Regular Meeting of the Citizens Advisory Committee of the Peninsula Clean Energy Authority (PCEA)

Thursday, January 12, 2023
6:30 pm

Zoom Link: https://penncleanenergy.zoom.us/j/84975390654
Meeting ID: 849-7539-0654 Passcode: 2075 Phone: +1 (253-215-8782)

NOTE: Please see attached document for additional detailed teleconference instructions.

In accordance with AB 361, the Committee will adopt findings that meeting in person would present imminent risks to the health or safety of attendees of in-person meetings. Consistent with those findings, this Committee meeting will be held remotely. PCEA shall make every effort to ensure that its video conferenced meetings are accessible to people with disabilities as required by Governor Newsom’s March 17, 2020 Executive Order N-29-20. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials should contact Vanessa Shin at least 2 working days before the meeting at vshin@peninsulacleanenergy.com. Notification in advance of the meeting will enable PCEA to make best efforts to reasonably accommodate accessibility to this meeting and the materials related to it.

If you wish to speak to the Committee, please use the “Raise Your Hand” function in the Zoom platform or press *6 if you phoned into the meeting. If you have anything that you wish to be distributed to the Committee and included in the official record, please send to vshin@peninsulacleanenergy.com.

CALL TO ORDER / ROLL CALL

PUBLIC COMMENT

This item is reserved for persons wishing to address the Committee on any PCEA-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. Members of the public who wish to address the Committee are customarily limited to two minutes per speaker. The Committee Chair may increase or decrease the time allotted to each speaker.

ACTION TO SET AGENDA AND TO APPROVE CONSENT AGENDA ITEMS

1. Approval of the Minutes for the December 1, 2022 Regular Meeting

2. Adopt Findings Pursuant to AB 361 to Continue Fully Teleconferenced Committee Meetings Due to Health Risks Posed by In-Person Meetings

Public records that relate to any item on the open session agenda are available for public inspection. The records are available at the Peninsula Clean Energy offices or on PCEA’s Website at: https://www.peninsulacleanenergy.com.
REGULAR AGENDA

3. Chair Report (Discussion, est. 5 minutes)
4. Member Introductions (Discussion, est. 5 minutes)
5. Case Study on Home Electrification (Discussion, est. 40 minutes)
6. Proposed Rate Changes (Discussion, est. 15 minutes)
7. Overview of Results of CAC Satisfaction Survey (Discussion, est. 15 minutes)
8. Overview of Returning to In-Person CAC Meetings (Discussion, est. 15 minutes)
9. Marketing and Community Liaison Update (Discussion, est. 5 minutes)
10. Working Group Reports (Discussion, est. 10 minutes)
11. Upcoming Topics for Discussion (Discussion, est. 5 minutes)
12. Committee Members’ Reports (Discussion, est. 5 minutes)

ADJOURNMENT
Instructions for Joining a Zoom Meeting via Computer or Phone

Best Practices:
- Please mute your microphone when you are not speaking to minimize audio feedback
- If possible, utilize headphones or ear buds to minimize audio feedback
- If participating via videoconference, audio quality is often better if you use the dial-in option (Option 2 below) rather than your computer audio

Options for Joining
A. Videoconference with Computer Audio – see Option 1 below
B. Videoconference with Phone Call Audio – see Option 2 below
C. Calling in via Telephone/Landline – see Option 3 below

Videoconference Options:

Prior to the meeting, we recommend that you install the Zoom Meetings application on your computer by clicking here https://zoom.us/download.

If you want full capabilities for videoconferencing (audio, video, screensharing) you must download the Zoom application.

Option 1 Videoconference with Computer Audio:

1. From your computer, click on the following link that is also included in the Meeting Calendar Invitation: https://pencleanenergy.zoom.us/j/84975390654?pwd=RWZwOUdHMFR3a0R0VmJtemttdmIrdz09
2. The Zoom application will open on its own or you will be instructed to open Zoom.
3. After the application opens, the pop-up screen below will appear asking you to choose ONE of the audio conference options. Click on the Computer Audio option at the top of the pop-up screen.
4. Click the blue, “Join with Computer Audio” button
5. In order to enable video, click on “Start Video” in the bottom left-hand corner of the screen. This menu bar is also where you can mute/unmute your audio.

