



yvonnehunterphotography.com

VCE Community Advisory Committee Meeting – February 24, 2022 via video/teleconference

Item 9 – Collections Policy



Public Comments

To Provide Public Comment on any agenda item please:

- E-mail 300 words or less to: meetings@valleycleanenergy.org

OR

Join the Public Comment Queue by

- “Raising Hand” on Zoom Meeting

OR

- Press *9 if joining by phone

Emailed comments received **before** the item has concluded will be read into the record.

Emailed comments received **after** the item has concluded but before the end of the meeting will not be read but will be included in the meeting record.

Item 9 – Draft Collections Policy

Overview

- Background
- Policy Updates
- Discussion & Recommendation

Item 9 – Draft Collections Policy

Background

The preliminary draft of the collections policy was presented to the CAC on January 20th, 2022.

- The Collection Policy is intended to govern the collection of accounts receivable that are no longer being collected by Pacific Gas and Electric (PG&E) and are due to VCE. PG&E currently acts as the point of contact regarding outstanding balances.
- If the draft collections policy is adopted, VCE or its agent would contact or make all reasonable efforts to engage and maintain customers with outstanding balances for the following:
 - Promote awareness of payment plan options such as AMP.
 - Provide guidance for relief programs provided by VCE or member agencies covering unforeseeable events, exigent circumstances, or hardship.
 - Make contact before returning the account to PG&E for service
 - Make contact before sending the account balance to collections.

Draft Policy Updates

Staff plans to recommend the updated draft collections policy with the following modifications based on feedback received from the CAC on January 20, 2022.

Modifications:

- An extended period the period to return a customer to the IOU from 90 days to 120 days to allow for more time for customer engagement
- Reinforced VCE's customer service and engagement values in the purpose of the policy
- Strengthen the importance of mandatory notifications to customers before collections efforts.

Item 9 – Draft Collections Policy

Conclusion

An adopted Collections Policy should have the following positive long-term impacts:

- Supports financial sustainability during any additional unforeseen events
- Reduces accounts receivable and bad debt expense
- Increasing cash receipts on possible non-collected accounts

Staff will continue to develop additional internal procedures to support the policy in coordination with experienced partners such as SMUD and collections agents to best practices and standards for customer service upheld.

Staff plans to present the draft collections policy to the Board on March 10, 2022.

Discussion & Recommendation



yvonnehunterphotography.com

**VCE Community Advisory Committee Meeting – February 24, 2022
via video/teleconference**



Item 10 – Bill Protection in the Time-of-Use (TOU) Transition

To Provide Public Comment on any agenda item please:

- E-mail 300 words or less to: meetings@valleycleanenergy.org

OR

Join the Public Comment Queue by

- “Raising Hand” on Zoom Meeting

OR

- Press *9 if joining by phone

Emailed comments received **before** the item has concluded will be read into the record.

Emailed comments received **after** the item has concluded but before the end of the meeting will not be read but will be included in the meeting record.

Item 10 – Bill Protection in the Time-of-Use (TOU) Transition

Background & Analysis

- Customers transitioning from flat rate (E1) to TOU rates – transition began in April 2021
 - VCE is part of statewide movement to TOU
- Nearly 20% of VCE customers will transition
 - CARE/FERA customers in hot climates exempt
- PG&E required to provide bill protection; CCAs are not
- 4 different bill protection options
 - Another option is not to provide bill protection (staff does not recommend)

Item 10 – Bill Protection in the Time-of-Use (TOU) Transition

Bill Protection Option	Estimated Cost	Notes
1. Standardized \$25 credit	Total: \$300,000-\$312,500	One-time \$25 bill credit for all residential TOU customers that stay on the rate for 12 months
2. Upon request by customer – Bill Calculation	<ul style="list-style-type: none"> • \$15,000 for billing engine tool • \$85 per account calculation • \$12,000-\$15,000 for bill protection credit • Total: \$78,000 81,000 	Manual calculation in which customers call in and are eligible for a “backwards looking” bill protection credit after 12 months on the rate.
3. Upon request by customer – Standardized \$25 credit	<ul style="list-style-type: none"> • \$15,000 - \$40,000 	One-time \$25 bill credit for residential TOU customers that opt for bill protection and stay on the rate for 12 months.
4. Automatic for all eligible customers	<ul style="list-style-type: none"> • \$22,500+ for billing engine tool • \$120,000-\$150,000 for bill protection credit • Total: \$142,500-\$172,500 	Tool estimate of \$22,500 could increase.



^[1] Assuming that of 6,000 eligible customers, 10% request bill protection. The average credit would be \$20-25. The high end of the range in total cost is unlikely as only 2-3% of customers are likely to call and request bill protection.

