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Valley Clean Energy Special Board Meeting – January 19, 2023
via video/teleconference
Item 13 – Long-Term Power Portfolio Update



Public Comments

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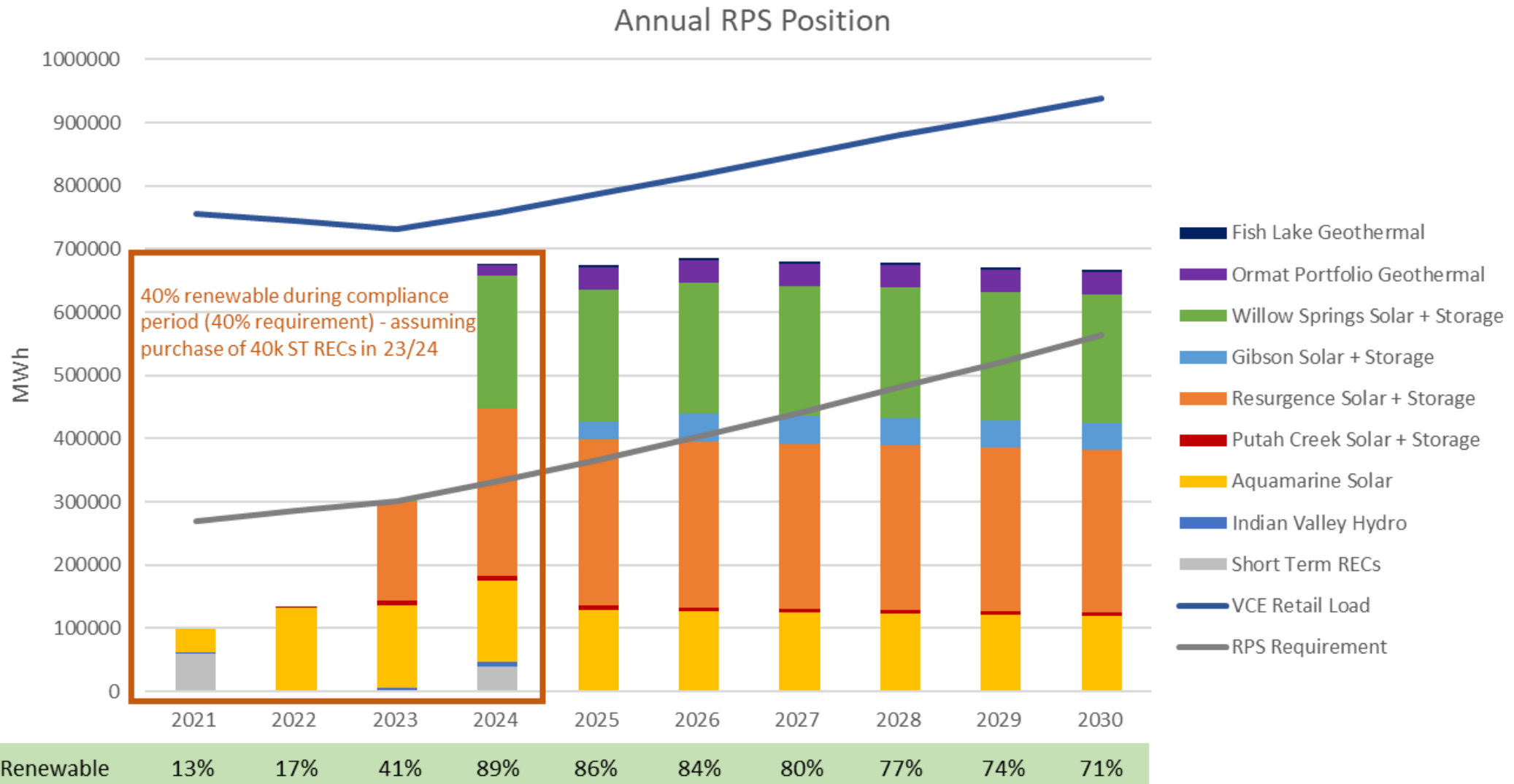
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Item 13 – Long-Term Power Portfolio Update: Long-Term Contracts



Item 13 – Long-Term Power Portfolio Update: RPS Forecast / PPA Timing



Note: If renewable content % is projected to be below requirement, VCE will procure RECs closer to the end of the compliance period.