**Option 2 Videoconference with Phone Call Audio:**

1. From your computer, click on the following link that is also included in the Meeting Calendar Invitation: [https://pencleanenergy.zoom.us/j/84975390654?pwd=RWZwOUdHMFR3a0R0VmJtemttddIrRdz09](https://pencleanenergy.zoom.us/j/84975390654?pwd=RWZwOUdHMFR3a0R0VmJtemttddIrRdz09)
2. The Zoom Application will open on its own or you will be instructed to Open Zoom.
3. After the application opens, the pop-up screen below will appear asking you to choose ONE of the audioconference options. Click on the Phone Call option at the top of the pop-up screen.

![Choose ONE of the audio conference options](image)

4. Please dial +1 253-215-8782
5. You will be instructed to enter the meeting ID: **849-7539-0654 followed by #**
6. You will be instructed to enter in your participant ID. Your participant ID is unique to you and is what connects your phone number to your Zoom account.
7. After a few seconds, your phone audio should be connected to the Zoom application on your computer.
8. In order to enable video, click on “Start Video” in the bottom left hand corner of the screen. This menu bar is also where you can mute/unmute your audio.

**Audio Only Options:**

Please note that if you call in/use the audio only option, you will not be able to see the speakers or any presentation materials in real time.
Option 3: Calling in via Telephone/Landline:

Dial +1 (253) 215-8782

You will be instructed to enter the meeting ID: **849-7539-0654 followed by #**

You will be instructed to enter the meeting passcode **2075 followed by #**
REGULAR MEETING of the Citizens Advisory Committee of the Peninsula Clean Energy Authority (PCEA)
Thursday, December 1, 2022
MINUTES

Video conference and teleconference
6:30 p.m.

CALL TO ORDER

Meeting was called to order at 6:33 p.m.

ROLL CALL

Present:

Daniel Baerwaldt, Los Banos arrived at 6:45 p.m.
Diane Bailey, Belmont
Steven Booker, Half Moon Bay
Brandon Chan, South San Francisco
Michael Closson, Menlo Park
Michael Garvey, San Carlos
Kathleen Goforth, San Carlos
Katie Green, San Mateo
Margaret Li, South San Francisco arrived at 6:41 p.m.
Edward Love, Half Moon Bay
Jason Mendelson, Redwood City, Vice Chair
Cheryl Schaff, Menlo Park, Chair
Desiree Thayer, Burlingame
Bryan Tran, South San Francisco

Absent:

A quorum was established.

PUBLIC COMMENT

No public comment

ACTION TO SET THE AGENDA AND APPROVE CONSENT AGENDA

1. Approval of the Minutes for November 3, 2022 Regular Meeting

2. Adopt Findings Pursuant to AB 361 to Continue Fully Teleconferenced Committee Meetings Due to Health Risks Posed by In-Person Meetings
Motion Made / Seconded: Closson / Goforth

Motion passed 12-0 (Absent: Baerwaldt, Li)

REGULAR AGENDA

3. Chair Report (Discussion)

No Chair Report

4. Inflation Reduction Act Overview (Discussion)

Kristina Cordero, Chief Financial Officer, presented an overview of the Inflation Reduction Act of 2022 and explained how these new funding opportunities, such as the renewable generation tax credits and building decarbonization incentives, may support Peninsula Clean Energy’s priorities.

Committee members asked about the process and timeline for disbursement of funding from the Inflation Reduction Act. Diane Bailey, Committee member, asked about plans for regional collaboration to access block grant funding.

5. Peninsula Clean Energy Major Milestones 2022 in Review (Discussion)

Vanessa Shin, Community Outreach Specialist, highlighted Peninsula Clean Energy’s key accomplishments in 2022, including customer benefits and progress on building electrification, transportation electrification, and distributed energy resources.

Jason Mendelson, Vice Chair, recommended marketing these accomplishments widely to Peninsula Clean Energy customers. Steven Booker, Committee member, expressed enthusiasm for the progress of reach codes and acknowledged Diane Bailey’s strong involvement and support.

