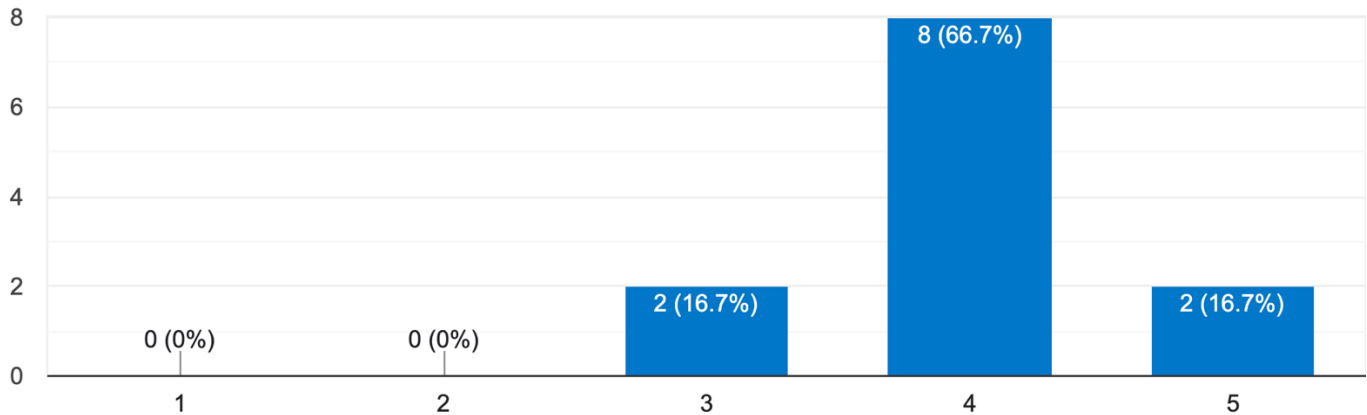


## Results of 2023 Community Advisory Committee Feedback Survey

Total Number of CAC Members in December 2023: 13; Number of Survey Responses: 12

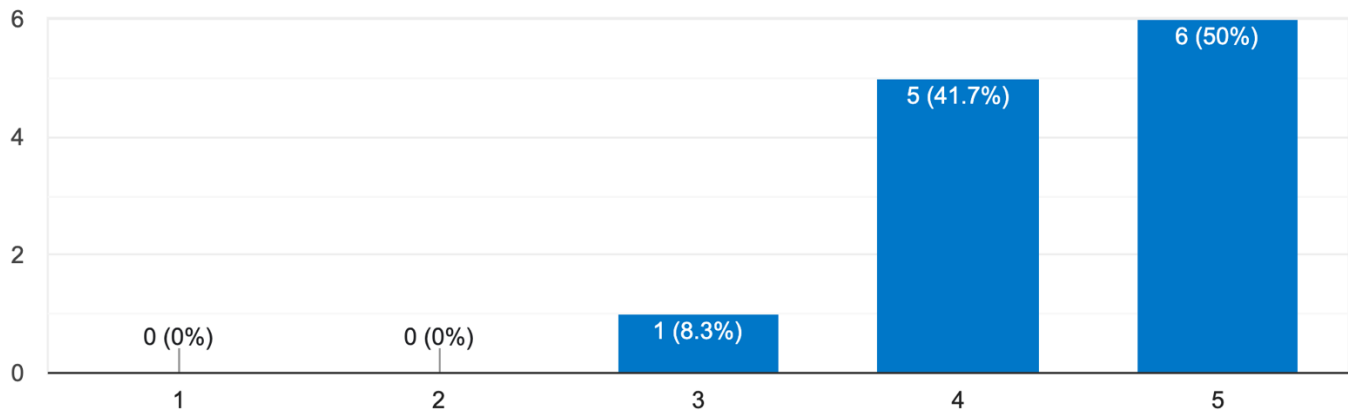
### 1. Please rate on a scale of 1-5 the progress the CAC made in 2023 toward meeting its objectives.



