



## Q&A Demand Response Partner RFP

01/27/2022

### Respondent 1

1. **There are approximately 1,000 customers enrolled in the GridSavvy program. What is a breakdown of participating smart connected devices? (How many smart thermostats, how many EV chargers, etc.)**

The number of enrolled GridSavvy customers changes weekly, however as of 01/19/2022, there are approximately 1,300 SCP customers currently enrolled in GridSavvy. Approximately 1,500 smart devices are enrolled under these customers. There are approximately 1,200 EV chargers and 300 smart thermostats participating in demand response.

2. **How many customers have installed EV chargers with the CALeVIP program?**

To date, no EV chargers have been installed through CALeVIP. CALeVIP is a separate program, and the EV chargers are not part of the GridSavvy program.

3. **How many customers have installed free EV chargers with the GridSavvy program?**

Approximately 3,500 EV chargers have been provided through the GridSavvy program. Approximately 1,200 chargers are actively participating in GridSavvy demand response.

4. **What is SCP's expected implementation timeline? When would the 5MW be expected to be online?**

SCP is targeting a behavioral demand response customer offering launch date of May 1, 2022. SCP will use the Proposer's timeline for all other items in the Basic Offering as an evaluation criterion. SCP is targeting a minimum 5 MW total of peak load reduction through combined GridSavvy auto- demand response and behavioral demand response customer enrollments by 2026.

5. **Is the current GridSavvy implementer expected to remain involved in the program? Or transition all management and administration to the selected vendor?**

SCP expects the selected Proposer will manage and administer all demand response services.

### Respondent 2

6. **What is the implementation schedule that SCP is targeting on achieving?**

See answer to Question 4.



Respondent 3

7. **Are you currently using a system today to manage and store GridSavvy customer and device information? We assume we need to bring our own system to manage the program?**

Yes, the program is currently using a system to manage and store GridSavvy customer and device information via the current demand response administrator. Proposers should include their own system to manage the program in their Proposals. SCP also maintains its own MySQL data architecture and will expect responses to provide capability to reliably sync information between systems.

8. **Do you have your own notification platform that you would need us to use for customer notifications, or can we introduce our own mechanism for this?**

Proposers should include a notification platform in their Proposals.

9. **What system is used to pay out incentives? How is this integrated with SCP software?**

A \$5/month bill credit for auto-demand response customers is processed through SCP's billing and data services provider. Currently information is provided to billing and services via email. SCP expects that the monthly bill credit amount may change in the future to be more reflective of customer performance and demand savings impact. Proposers are encouraged to provide solutions and strategies for this in their Proposals. Since SCP does not do our own customer billing, we are open to a method of providing customers their incentives that gives more attribution of the incentive to SCP. This is especially desired for the behavioral component of the GridSavvy program.

For EV chargers, device incentives are paid out to customers via paper checks issued by the current demand response administrator. SCP currently provides funding for an escrow account to be used to pay out incentives.

For smart thermostats, currently a \$50 rebate is currently provided at time-of-sale for new devices. For enrolling an existing smart thermostat purchased outside of GridSavvy, a \$50 gift card is currently provided to the customer via the current demand response administrator.

SCP encourages Proposers to submit Proposals that provide creative solutions to incentive payment amounts and structures. SCP expects that the behavioral demand response program will have a different incentive structure and different incentive payout mechanism than the auto-demand response program.



If available, SCP is also interested in any analysis or experience from Proposers in gauging the sensitivity of demand response performance versus incentives. For example, what might be the required incentive to reach the goal of 5 MW versus a more or less ambitious target?

**10. What customer baseline algorithm(s) do you require for event performance calculations?**

Proposers should propose a methodology for determining event performance. SCP expects that the proposed methodology would establish a baseline energy use for each customer and would measure the actual metered usage during an event against that baseline. Proposers should reference CAISO baseline options for the CAISO DRAM. Proposers should also consider the CPUC Normalized Meter Energy Consumption (NMEC) Rulebook. SCP is also interested in any recommendations Proposers might have for device-specific or demographic-specific baseline strategies for optimizing measurement and performance.

**11. Do all programs, current and future, have incentive payments planned?**

Yes, but Program incentives, offers, and Terms and Conditions subject to change without notice. Proposers may include methods to determine incentive levels to enhance the value of their Proposal.

**12. Is there interval meter data available for all participating customers for performance calculations? If so, what is the source of this data (MDMS, or otherwise)?**

Yes, interval meter data is available for participating customers. SCP receives AMI data through a meter data management contractor and also houses that data in a SCP database, however Proposers should include a methodology and/or platform in their Proposals to manage data. Proposers may assume there can be a direct data transfer from SCP's meter data management contractor if systems allow.