6. Review of Citizen Advisory Committee Member Community Liaison Activities (Discussion)

Kirsten Andrews-Schwind, Senior Manager of Community Relations, invited Citizen Advisory Committee (CAC) members to provide feedback on how they have shared information about Peninsula Clean Energy. Committee members reported common questions and interactions with their community, including interest in the cost electric appliances, options for charging an electric vehicle, and electricity sources. Committee members indicated that the Peninsula Clean Energy website and media toolkits are useful resources for engaging in these conversations and expressed interest in receiving a social media tutorial.

7. Discussion on Citizens Advisory Committee Member Satisfaction (Discussion)
Kirsten Andrews-Schwind invited Committee members to share feedback on their experience as a member of the CAC through an online survey.

8. Working Group Reports (Discussion)

Jason Mendelson reported that the Role of Citizens Advisory Committees Working Group has developed a survey to solicit best practices and information from Citizen Advisory Committees at other community choice aggregators.

9. Upcoming Topics for Discussion (Discussion)

Kirsten Andrews-Schwind previewed upcoming topics for the December and January meetings of the Peninsula Clean Energy Board of Directors. Cheryl Schaff, CAC Chair, invited Kathleen Goforth, Committee member, to present about her experiences and the results of fully electrifying her home. Steven Booker noted the large number of new members elected to the State Legislature; Marc Hershman, Director of Government Affairs, responded with a brief update and invitation to collaborate on this topic.

10. Committee Members’ Reports (Discussion)

No Committee Member Reports

ADJOURNMENT

Meeting was adjourned at 8:10 p.m.
TO: Honorable Peninsula Clean Energy Citizens Advisory Committee  
FROM: Jan Pepper, Chief Executive Officer, Peninsula Clean Energy Authority  
SUBJECT: Resolution to Make Findings Allowing Continued Remote Meetings Under Brown Act  

RECOMMENDATION:  
Adopt a resolution finding that, as a result of the continuing COVID-19 pandemic state of emergency declared by Governor Newsom, meeting in person would present imminent risks to the health or safety of attendees.  

BACKGROUND:  
On June 11, 2021, Governor Newsom issued Executive Order N-08-21, which rescinded his prior Executive Order N-29-20 and set a date of October 1, 2021 for public agencies to transition back to public meetings held in full compliance with the Brown Act. The original Executive Order provided that all provisions of the Brown Act that required the physical presence of members or other personnel as a condition of participation or as a quorum for a public meeting were waived for public health reasons. If these waivers fully sunset on October 1, 2021, legislative bodies subject to the Brown Act would have to contend with a sudden return to full compliance with in-person meeting requirements as they existed prior to March 2020, including the requirement for full physical public access to all teleconference locations from which Committee members were participating.  

On September 16, 2021, the Governor signed AB 361, a bill that formalizes and modifies the teleconference procedures implemented by California public agencies in response to the Governor's Executive Orders addressing Brown Act compliance during shelter-in-place periods. AB 361 allows a local agency to continue to use teleconferencing under the same basic rules as provided in the Executive Orders when certain circumstances occur or when certain findings have been made and adopted by the local agency. On January 5, 2022, Governor Newsom extended the sunset provision of AB361 and Government Code Section 11133(g) from January 31, 2022 to April 1, 2022 due to the surge in Omicron variant related COVID-19 cases and hospitalizations.
AB 361 requires that, if the state of emergency remains active for more than thirty (30) days, the agency must make findings by majority vote to continue using the bill’s exemption to the Brown Act teleconferencing rules. The findings are to the effect that the need for teleconferencing persists due to the nature of the ongoing public health emergency and the social distancing recommendations of local public health officials. Effectively, this means that agencies, including PCEA, must agendize a Brown Act meeting and make findings regarding the circumstances of the emergency on a thirty (30) day basis. If at least thirty (30) days have transpired since its last meeting, the Boards must vote whether to continue to rely upon the law’s provision for teleconference procedures in lieu of in-person meetings.

AB 361 allows for meetings to be conducted virtually as long as there is a gubernatorially-proclaimed public emergency in combination with (1) local health official recommendations for social distancing or (2) adopted findings that meeting in person would present risks to health. AB 361 will now sunset on January 1, 2024.

On September 30, 2021, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361. Out of an abundance of caution given AB 361’s narrative that describes each legislative body’s responsibility to reauthorize remote meetings, staff and counsel brings this memo and corresponding resolution to the attention of the Citizens Advisory Committee.

