



# SMART ENERGY PROVIDER

American Public Power Association

## SEP Application



Powering Strong Communities

# Application Sections

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## Contact Information

Name		Title	
Utility Name			
Address	City	State	Zip
Phone	Email		

## Utility Demographics

# of residential customers served:
# of commercial customers served:
# of employees (FTE): # of full time equivalent “smart energy” employees (NOTE: This includes energy services, efficiency, demand response, sustainability, and environmental-related employees, but excludes employees that spend all their time on regulatory compliance):
# of total MWh sales:

### I. Smart Energy Information

#### Question I.A.1

Has your utility established “smart energy” goals, objectives, and/or plans?

*Note: For the purposes of this program, smart energy encompasses the areas of energy efficiency, distributed generation, renewable energy, and environmental initiatives conducted by a utility as part of efforts to provide low-cost, quality, safe, and reliable electric service.*

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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If **yes**, are any of your smart energy goals or plans reflected in your resource planning for energy demand?

- Yes
- No

#### Question I.A.2

Does your utility engage in research and development on the topics of energy efficiency, distributed energy resources, and/or sustainability?

- Yes
- No

If **yes**, what mechanisms does your utility use to engage in research and development? Check all that apply.

- Participating directly in a research and development project (e.g. utilizing new technologies in concert with a local or regional university or state organization)
- Participating directly in a research and development program via a national utility-specific research and development program
- Investing in research and development via a national utility-specific research and development program
- Other, please explain: \_\_\_\_\_

Question I.A.3

Does your utility offer financing options to implement any of its “smart energy” programs (i.e. on-bill financing, PACE, low interest loans, interlocal financing)?

*Note: This includes any financing options offered during the past two years.*

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of your financing options.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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If **yes**, what percentage of eligible customers participate?

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Question I.A.4

Does your utility compare any “smart energy” program savings or related cost data with benchmarking and performance data from other similar utilities or organizations?

- Yes
- No

If **yes**, which program areas are compared:

- Energy efficiency/distributed energy resources
- Environmental/sustainability
- Customer satisfaction

If **yes**, how often are benchmarking and performance data compared?

- Yearly
- Every \_\_\_\_\_ years
- Other \_\_\_\_\_

If **yes**, who conducts evaluations?

- Internal staff
- Independent third party

## II. Energy Efficiency and Distributed Energy Resources

### Question II.B.1

Does your utility engage in supply-side energy efficiency programs?

- Yes
- No

If **yes**, which of the following supply-side energy efficiency programs does your utility engage in? Check all that apply.

- Conductor upgrades
- Conservation voltage reduction
- Transformer upgrades
- VAR support for capacitor banks
- Active management of distribution system to limit line loss
- Other \_\_\_\_\_

### Question II.B.2

Does your utility offer demand response programs?

- Yes
- No

No, does not apply

If **no, does not apply**, please describe, and/or attach supporting materials, examples, or documentation of why it does not apply to your utility.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description*

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If **yes**, which of the following demand response programs does your utility offer? Check all that apply.

*Note: This includes programs offered through third party contractors and other types of partnerships (e.g., direct payment to retailers).*

Demand Response Program	Check
Thermal energy storage (TES)	<input type="checkbox"/>
Load management incentives (e.g., thermostat/water heater control, HVAC, appliances)	<input type="checkbox"/>
Behavioral demand response program	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>

For each checked box, please describe, and/or attach supporting materials, examples, or documentation of your financial incentives/rebates.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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### Question II.B.3

Does your utility offer demand-side energy efficiency programs?

- Yes
- No
- No, does not apply

If **no, does not apply**, please describe, and/or attach supporting materials, examples, or documentation of why it does not apply to your utility.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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If **yes**, which of the following demand-side energy efficiency programs does your utility offer? Check all that apply.

*Note: This includes programs offered through third party contractors and other types of partnerships (e.g. direct payment to retailers).*

Energy Efficiency Program	Check
Commercial energy audits	<input type="checkbox"/>
Residential energy audits	<input type="checkbox"/>
LEED, Green Globes, RESENT, BPI programs	<input type="checkbox"/>
EPA, Energy Star portfolio management resources	<input type="checkbox"/>
Energy efficient lighting and lighting controls	<input type="checkbox"/>
Energy efficient appliances	<input type="checkbox"/>
Efficient new construction	<input type="checkbox"/>
Building envelope retrofits (e.g., sealing and insulation upgrades)	<input type="checkbox"/>
Retro commissioning	<input type="checkbox"/>
Energy efficiency and behavioral education and outreach program	<input type="checkbox"/>
Heat, ventilation, and air conditioning (HVAC)/variable frequency drive (VFD)/motors	<input type="checkbox"/>
Food service and refrigeration equipment	<input type="checkbox"/>
Strategic energy management program	<input type="checkbox"/>
Energy management systems (e.g., building controls)	<input type="checkbox"/>
Energy management information system (e.g., data dashboard, comparative analysis, online portal)	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>



For each checked box, please describe, and/or attach supporting materials, examples, or documentation of your financial incentives/rebates.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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#### Question II.B.4

Which hard-to-reach customers do your energy savings programs target? Check all that apply.