Item 13 – Long-Term Power Portfolio Update: 2022 Target vs Progress to Date

	Original Plan		YTD + Forecast	
Standard Green Load	728,826		736,434	
UltraGreen Load	7,288		7,340	
RPS Supply	139,001	18%	134,635	17%
Aquamarine Solar	131,991		134,523	
Indian Valley	3,224		-	
Putah Creek	3,395		1,112	
Resurgence Solar	391		-	
Short Term RECs	0			
Large Hydro Supply	35,000	5%	54,042	7%
PG&E Allocation	35,000		54,042	

- 1) Actual generation for Aquamarine and Putah Creek.
- 2) Hydro based on PG&E Q1-Q3 deliveries, Q4 forecast.
- 3) Load includes actuals through October, estimates for November and December.

Item 13 – Long-Term Power Portfolio Update: Aquamarine Update

Month	Forecast (MWh)	Delivered (MWh)	Curtailed (MWh)	% of Forecast Delivered	% of Available Energy Curtailed
1	4,130	6,344	252	154%	4%
2	8,284	7,435	1,799	90%	19%
3	11,614	10,881	951	94%	8%
4	14,098	13,515	854	96%	6%
5	16,130	15,859	808	98%	5%
6	17,000	16,783	22	99%	0%
7	16,276	16,518	291	101%	2%
8	14,664	14,919	0	102%	0%
9	12,100	12,020	139	99%	1%
10	9,371	10,075	36	108%	0%
11	6,209	6,594	183	106%	3%
12	5,094	3,580	*	70%	*

- 1) Generally performing as expected. Not surprising to see curtailment during shoulder months.
- 2) Curtailed energy is excess energy that grid cannot absorb, typically mid-day.
- 3) Forecast is based on original generation profile provided by counterparty.
- 4) * Curtailment data for December pending.

Item 13 – Long-Term Power Portfolio Update: Tierra Buena BESS



Project size:
- 5MW BESS
(VCE share 2.5MW)

- 6/3/22 COD

Item 13 – Long-Term Power Portfolio Update: Putah Creek Energy Farm



Project size:

- 3MW PV + 3MW BESS

- 10/15/22 COD

Item 13 – Long-Term Power Portfolio Update: Resurgence Solar 1



Project size:
- 90 MW PV + 75MW BESS

Projected COD:
- 5/15/23

Item 13 – Long-Term Power Portfolio Update: Willow Springs Solar 3



Project size:
- 72MW PV + 36MW BESS

Projected COD:
- 12/31/23



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Item 14 – 2022 Year in Review: Customer Experience



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Item 14 – 2022 Year in Review: The Customer Experience

Road Map:



2022 Strategy and Priorities



Billing and Customer Care Statistics and Updates



Outreach and Marketing



Programs



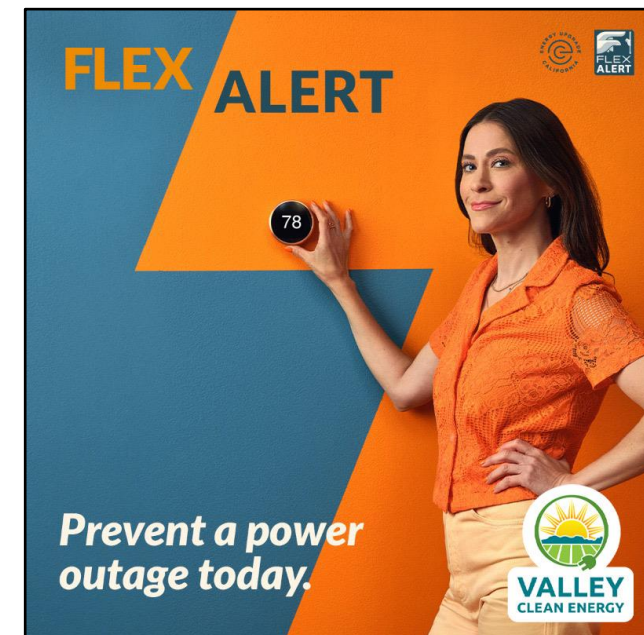
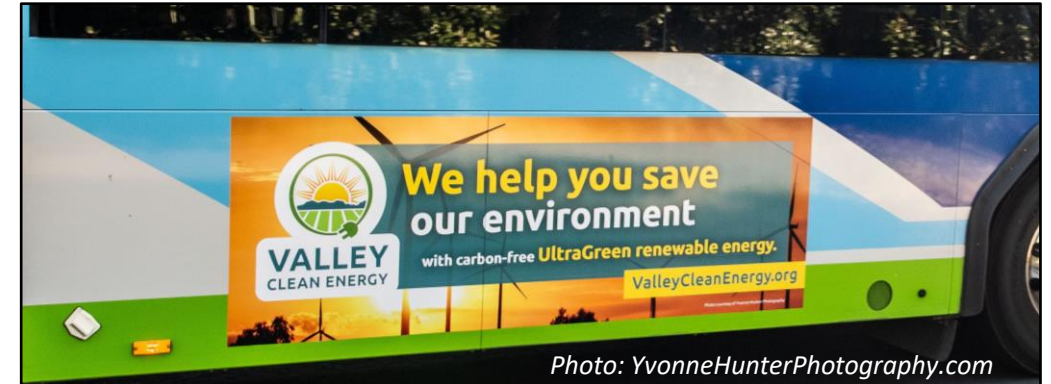
2023 Look Ahead