On October 14, 2021, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On November 4, 2021 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On December 2, 2021 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On January 13, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On February 10, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On March 10, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On April 14, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On May 12, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.
On June 9, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On July 14, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On August 11, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On September 8, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On October 13, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On November 3, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

On December 1, 2022 the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361.

**DISCUSSION:**

Because of continuing concerns regarding COVID-19 transmission, especially when individuals are grouped together in close quarters, it is recommended that the Peninsula Clean Energy Citizens Advisory Committee avail itself of the provisions of AB 361 allowing continuation of online meetings by adopting findings to the effect that conducting in-person meetings would present risk to the health and safety of attendees. A resolution to that effect and directing staff to agendize the renewal of such findings in the event that thirty (30) days has passed since the Committee’s last meeting, is attached hereto.
RESOLUTION NO. _____________

PENINSULA CLEAN ENERGY AUTHORITY, COUNTY OF SAN MATEO,
STATE OF CALIFORNIA

*   *   *   *   *   *

RESOLUTION FINDING THAT, AS A RESULT OF THE CONTINUING COVID-19 PANDEMIC STATE OF EMERGENCY DECLARED BY GOVERNOR NEWSOM, MEETING IN PERSON FOR MEETINGS OF THE PENINSULA CLEAN ENERGY CITIZENS ADVISORY COMMITTEE WOULD PRESENT IMMINENT RISKS TO THE HEALTH OR SAFETY OF ATTENDEES

WHEREAS, on March 4, 2020, the Governor proclaimed pursuant to his authority under the California Emergency Services Act, California Government Code section 8625, that a state of emergency exists with regard to a novel coronavirus (a disease now known as COVID-19); and

WHEREAS, on June 4, 2021, the Governor clarified that the “reopening” of California on June 15, 2021 did not include any change to the proclaimed state of emergency or the powers exercised thereunder, and as of the date of this Resolution, neither the Governor nor the Legislature have exercised their respective powers pursuant to California Government Code section 8629 to lift the state of emergency either by proclamation or by concurrent resolution in the state Legislature; and

WHEREAS, on March 17, 2020, Governor Newsom issued Executive Order N-29-20 that suspended the teleconferencing rules set forth in the California Open Meeting law, Government Code section 54950 et seq. (the “Brown Act”), provided certain requirements were met and followed; and
WHEREAS, on September 16, 2021, Governor Newsom signed AB 361 that provides that a legislative body subject to the Brown Act may continue to meet without fully complying with the teleconferencing rules in the Brown Act provided the legislative body determines that meeting in person would present imminent risks to the health or safety of attendees, and further requires that certain findings be made by the legislative body every thirty (30) days; and,

WHEREAS, on January 5, 2022, Governor Newsom extended the sunset provision of AB361 and Government Code Section 11133(g) to January 1, 2024 due to surges and instability in COVID-19 cases; and,

WHEREAS, California Department of Public Health (“CDPH”) and the federal Centers for Disease Control and Prevention (“CDC”) caution that COVID-19 continues to be highly transmissible and that even fully vaccinated individuals can spread the virus to others; and,

WHEREAS, the Committee has an important governmental interest in protecting the health, safety and welfare of those who participate in its meetings;

WHEREAS, on September 30, 2021, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361. Out of an abundance of caution given AB 361’s narrative that describes each legislative body’s responsibility to reauthorize remote meetings, staff and counsel bring this resolution to the attention of the Citizens Advisory Committee, and;
WHEREAS, on October 14, 2021, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on November 4, 2021, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on December 2, 2021, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on January 13, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on February 10, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on March 10, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on April 14, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;
WHEREAS, on May 12, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on June 9, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on July 14, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on August 11, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on September 8, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on October 13, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, on November 3, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;
WHEREAS, on December 1, 2022, the Peninsula Clean Energy Citizens Advisory Committee approved a thirty (30) day extension of remote meetings in accordance with AB 361, and;

WHEREAS, in the interest of public health and safety, as affected by the emergency caused by the spread of COVID-19, the Committee deems it necessary to find that meeting in person would present imminent risks to the health or safety of attendees, and thus intends to invoke the provisions of AB 361 related to teleconferencing.

NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that

1. The recitals set forth above are true and correct.

2. The Committee finds that meeting in person would present imminent risks to the health or safety of attendees.

3. Staff is directed to return no later than thirty (30) days, or, alternatively, at the next scheduled meeting of the Committee, after the adoption of this resolution with an item for the Committee to consider making the findings required by AB 361 in order to continue meeting under its provisions.

4. Staff is directed to take such other necessary or appropriate actions to implement the intent and purposes of this resolution.

* * * * * *
Results of 2022 Citizens Advisory Committee Feedback Survey

Total Number of CAC Members in December 2022: 14; Number of Survey Responses: 13

1. Please rate on a scale of 1-5 the progress the CAC made in 2022 toward meeting its objectives.

![Bar chart showing survey results]

1a. Why did you give this rating?

- I believe in our work toward a cleaner community.
- All members seem interested and knowledgeable but I sense we have few opportunities to meet with people. Blame the pandemic for much of that.
- I've observed the CAC providing feedback on PCE policy and operational objectives, and I know that a number of CAC members act as liaisons to various segments of the community; however, I'm new to the CAC so I don't yet know the extent to which the CAC is engaged in outreach, nor am I aware of any legislative advocacy with which the CAC has assisted PCE this year.
- CAC has advised the board on a number of topics incl. raising goals and implements programs that will help the org. objectives. Also educated the public. But much more to be done too.
- As a new member, I'm a little embarrassed to say I don't know recall what the objectives are. I do see a lot of updates during the meetings and feedback from other members seem to indicate significant progress. I personally feel that we haven't moved backwards, so that's progress.
- The committee has made good progress toward meeting its objectives. The committee members have done well as liaisons to the community and ambassadors for PCE's programs. And several important issues that came from the committee (e.g., DEAI, decarbonization by 2035) have continued through this year.
- I don't see the CAC accomplishing that much.
- The significant push to reach closer to 99% renewable energy is significant in all regards.
- From discussion at our last meeting, it's unclear how much our new members are sharing with their networks, promoting PCE programs, etc. Maybe we need to be more specific about how they could do that and/or provide emails that they could share in addition to social media graphics. Many of our members don't speak up at meetings, which I know we're going to work on.
- I know we are still coming our of the pandemic, but our outreach efforts have been nonexistent and that is a large part of our goals. I believe we need to set firm and realistic goals on how we will meet this objective in 2023.
- As an advisory committee, we are all trying to do public outreach (hampered a bit by fewer I person events due to the pandemic) and provide meaningful input to PCE, though we often feel that there are limited opportunities to provide input in an effective way.
In my short period of time on the CAC, the 2022 year-end recap looks like we have made significant accomplishments towards our work plan/goals.

Staff and CAC members are devoted to the objectives of PCE

2. How satisfied are you with your experience serving on Peninsula Clean Energy’s Citizen Advisory Committee in 2022?

![Graph showing satisfaction ratings]

2a. Why did you give this rating?

- I hope to contribute more to PCE as I learn more of all the programs that we are supporting.
- There is so much to learn!
- I’m very pleased to have the opportunity to serve on the CAC. I feel welcome and appreciated. I’m still figuring out how I can best contribute. I was a little disappointed that the Board did not even acknowledge the CAC’s unanimous recommendation that, upon attainment of staff’s proposed 99% renewable 24/7 goal, PCE re-evaluate market conditions/risks and consider setting a new goal of 100%.
- I am satisfied, but hope to be able to do more and help get everyone in jx. electrified.
- Again as a new member, I still don’t know how I can support the CAC more yet. There are circumstances that prevent me from spreading information about the CAC and PCE such as not having any social media accounts which is an obvious way to support the CAC and PCE. I am working to find solutions to increasing my productivity in serving the CAC.
- I’m very satisfied. I would like to have some working groups better utilized by PCE.
- My skills and interests haven’t been used
- Discussion and input is valued.
- PCE has done so much so quickly to reduce emissions in the county that I’m always eager to talk to people about it and to use PCE’s example of what can be done to tackle climate change. It’s gratifying to have input on PCE programs and timelines. Interacting with seasoned PCE staff and CAC members is stimulating and informs all of my climate change mitigation and environmentalism efforts.
- It has taught me a lot and I know the CAC has accomplished great things in some areas, but still feel we could strive to continue to do more, especially with our community engagement and outreach.
- I value the opportunity to engage with PCE and learn more about programs, though it seems that any input we provide on PCE programs is marginally tolerated.
- Staff members are well prepared, informed and very helpful. I have also [sic]
- Staff and CAC members are devoted to the objectives of PCE
3. Please rate on a scale of 1-5 the quality of Peninsula Clean Energy staff support for the CAC in meeting its objectives in 2022.