^[2] Assuming 10-20% of eligible customers call to request bill protection

^[3] Assuming \$20-\$25 credit for 6,000 eligible customers



yvonnehunterphotography.com

**VCE Community Advisory Committee Meeting – February 24, 2022
via video/teleconference**

Item 11 – Heat Pump Pilot



To Provide Public Comment on any agenda item please:

- E-mail 300 words or less to: meetings@valleycleanenergy.org

OR

Join the Public Comment Queue by

- “Raising Hand” on Zoom Meeting

OR

- Press *9 if joining by phone

Emailed comments received **before** the item has concluded will be read into the record.

Emailed comments received **after** the item has concluded but before the end of the meeting will not be read but will be included in the meeting record.

Item 11 – Heat Pump Pilot Program

Background: Growing trend in home electrification. Rebate programs through Comfortable Homes and TECH Clean California, incentivizing the adoption of heat pumps. Customers could receive up to \$4,800 for an installation.

VCE Program Design: Multi-phase

Phase 1 : Marketing, education and outreach (ME+O) – 2022-2023

- Customers, contractors, and key stakeholders (realtors, HVAC manufacturers, building officials, etc.)
 - **Primary Focus:** Encouraging replacements of failing, failed, or outdated air conditioners with Dual Fuel Heat Pumps
 - Less expensive, highly efficient, and lead to the near elimination of greenhouse gas emissions
 - **Secondary Focus:** Retrofitting water heaters with heat pumps and rebates for home/duct insulation.

Phase 2: Influenced by phase 1, could include additional rebates from VCE – 2023



Item 11 – Heat Pump Pilot Program

ME+O Details (could include):

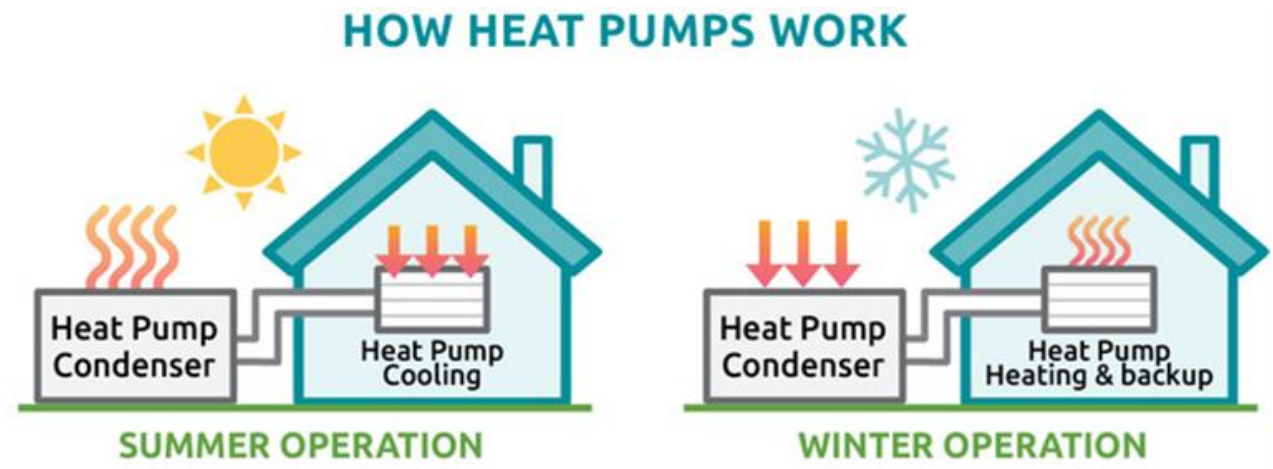
- **Contractors:** application assistance, web materials, webinars, 1:1 engagement
- **Customers:** web materials, social media, print info, events (“Ask a Contractor”), providing info on items like ducting and mitigating bill increases

Program Partners: Energy Solutions and Franklin Energy

Phase 1 Budget (2022-2023): \$5,000

Next Steps:

- Finalize ME+O materials
- Present to board – 3/10/22





yvonnehunterphotography.com

**VCE Community Advisory Committee Meeting – February 24, 2022
via video/teleconference**

Item 13 – Power Procurement / Renewable Portfolio Standard (RPS) Update



To Provide Public Comment on any agenda item please:

- E-mail 300 words or less to: meetings@valleycleanenergy.org

OR

Join the Public Comment Queue by

- “Raising Hand” on Zoom Meeting

OR

- Press *9 if joining by phone

Emailed comments received **before** the item has concluded will be read into the record.

Emailed comments received **after** the item has concluded but before the end of the meeting will not be read but will be included in the meeting record.