#### 1a. Why did you give this rating?

- I am too new to factually answer this question.
- We have been very productive in our monthly meeting.
- I feel the CAC has appropriately asserted itself and succeeded in influencing a few decisions. The current working groups are doing actual work on substantive matters.
- I joined mid year so not aware of previous objectives
- I'd like us to do more outreach
- There is always room for improvement.
- I believe the CAC works hard in each meeting.
- Good information.
- Accomplished a lot on advising the PCE on many issues and helping to do research and feed back for staff.
- Although the CAC was active, we adopted a few recommendations to the board and subcommittee with limited impact; and interactions with staff in workgroups mainly seemed to be FYIs and pleasant discussion.
- The committee has made good progress to advise PCE and engage in outreach.
- We made some progress but there's always room for improvement.

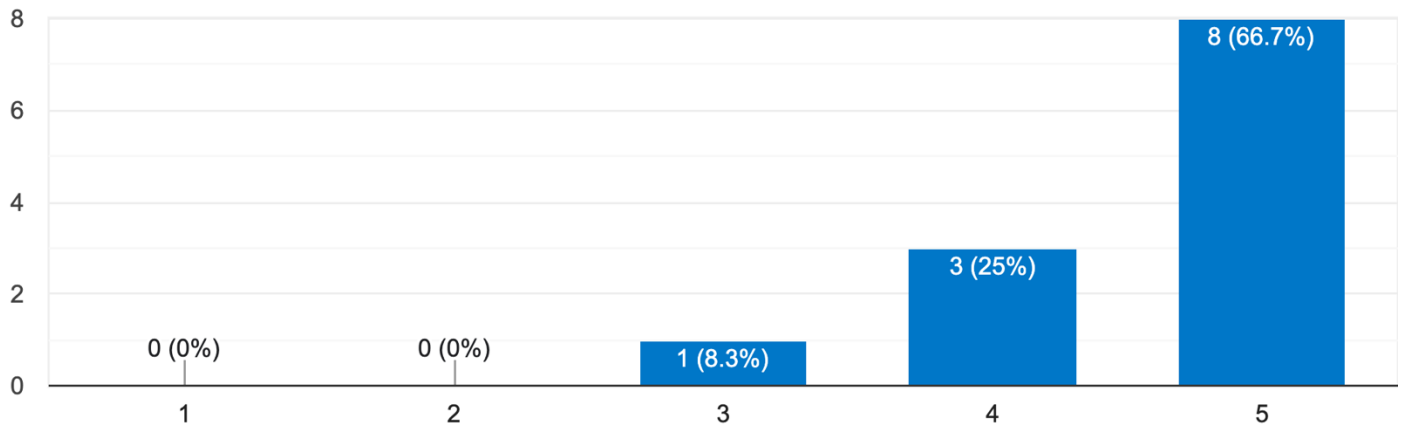
## 2. How satisfied are you with your experience serving on the CAC in 2023?



### 2a. Why did you give this rating?

- I am too new
- I feel connected to a group of environmentally progressive professionals.
- I'm learning a lot; I have opportunities to ask questions and weigh in on substantive matters; I'm impressed by the caliber, commitment, and patience of PCE staff; and I respect and feel respected by PCE staff and my fellow CAC members. I enjoy the collaborative spirit in which staff and CAC members work and the substantive work that I have the opportunity to do in the working groups.
- CAC recommendations were not incorporated into final decisions or rationale was not provided.
- I value PCE as a vital entity, so appreciate getting to work with the staff and the CAC.
- I'm very satisfied with my experience on the CAC, however, it's serious business that requires time and commitment which can be difficult at times.
- PCE gives support, sends agenda in advance, sends emails and explains topics.
- Efficient & effective.
- Very fulfilled and hopefully making a difference
- I love being a part of PCE, a powerhouse agency leading important clean energy & climate actions, even though CAC's role is minuscule and of questionable impact.
- I want to improve my participation in working groups.
- I'm mostly satisfied but my personal goal of PCE getting more distributed generation is not moving forward. (This is not the CAC's fault and I have not been very actively promoting this recently.) For example, the staff should be seriously exploring how take advantage of the recently passed SB 49 — installing solar panels along state highways in our service area.

