



Oct. 13, 2010

# California **Solar** Initiative Program Forum Hosted by SCE



# California **Solar** Initiative

**Welcome**  
**Mike Tomlin, SCE**



# California **Solar** Initiative

## CSI Program Statistics

Tim Treadwell, CCSE



# California **Solar** Initiative

## SCE Process Improvements

Mike Tomlin, SCE



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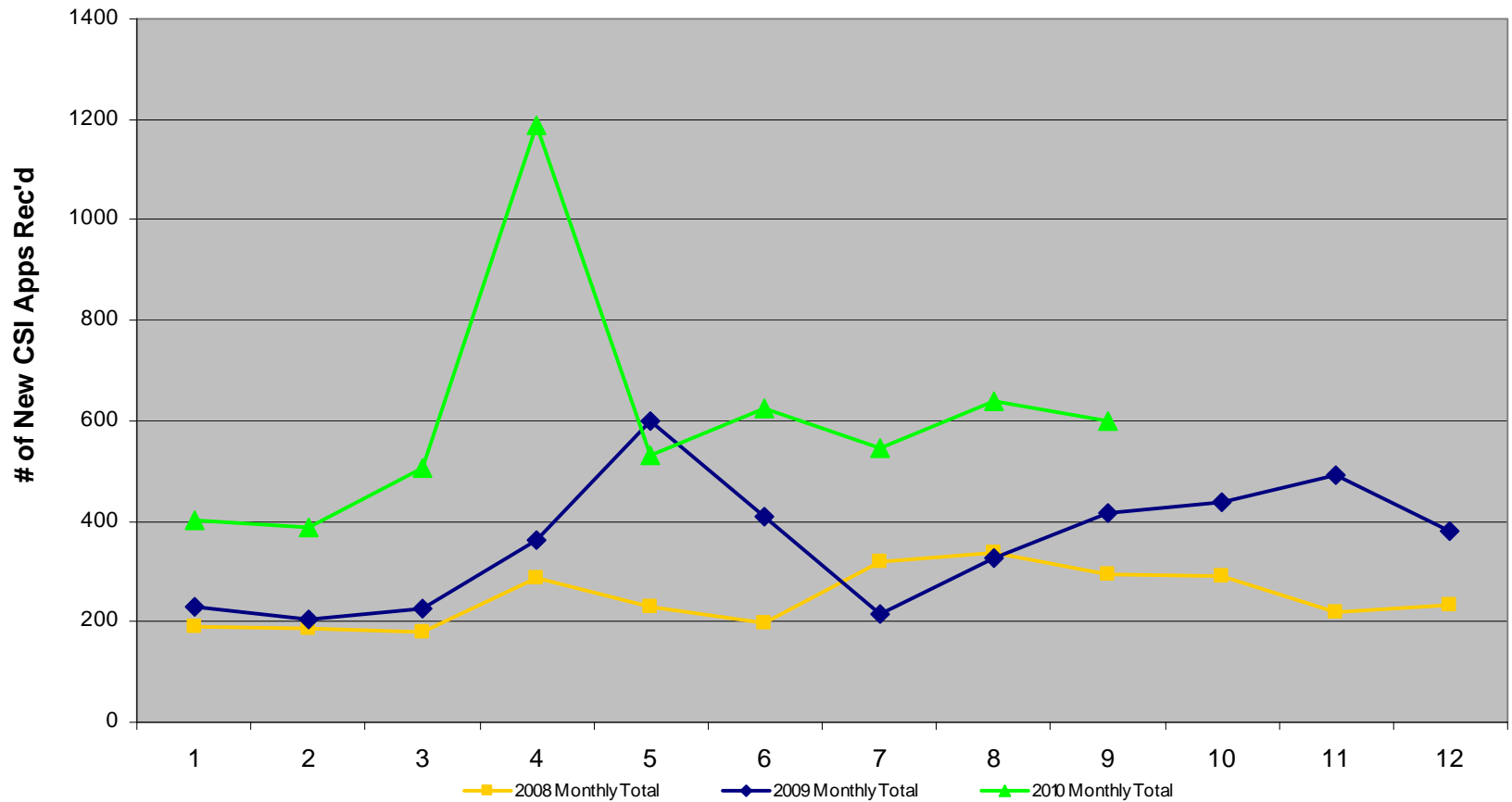
## Background – SCE Process Improvements

- SCE dealt with historically high application volumes between April–May 2010
- SCE’s application growth and backlog created stressed processing times
- SCE made significant changes for customers and itself
- Resulted in positive improvements in SCE’s performance



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## 3 Year Comparison – SCE CSI Monthly Activity



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## SCE Process Improvements

1. Changed queuing policy to align with all the three PAs
  - Consistency with other PAs, transparency for applicant to ensure ongoing fair treatment
2. Adopted less stringent guidelines for suspending applications
  - Less suspensions, quicker applications process, more consistency with other PAs
3. Developed formal SCE Resolution Team to handle complaints
  - Quicker dispute resolution, increased customer satisfaction, factual data to support decisions
4. Moved the majority of application processing in house
  - Fewer errors, less employee turnover, more highly trained staff, and more direct points of contact



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## SCE Process Improvements (cont'd.)