Item 14 – 2022 Year in Review: The Customer Experience

2022 Strategy and Priorities

Focus: Enhancing and Promoting VCE's Community Benefits for a Better Customer Experience

- Pilot Program Launches
 - AgFIT (Agricultural Flexible Irrigation Technology)
 - Heat Pump
 - Electric Vehicle (EV) Rebates
- Continued Website Improvements
- New Rate Option & Billing Presentment
- New Pilot Collaborations with External Stakeholders



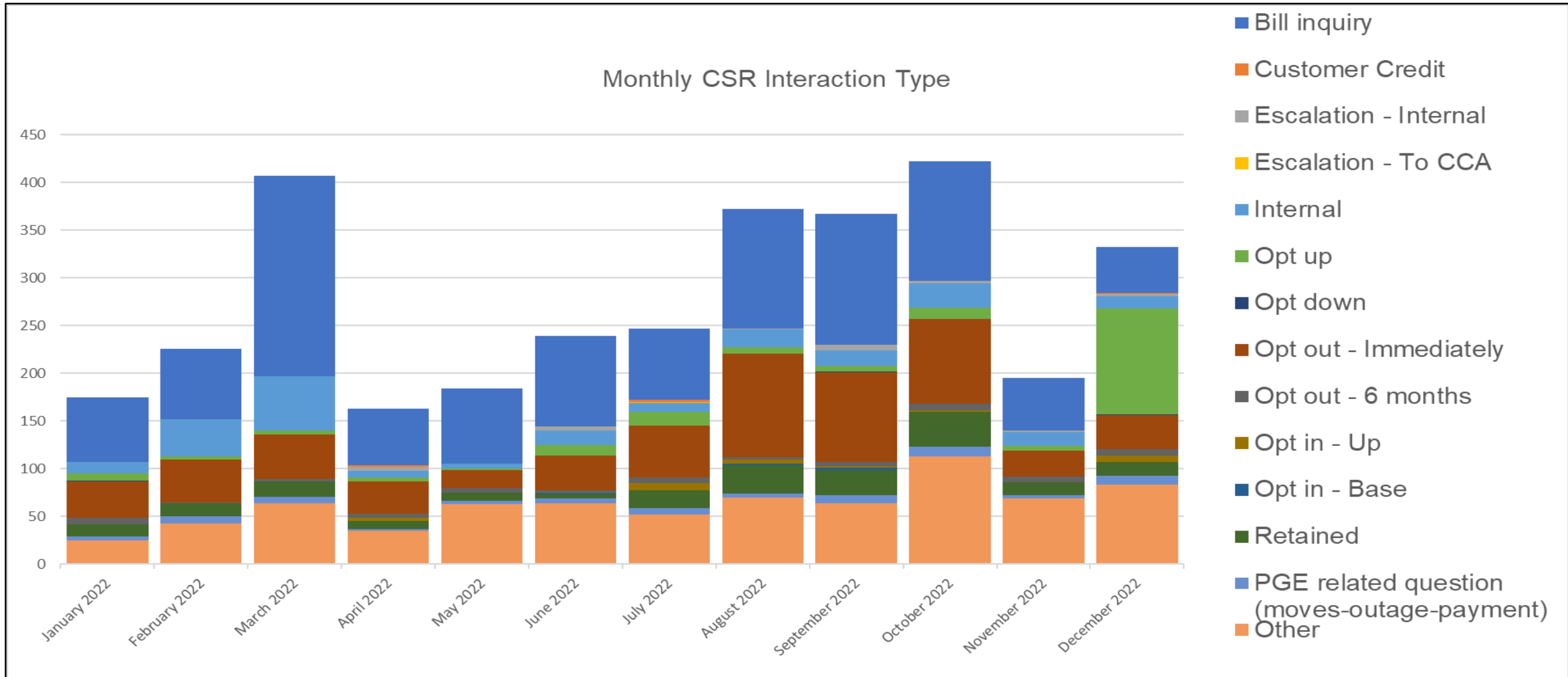
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**2022 Year in Review:
Billing and
Customer
Care Statistics
and Updates**