3a. In what ways do you think staff does well at supporting the Citizens Advisory Committee?

- The staff are very knowledgeable and extremely helpful.
- They always respond to questions and offer a good volume of information ahead of time.
- Staff are very generous with their time and expertise and seem to keep the CAC well apprised of program developments. They are patient about explaining complexities.
- staff is great!
- Everyone is very approachable, knowledgeable and shows a high level of accountability.
- Kirsten and Vanessa do a great job supporting the CAC. It may be nice to periodically have a working group and its staff lead come to the committee for advice/feedback on their ongoing work.
- Organizing the meetings
- Listening.

You keep us informed about what the board is considering, programs staff are developing or running, useful consumer information we can share with our networks. You're extremely well organized in planning schedules with plenty of lead time, ensuring we have reading materials prior to meetings, supplying us with promo materials to share and with follow up in every instance. You're invaluable in reminding the CAC about our options and guiding us in decision making.

- Staff is great at providing information and follow up requests in a timely manner. Many times staff had followed up when they don't know the answer and need to seek it out.
- Staff do an excellent job organizing meetings and agendas and ensuring that they run well. Also, staff are great about informing the CAC of upcoming items.
- All staff members are very well informed and prepared for each and every CAC meeting. I also appreciate staff members always being available for any and all questions from the CAC.
- Staff responds very quickly and thoroughly to questions and suggestions
3b. How can staff improve its support of the Citizens Advisory Committee?

- Provide greater clarity about what input or action they are seeking from CAC working groups.
- Don't know.
- I think short surveys like this would help the staff better understand which topics are "hot" at the moment for the CAC. It would also identify any potential gaps in what is communicated to the CAC during the monthly meetings.
- In addition to working groups set each year, it would be nice to have staff come to the committee for input and recommendations throughout the year. If staff begin working on a new program or project, they should consider if they would benefit from advice from the committee - either as a whole during a CAC meeting or as a request for a few CAC members to serve on a small, short-term working group.
- Send to us copies of staff reports several days prior to our meetings.
- Maybe divide the new-member training into two segments, one when people join and the next six months later, when they've attended a few general meetings, possibly joined a work group and have thought of questions about the CAC's functioning. If any new members are interested, it might be helpful for them to meet one-on-one via Zoom or in-person with a longer-term member to have a relaxed conversation about how to make a meaningful contribution to PCE by being on the CAC.
- For the workgroups, it's an ongoing struggle to find a way to provide meaningful or useful support from CAC. CAC members are continually looking for ways to add value beyond simply tabling at events and helping to promote items (which we are happy to do! But that does not meet the "Advisory" aspect of the CAC role).
- I really enjoyed the additional training from staff members and I know I would benefit a lot from more training from staff members where we do a deep dive on a specific topic each time.
- By being aware of the ever changing energy world
- No suggestions or N/A (4 responses)
4. Through your role as a community liaison, which messages about Peninsula Clean Energy programs and savings opportunities were you inspired to share with your community this year?

- General Information about Peninsula Clean Energy (e.g., Goals, Community Benefits): 12
- Heat Pump Water Heater Rebates: 11
- Peninsula Clean Energy's Strategic Goals: 9
- Heat Pump HVAC Rebates: 9
- Building Electrification Reach Codes: 8
- Zero Percent Loan Program: 7
- Rebates for Purchasing a Used EV: 6
- Rebates for Purchasing an E-Bike: 5
- All-Electric Building Awards: 5
- EV Charging Infrastructure Incentives: 5
- Solar + Battery Storage Program: 3

5. How did you share these messages?

- Word of Mouth: 13
- Announcements at Meetings: 6
- Email: 6
- Facebook: 4
- LinkedIn: 3
- Twitter: 2
- NextDoor: 2
- Visiting Local Businesses: 1

Additional Responses: Benchmarking reports for clients through my employment; CEC electronic newsletter; Conversation with clients
6. If there are ways that we can make sharing information about Peninsula Clean Energy easier for you, please share your ideas here.