5. **Reduced number of steps in the payment process**
  - **Automated majority of PBI payments since July, streamlined the number of internal touches resulting in quicker turnaround times**
6. **Increased levels of internal training with staff members**
  - **More consistently applying rules and more consistent customer communications**
7. **Cross-training between Interconnection Team and Processing Team**
  - **More flexibility for peak situations, reduces staffing requirements, and builds one long-term sustainable team**



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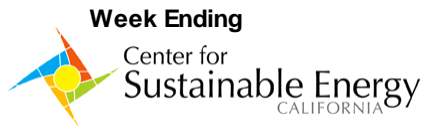
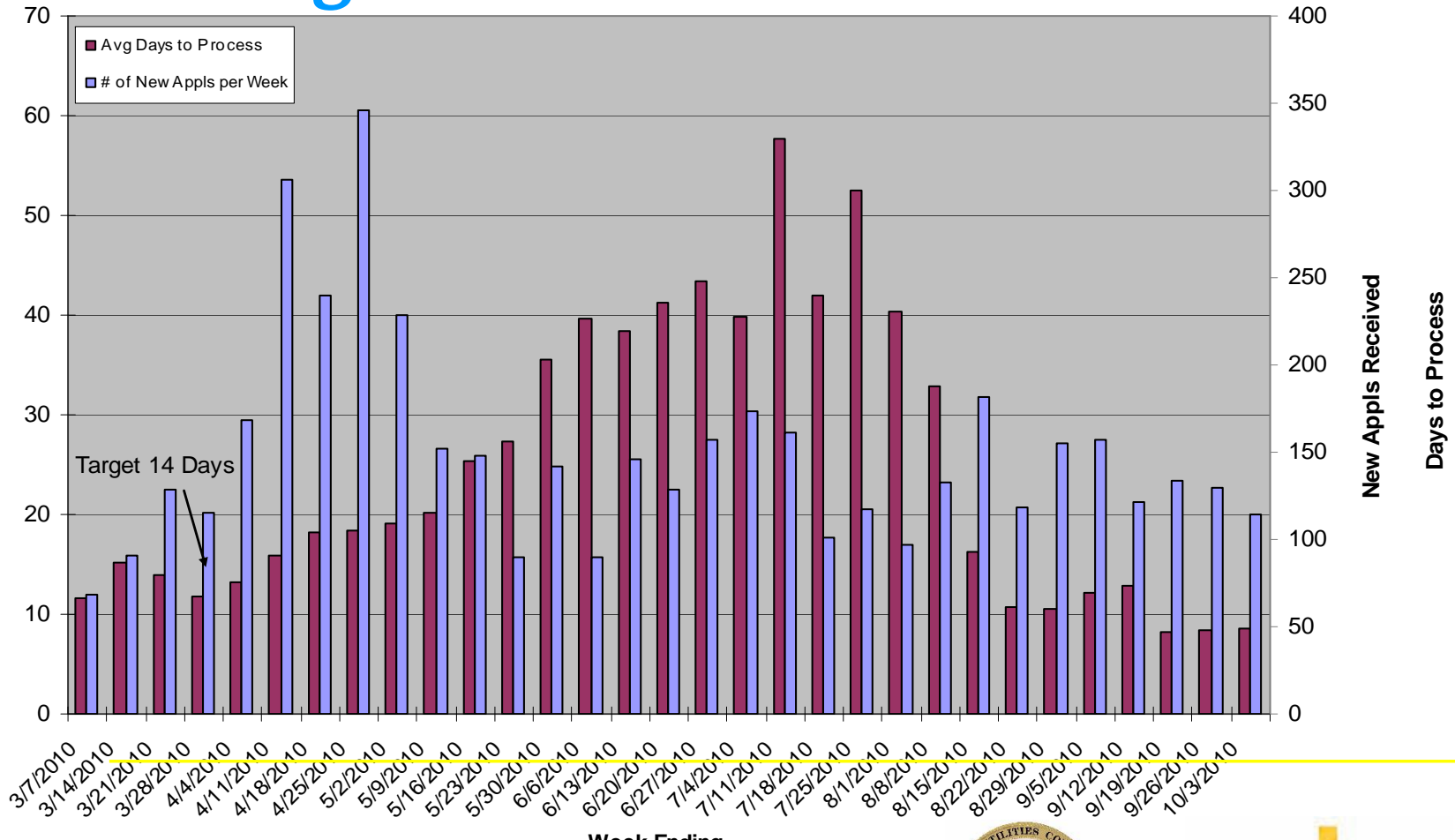
## SCE Process Improvements (cont'd.)