**13. What platform is used to manage GridSavvy device webstore today? Do we need to replace this?**

The GridSavvy marketplace is provided by the current demand response administrator. Proposals should include a device webstore solution and the ability to optimize and transfer the webstore to another location managed by SCP, if applicable.

**14. What is the anticipated timeline for cutover from current contractor to new contractor awarded?**

This will depend on the Proposals that SCP receives.



- 15. Do you require a customer portal and/or mobile application for residential behavior DR customer enrollment, event notifications, usage tracking? Or would you expect this to be done through the different asset vendors?**

A customer portal and/or mobile application for behavioral demand response could be provided by the Proposer or in conjunction with other asset vendors.

- 16. Do you currently know the data reporting that needs to be provided by the solution?**

SCP requires data reporting on hourly kWh impact by customer, technology (where appropriate), and SUBLAP, compared to a baseline. Where a customer is a behavioral response customer only, SCP requires customer-specific event performance.

- 17. If the new platform does not provide the CAISO advising/scheduling, will the systems still be required to support the data, interfaces, functionality needed by CAISO, such as bidding, scheduling, receiving dispatch notifications and shadow Settlements?**

Platforms and systems that support functionality needed by CAISO are not required in this RFP if CAISO market participation is not advised in the Proposal, however CAISO functionality can be included to enhance the value of the Proposal. Proposers should identify the equivalent market value of the demand response resource for SCP if the Proposal does not include active CAISO market participation and functionality.

- 18. What does SCP's support of current customer conversion to a new implementor look like? Are current customer contracts transferable or will all new agreements be necessary with each customer? If new contracts are needed, who is responsible for attaining these signatures from the current customers?**

SCP expects the selected Proposer to maintain existing GridSavvy customers. This may include transitioning them in CAISO DRRS and providing new contracts. SCP does not expect that the current contracts are transferable. SCP may be responsible for the signatures of existing customers to new or amended contracts if necessary, however Proposals may include this to enhance the value of their Proposal.

- 19. Since SCP will be leading outreach efforts, can you elaborate on your outreach plan/strategy? Market segments or business types you will focus on? What is the ideal balance of smaller residential projects vs larger C&I projects?**

SCP will lead outreach efforts, along with input from the selected Proposer where appropriate. SCP is responsible for achieving the peak load reduction goals set forth in this RFP and will conduct outreach for targeted segments accordingly through data collection, anticipated and measured results, and customer feedback.



**20. Since SCP will be leading outreach efforts, how, and at what point, will projects be handed off to the implementor?**

SCP will be responsible for outreach efforts, but the selected Proposer will be responsible for enrollment. SCP intends to provide the option for behavioral demand response auto-enrollment for a subset of customers (CARE/FERA and other selected customers). SCP's outreach efforts and information provided through the Advanced Energy Center currently directs potential auto-demand response customers to SCP's website for enrollment through the current demand response administrator. Proposers should identify their method of enrollment in their Proposals.

**21. For the Behavioral Demand Response portion of the program, is SCP looking for development of the behavioral interventions, or just the ability to include/quantify them in the program offering?**

For the Behavioral Demand Response portion, SCP is looking for, at a minimum, the development of a customer interface with SCP branding, implementing event criteria, sending notifications to customers for an event, determining customer participation per event, measuring and reporting customer savings per event, and administering incentives.

SCP will, in consultation with the Demand Response Partner, create a list of suggested behavioral interventions to share with customers. For example, turning off lights, delaying running the dishwasher, etc.

**22. For the behavioral DR portion, who is responsible for customer education and training, both materials and delivery?**

SCP will be responsible for customer education and training, both materials and delivery, but may develop it in consultation with the Demand Response Partner. Proposals may include this to enhance the value of a Proposer's proposal.

Respondent 4

**23. Does SCP have a device target or MW goal for the next few years?**

SCP expects that approximately 44,000 income-qualified CARE/FERA customers will be enrolled in the behavioral response program in 2022. SCP is targeting a minimum 5 MW total of peak load reduction through combined GridSavvy auto-demand response and behavioral demand response customer enrollments by 2026. SCP is responsible for achieving the peak load reduction goals set forth in this RFP and will conduct outreach for targeted segments accordingly through data collection, anticipated and measured results, and customer feedback. SCP does not have interim goals or device-specific goals at this time.