Minutes for CALMAC Website Committee Conference Call
Wednesday, November 14, 2018, 2:00 PM PST

Attendees:

Mona Dzvova – CPUC
Brian Smith – PG&E
Loan Nguyen – SoCalGas
Reggie Wilkins – SCE
Tim Caulfield – Caulfield Consulting (Website Administrator)

Absent:
Cynthia Rogers – CEC
Jesse Emge – SDG&E

Executive Summary

The CALMAC Website Committee held a regularly scheduled conference call to discuss the support contract and website usage. Overall, the conclusion was that the website usage is down about 12% over a year ago. This is believed to be due to the lack of postings of new reports because of impact evaluation contract delays. The next conference call will be on January 9, 2019 at 2:00 PM PST.

Minutes of Conference Call – The purpose this conference call was to discuss the support contract and website performance during the last year.

1. Contract issues – Brian Smith
   a. PG&E managing the contract, happy with Caulfield Consulting performance.
   b. Caulfield Consulting planning to continue for a couple of years.
2. How the transition to the cloud is faring – Tim Caulfield
   a. Website extremely stable. Third Strand and Caulfield Consulting get a notice every time it shows any problems. The "problems" only last for 5 minutes or so, are usually in the middle of the night, and self-resolve.
   b. Site operation software is automatically updated.
   c. Costs approximately half of what it was costing us previously (~$160/mo. currently)
   d. Caulfield Consulting considers the cloud based website a grand success.
3. Assessment of subcontractors – Tim Caulfield
   a. Rackspace – See above. Cost effective, reliable and professional.
   b. Third Strand – Third Strand was brought in when Conceio suddenly went out of business in 2008. Brought the site back on line, and have been able to repair code and modify the site as necessary. Very responsive. Third Strand stands in as the site administrator whenever Tim Caulfield is unable to cover keeping track of the site. Happy with their performance.

4. Contingency plans for hosting in case of emergencies - Tim Caulfield has sent an email to Third Strand asking whether this is a risk that we need to worry about, and if they think it is, what they would recommend. In addition we asked about the location and format of the website backup.
5. Trends in overall traffic – Tim Caulfield ran a comparison in Google Analytics comparing Nov. 1, 2017 – Oct. 31, 2018 with the prior year (Nov. 1, 2016 – Oct. 31, 2017). Here are the findings:
   a. Users down 12.3%
   b. Sessions down 13.1%
   c. Session duration up 5.9%
   d. Current average session length 3 min. 49 sec.
   e. 80% of the visitors are new users (both years)
   f. Visitors mainly from USA
   g. Visitors mainly weekdays, daytime
6. Any other business.
   a. Should we remove the "warning whether you have a T1 or a Modem" – Request put in to Third Strand to remove warning.
   b. After Dec. 31st, 2018 there is going to be a change and they start putting work order IDs in the Road Map. It was recommend that evaluations get a CALMAC Study ID at the point that they are getting a work order. 48 studies in all. 28 of them are from PG&E. This would allow the CALMAC Study IDs to be associated with the work from the beginning.
   c. With the new rolling portfolios we don't have a program year any more. Tim Caulfield to make sure program year is not mandatory. Request put in to Third Strand to make sure the field is not mandatory.

The conference call was ended approximately 2:30 PM PST. The next call is scheduled for January 9, 2019 at 2 PM PST.