- Since I do not use social media (with the occasional exception of NextDoor), it would be helpful to have outreach graphics and text that I could distribute via email to my networks, as well as graphics and text I could easily post on NextDoor.
- QR codes to certain links and articles so that we can quickly share articles when having quick and casual conversations with the community.
- You may want to consider asking members to compile a list of 10 to 100 people to whom they would regularly share the types of information mentioned in #4 above, then draft promotional emails and texts that they could send. Those emails and texts could always suggest that the recipient share the message with others. Some people are more comfortable sending emails or texts than using social media. You might also draft a short "elevator pitch" including PCE highlights that members could use in social, work or family gatherings. A social media tutorial about use of copy and graphics that you send for the CAC to use on Facebook, Instagram, Twitter, LinkedIn and NextDoor might be empowering and helpful. Maybe CAC members could mention PCE in their email signatures, with some creative suggestions from you.
- The media toolkits have and continue to be super helpful to me. The weekly newsletters from Jan are also another great source.
- Sharing a social package and newsletter blurbs helps a lot - sometimes that is done already but not consistently.
- A lot of information gets shared on Instagram - would be good to see more marketing materials prepared for IG platform or short form video clips.
- A brochure that explains PCE and the benefits that are offered
- N/A or blank (6 responses)

7. What feedback did you hear from your community this year about Peninsula Clean Energy that you would like to share with us?

- Although most people are surprised and pleased to learn that PCE supplies San Mateo County with 100% GHG-free and mostly renewably sourced electricity, I've heard arguments that, because PCE supplies electricity via the grid and the statewide/western U.S. grid relies heavily on fossil fuels, it is deceptive for PCE to claim that it provides 100% GHG-free electricity. I've also heard arguments against electrification, based on concerns that PCE/the grid will not be able to handle the load. Most recently, I heard disappointment that PCE has not taken a stand against the CPUC's NEM 3.0 proposal, given the importance of rooftop solar in making home electrification more financially attractive.
- Some people hate the rate increases and blame (erroneously) PCE. Many people have trouble understanding electrification and wish it was easier to get it done (don't blame PCE) but are frustrated with messaging from contractors and "seemingly" inconsistent messaging on effectiveness and rebates et al.
- Customers are shocked by the 98% reduction in GHG emissions from electricity compared to 2016
- Still not a lot of knowledge about PCE
- Often, "Wow, I didn't know about them" and "That's great to hear." If I mention specific incentives or programs PCE offers, they're glad that I shared that info.
- As we have discussed many times, lots of community members are unaware of PCE and still have misconceptions about clean technology and its costs and benefits. However, PCE's programs are a great model for other utilities and CCAs across the country.
- We're still finding that people are surprised to learn that PCE provides zero carbon power and at a slight discount to PG&E - people are continually impressed by that (as they should be!). For those who are aware
of PCE, they have strong positive impressions, and it's a collective lovefest over PCE (which is fun and everyone at PCE should feel great about that).

- I often find that many individuals still do not know what is PCE and what does PCE do. I think we should evaluate a strategy to expand marketing/brand awareness (brand ambassador, collaborating with local influencers, etc)
- "Good to hear local radio (KHMB) "ads" for Heat Pump Water heaters and HVAC by PCE. Getting the word out. Don't know responses
- *N/A or blank (4 responses)*
Select Results of 2021 Citizens Advisory Committee Feedback Survey

*Full survey results can be found [here](#). Total Number of Responses: 13.*

1. Please rate on a scale of 1-5 the progress the CAC made in 2021 toward meeting its objectives.

[Graph showing responses]

2. How satisfied are you with your experience serving on Peninsula Clean Energy’s Citizen Advisory Committee in 2021?

[Graph showing responses]

3. Please rate on a scale of 1-5 the quality of PCE staff support for the CAC in meeting its objectives in 2021.

[Graph showing responses]