

# TECH Clean California Tariffed On-Bill Investment Pilot

Stakeholder Working Group, Workshop #5

Information System Requirements

December 2, 2021



**TECH** CLEAN  
CALIFORNIA

The TECH Clean California initiative is funded by California gas corporation ratepayers under the auspices of the California Public Utilities Commission.



## We Are Here:

Session	Date	Topic
#1	Sept. 23	Goals and metrics, workplan and timeline
#2	Oct. 7	Tariff terms, authority to adopt, ownership of assets
#3	Nov. 4	Customer economics
#4	Nov. 18	Consumer protections
<b>#5</b>	<b>Dec. 2</b>	<b>Information system requirements</b>
#6	Dec. 16	Supply Chain, Quality Assurance, Risk Mitigation
#7	Jan. 6	Implementation Plan, Timeline, Budget

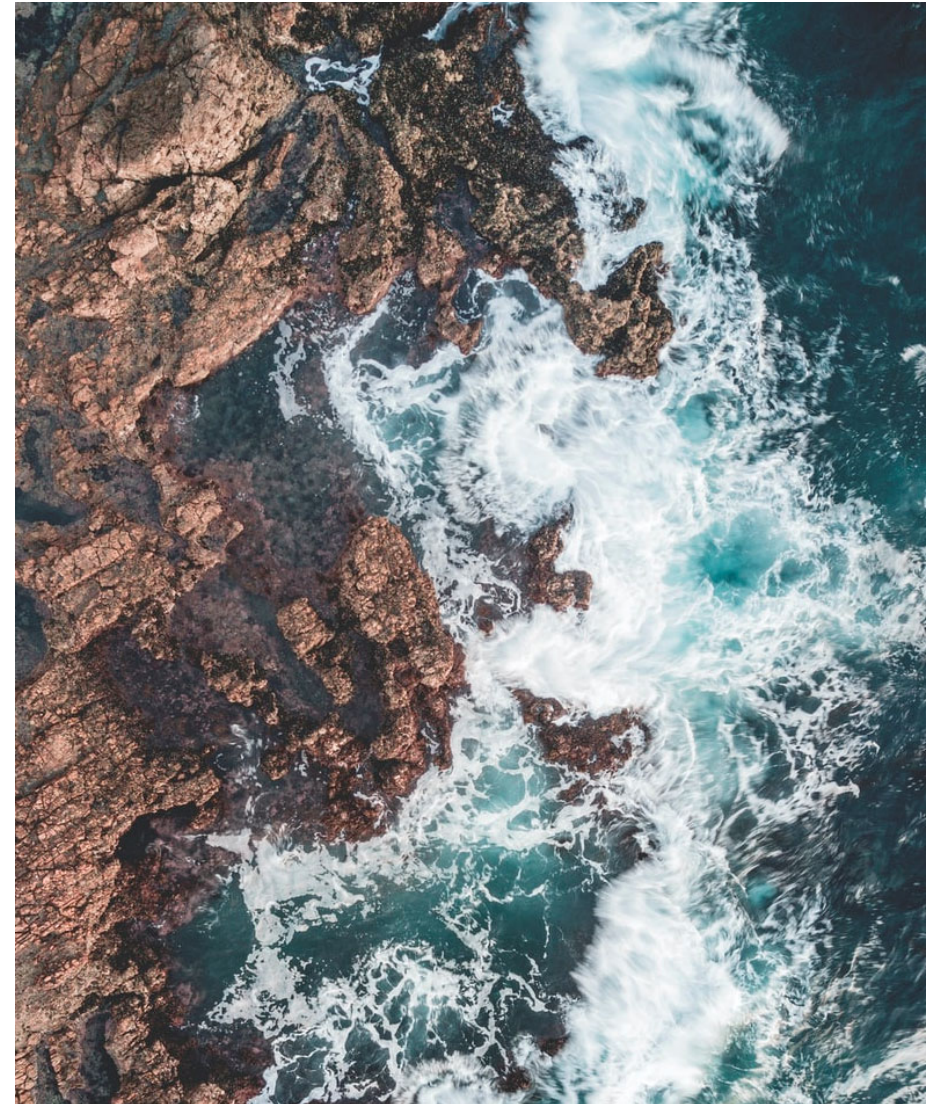


# Workshop #5 Agenda

## Introductions

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- 1 Basic Information System Needs
  - 2 Bill System: Requirements vs. Nice-to-haves
  - 3 Summary of Needs
  - 4 Looking Ahead
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## Who's In the Room?

- Name, preferred pronoun, organization, role

Please note:

- Are there other members of your organization working/likely to work on TOB?
- What do you hope to get out of these working group meetings?
- Do you expect to have design ideas, proposals or research to share during these workshops?

## Workshop Format & Ground Rules

**Workshop objective:** Information sharing and feedback on opportunities and challenges, pros and cons of program design alternatives from stakeholders who might implement a program.

Not a joint decision-making process.

Workshop discussions are **off the record**. Notes and recordings are for the benefit of Working Group participants only.

