	18	1	1				20
City of Imperial Beach	60	29		1	9		99
City of La Mesa	148	118	6	5	2	3	282
City of San Diego	3,163	2,868	181	114	107	31	6,451
County of San Diego			48	91	38	9	186
National City			1	9		1	11
Total	4,090	3,184	255	235	171	48	7,969
Opt Ups by Class Code	2021	2022	2023 Q1	2023 Q2	2023 Q4	2023-10	Total
Residential	3	2,895	181	136	131	43	3,387
O							
Commercial/Industrial	4,087	290	74	99	40	5	4,583
Total	4,087 <b>4,090</b>	290 <b>3,184</b>	74 <b>255</b>	99 <b>235</b>	40 <b>171</b>	5 <b>48</b>	4,583 7,969
					171	48	AND POST OF THE PARTY OF THE PA
Total Opt Ups by Method	4,090	3,184	255	235	171	48	7,969
Total Opt Ups by Method Customer Service Rep (CSR)	4,090	3,184	255 2023 Q1	235 2023 Q2	171 2023 Q4	48 2023-10	7,969 Total
Total	<b>4,090 2021 4,059</b>	<b>3,184 2022</b> 1,369	<b>255 2023 Q1</b> 97	235 2023 Q2 118	171 2023 Q4 54	<b>48 2023-10</b> 15	7,969 Total 5,700

#### **Cumulative Power100 Accounts**

Opt Ups by Jurisdiction	Active
City of Encinitas	25,905
City of San Diego	6,412
City of Chula Vista	916
City of La Mesa	280
County of San Diego	181
City of Imperial Beach	98
City of National City	11
Total	33,803

### **Power100 Opt vs Defaulted**

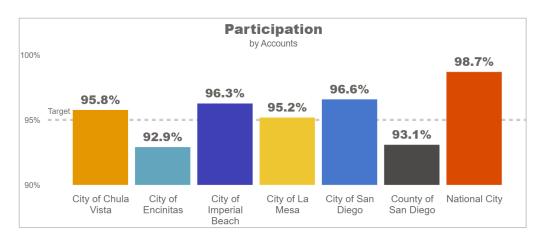


## III. Opt Downs from Power100

Opt Downs by Jurisdiction	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
City of Chula Vista		1	3			1	5
City of Encinitas	35	425	27	17	20	2	526
City of Imperial Beach		1					1
City of La Mesa		2					2
City of San Diego		26	5	5	1	2	39
County of San Diego			1	1	2	1	5
Total	35	455	36	23	23	6	578

Opt Downs by Class Code	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
Residential	-	433	36	15	22	6	512
Commercial/Industrial	35	22		8	1		66
Total	35	455	36	23	23	6	578

Opt Downs by Method	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
Customer Service Rep (CSR)	31	305	21	19	15	3	394
Interactive Voice Response (IVR)	4	26	2		1		33
Web		124	13	4	7	3	151
Total	35	455	36	23	23	6	578



Jurisdiction	Active	Eligible	Opt Outs	Participation
City of Chula Vista	93,393	97,520	4,127	95.8%
City of Encinitas	26,440	28,458	2,018	92.9%
City of Imperial Beach	10,543	10,952	409	96.3%
City of La Mesa	28,028	29,446	1,418	95.2%
City of San Diego	599,325	620,518	21,193	96.6%
County of San Diego	150,454	180,553	12,479	93.1%
National City	18,532	19,235	251	98.7%
Total	926,715	986,682	41,895	95.8%

Phase 4 mass enrollment process in National City and Unincorporated County of San Diego for Non-Net Energy Metering (NEM) customers is officially completed as of May 2023. The participation rate for this new phase is fluid and will change as we continue with our enrollment of Net Energy Metering (NEM) customers from April 2023 through March 2024. In the interim, we are reporting on the opt outs and eligible accounts associated with the phase based on those accounts that we have noticed for enrollment on a rolling basis as of the reporting month.

#### **C) Contact Center Metrics**

As anticipated, call volumes began to noticeably increase in August, which was expected as customers started noticing bills with summer rates. Consistent with the seasonal transition to summer rates as of June 1 where generation rates are generally higher than those in winter, more customer inquiries around higher bills have been fielded and a modest uptick in opt outs ensued. With the transition to winter rates effective as of November 1st, call volumes are expected to go down.