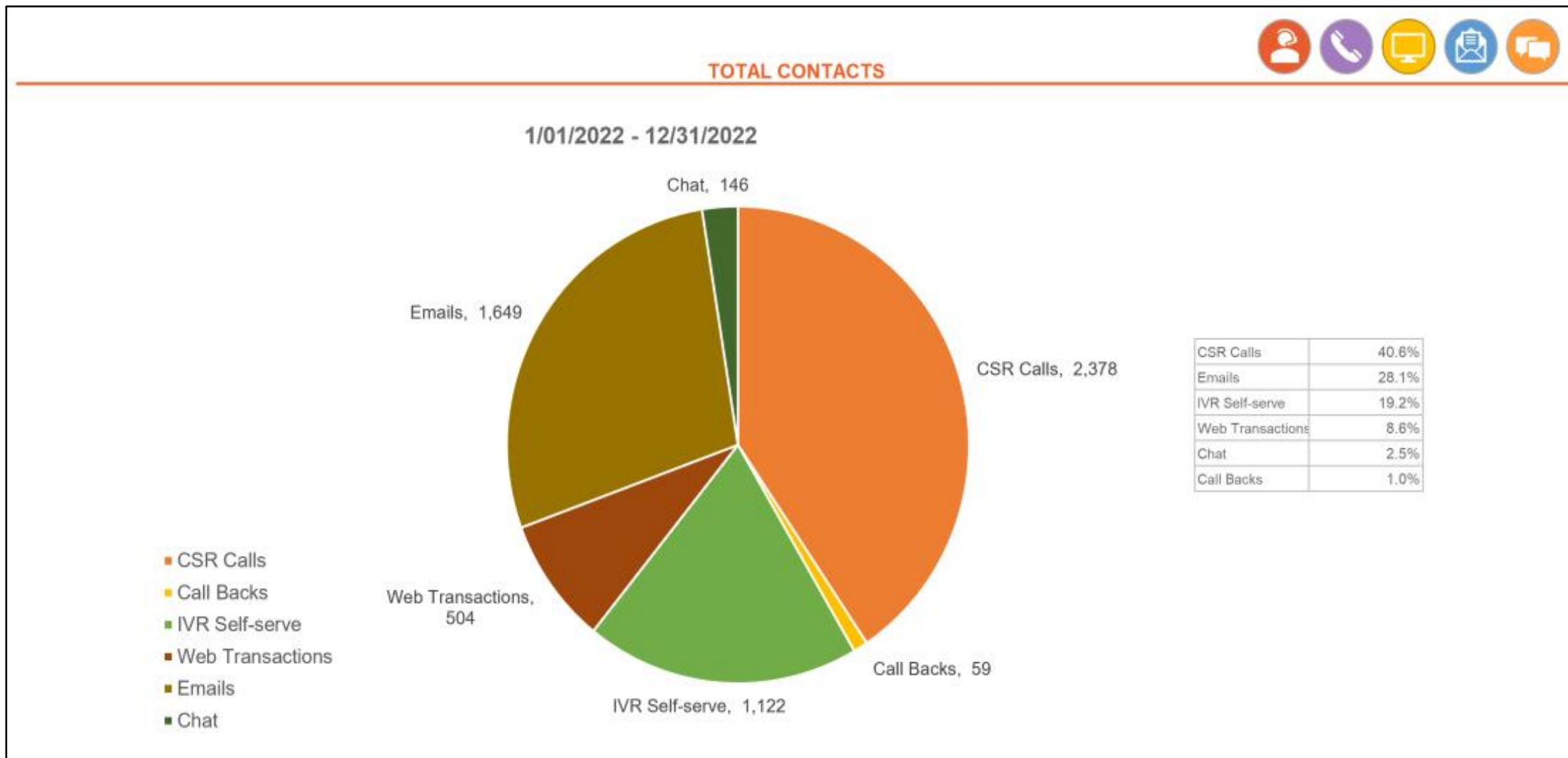
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Why Customers Contacted VCE