Item 13 – Power Procurement / RPS Update: 2021 Target vs Current Estimate

	Original Plan		Current Plan	
Standard Green Load	690,334		752,806	
UltraGreen Load	2,876		4,251	
RPS Need (UG + 10% of SG)	71,910		79,532	
Carbon Free Need	138,067		150,561	
RPS Supply	77,458	11.2%	92,497	12.3%
Aquamarine Solar	23,028		31,321	
Indian Valley	1,500		1,176	
Putah Creek	930		0	
Short Term RECs	52,000		60,000	
Large Hydro Supply	79,427	11.5%	74,840	9.9%
PG&E Allocation	50,000		30,413	
Hydro Contracts	29,427		44,427	
System Power	536,325	77.7%	589,720	78.3%

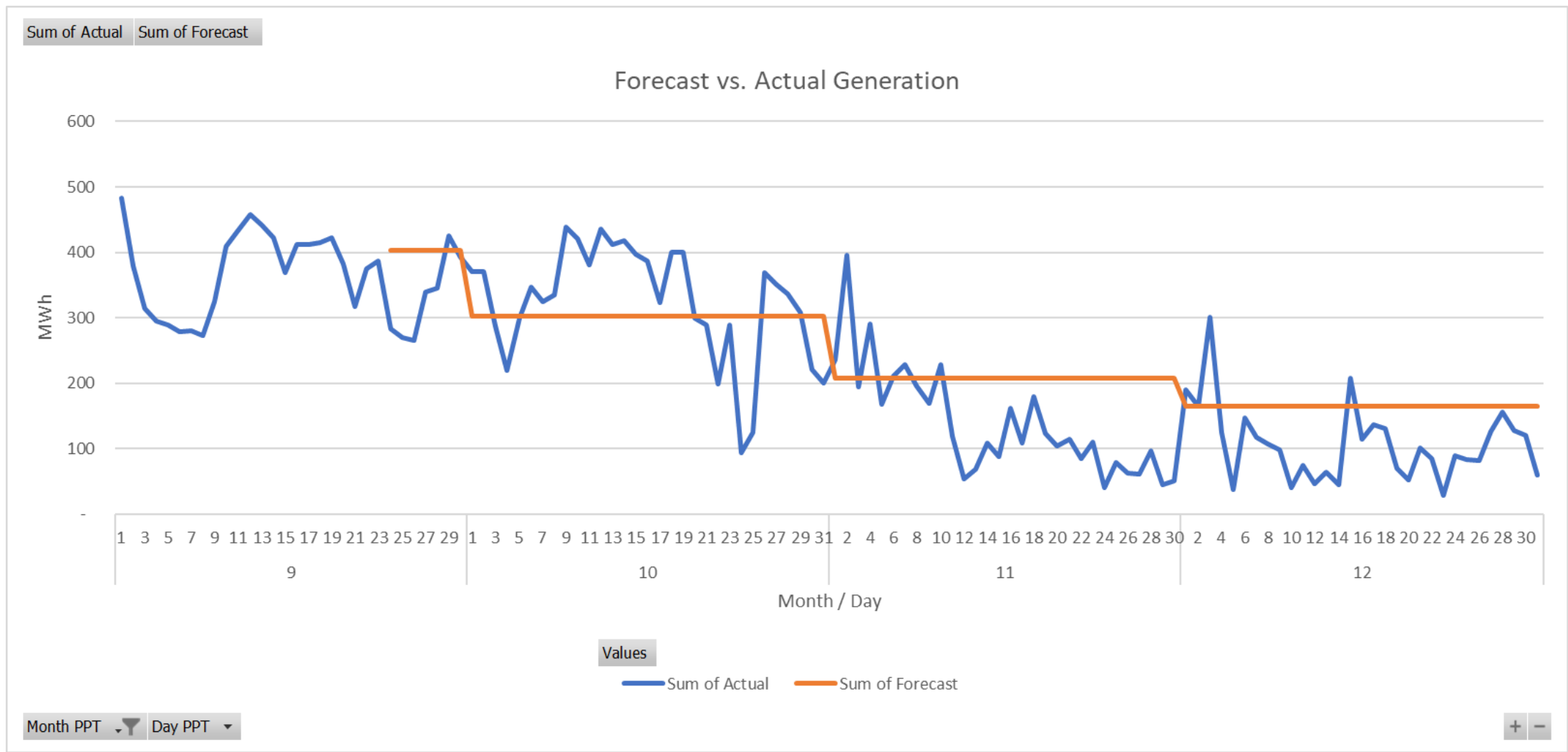
- Percentages apply to Standard Green load only. UltraGreen is 100% renewable.
- Remaining uncertainties: Dec load, Oct-Dec PG&E allocation.