All meetings will be recorded and shared with workshop stakeholders

**Resources:** to be posted on SharePoint site for workshop attendees, recordings, presentation slides, draft documents, etc

# Gathering Feedback & Information

## During Workshops

- Opportunities for Q&A
- TOB team will solicit direct feedback through questions and open discussion
- Participants can share their proposals or information on different topics (ideally scheduled ahead of time)

## Following each Workshop:

- A survey will be sent to each participant giving them opportunity to provide answers or feedback on key issues
- Sometimes (including today), the survey will include material mentioned but not described in detail during the presentations
- We encourage you to complete those right away, following each workshop, but no more than one week later
- Surveys are to generate feedback to TECH team; results will not be distributed

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Basic Information System  
Needs



# Introduction to Information Systems for TOB Programs

## Design Principles:

- Need field-ready systems for customer billing, program tracking & reporting, measurement & verification
- Limit the impact/requirements placed on the utility billing system to only core TOB requirements

## Proposed requirements for billing system integration:

- Capable of issuing and tracking line-item charge and participating accounts
- Temporarily suspend charge (and reinitiate) as necessary to address closed accounts and / or repairs to return non-functioning TOB measures to service
- Provide customer information for TOB points of contact if different from normal billing contacts



## Program-hosted and other existing platforms

- Program tracking databases will facilitate TOB program data and compliance:
  - Types of information: customer data; project data; TOB noticing to successor customers; etc.
  - Analysis & Reporting: Customer targeting and M&V via analytics platform; Project/program financial performance
  - PII: Will include data on participants and customer-authorized energy use → Platform must meet host Utility's data security standards
- **Ongoing work:** TECH team refining information system requirements and associated capital investments to support customer billing based on consumer protection alternatives

CBO

# 2

## Billing System Requirements



## Base function – tracking a line-item charge

- Billing system must accommodate a line item TOB Charge that is maintained at that meter location until all assigned costs for the TOB project at that location are recovered.
- Billing system must track:
  - TOB Charge and total cost recovery needed for measu<sup>BM0</sup> installed at the location
  - TOB Charges billed, TOB Charge amounts paid, and TO<sup>BM1</sup> Charges missed
  - The remaining number of payments at any time, including adjustments for suspensions and missed payments
  - Pending final consumer protections, any “locked rate” to help ensure bill savings <sup>BM2</sup>
- Billing system must support needs for full cost recovery
  - Maximum TOB Charge duration is expected to be 10 years
  - Needs to allow for an extension of the charge to recover any suspended charges
  - An automatic zeroing out of the TOB charge once the assigned costs have been recovered

## Billing system data exchange with other TOB platforms

- Utility billing system must have ability to exchange/receive data with other TOB platforms
- From program database to bill system or billing staff:
  - TOB Charge for location
  - Number of TOB payment to be made
  - Total TOB obligation for full cost recovery
  - Pending final consumer protections, confirmation of any “locked rate” to help ensure bill savings
- From billing system records to program database:
  - TOB Charges billed, TOB Charge amounts paid, and TOB Charges missed
  - The remaining number of payments at any time, including adjustments for suspensions and missed payments
- Nice-to-have: API or other integrated approach to enable data exchange and reduce user error

# Customer communications and points of contact

- Require that line item provides contact information for the current Program Operator directly on the bill
- Billing provider for SCP and other CCAs can use existing PG&E billing functions to:
  - Show line-item on-bill charges grouped with the generation charges
  - Can include additional messaging like what's shown in the sample bill below

PG&E ENERGY STATEMENT		Account No:
www.pge.com/MyEnergy		Statement Date: 06/26/2017
		Due Date: 07/17/2017
<b>Details of Electric Generation Charges</b>		
05/18/2017 - 06/17/2017 (31 billing days)		
Service For:		
Service Agreement ID:		ESP Customer Number:
05/18/2017 - 06/17/2017		
<b>Rate Schedule: E-1</b>		
Generation - Total	321.000000 kWh @ \$0.06800	\$21.83
ON-BILL REPAYMENT		197.50
Net Charges		219.33
Utility Users Tax		2.18
Energy Surcharge		0.09
For On-Bill Repayment questions please contact River City Bank at 1-800-564-7144		
rates were reduced by an average of 3.7% on April 1. Your usage on this bill may be divided into separate sections for March and April rates.		
<b>Total Charges</b>	<b>Electric Generation</b>	<b>\$221.60</b>
<b>Service Information</b>		
Total Usage	321.000000 kWh	
For questions regarding charges on this page, please contact:		
<b>Additional Messages</b>		
is a not-for-profit, public agency that sources 50-100% renewable energy for your power needs, called electric generation.		
PG&E continues to provide and bill for electric delivery services. replaces PG&E's charge for electric generation. This is reflected in the 'Generation Credit' line item shown on the 'Details of PG&E Electric Delivery Charges' page of your bill.		
Gas services are not provided by		

## Billing system options to support Consumer Protections

- TOB Charge is proposed as a fixed fee for the full duration of cost recovery.
- **Potential requirement** pending final consumer protections: can adjustments to the TOB charge be made?
  - For example, pilot is considering a one-time adjustment to a lower charge if cash positive bill savings at the end of Year 1 have not been delivered to the customer at a participating location
  - Changes in the TOB charge will also likely require the utility to change the remaining number of payments