**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 2023.**



**3a. In what ways do you think staff does well at supporting CAC?**

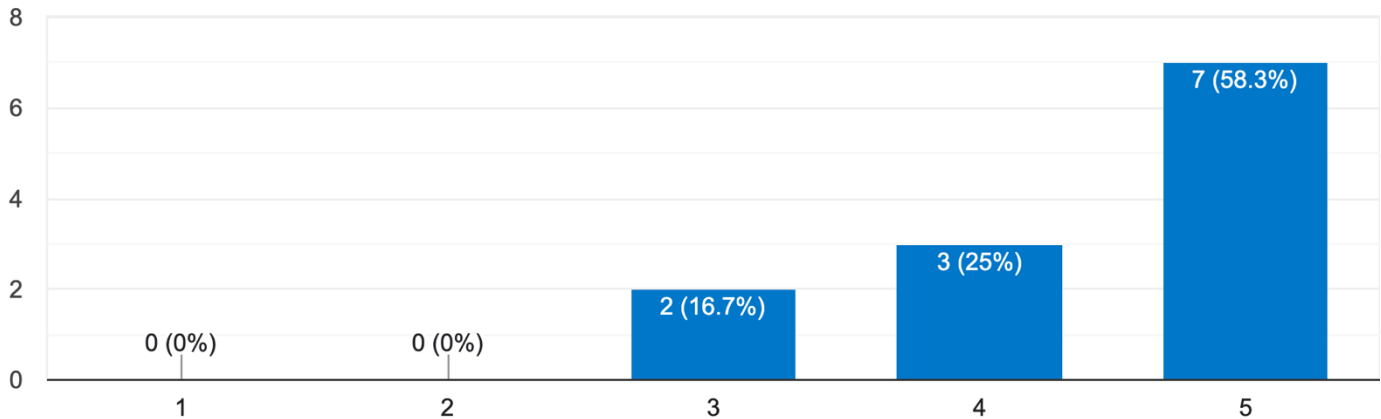
- Basic management of a committee is done well.
- Kristen and Vanessa are very responsive.
- They present complex information in a very understandable manner and are extraordinarily patient about the many questions they receive from CAC members and the number of times they must repeat information to refresh our memories and ensure that all CAC members are up to speed on various topics.
- Agenda setting, structure, mtg preparations, support
- Guiding our work, developing agendas and bringing essential information to members
- The staff has always been available to assist in any matter that has come before the CAC.
- In any question or concern I have, PCE always gives support and explains questions.
- Informative
- They are the best staff I have worked with. They are diligent, and listen and top of their game and eager for our advisory input and help
- Staff share wonderful updates that are exciting to hear about; however it seems there are little to no opportunities for CAC members to contribute in a meaningful way. But the conversations are very enjoyable.
- Kirsten and Vanessa support the committee very well.
- Kirsten and Vanessa are fabulous!

**3b. How can staff improve its support of the CAC?**

- Give us more detail, more explanation, more connection to policy.
- Continue assisting the CAC members addressing our questions.
- Improve the member recruiting process, so we retain members for their full terms. Follow through on CAC requests for ongoing training in small chunks.
- Staff support is great.
- There are several CAC members with more experience than others, it could be good if they can be more patient with new members, give new members the opportunity to be familiar with the concepts and with the meeting process.
- Supportive by connecting

- Use the CAC more
- If there were any opportunities where CAC members could contribute in a meaningful way - providing feedback on program designs before they are finalized for example - that would be a nice improvement.
- As PCE grows, it may be helpful for committee members to receive an annual update on the departments and org chart.
- Fully recognize that a well-informed and activated CAC can be a real asset to PCE's overall success. Sometimes it feels like some staff members feel like its a burden to share info with the CAC.
- *No suggestions or N/A (2 responses)*

