

2023 Single-Family Home Electrification Service RFP Questions & Answers

#	Question	Answer
1	The bidder’s conference stated the program expects 650 projects for the Income-qualified Direct Electrification program element. On page 5, the RFP states a target of at least 650 heat pump water heaters and 650 heat pump HVAC systems in three years. Is PCE expecting that 100% of low-income homes will receive both a heat pump water heater and a heat pump HVAC system or is the total number of projects flexible?	The total number of homes served is flexible and may be more than 650. Through the Income-Qualified Direct Install service, PCE intends to offer full electrification to all eligible homes it is feasible to do so in, however, the homeowner may decline some measures. At least one major electrification measure (i.e., water heater or space heating and cooling) is required to receive services.
2	Does PCE have a preference for what program activities should be counted as “administrative” versus “ongoing program activities”?	<p>PCE has amended the “Non-Installation Costs Estimates by Task” table in the RFP Cost Table Worksheet to better align the categories by the sections in the RFP Detailed Project Description and Scope.</p> <p>The costs included in “2 Administrative Reporting” costs should be for the tasks outlined in Section 2 of the Detailed Project Description and Scope. These include reporting, invoicing, and meeting tasks.</p> <p>The costs included in “4 Ongoing Program Implementation T” should be for the tasks outlined in Sections 4 – 6 of the Detailed Project Description and Scope, excluding direct installation costs. This includes all aspects of managing the program, including customer management, scope of work development, installation oversight, etc.</p>
3	In order to minimize energy bill impacts from the electrification of HVAC systems,	Yes, PCE is interested in funding air sealing and some insulation measures for Direct Install projects

	insulation and air sealing is often necessary to reduce loads and retrofit heat pump system sizing. Is PCE interested in funding these measures as a part of the HVAC retrofits for the Income-qualified Direct Install Electrification and/or Cost-share Turnkey Electrification program elements?	and offering it to Cost-share Turnkey customers. PCE will work with the selected implementation team to determine these measure costs and/or not exceed amounts and guidelines to determine which homes are offered these measures. Proposers may optionally offer comments on recommendations for incorporating these measures into the program and budget estimates as part of their response narrative.
4	Is there a specific co-pay % that PCE envisions for Cost-share Turnkey Electrification customers?	PCE envisions the customer co-pay to be the total project cost minus all rebates that can be captured for that project. This includes PCE's own rebates (which will continue to be available outside of the Cost-share Turnkey service) and any regional, state, or federal rebate that are available to capture on behalf of the customer directly. Please note that PCE is seeking input from proposers on how to determine the cost for each measure in the program, see section 5.8 question 1 in the RFP (page 12). PCE will work with the selected implementation team to finalize the exact payment structures and processes for the Cost-share Turnkey service.
5	Based on our understanding of the RFP, the implementer will provide supportive services related to integration of renewables and storage, but not facilitate/fund the installation of them via the program. Is this correct?	For the purposes of the RFP response and proposed budget, yes, proposer should assume only supportive services for the integration of solar and storage. However, the implementation approach <i>may</i> include facilitation of the installation but that will be mutually determined with the selected consultant. Per section 7.3.2 in the Detailed Project Description and Scope: "Approaches to program (solar and storage) delivery may include directly subcontracting with qualified solar and storage installers and/or recommending that PCE directly contract with such providers." If it is mutually determined that the consultant will directly subcontract with solar and storage installers and oversee the implementation of this new service, PCE and the consultant will work together to come up with a more detailed budget.
6	Language states the participants in the program are eligible for emergency replacement water heaters. Does PCE anticipate that a participant may enter the program via the replacement path?	Yes, PCE is intending to market the emergency water heater replacement program to the general public. And yes, a participant may enter the Direct Install or Cost-share Turnkey service via the emergency replacement path. If a participant enters

	I.e. is PCE intending to market the Emergency Water Heater Replacement program element to the general public?	the program through the emergency replacement path, the primary priority would be for the prompt replacement of the water heater, however the additional Direct Install or Cost-share Turnkey services should be offered to the customer.
7	What is the budget for the Single-Family Home Electrification Program Service? Should we assume \$1.5M per year, as was awarded to RHA for the balance of the current program? What portion of that budget is CPUC-funded versus CCA ratepayer funded?	PCE's forecasted residential building programs budget for the next 3 fiscal years (FY23-24 through FY25-26) is approximately \$29M, which includes the Single-Family Service <u>and</u> rebates (which will be available through the Cost-share Turnkey service <u>and</u> outside of it through PCE's existing rebate program). \$17M of this budget is expected to be for Income-qualified Direct Install portion. Please note that PCE's budget gets approved on annual basis, only the FY23-24 budget is approved; the following FY budget are forecasts and subject to change. Additionally, actual budget spent will depend on program uptake. The entire budget is funded by PCE; the budget does not rely on CPUC funds.
8	Can you break down the FY2023-2024 Approved Budget for Community Energy Programs by program allocation?	The Community Energy Programs approved FY23-24 budget is \$12.7M. Approximately \$6M is for building programs, \$6M for transportation programs, \$500k for distributed energy resources programs, and \$200k for other/miscellaneous activities. Please note that actual spend by program category is flexible based on uptake and other factors.
9	What is the approved five-year budget forecast for Community Energy Programs?	The Community Energy Programs forecasted five-year budget (FY23-24 through FY27-28) is \$124M. Please note that PCE's budget is approved on annual basis and only the FY23-24 budget is approved; the following FYs budgets are forecasts and subject to change.
10	Task 1.9, Enroll in State or Local Programs, lists several Market Rate programs with a focus on electrification and decarbonization, but no IQ program. How do you envision the Income-qualified direct installation program element leveraging ESA funds or other existing IQ programs?	PCE envisions collaboration with and referrals to other income-qualified, direct-install programs such as ESA, but not direct case management or scheduling coordination with such programs. The objective during collaboration with other programs is to avoid delays or complications with the implementation of our own program.