BMO

# Billing system options to support Successor Customers

- Include data fields associated with participating meter locations so customer service staff can:
  - Easily identify customers taking service at that location
  - Communicate critical TOB information quickly and in real time to the successor customer
    - The remaining balance/pay off amount
    - Referral/contact information for the Program Operator
    - Recommended or locked rate (if part of consumer protections)
  - Refer successor customer to the Program Operator for more support
- For new account holders at locations with installed measures with outstanding cost recovery, either:
  - Notice utility to generate a welcome letter to communicate TOB benefits and obligations to successor customers, or
  - Provide the Program Operator with successor customer's contact information for the Operator to issue these communications

# Questions



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## Summary of Information System Needs



## Summary of Proposed Roles for Information System Hosting

Data feature/hosting need	Billing System	Program Admin Platform
TOB charges for a participating location (include recurring charge and total obligation)	X	
TOB charges billed, TOB charges paid, and TOB charges missed	X	
The total payoff amount and remaining number of payments at any time, including adjustments for suspensions, missed payments, and repairs	X	
Contact information for the third-party Program Operator included in line item on bill	X	
Custom queries and summary reports on participating TOB accounts	X	
The measures installed at project location		X
Assess and report on measure performance and site savings		X
Schedule for any true up or adjustment to TOB charge		X

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## Looking Ahead

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# New Timeline for Clean Energy Finance Proceeding (R.20-08-022)

ACR and Scoping Memo issued Nov. 19 establishes the following timeline

Milestone	Time Frame
Workshop(s) re utilities' initial high-level proposals	Q1
<b>Proposals for clean energy financing programs due</b>	<b>April 15</b>
Community meetings on proposed clean energy financing options	May
Revisions to proposals due	June 15
Workshop(s) discussing metrics, reporting, and evaluation requirements	Q2
Workshop(s) for discussion of outstanding issues, if needed	Q3
Opening comments on financing proposals due	June 29
Reply comments on financing proposals due	July 11
Proposed decision	September
Commission decision	October

# TECH Pilot Deliverables to CPUC

Deliverables	Due Date
Model TOB Pilot Design framework	Mar. 21, 2022
<b>Signed MOU with utility participant</b>	<b>Mar. 21, 2022</b>
TOB program design & implementation plan	Dec. 7, 2022
TOB Program Launch	Dec. 7, 2022
Pilot Progress Report	Dec. 7, 2023
Implementation tools and templates	Dec. 7, 2023

## Work Plan for Completing Model TOB Plan

Date	Topic
Dec. 2	Workshop 5. Information system requirements
Dec. 16	Workshop 6. Supply Chain, Quality Assurance, Risk Mitigation
Jan. 6	Workshop 7. Implementation Plan, Timeline, Budget
<b>Jan. 10-24</b>	<b>Draft plan circulated for review and comment</b>
February	External stakeholder engagement
February	Revisions to Model Plan in response to internal and external stakeholder comments
<b>March 21</b>	<b>Model TOB Plan due to CPUC</b>

# Work Plan for Securing Pilot Partnership

Date	Topic
Dec. 2	Circulate Model Letter of Interest
<b>Jan. 10</b>	<b>Letters of Interest due from prospective partners</b>
Jan. 17-21	Phone meetings with prospective partners
<b>Jan. 24</b>	<b>Offer Letter from Energy Solutions to top prospect</b>
Jan. 24 – Feb. 11	Negotiate Memorandum of Understanding
Feb. 14 – Mar. 18	MOU ready for partner signatures
<b>March 21</b>	<b>Executed Agreement due to CPUC</b>

## TECH offers:

- **In-kind technical assistance for program design & pilot launch**
  - TECH expertise with multiple financing and TOB initiatives in CA and nationwide
  - Deep understanding of and experience: utility rates and tariffs; disclosure processes and customer notifications; billing and financial accounting and data flow
  - Program design informed by analysis of customer gas & electric data
- **Implementation support, as needed**
  - Contractor recruitment & training
  - Meter-based customer targeting
  - Project feasibility analysis, cost recovery calculations, QA/QC practices
- **Risk management**
  - Up to \$3M for risk mitigations (assuming \$5M capital investment)
  - Program M&V & supporting risk management analytics



# TECH needs pilot partner phased commitment to:

## 1. Commit to investigate TOB in good faith

- Confirm alignment on Pilot goals & objectives
- Seek Board / Commission approval for site-specific investment with site-specific cost recovery

## 2. Investigate and plan for implementation

- Perform / review due diligence regarding feasibility of tariffed on-bill investments
- Conduct legal review of draft and final participant agreement terms and conditions
- Tailor TECH Program Plan to partner needs
- Secure competitively priced source of capital
- Modify utility billing system as needed to add cost recovery line item to customer bills

## 3. Implement a viable TOB pilot, with intent to scale

- Provide access to customer electricity consumption data
- Lead TOB pilot launch
- Cooperate on pilot reporting to the CPUC, assist with knowledge transfer to other utilities

# Thank You

*For more information, contact:*

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Tre'Laine



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