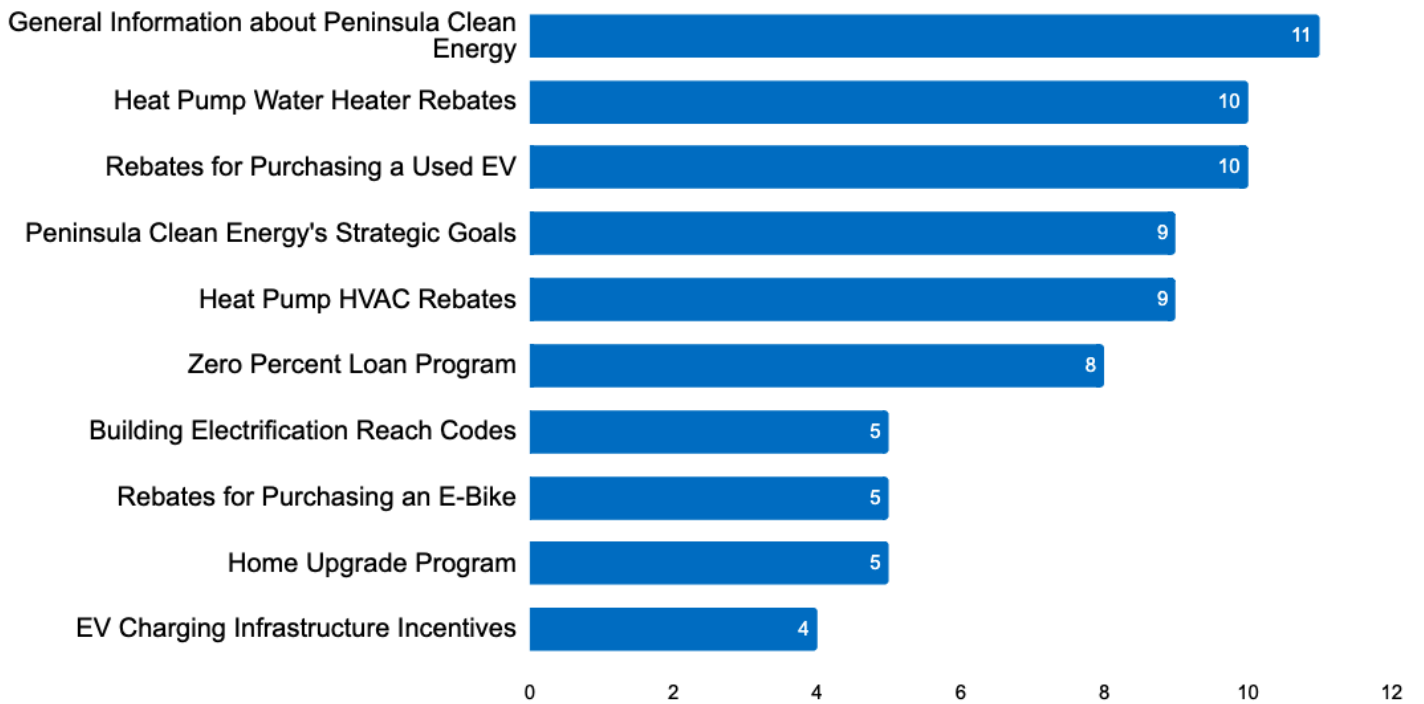
**4. On a scale of 1-5, how clear and understandable were the staff presentations to the CAC?**