The chart below summarizes contact made by customers into our Contact Center broken down by month through October 30th, 2023:

#### V. Contact Center Metrics

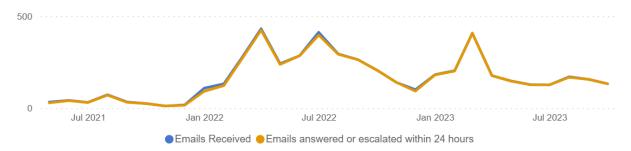


Interactive Voice Response (IVR) and Service Level Agreement (SLA) Metrics

	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
Total Calls to IVR	2,289	47,118	15,229	10,356	14,628	4,952	94,572
Total Calls Connected to Agents	1,401	30,174	9,641	6,735	9,589	3,236	60,776
Avg Seconds to Answer	20	12	8	3	7	16	13
Avg Call Duration (Minutes)	8.5	9.8	9.4	9.5	10.3	9.7	9.4
Calls Answered within 60 Seconds (75% SLA)	96.23%	95.50%	96.80%	99.69%	97.22%	92.34%	96.31%
Abandon Rate	0.57%	0.36%	0.26%	0.00%	0.17%	0.83%	0.37%

Similar to other CCAs' service territories, we are anticipating the trend of our customers calling into our Contact Center's Interactive Voice Response (IVR) system tree and being able to self-serve their opt actions using the recorded prompts as well as utilizing our website for processing opt actions to continue accounting for over 65% of all instances. The remaining portion of customer calls are connected to our Customer Service Representatives to answer additional questions, assist with account support, or submit opt actions.

### D) Customer Service Email Trends



#### **Customer Service Emails**

	2021	2022	2023 Q1	2023 Q2	2023 Q3	2023-10	Total
Emails Received	272	2,894	795	453	455	133	5,002
Emails answered or escalated within 24 hours	257	2,821	790	452	452	133	4,905
Completion (%)	94%	96%	99%	100%	99%	100%	97%

As of this latest reporting month, we still have a total of 13 Dedicated Customer Service Representatives staffed at our Contact Center and 2 Supervisors. Our robust Quality Assurance (QA) procedures are firmly in place to ensure that our customers are getting a world-class customer experience when they contact us.

## **E) Transition from Summer to Winter Rates**

November 1 marks the transition from Summer to Winter pricing. Prices are generally higher in the Summer when electricity is used the most relative to Winter. To view our rates, please access them via our website through:

Residential rates: <a href="https://sdcommunitypower.org/billing-rates/residential-rates/">https://sdcommunitypower.org/billing-rates/residential-rates/</a>
Non-Residential rates: <a href="https://sdcommunitypower.org/billing-rates/commercial-rates/">https://sdcommunitypower.org/billing-rates/</a>

#### AD-HOC COMMITTEE AND/OR SUBCOMITTEE REVIEW

N/A

**FISCAL IMPACT** 

N/A

**ATTACHMENTS** 

N/A



## SAN DIEGO COMMUNITY POWER Staff Report – Item 4

To: San Diego Community Power Community Advisory Committee

From: Laura Fernandez, Director of Regulatory & Legislative Affairs

Aisha Cissna, Senior Policy Manager

Stephen Gunther, Senior Regulatory Analyst

Via: Karin Burns, Chief Executive Officer

Subject: Update on Regulatory and Legislative Affairs

Date: November 9, 2023

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#### RECOMMENDATIONS

Receive and file update on regulatory and legislative affairs.

#### **BACKGROUND**

Staff will provide regular updates to the Community Advisory Committee regarding SDCP's regulatory and legislative engagement.

#### **ANALYSIS AND DISCUSSION**

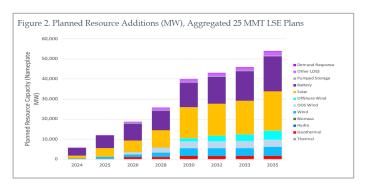
### A) Regulatory Updates

#### Integrated Resource Planning (IRP)

Administrative Law Judge's Ruling Seeking Comment on Proposed 2023 Preferred System Portfolio and Transmission Planning Process Portfolios

On October 5, 2023 the California Public Utilities Commission (CPUC) issued a Ruling within the Integrated Resources Planning (IRP) proceeding (R.20-05-003). This Ruling seeks input from parties on a package of materials proposed to be part of the 2023 Preferred System Plan (PSP) and portfolio to be sent to the California Independent System Operator (CAISO) for analysis in its 2024-2025 Transmission Planning Process (TPP) and to give direction load serving entities (LSE) regarding their procurement activities and for their next round of IRPs.

