

Pacific Gas and Electric developed Responses to Recommendations (RTR) contained in the evaluation studies of the 2013-2015 Energy Efficiency Program Cycle and beyond. This Appendix contains the Responses to Recommendations in the report:

RTR for the Local Third-Party Programs – Program Year 2021 (DNV GL, Calmac ID # CPU00352.01,
ED WO # GroupA_L3PP_YR5 - Group A PY2021 Local Third-Party Program Evaluation

The RTR reports demonstrate PG&E’s plans and activities to incorporate EM&V evaluation recommendations into programs to improve performance and operations, where applicable. PG&E’s approach is consistent with the CPUC Decision (D.) 07-09-043¹ and the Energy Division-Investor Owned Utility Energy Efficiency Evaluation, Measurement and Verification (EM&V) Plan² for 2013 and beyond.

Individual RTR reports consist of a spreadsheet for each evaluation study. Recommendations were copied verbatim from each evaluation’s “Recommendations” section.³ In cases where reports do not contain a section for recommendations, the PG&E attempted to identify recommendations contained within the evaluation. Responses to the recommendations were made on a statewide basis when possible, and when that was not appropriate (e.g., due to utility-specific recommendations), the PG&E’s responded individually and clearly indicated the authorship of the response.

The Joint IOUs are proud of this opportunity to publicly demonstrate how programs are taking advantage of evaluation recommendations, while providing transparency to stakeholders on the “positive feedback loop” between program design, implementation, and evaluation. This feedback loop can also provide guidance to the evaluation community on the types and structure of recommendations that are most relevant and helpful to program managers. PG&E believes this feedback will help improve both programs and future evaluation reports.

¹ Attachment 7, page 4, “Within 60 days of public release, program administrators will respond in writing to the final report findings and recommendations indicating what action, if any, will be taken as a result of study findings as they relate to potential changes to the programs. Energy Division can choose to extend the 60 day limit if the administrator presents a compelling case that more time is needed and the delay will not cause any problems in the implementation schedule, and may shorten the time on a case-by-case basis if necessary to avoid delays in the schedule.”

² Page 336, “Within 60 days of public release of a final report, the program administrators will respond in writing to the final report findings and recommendations indicating what action, if any, will be taken as a result of study findings. The IOU responses will be posted on the public document website.” The Plan is available at <http://www.energydataweb.com/cpuc>.

³ Recommendations may have also been made to the CPUC, the CEC, and evaluators. Responses to these recommendations will be made by Energy Division at a later time and posted separately.

Response to Recommendations (RTR) in Impact, Process, and Market Assessment Studies

Study Title: Local Third-Party Programs – Program Year 2021
Program(s): Public Government and K-12 Comprehensive (GK12 – PGE_Pub_009); Residential Multifamily Energy Savings Program (MESP – PGE_Res_003)
Author: DNV
Calmac ID: CPU00352.01
ED WO: GroupA_L3PP_YR5 - Group A PY2021 Local Third-Party Program Evaluation
Link to Report: [Group A PY2021 Local Third-Party Impact Evaluation - Final Report CALMAC.pdf](#)

MANAGEMENT APPROVAL AFTER REVIEWING ALL IOU RESPONSES		
Name		Date
PG&E	Michelle van Tijen, Manager	6/20/2023
PG&E	Claire Braico, Manager	6/20/2023

Item #	Page #	Findings	Best Practice / Recommendations (Verbatim from Final Report)	Recommendation Recipient	PG&E (if applicable)		SCE (if applicable)		SCG (if applicable)		SDG&E (if applicable)	
					Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes
				If incorrect, please indicate and redirect in notes.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.
1	4.1.3	Evaluated NTG values are higher than DEER default in most cases.	Program attribution (NTGRs) is higher than expected. Programs should continue targeting similar population segments. We recommend that the DEER team review the default NTG values for measures offered through downstream delivery channels.	All	<u>GK12</u> Accepted	<u>GK12</u> For default NTG values in PG&E-led measure packages impacted by this report, PG&E can consider updating the values during the next DEER cycle. For statewide measure packages, PG&E defers to the IOU lead to consider updating the values.						
					<u>MESP</u> Accepted	<u>MESP</u> The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.						
2	4.2.2	Direct outreach and partnering with other organizations/entities were effective outreach innovations/strategies.	Programs that use intelligent targeting and other data-based approaches should consider a hybrid approach that leverages direct outreach strategies.	All	<u>GK12</u> Accepted	<u>GK12</u> Program implementer meets on a bimonthly basis with several local government partnerships resulting in project referrals and deeper relationships with GPs. Implementer attends Local Government and Community Economic and Development Agencies in service territory to connect to school and governmental decision makers. Participates in monthly calls with PG&E small business customer relationship managers to engage DAC and HTR communities and follow up on customer opportunities. Marketing efforts include a special newsletter to K12 school customers in						

