



# CUSTOMER ENGAGEMENT DIRECT INSTALLATION PROGRAMS

## Customer Engagement

**Board of Public Utilities**  
November 13, 2023

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## BACKGROUND

1. In the early 2000's, RPU began offering energy efficiency programs to its customers.
2. Direct Installation Programs were created to reach a large segment of RPU electric load.
3. Direct Installation programs were previously administered via SCPPA Contract.



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# BACKGROUND

1. RPU's customer base plays a major role in determining program offerings

2. Commercial customers represent 12% of the customers and 65% of the electric load

3. Historically, nearly half of RPU reported kWh savings resulted from Direct Installation Programs

Electric Meter Segments

12%

88%

Residential

Commercial


Total Electric Load

35%

65%

Residential

Commercial



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# BACKGROUND

October 2021

Two RFP's posted on Planet Bid

November 28, 2022


Board Approval

January 10, 2023

City Council Approval

1. RFP 2138 Consultant Administered Refrigerated Load Program with Staples & Associates

2. RFP 2139 Consultant Administered Direct Installation Services for Small Business with Richard Heath and Associate



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## REFRIGERATED LOAD PROGRAM

The Consultant Administered Refrigerated Load Program targets customers with significant refrigerated food and beverages storage such as mini-marts, delicatessens, convenience stores and restaurants. The program offers the direct installation of energy efficiency measures such as air curtains, cooler gaskets, automatic door closures, LED case lighting retrofits and high-efficiency motor upgrades.



Program	Businesses Assisted	Lifetime kWh Savings	Program Costs	Available budget	% Funds Spent
Refrigerated Load	34	1,213,608	\$249,925	\$250,000	<b>99.97%</b>



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## DIRECT INSTALLATION SERVICES FOR SMALL BUSINESS

The Consultant Administered Small Business Program provides small and medium-sized businesses with energy audits, and direct installation of energy efficiency measures such as lighting upgrades and controls, HVAC tune-ups, exit and open/closed signs, advanced power strips and weatherization.



Program	Businesses Assisted	Lifetime kWh Saving	Program Costs	Available budget	% Funds Spent
Small Business Direct Install	269	13,109,230	\$824,011	\$1,250,000	<b>66%</b>



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## STRATEGIC PLAN ALIGNMENT



### Strategic Priority 4 – Environmental Stewardship

**Goal 4.6** – Implement the requisite measures to achieve citywide carbon neutrality no later than 2040

### Cross – Cutting Threads



Community Trust



Fiscal Responsibility



Sustainability & Resiliency



Equity



Innovation



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## RECOMMENDATIONS

That the Board of Public Utilities recommend that the City Council:

1. Approve the amended Professional Consultant Services Agreement with Staples & Associates, Inc., to add \$500,000, for a revised contract amount of \$750,000;
2. Approve the amended Professional Consultant Services Agreement with Richard Heath and Associates, to add \$2,500,000, for the Small Business Program for contract amount of \$3,750,000; and
3. Authorize the City Manager, or designee, to execute the amended Professional Consultant Services Agreements, including making minor and non-substantive changes to the agreements.



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