

RFP 2019-03 for Pay-for-Performance MCE Responses to Questions Submitted

1. How many of MCE's 255,000 customers are residential?

MCE has a total of 473k customer accounts and 89% are residential.

2. How many of MCE's residential customers have AMI meters? Please provide information about on-going AMI deployment plans if applicable.

94% of MCE's residential customers have AMI meters that are enabled for data collection.

3. What interval of data will be provided from MCE's meters?

MCE's meters generate data at 15 minute or hourly intervals for electricity and daily for gas.

4. How frequently will MCE be sharing meter data with the behavioral program vendor?

MCE is planning on sharing meter data on a monthly basis but this is subject to negotiation during contracting. All vendors will be required to sign MCE's Non-Disclosure Agreement prior to receiving customer data.

5. What is the average annual kWh of electricity used per MCE residential customer household?

The average electricity usage per MCE residential customer is 475 kWh/month.

6. What is the average annual electric kWh usage per household for the top quartile of MCE's residential customers with the highest usage?

The upper quartile of MCE's single family customers averages 957 kWh/month.

7. How many or what percentage of your residential customers does MCE have e-mail addresses for?

It should not be assumed in proposals that Respondents will have access to MCE customer emails. In all cases where email outreach to customers using MCE contacts is proposed, Respondents should offer an alternative outreach strategy in the event that emailing customers is not possible.

8. How many MCE's customers have active online MyAccounts and/or are on electronic billing?

All customer billing, electronic or otherwise, goes through PG&E. Approximately 30,000 are on Autopay and 200,000 are on EBill.

9. What is the most appropriate weather station location to use for MCE's service area?

There is no single weather station. CalTRACK methods specify how to pick weather stations for sites. CalTRACK methodology will be used in the savings calculations for MCE.

10. Has MCE previously distributed home energy reports? If so, to what percentage of their customers?

MCE distributed home energy reports from 2014-2015. Approximately 13,000 homes received reports.

11. Does MCE want to provide home energy reports as part of the Residential Pay-for-Performance programs?

MCE is open to all cost-effective (TRC of 1.0 or higher) program designs and implementation strategies that can achieve claimable and validated savings.

12. Is MCE open to sending customer’s print and or e-mail reports on an opt-out basis?
MCE is open to an opt-out print mail strategy. It should not be assumed in proposals that Bidders will have access to MCE customer emails. In all cases where email outreach to customers using MCE contacts is proposed, Bidders should offer an alternative outreach strategy in the event that emailing customers is not possible.

13. Is MCE interested in a program that is specifically focused on low income (CARE & ESA) customers?
MCE is open to all cost-effective (TRC of 1.0 or higher) program designs and implementation strategies that can achieve claimable and validated savings.

14. Is MCE interested in a program that delivers energy insights via voice assistant (Google Assistant & Amazon Alexa) technologies?
MCE is open to all cost-effective (TRC of 1.0 or higher) program designs and implementation strategies that can achieve claimable and validated savings.

15. Which other residential programs would MCE want to cross promote a Home Energy Report program?
MCE’s Single Point of Contact (SPOC) model is the foundation of all programs and a goal of it is to layer as many services and blend as many funding streams as possible.

16. What is the anticipated launch date for the MCE Residential Pay-for-Performance programs?
Please see the timeline information included in the MCE Residential Pay-for-Performance RFP:

2019 Milestone	Timeline
Pre-solicitation Workshop	February 21, 2019
RFP Process	March 5 - May 31 2019
Questions or Clarifications Due	March 11, 2019 by 2:00 PM
Post and Distribute Responses	March 15, 2019 by 2:00 PM
Proposals are due by	April 2, 2019 by 2:00 PM (accepted on a rolling basis for future program years)*
RFP Review process (interviews if necessary)	April 3-19, 2019
Contract Negotiations & Execution (Contracts will require MCE Executive or Technical Committee Board approval)	April 20 - May 31 Tentative Committee Meetings June 6 or June 7, 2019
Targeted Outreach for Project Recruitment	June 2019
Rolling 2019 Project Open Enrollment	June - November 2019
Project Installation Completion	11/2019 (for savings claims in 2019)

17. What is the anticipated duration of a typical Residential Pay-for-Performance program?
MCE anticipates program contracts to be a minimum of 2 years from contract execution.
18. What is the avoided cost per kWh that MCE will be using to evaluate the cost-effectiveness of programs?
MCE will be using a TRC levelized cost (\$/kWh) of \$0.07 to evaluate the cost-effectiveness of the Single Family Comprehensive program.
19. How does MCE define cost-effective?
For the Single Family Comprehensive program, MCE's defines cost-effective as a program-level TRC of 1.0 or greater.
20. Can individual households be served by multiple programs and implementers in a 12 month period? For example, could a home receive direct install measures from Implementer A, purchase a new water heater and receive a deemed rebate, and receive an A/C tune-up from Implementer B within one year? How would those savings be allocated between programs and implementers?
No. A household cannot be served by multiple implementers or programs.