

Energy Efficiency Consumer Protection Guidelines

Senate Bill 350 (De Leon, Chapter 547, Statutes of 2015) requires the Energy Commission, in consultation with others, to promote renewables, energy efficiency, electrification, greenhouse gas reduction, and grid reliability. It seeks to align regulation, infrastructure, the retail energy marketplace, transportation, and consumer interests with California's broader economic and climate goals. It calls for a doubling of statewide energy efficiency savings by 2030, and an increase of renewable energy resources to 50% of total retail sales.¹ It emphasizes the importance of job creation and training, and disadvantaged communities' access to all the benefits of clean energy.²

Section 8, Part (a)(3) directs the Energy Commission to "adopt, implement, and enforce a responsible contractor policy for use across all ratepayer-funded energy efficiency programs that involve installation or maintenance, or both installation and maintenance, by building contractors to ensure that retrofits meet high-quality performance standards and reduce energy savings lost or foregone due to poor-quality workmanship."

Part (a)(4) of this section directs the Energy Commission, along with the Public Utilities Commission, to establish consumer protection guidelines for energy efficiency products and services, specifically, "*The commission, in consultation with the Public Utilities Commission, shall establish consumer protection guidelines for energy efficiency products and services.*"

Part (c)(4) of SB 350 directs the Energy Commission to consider an appropriate method to inform and educate the public about the need, benefits, and environmental impacts of the comprehensive energy efficiency program. The work done to develop consumer protection guidelines supports broader state efforts to map current needs and opportunities in energy efficiency education and outreach, which includes consumer needs for help in the evaluation and selection of energy efficiency products and services.

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¹ SB 350 SEC 1, 2

² SB 350 SEC 7

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