**4a. What are your suggestions for improving staff presentations to the CAC?**

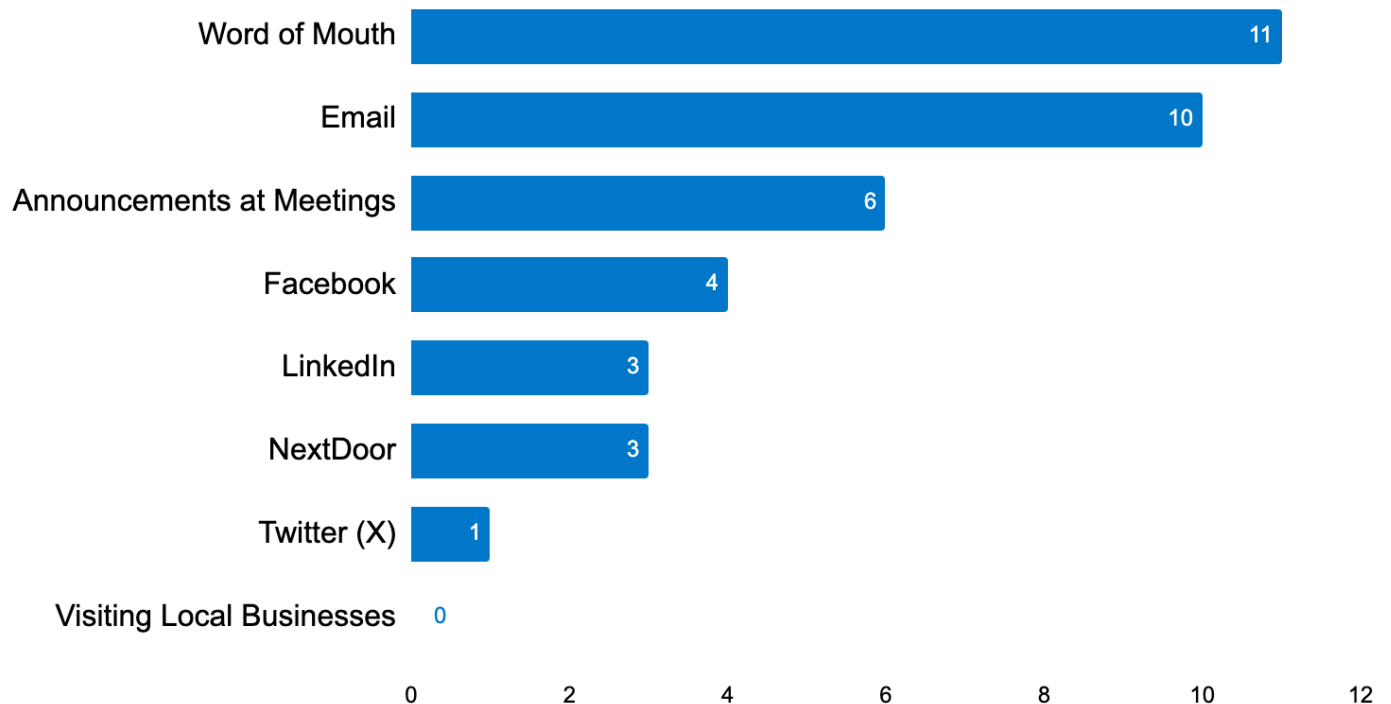
- More detail, more reasons, detailed staff reports.
- Send slides out to agenda.
- Provide context for presentation, history of topic and how it fits into PCE strategy. Use fewer acronyms and always explain them twice initially. Have them reviewed by liaisons to CAC or other public-facing staff for digestibility and jargon. Say up front what kind of feedback presenter is looking for.
- The presentations were very well presented.
- Some concepts are hard to understand, it could be good if the person who made the presentation has more time to explain and provide more details in order to be familiar with and be able to understand and ask questions.
- Sometimes we ask questions and they don't get answered - or we are told to follow up , and I often forget to do so, but making list of open questions to have responses (or leads for) at the next meeting would be greatly appreciated
- None. They are high quality always and very interesting.
- Sharing the presentation slides online before the meeting is helpful as the font size and color on some slides can be difficult to read on the monitor in the meeting room.
- We need to see staff reports in advance.
- *No suggestions or N/A (3 responses)*

**5. 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?**



*Other Responses: Upcoming GovBE program, Importance of load shifting and increasing battery storage, Also generally that CCAs provide significant value to the communities they serve by investing surplus revenue back into those communities*

**5. How did you share these messages?**



*Other Responses: While giving tours of a fully electrified home, Events, outreach presentation*

**6. If there are ways that we can make sharing information about Peninsula Clean Energy easier for you, please share your ideas here.**

- Post more online that can be forwarded.
- Provide a cheat sheet that lists all PCE programs with their acronyms and full names, very brief descriptions, relevant dates and/or eligibility requirements, URL for more info, and name of lead PCE staff member. Provide ready-to-deliver presentation slides; invite CAC members to assist with tabling at more public events; provide standard messages to post on NextDoor or send as emails to our networks.
- Slowly Low Income Families became familiar with PCE in their bill, but not all of them knows about PCE. A strategy plan to present PCE and how PCE works in customer bills might help them to be familiar with PCE.
- More FAWs and white paper on each of the above
- I need to ponder this. Let's have a CAC agenda item on this topic.
- *No suggestions or N/A (7 responses)*

