



CPUC Data Dashboard

Customer Engagement

Are utilities successfully engaging customers?

California Public Utilities Commission
San Francisco, CA

Policy & Planning Division





Customer Engagement

The CPUC is interested in knowing how many customers are participating in utility programs that are helping reduce carbon emissions in California to better understand the levels of customer participation in programs such as:

1. Energy Efficiency – customers participating in programs such as Residential Energy Advisor program and/or Energy Upgrade California.
2. Demand Response – customers receiving special rates to reduce or shift their electricity usage during peak periods (e.g. SmartRate)
3. Net Energy Metering – customers receiving credit at the full retail electric price for any excess electricity they generate and sell to their local electric company
4. Energy Storage – customers who have bought an on-site energy storage system
5. Electric Vehicles – customers who have bought an Electric Vehicle and signed up for special rates from the utility
6. Usage Information – customers who check their energy usage online through the utility website
7. Rate Choices – customers who chose a special rate like a time-of-use rate



2016 Residential Customer Program Participation

	SCE	PG&E	SDG&E
Energy Efficiency (EE)			
% of total customers participating in customer direct EE programs*	2.7%	2.9%	1.7%
Demand Response (DR)			
% of total customers participating in DR programs	16%	4.7%	8%
Net Energy Metering (NEM)			
% of total customers participating in the NEM program	4.8%	5.2%	8.1%
Energy Storage			
% of total customers who have energy storage	0.001%	0.001%	0.002%
Electric Vehicles (EV)			
% of total customers who own an EV	2%	0.56%	0.67%
Information Availability			
% of total customers using online accounts to check their energy usage	N/A	9%	13%
Rate Choices			
% of customers on a time-of-use (TOU) rate	1.12%	4%	2.16%

* This participation rate includes only programs that engage customers directly. The majority of EE programs now work directly with manufacturers, distributors, and contractors to ensure that energy efficiency appliances are prioritized for customers. These programs are more cost effective and are also funded by ratepayers, but are NOT included in the figure above because those customer participation rates are tracked separately.



Program Performance

The CPUC is also interested in knowing how well the utilities are doing in each of the programs to determine how much energy is being saved or renewables supplied:

1. Energy Efficiency – it is important to look at both annual savings and also lifetime savings since most actions have a multi-year benefit
2. Demand Response – this program is designed to save peak energy which is often the most expensive and carbon-intensive
3. Net Energy Metering – we are tracking how much capacity is being installed on the system as well as how much is sold back to the utilities by customers each year
4. Energy Storage – this is new technology to most customers, so we are tracking how customers are adopting the technology and what incentives are being paid
5. Electric Vehicles – we are tracking customer purchase of EVs



2016 Residential Program Performance

Energy Efficiency (EE)	SCE	PG&E	SDG&E
# of MWh saved in 2016*	330,102	270,940	72,579
Demand Response (DR)	SCE	PG&E	SDG&E
Actual peak demand savings (MW)	433	51	18
MW from DRAM per year	5	3**	2
Net Energy Metering (NEM)	SCE	PG&E	SDG&E
Annual NEM installed capacity (MW)	293	381	538
Total NEM installed capacity (MW) at EOY 2016	1080	1439	538
Net metering MWh sold back to utility in 2016	18,351	105,900	TBD
Energy Storage (ES)	SCE	PG&E	SDG&E
MW installed per year	0.30	0.6	0.21
Amount of rebates issued or in progress per year (in millions)	\$1.21***	\$8.94	\$10.23
Electric Vehicles (EV)	SCE	PG&E	SDG&E
EV registrations in service territory per year	24,222	29,428	3,773
Cumulative registrations as of EOY 2016	83,005	107,918	22,806

*as reported by the IOUs, but not as verified by the CPUC

**this is an approximate number; actual number is confidential

***SCE's number includes only issued rebates

More Information

Where can you find this information? www.cpuc.ca.gov

The screenshot shows the CPUC website with a navigation menu at the top. The main content area is divided into several sections:

- Overview of Support Programs:** Includes links for "Provides discounted home phone and cell phone services to eligible households", "Lower your Energy Bills!", "California Advanced Services Fund (CASF) promotes deployment of high-quality advanced communications services.", "Provides assistive telecommunications equipment, speech generating devices, and relay services.", and "Provides discounted communications services to schools, community colleges, libraries, etc."
- CPUC Regulates and Registers these Services to Protect the Public:** Features five categories with icons and descriptions:
 - Energy:** The CPUC regulates investor-owned electric and natural gas utilities operating in California.
 - Communications:** The CPUC develops and implements policies for the telecommunications industry.
 - Rail:** The CPUC is the state agency that oversees rail safety; this includes freight, inter-city and commuter railroads, rail transit and rail crossings.
 - Passenger & Moving:** The CPUC also administers safety oversight and enforcement of moving companies and passenger carriers (limousines, shuttles, etc.).
 - Water:** The CPUC investigates water and sewer system service quality issues, analyzes, and processes utility rate change requests.
- Utility Data Dashboard:** A section with a calendar grid (showing dates 21-27) and a message: "No Events scheduled on this date!". Below the calendar is a link to "Utility Data Dashboard" with a description: "Look through our utility performance data." An orange arrow points to this section.
- Voting Meeting:** A section with a link to "Voting Meeting" and a description: "The CPUC holds regularly scheduled public meetings where at least three of the five commissioners (a quorum) meet to discuss and vote on various issues." Below this is a link to "More Info" and "Current Agenda".

The Windows taskbar at the bottom shows the time as 7:58 AM on 5/6/2017.

What's Next?

- ✓ Customer Satisfaction, & Network Support Services