Item 14 – 2022 Year in Review: The Customer Experience

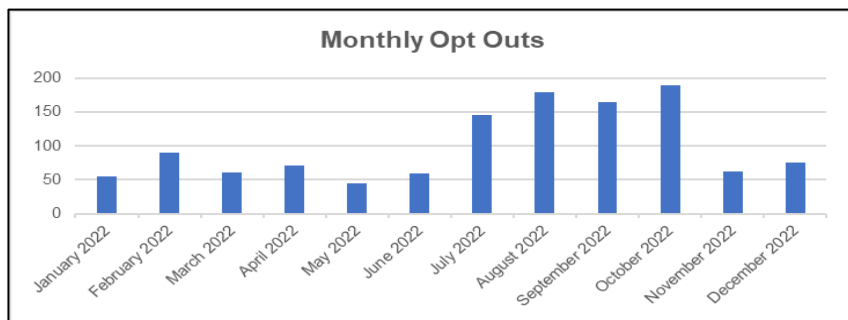
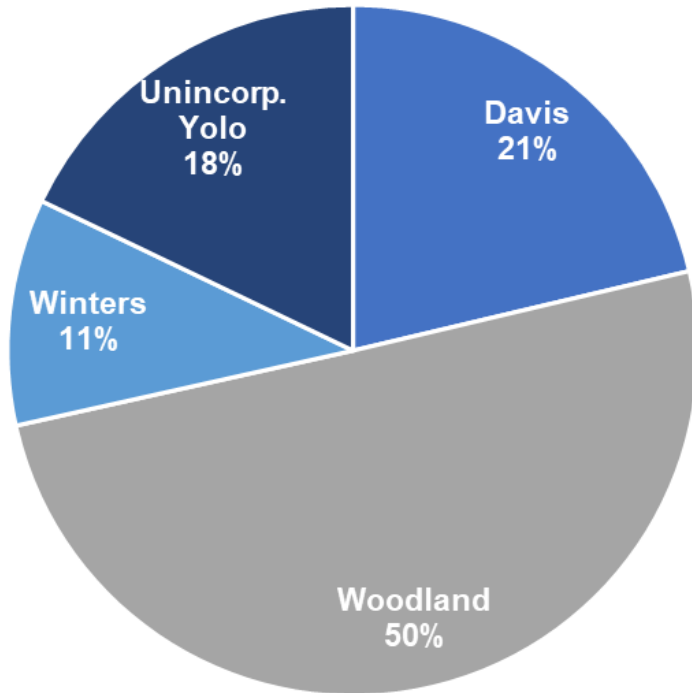
How Customers Contacted VCE



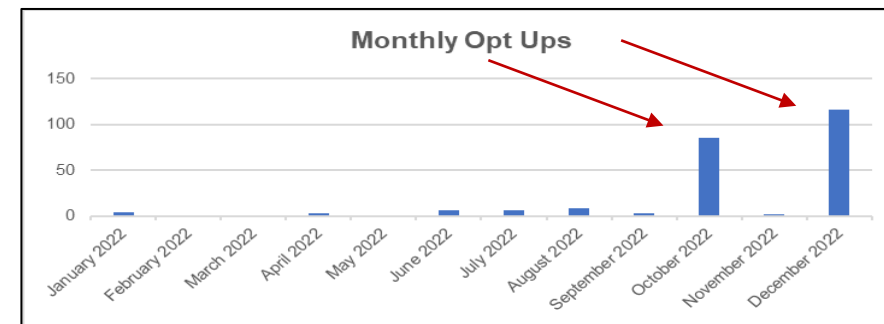
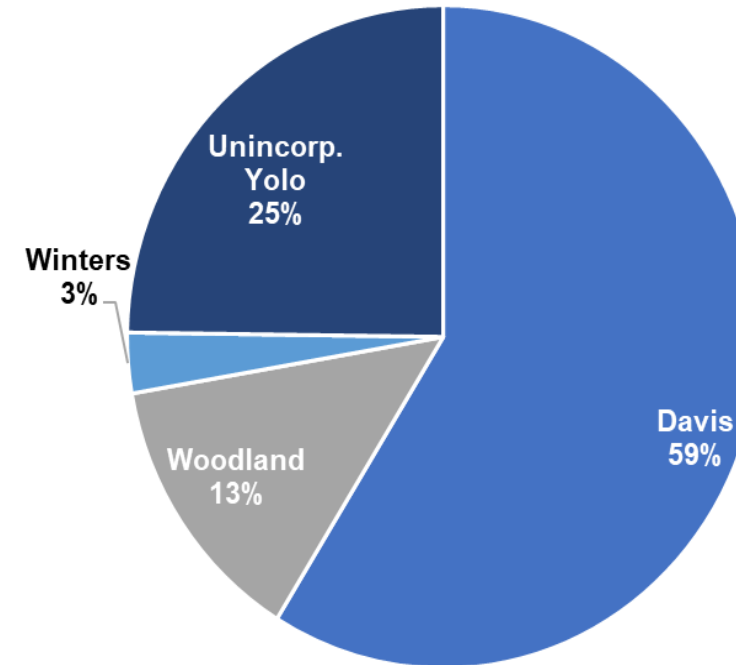
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Opt-outs and Opt-ups