		However, PCE is still awaiting details on the state’s Equitable Building Decarbonization Program and we do expect the selected consultant to work with us to determine how to integrate and/or collaborate with that program with the objective of leveraging those state electrification funds.
11	Also from Task 1.9, several programs listed are funded by CPUC-oversight. Please confirm these would not create double-dipping concerns for PG&E and BayREN ratepayers.	No, there would not be any double-dipping concerns. The Single-Family Service is funded by PCE, not CPUC funds.
12	Please clarify if projects in the Single-Family Home Electrification Program Service are also eligible for the Market Access Program funding.	Yes, these projects are also eligible for Market Access Program funding.
13	Program goals and Objective Number 2 states: “Provide safer, healthier, resilient, zero carbon homes with improved indoor air quality, resilience, and lower energy bills.” (Emphasis added, Page 21 of the RFP.) To what extent should implementers plan to screen customers, particularly IQ-eligible customers by potential for bill savings? That is, should we plan to limit electrification only to customers or sets of measures with a high probability of bill savings?	PCE will aim to target customers with high potential for bill savings. However, we do not plan to limit electrification services to customers based on their potential for bill savings.
14	What are the criteria for an income qualified resident? Are CARE/FERA customers eligible for this?	The exact eligibility criteria for the Income-Qualified Direct Install service is to be determined but likely to be based on household income at or below 80% of the Area Median Income (AMI). Customers eligible for CARE/FERA fall under this threshold and will therefore be eligible.
18	For the income qualified resident, not only the direct electrification upgrade installation but also minor repairs will be provided by the program. What do minor repairs include and are there any cost limits?	Minor home repairs may include minor energy-related measures such as LED lighting, weatherstripping, smart thermostats, repairing damaged electrical outlets and non-energy-related measures such as installing grab bars, repairing door locks, replacing window screens, repairing water leaks, and other minor items.

19	<p>How are the customers selected in each case (income qualified, cost share & emergency replacement)? Does the customer contact the program or should the team look for such a customer?</p>	<p>PCE's Communications Team will be primarily responsible for marketing and outreach to customers via emails, mailers, digital ads, and messaging at public events and forums. Additionally, PCE will engage with community-based organizations (CBOs) partners to provide pre-qualified customer leads for the Direct Install element of the program.</p>
20	<p>In the cost share case, how much amount to be covered by the program?</p> <p>a. Does the program cover a certain percentage and the resident pays the rest?</p> <p>b. Will the remainder, excluding the rebates, be paid by the resident as it is now?</p> <p>c. Will PCE cover part of the amount excluding the rebate and the resident pay the remainder?</p>	<p>PCE envisions the customer co-pay to be the total project cost minus all rebates that can be captured for that project. This includes PCE's own rebates (which will continue to be available outside of the Cost-share Turnkey service) and any regional, state, or federal rebate that are available to capture on behalf of the customer directly. Please note that PCE is seeking input from proposers on how to determine the cost for each measure in the program, see section 5.8 question 1 in the RFP (page 12). PCE will work with the selected implementation team to finalize the exact payment structures and processes for the Cost-share Turnkey service.</p>
21	<p>How many teams will be selected for this program? Is there any possibility that more teams will be added in the future?</p>	<p>Only one implementation team will be selected. It is intended that they will be the sole implementation team for the program.</p>
22	<p>Regarding the cost table, some HPWH locations of the house don't allow the unitized type. Does the program allow split HPWH? It's expensive. For example, in manufactured homes/mobile homes HPWH can't be installed in the utility room(24"x24") since the size is not big enough for manufacturer installation guide.</p>	<p>The Income-Qualified Direct Install service may offer split HPWHs on an exception basis. The exact scenarios under which this exception would be granted are to be mutually determined between PCE and the selected implementation team through the development of the Technical Design Guidelines (task 1.5). The Cost-Share Turnkey service will offer split HPWH but it would be at an extra cost to the customer. In other words, the customer co-pay envisioned for the Cost-share Turnkey service should be based on using a unitary HPWH, but if a customer wants to install a split HPWH then their co-pay will be higher as a result of the higher equipment cost.</p>
23	<p>In the RFP scoring matrix, asking if there is any low income program</p>	<p>This refers to experience administering programs that provide services to low-income households.</p>

	administration experience. What does it mean?	
24	<p>During the informational webinar, PCE mentioned that MCE and SVCE are interested in hearing from applicants that can serve their communities, too. MCE's serves 37 communities across Marin, Contra Costa, Solano, and Napa counties</p> <p>https://www.mcecleanenergy.org/service-area/. SVCE serves communities in Silicon Valley.</p> <p>https://svcleanenergy.org/service-area/. Where should we include our geographic service area in our proposal, and that we are interested in serving multiple communities within and outside of PCE's service area?</p>	PCE has amended Section 5 Content of Response of the RFP to include a specific section on this, see section 5.12.