The Ruling presents the results of the aggregation of the individual IRPs filed by each LSE on or around November 1, 2022. Moreover, the Ruling recommends that the Commission adopt the aggregated portfolio that is based on planning to а



greenhouse gas (GHG) target for the electricity sector of 25 million metric tons (MMT) by 2035, which is the lower of the two targets the LSEs were directed to plan for in Decision (D.) 22-02-004. <u>SDCP's Preferred Conforming Portfolio provided in its individual 2022 IRP</u> far surpassed the emissions requirement for its proportional share of the 2035 25 MMT GHG Benchmark.

The Ruling also presents analysis related to the consideration of two petitions for modification (PFMs) of the mid-term reliability (MTR) decisions.

- One PFM seeks an extension to the requirements in D.21-06-035 for the category of resources designed to partially offset the loss of the Diablo Canyon Power Plant with procurement that was required by 2024 and 2025.
- The other PFM seeks to extend the deadline of 2028 for long lead-time (LLT) resources set in D.23-02-040, which was already an extension to the 2026 deadline originally set in D.21-06-035.
  - The ruling proposes that if the LLT resource extension is granted, that LSEs be required to procure 2,000 megawatts (MW) of replacement clean energy capacity in 2028.
  - Any other procurement would be left up to the new Reliable and Clean Power Procurement Program expected to be considered in 2024.

Lastly, the Ruling includes a proposed set of reliability standards to be used by the Commission in the IRP context, distinct from the resource adequacy context, for this cycle of IRP.

SDCP is coordinating with CalCCA to develop positions on the various elements of the Ruling and draft Opening Comments and Reply Comments, which are due November 13, 2023, and December 1, 2023, respectively.

#### Extension of Diablo Canyon Power Plant Operations

Proposed Decision Conditionally Approving Extending Operations at Diablo Canyon Nuclear Power Plant Pursuant to Senate Bill 846

On October 26, 2023, the CPUC issued a <u>Proposed Decision</u> (PD) to direct and authorize extended operations at Diablo Canyon Power Plant (DCPP) until October 31, 2029 (Unit 1) and October 31, 2030 (Unit 2), as required by Senate Bill 846.

Notably, the PD adopts three key positions argued by CalCCA:

- The PD finds that allocating the costs of extended operations based on an IOU's share of a 12-month coincident peak load is fair and equitable, and proposes using the Cost Allocation Mechanism (CAM) as the process for allocating costs to the LSEs within each IOU's territory.
- The PD finds it fair and reasonable to allocate Resource Adequacy (RA) benefits in the same manner that eligible costs for extended operations at DCPP are allocated, ensuring that CCA customers will receive the RA benefits they pay for via the CAM process.
- The PD directs PG&E to offer LSEs that are paying for extended operations
  of DCPP the ability to use their share of DCPP's GHG-free attributes for
  their power content label if they so choose.

Opening Comments on the PD are due on November 15, 2023, and Reply Comments on November 20, 2023.

## ERRA Forecast Proceeding Update

On October 13, SDG&E filed the *Updated Application and Prepared Direct Testimony* ("October Update"). SDG&E's October Update generally tracks with changes that were expected due to new Market Price Benchmarks issued by Energy Division on October 2, 2023. SDCP, CEA and CalCCA ("the CCA Parties") jointly filed comments on October 27, 2023.

In these comments the CCA Parties note that SDG&E continues to use an inaccurate "forecast" for its Sold and Unsold RA inputs. Unlike the other IOUs, SDG&E only reports on sales already made through executed contracts. SDG&E's refusal to provide an accurate forecast distorts 2024 PCIA rates, resulting in unnecessary volatility and incorrect rate signals being sent to customers. The CCA Parties continue to recommend that the Commission require SDG&E to forecast a 2024 RA sales volume equal to the average of actual RA sales recorded during calendar year 2023 to date. Additionally, the CCA Parties discovered a few mistakes in SDG&E's workpapers, most of which were acknowledged by SDG&E and which the CCA Parties expect that SDG&E will correct. The CCA Parties also noted that SDG&E corrected the NQC for several contract resources discussed in CCA Parties' testimony. Finally, the CCA Parties note that forecast commodity rates continue to be redacted in SDG&E's workpapers. This new practice decreases transparency for customers and is inconsistent with the practices of the

other IOUs. The CCA Parties recommend in future ERRA proceedings that SDG&E provide a transparent forecast of bundled commodity rates that are public.

A proposed decision in this proceeding is expected on November 28, 2023, with a final decision expected to be adopted by December 14, 2023.