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					Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes
					MESP Accepted	August 2023 to target program benefits. These activities complement the baseline of data driven outreach. MESP The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.						
3	4.5	Not all programs tracked outreach innovations making it difficult to assess their true impact.	Programs should identify a common set of KPIs based on similar definitions and benchmarks to monitor and facilitate comparison of the performance of innovations across programs over time and use the results to refine program design and improve outcomes.	All	GK12 Accepted	GK12 Agree to have a common set of outreach metrics or indicators. There are consistent metrics regarding outreach <i>results</i> across all programs at PG&E. As most 3PP programs target a specific market, each with its own most effective avenue to engage its constituency, comparisons are difficult. Example, small business customers are more effectively engaged with community based and known local agencies to enhance credibility. Medium and large customers may be engaged through professional and trade organizations representing various markets. All benefit by field level engagement, but that varies based on the size and sheer numbers of customers to be reached. Lacking criteria and benchmarks on how engagement should be evaluated would lend to the difficulties cited, but examination of successful programs would likely yield a baseline from which best practices could be developed. All PG&E programs are consistently evaluated for the performance categories of energy savings, cost effectiveness, diverse business enterprise spends, DAC/HTR. Additional metrics can be added.						

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					MESP Accepted	MESP The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.						
4	4.2.2, 4.7	Outreach activities appear to be one-directional, where the local 3PPs do not provide opportunities for community input into program design.	Build more community input into all phases of program delivery.	All	GK12 Accepted	GK12 While the program model is already established at the time of launch, we do know in the process of having the program approved, there is a public commentary period as well as a pre-launch presentation at which input can be provided. For this program in particular, the original design was to rely heavily on HVAC measures. Covid impacts and the resulting AB841 HVAC Grant Program heavily impacted that strategy. This occurrence required the implementer to directly connect with the program constituents to identify alternative means of service, which resulted in a shift to a broader range of measures which included electrification projects. The standard follow-up which occurs for customer satisfaction purposes for each project, does address aspects of program delivery and suggestions for improvements. It is somewhat inherent in most successful programs that the implementer must adjust strategy based on customer input to remain so. These modifications are likely less apparent as they occur in the confines of the implementer/customer relationship, but they do regularly take place.						
					MESP Accepted	MESP The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.						

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5	4.4.3, 4.6.2	Program delivery innovations will take time to achieve deeper savings.	Local 3PPs are still in their nascent stages and more time is needed to determine the success of program delivery innovations in delivering deeper savings.	All	<p><u>GK12</u> Accepted</p> <p><u>MESP</u> Accepted</p>	<p><u>GK12</u> Program has successfully navigated factors outside of its control by adapting from a largely HVAC focused program to one which attends to the electrification opportunities and goals of this population. The program is now 50% focused on electrification projects to compliment the climate impact goals of Government & K-12 Schools. This also addresses taking the constituent community input and building it into a program design. As of 2023, the program is on track to go over it's savings goal and is serving a broad spectrum of customer sizes and income levels.</p> <p><u>MESP</u> The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.</p>						
6	4.7	The program's activities were consistent with some of the CPUC ESJ goals but not others, and more information is needed to assess consistency with several others.	PAs should include equity- and access-related metrics for all programs. Provide additional guidance relating to what practices and outcomes are consistent with ESJ Goals 4.1, 6.1, 8, and 9.	All	<p><u>GK12</u> Accepted</p>	<p><u>GK12</u> Equity metrics are discussed in the application Proposed Decision issued on May 26, 2023 and proposed as a topic of discussion within the proceeding. PG&E will follow the direction provided by the Commission.</p> <p>In addition, 3PP activities are consistent with CPUC ESJ goals. Tracking has taken place throughout the program but had some limitations as HTR was not defined in these sectors and how to apply DAC rules were not succinct. Recent CPUC guidance has provided that definition which will allow this implementer and all programs to improve equity and access reporting going forward. Relationships with Government Partnerships and the small business representatives</p>						

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					MESP Accepted	team result in a solid contribution to properly identifying and addressing the needs of underserved customers. MESP The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.						
7	4.3.2	Local 3PPs are more effective than peer programs at reaching HTR and DAC customers.	Local 3PPs should work on consistently integrating equity and access in program design while continuing the current efforts. Strive to directly collaborate with community partners to improve outreach.	All	GK12 Accepted MESP Accepted	GK12 As defined in the responses above, this implementer has a regular cadence of engagement with non-PG&E entities at community levels. Implementer focus on the local level with Local Government and community partnerships has resulted in 61 projects completed in PY 2022, with equal or greater volume expected in 2023. MESP The MESP Program closed in June 2023. Therefore, future 3P implementers can consider this in future program design.						