1,197 Opt Outs



238 Opt Ups



Item 14 – 2022 Year in Review: The Customer Experience

Customer Care Updates

- Developing and Implementing Third Rate Structure
- Billing Presentment Changes
- UltraGreen Jurisdictions
- Bill Support (CAPP, PIPP, AMP)
- Increasing Awareness of VCE's Community Benefits
 - EV Rebate
 - Heat Pump
 - Financial Resources
 - Bus Ads
- Communications around Heat Events



Photo: YvonneHunterPhotography.com

Heatwave Energy Saving Results

OhmConnect members saved 1.5 GWh in just one week.



Enough to power San Francisco for 2 hours



Earned \$2.7 Million in rewards



Including \$100,000+ in Cold Stone Creamery gift cards!

Item 14 – 2022 Year in Review: The Customer Experience

2022 Year in Review: Outreach and Marketing



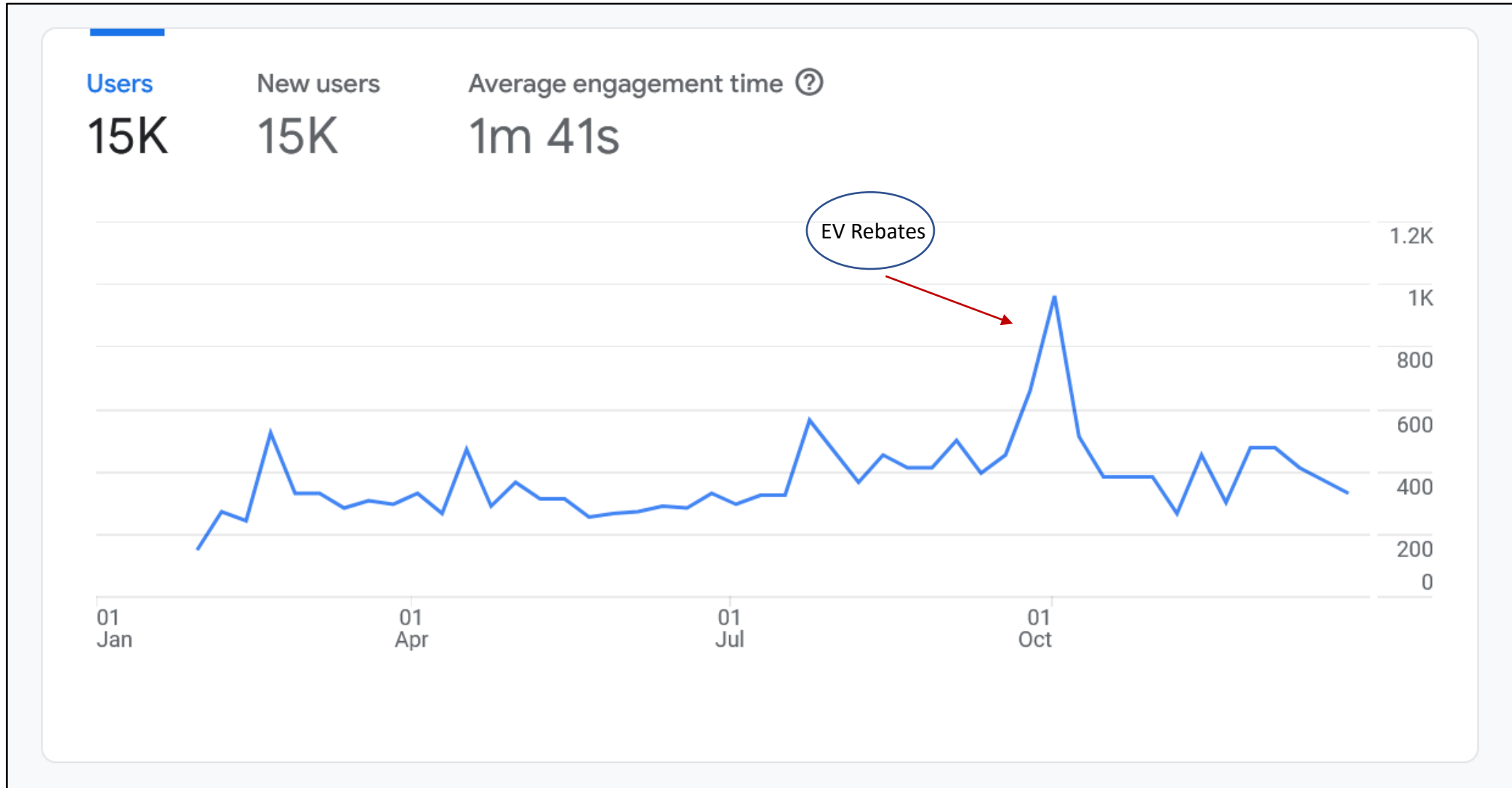
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Website: a Critical Tool for Communication, Education and Customer Resources