## AD-HOC COMMITTEE AND/OR SUBCOMITTEE REVIEW

N/A

**FISCAL IMPACT** 

N/A

**ATTACHMENTS** 

N/A



## SAN DIEGO COMMUNITY POWER Staff Report – Item 5

San Diego Community Power Community Advisory Committee

From: Colin Santulli, Director of Programs

Alyson Scurlock, Senior Program Associate

Subject: Grant Programs Update

Date: November 9, 2023

#### RECOMMENDATION

Receive and file the update on SDCP's Grant Programs.

#### **BACKGROUND**

To:

Staff currently oversee two grant programs—one for community-based organizations/nonprofits and another for SDCP's member agencies.

SDCP's Community Grant Program aims to support local clean energy projects and programs that provide economic, environmental, health, and community benefits. In December 2022, SDCP's Board of Directors (Board) approved the <u>Community Grant Program Policy</u>, and in March 2023, SDCP officially launched the program. Grant awards were provided to <u>10 organizations</u> in June 2023 and in July 2023, SDCP celebrated the inaugural program and grantees via a press event. Grant reporting for the first round of awardees is anticipated to conclude in June 2024.

SDCP's Member Agency Grant Program aims to support member agencies' climate action goals and initiatives such as projects or programs that promote clean energy, reduce carbon emissions, support climate equity, and advance local economic development. In August 2023, SDCP's Board approved the Member Agency Grant Program Policy.

#### ANALYSIS AND DISCUSSION

#### **Community Grant Program**

Now that the inaugural Fiscal Year (FY) 2022-23 Community Grant Program is underway, Staff are beginning to plan for the FY 2023-24 program. In August 2023, SDCP issued a Request for Proposals (RFP) to establish ongoing program administration support. Six proposals were received to the RFP and Staff completed the evaluation process per SDCP's Procurement Policy. San Diego Foundation was selected as the preferred bidder

based on their demonstrated expertise in supporting similar grant programs locally, established relationships with community-based organizations/nonprofits, and experience securing additional funding to support program budgets. In September 2023, SDCP's Board approved a contract with San Diego Foundation to serve as the program administrator for the next three program years (i.e., FY 2023-24, FY 2024-25, and FY 2025-26).

The FY 2023-24 Community Grant Program is anticipated to open for applications in Q1 2024. The program currently has an approved budget of \$500,000, however, Staff aim to increase the program budget by securing additional funding sources with the help of the program administrator. Given the program timing and needed flexibility for grants, the anticipated primary source of additional funding for the FY 2023-24 program is philanthropic rather than public sector sources.

In implementing the inaugural program, Staff learned several lessons and received feedback on potential improvements for the FY 2023-24 program. The following enhancements are expected to be implemented into the next program cycle:

- Increased program outreach and promotion
- Open the program earlier in the calendar year
- Extend the grant evaluation period to allow time for the evaluation committee to ask questions to grantees prior to making award selections
- Identify targets for funding grassroots organizations vs established organizations

Staff would like to receive feedback on the suggested enhancements and hear from Community Advisory Committee members on other potential enhancements that can be explored to make the program more effective, as well as suggestions for how to promote the program in SDCP's communities. Staff will be developing the FY 2023-24 program guidelines with San Diego Foundation in Q4 2023 and are seeking suggestions to inform those guidelines.

### **Member Agency Grant Program**

Staff started the initial phase of the inaugural Member Agency Grant Program in Q4 2023. For the FY 2023-24 program, current SDCP member agencies will be eligible to apply for a non-competitive grant of \$50,000 each beginning in Q1 2024. Grant funding will be provided directly to member agencies or via services (e.g., technical assistance, outreach/engagement) to implement a project or program that helps them achieve their climate action goals. Example projects that member agencies could utilize the funding for include, but are not limited to:

- Climate equity analyses and engagement/identification of Communities of Concern within member agencies
- Pilot projects (e.g., air quality monitors, appliance electrification, solar)

- Climate Action Implementation Plans
- Electrification cost/feasibility studies

Staff recently completed a procurement process to establish program administration support and are currently in contract negotiations with the preferred bidder. Once the program administrator is under contract, next steps will include developing program materials and working with staff from SDCP's member agencies to identify eligible projects.

#### **FISCAL IMPACT**

Funding for the Community Grant Program and Member Agency Grant Program is included in SDCP's Board-approved FY 2023-24 budget as part of the Programs Department budget. Staff expect no more than \$500,000 to be allocated to the FY 2023-24 Community Grant Program and no more than \$350,000 to be allocated to the FY 2023-24 Member Agency Grant Program. All Program-related expenditures will comply with the SDCP Board-approved Procurement Policy.

#### **ATTACHMENTS**

N/A