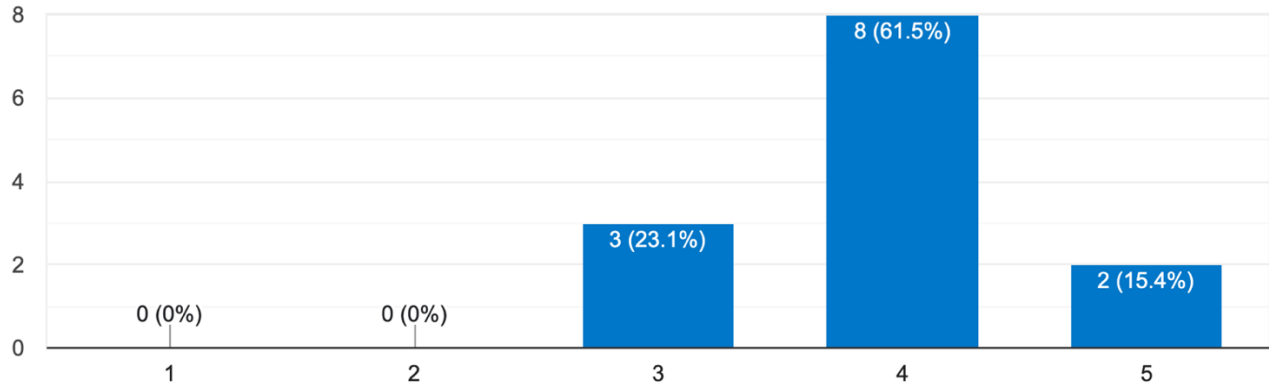
**7. What feedback did you hear from your community this year about Peninsula Clean Energy that you would like to share with us?**

- What is PCE?
- They charge more than PG&E.
- They don't really provide renewable energy; it's all a shell game; they rely on natural gas.
- There's no such thing as a free lunch so don't be fooled by their "rebates"; they're funded by your taxes.
- I'm thinking about replacing my water heater; are those PCE rebates as good as they say they are?
- PCE is great!
- They gave us grant money for electrification workshops.
- Their staff gave a very helpful presentation.
- It is hard to explain, when I hear why PCE is in my bill? It is a signal that slowly community learn about PCE. Probably more presentations help community to understand PCE goal in our community, then we can make presentations about other programs or benefits from PCE.
- Everyone hates their PGE bill and rate increases. Many blame PCE for this. Otherwise people like the idea that a local outfit is getting them their electricity and striving to make it as non-polluting as possible.
- Overwhelming support & gratitude
- A lot of people still do not know much about PCE or the difference between PCE & PG&E.
- *No suggestions or N/A (7 responses)*

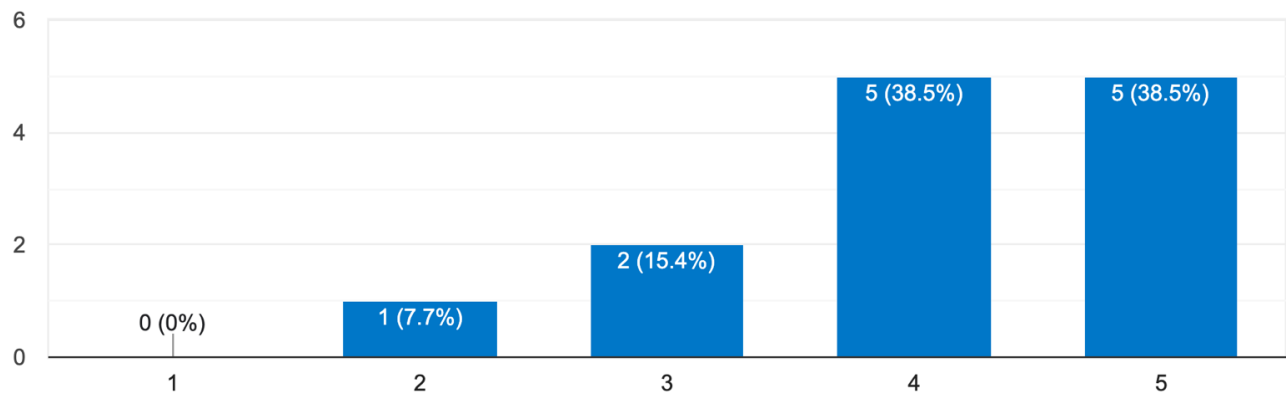
## Select Results of 2022 CAC Feedback Survey

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 2022 toward meeting its objectives.



2. How satisfied are you with your experience serving on the CAC in 2022?



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