8. Sent all SCE contractors a questionnaire to get performance feedback
  - SCE is using information to continue process improvements based on contractor responses
9. Internally reduced use of paper by scanning applications
  - Save money, save the environment



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## SCE Backlog Process



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## SCE Process Improvement Summary

- SCE learned a lot from the overwhelming backlog and the need to demonstrate significant process improvements based on information from our contractors and customers
- SCE has made very significant process improvements since the last CSI Program Forum
- SCE is still receiving some legitimate complaints, but the number is small compared to the many thousands of applications we receive.
- SCE will continue working with all interested parties in making the program even more of a success!



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## CSI Program Handbook Changes

Kim Ngo, PG&E



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## Upcoming Changes

- 100% Electronic Submittal
  - Target Implementation Date: December 2010
- One-Step Application Process
  - Target Implementation Date: January 2011
  - Mandatory Date: March 2011
  - Residential and Non-Res Less than 10 kW
- Soft Cap
  - Monthly Average Posted on CSS Site



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## Upcoming Changes (cont'd.)

- Budget and Reporting
- Establishing Buffer
- Waiting List Process



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## Regulatory Update

James Loewen, CPUC



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## CSI Research, Development, Deployment and Demonstration (RD&D) Phase 2 Grants

- On Sept. 2, 2010, the CPUC approved nine grants totaling up to \$14.6 million in funding for the CSI RD&D Program's second grant solicitation
- This round focused on improved photovoltaic (PV) production technologies and innovative business practices
- The CSI RD&D Program is administered by Itron with oversight by the CPUC
- More than \$13 million in matching funds from other sources are expected
- These grants bring the total amount of PV projects funded by the CSI RD&D Program to \$34 million.
- RD&D program goal: Reduce cost and accelerate the installation of technologies that employ solar energy to:
  - generate or store electricity, or
  - reduce the use of natural gas



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## CSI Budget Decision

- In late spring, the Energy Division became concerned that funding for incentives was being depleted at a rate faster than expected
- On July 9, 2010, the Assigned Commissioner issued a Ruling:
  - Suspending confirmation of reservations for PBI applications and for non-tax entities, and
  - Proposing three program changes:
    - Reducing incentive payments to PBI customers (based on reducing the 8% discount rate to 0%)
    - Lowering the “premium” paid to government and nonprofit applicants by 50%, and
    - Shifting \$20 million in program administration funds over to incentives.



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## CSI Budget Decision (cont'd.)

- On Sept 23, 2010, CPUC issued Decision (D.)10-09-046:
  - Leaving unchanged the incentive structure and schedule
  - Shifting \$40 million from Administration and Measurement & Evaluation funds to incentives
  - Requiring regular reports on budget status, including estimate of how far through the step table that funds will last :
    - Quarterly to Energy Division, and
    - Weekly updates posted publicly



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## PG&E Virtual Net Metering (VNM) AL Approved

- Approved in 2009, VNM is a pilot tariff available to Multifamily Affordable Solar Homes (MASH) program participants.
- MASH enables a multifamily housing owner to allocate a solar system's benefits to tenants across multiple units.
- The utility allocates the PV kwh to both the building owner's and tenants' individual utility accounts, based on a pre-arranged allocation.
- Since implementation, several developers in PG&E territory have complained about difficulties in satisfying the program requirements.
- Therefore, PG&E filed advice letters to alter its NEMVNMA tariff to allow participation by certain customers (if they interconnect by 12/31/11):
  - with multiple service points,
  - who qualify for MASH but do not participate in MASH
- The tariff changes went into effect Sept 15
- The other utilities may file similar tariffs



# California Solar Initiative

## CSI Thermal Commercial and Multifamily Program Live Oct 8, 2010

- Pursuant to D.10-01-022, the Program Administrators (PAs) launched the single-family program on May 1, 2010
- Phase two—the commercial and multi-family program—launched Oct 8
- There will be two payment systems:
  - For smaller than 30 kWth (roughly 460 sq ft of collector space) – a one-time, up-front payment made once the system is installed and operational.
  - For larger than 30 kWth – the “70/30 True-up.” This is a two-part payment, half at time of installation, and half after one year of performance.
- The updated Program Handbook:
  - Identifies eligible equipment and end uses, identifies inputs to the multi-family/commercial incentive calculator, and describes the application process.
  - Establishes requirements for system metering and monitoring, for both program evaluation and making payments to large systems.