Item 13 – Power Procurement / RPS Update: 2022 Target

	Original Plan	
Standard Green Load	728,826	
UltraGreen Load	7,288	
RPS Need (UG + 10% of SG)	80,171	
Carbon Free Need	145,765	
RPS Supply	139,001	18%
Aquamarine Solar	131,991	
Indian Valley	3,224	
Putah Creek	3,395	
Resurgence Solar I	391	
Large Hydro Supply	35,000	5%
PG&E Allocation	35,000	
System Power	536,325	77%

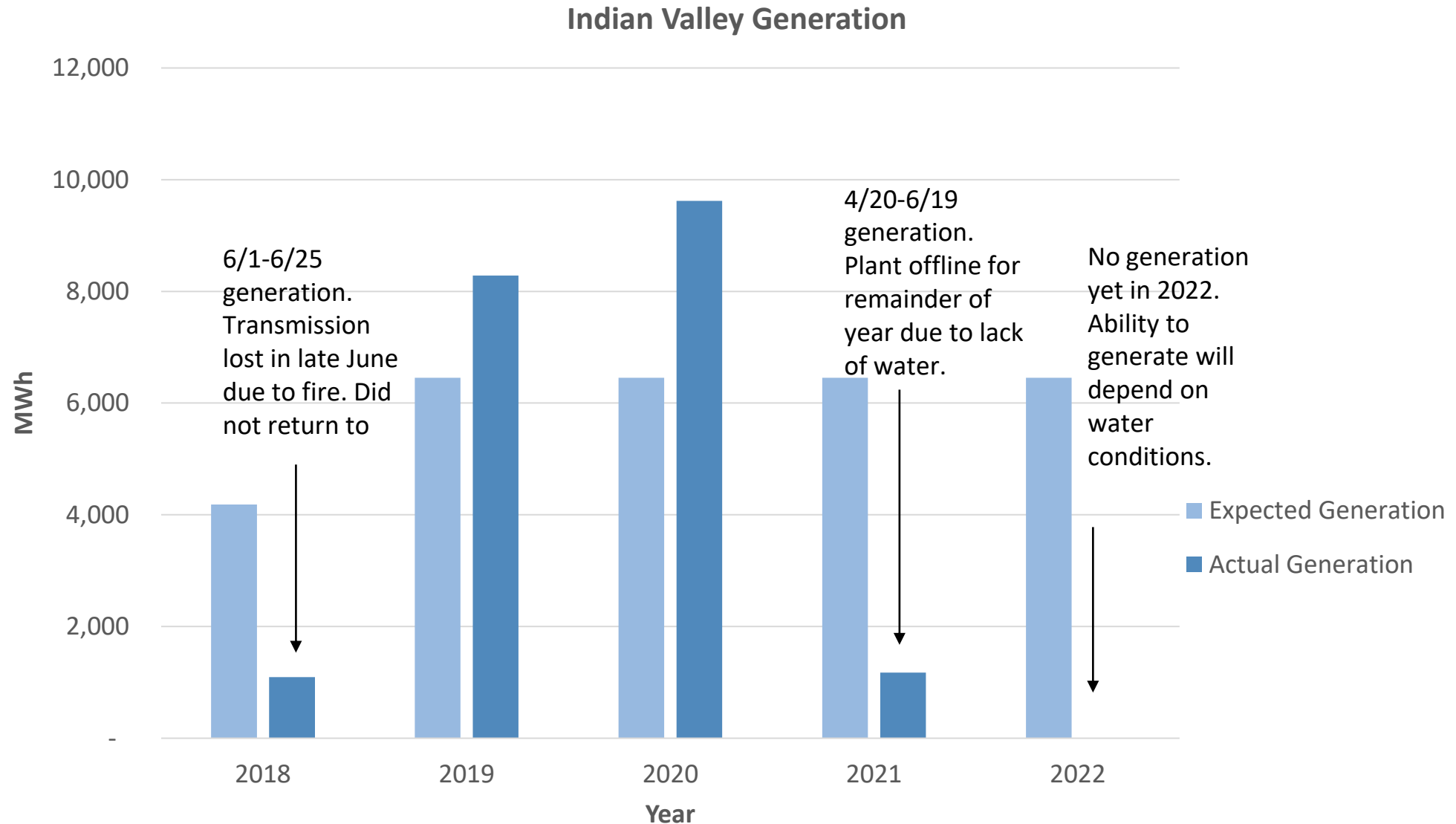
- Percentages apply to Standard Green load only. UltraGreen is 100% renewable.

Item 13 – Power Procurement / RPS Update: Aquamarine Update



- COD on 9/22/21, vs. 9/24/21 GCOD, received RECs for test energy prior to COD
- Generally performing as expected, producing ~233 MWh/day actual, vs. 237 MWh/day forecast

Item 13 – Power Procurement / RPS Update: Indian Valley Output



Item 13 – Power Procurement / RPS Update: RPS Outlook