- Updated Key Documents page to align with CalCCA (statewide) recommendations
- Consistently updated resources for customer rebates, energy efficiency information, and customers having trouble paying their bills
- Quarterly Newsletters
- Updated, translated Interactive Energy Efficiency program page
- Continued to expand Spanish pages and resources
- New pages to support program launches

Item 14 – 2022 Year in Review: The Customer Experience

Website Analytics: Page Views & Engagement



Item 14 – 2022 Year in Review: The Customer Experience

Website Analytics: Page Views

Ranking	Top Landing Pages	Views	Users	Views Per User
1	Home – Valley Clean Energy	12,810	6,534	1.96
2	Board Meetings and Agendas	1,898	673	2.82
3	Opt Out	1,729	1,199	1.44
4	RFPs / RFOs	1,674	860	1.95
5	Residential	1,604	1,065	1.51
6	Our Leadership	1,231	911	1.35
7	Understanding Your Bill	1,220	973	1.25
8	Staff	1,132	785	1.44
9	Interactive Bill	1,091	776	1.41
10	Key Documents	956	468	2.04



Item 14 – 2022 Year in Review: The Customer Experience

Outreach: Meeting Our Customers Where They Are



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Events: average of 1-2 per month, including Farmer's Markets, EV Events, Community Festivals



Partnering with Stakeholders to spread the word on programs



Bus Ads with Community Benefit Emphasis



Customer inquiries: rapid, tailored responses with emphasis on authenticity and engagement

Item 14 – 2022 Year in Review: The Customer Experience

2022 Year in Review: Programs



Item 14 – 2022 Year in Review: The Customer Experience

2022: A Banner Year for VCE Programs

- Pilot Program Launches
 - AgFIT
 - Heat Pump
 - EV Rebates
- Continuation of Ongoing Programs
 - OhmConnect
 - Electrify Yolo (SACOG Grant) for EV Chargers
 - Educational Programs: Energy Efficiency Graphic, EV Information



Item 14 – 2022 Year in Review: The Customer Experience

**2022 Year in
Review: 2023
Look Ahead**



VALLEY
CLEAN ENERGY

Item 14 – 2022 Year in Review: The Customer Experience

2023 Look Ahead

- Strategy and Priorities
 - Continue to successfully implement Strategic Plan initiatives related to the customer experience
 - Continued emphasis on VCE's community benefits and customer satisfaction
 - New, innovative collateral development and approaches
 - Social media growth
- Programs
 - Continue programs in progress: OhmConnect, Educational programs
 - Conclude Electrify Yolo (SACOG Grant) for EV Chargers
 - Second phase of Heat Pump, EV Rebates and AgFIT Pilots
 - Planned partnerships on new programs: ERRO, Workforce Development, VGI, Dynamic Pricing
 - Explore additional new programs and publicizing existing funding (e.g. IRA)

We accomplished a lot in 2022. Thank you for your continued support!