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## CSI Thermal Program Update

Katrina Phruksukarn, CCSE



# California **Solar** Initiative

## CSI-Thermal Program: Overview

- CSI-Thermal offers cash rebates to customers who install solar water heating systems on their homes or businesses
- May 1, 2010: Single-family program launched
- Oct. 8, 2010: Multifamily/Commercial program launched



# California Solar Initiative

## CSI-Thermal Program Administrators

- The program is managed by:
  - Southern California Edison (electric water heater backup only)
  - Southern California Gas Co. (gas water heater back up only)
  - Pacific Gas & Electric (electric & gas backup)
  - California Center for Sustainable Energy for SDG&E territory (electric & gas back up)



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## CSI-Thermal Program: Incentives

- The total program-wide incentive budget is \$280,800,000:
  - \$180,000,000 for gas-displacing SWH systems
  - Up to \$100,800,000 for electric-displacing SWH systems



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## CSI-Thermal: Gas Incentives

Step	Customer Class	\$/Therm displaced	Max Incentive
1	<b>Residential</b>	<b>\$12.82</b>	<b>\$1,875</b>
	Commercial/ Multifamily		\$500,000
2	<b>Residential</b>	<b>\$10.26</b>	<b>\$1,500</b>
	Commercial/ Multifamily		\$500,000
3	<b>Residential</b>	<b>\$7.69</b>	<b>\$1,125</b>
	Commercial/ Multifamily		\$500,000
4	<b>Residential</b>	<b>\$4.70</b>	<b>\$687.50</b>
	Commercial/ Multifamily		\$500,000



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## CSI-Thermal: Electric Incentives

Step	Customer Class	\$/kWh displaced	Max Incentive
1	<b>Residential</b>	<b>\$0.37</b>	<b>\$1,263</b>
	Commercial/ Multifamily		\$250,000
2	<b>Residential</b>	<b>\$0.30</b>	<b>\$1,025</b>
	Commercial/ Multifamily		\$250,000
3	<b>Residential</b>	<b>\$0.22</b>	<b>\$750</b>
	Commercial/ Multifamily		\$250,000
4	<b>Residential</b>	<b>\$0.14</b>	<b>\$475</b>
	Commercial/ Multifamily		\$250,000



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## CSI-Thermal: Application Activity

- Program Totals:
  - 58 received
    - 41 paid
    - 17 in review & inspection process
  - 17 in the pipeline (paperwork pending)



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## CSI-Thermal: Installer Participation

- License Requirement:
  - A, B, C-4, C-36 or C-46
- Workshop Attendance Requirement:
  - License holder must attend one-day workshop
- Maintenance Requirement
  - Three (3) installs annually or re-attend workshop



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## CSI-Thermal: Customer Participation

- Eligible electric customer of SCE, PG&E or SDG&E
  - Existing homes and businesses only
- Eligible gas customer of SoCalGas, PG&E or SDG&E
  - New construction and existing homes and businesses
- Customers cannot receive incentives from the Energy Efficiency program and CSI Thermal Program for the same SWH system



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## CSI-Thermal: Customer Participation

- Conduct an energy audit
- Must select an eligible contractor
- Sign application paperwork
- Agree to participate in M&E program



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## CSI-Thermal Program: Next Steps

- Nov. 9, 2010, CPUC Workshop to discuss:
  - Low-income component
  - Inclusion of other solar thermal technologies (space heating, cooling, etc)



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## CSI-Thermal Program: Resources

- Go Solar, California!:  
[www.gosolarcalifornia.ca.gov/solarwater](http://www.gosolarcalifornia.ca.gov/solarwater)
- Application and Incentive Calculators:  
[www.csithermal.com](http://www.csithermal.com)



# California **Solar** Initiative

## CSI-Thermal: Program Contacts

### **Southern California Gas Co.:**

Phone: (800) Gas-2000

Email: [swh@socalgas.com](mailto:swh@socalgas.com)

Web site:

[www.socalgas.com/rebates/solar](http://www.socalgas.com/rebates/solar)

### **Pacific Gas and Electric:**

Phone: (877) 743-4112

Email: [solar@pge.com](mailto:solar@pge.com)

Web site:

[www.pge.com/csithermal](http://www.pge.com/csithermal)

### **Southern California Edison:**

Phone: (866) 584-7436

Email: [CSIGroup@sce.com](mailto:CSIGroup@sce.com)

Web site: [www.sce.com/csithermal](http://www.sce.com/csithermal)

### **California Center for Sustainable Energy (SDG&E territory):**

Phone: (877) 333-SWHP

Email: [swh@energycenter.org](mailto:swh@energycenter.org)

Web site:

[www.energycenter.org/swh](http://www.energycenter.org/swh)



# California **Solar** Initiative

## Q&A

### CPUC & CSI Program Administrators



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## Closing Remarks

**Mike Tomlin, SCE**