- Areas with transmission & distribution constraints (either current or future)
- Areas with low-income residents
- Areas with high load growth
- Areas with high population density
- Disadvantaged customers
- Geographically hard to reach communities
- Small commercial
- Multi-family
- Renters
- Specific industry types
- Key accounts and business retention (large commercial/industrial)
- Other \_\_\_\_\_

#### Question II.B.5

Does your utility currently offer electric vehicle programs?

- Yes
- No

If **yes**, what electric vehicle programs does your utility currently offer? Check all that apply.

- Electric vehicle rebate
- Residential charging station rebate
- Commercial and/or multifamily charging station rebate
- Discounted/free charging
- EV building codes
- Utility-owned public charging stations
- Electric vehicle education and outreach
- Demand response coordinated charging and discharging – i.e., DR EV scheduling
- Other \_\_\_\_\_

#### Question II.B.6

Does your utility offer battery storage programs or initiatives?

- Yes
- No

If **yes**, which battery storage programs or initiatives does your utility offer? Check all that apply.

- Education/Enabling infrastructure (interconnection agreement)
- Battery storage rebate
- Utility-owned battery lease program
- Supply-side battery storage/community storage program
- Other \_\_\_\_\_

#### Question II.B.7

Does your utility offer distributed generation programs or initiatives?

- Yes
- No

If **yes**, which distributed generation programs or initiatives does your utility offer? Check all that apply.

- Fuel cell incentives
- Utility-owned fuel-cell leasing
- Utility-owned solar panel leasing
- Community solar
- Customer net metering program
- Renewable-based incentives (e.g., solar, wind)
- Other

### III. Environmental and Sustainability Programs/Initiatives

#### Question III.C.1

Does your utility currently offer or support environmental/sustainability-related programs?

- Yes
- No

If **yes**, which types of environmental and sustainability programs does your utility currently offer? Check all that apply.

- Renewable energy supply acquisition program (utility scale)
- Landscaping/tree planting program
- Sustainability reporting
- Informational/educational program
- Voluntary green pricing
- Waste program
- Other \_\_\_\_\_

Question III.C.2

Do staff and leaders from your utility/the electric department collaborate with other community-operated departments/utilities (water, waste water, gas, waste services) to optimize/improve environmental performance?

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of your collaboration(s) with other community-operated departments.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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Question III.C.3

Does your utility have an initiative to promote electrification to reduce emissions?

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of initiatives and why you have them.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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Question III.C.4

Does your utility track emissions from its energy supply?

- Yes

No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of any analytical method of tracking emissions.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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If **yes**, please provide the average annual CO2 lbs/MWh for the energy provided to your customers for the last year.

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If **yes**, please list any groups (local, national, or international) to which your utility reports greenhouse gas emissions.

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#### Question III.C.5

Does your utility evaluate emissions savings resulting from your “smart energy” programs?

Yes

No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of any type of emission saving analysis.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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If **yes**, please list any customer groups or stakeholders with whom you share your emissions savings results and benefits.

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## IV. Communication/Education and Customer Experience

### Question IV.D.1

Does your utility engage internal/external stakeholders in developing “smart energy” goals and/or plans?

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of how you engage internal/external stakeholders.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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### Question IV.D.2

Does your utility communicate your “smart energy” efforts to the community?

- Yes
- No

If **yes**, which types of efforts are communicated?

- Environmental and sustainability programs
- Energy efficiency and distributed energy resource programs

Which groups does your utility engage?

- Governing boards/elected officials
- Customers
- Utility/city staff
- Community leaders
- Civic groups
- Schools
- Home Owners Associations (HOAs)
- Other: \_\_\_\_\_

Which methods are used to engage and communicate? Check all that apply for programs from any rate or customer class.

- Pamphlets
- School programs
- Bill stuffers
- Booth events
- Board reports
- Social media
- Media (press release, newspaper, television)
- Mobile App
- Website
- Email/newsletters
- Other \_\_\_\_\_

#### Question IV.D.3

Does your utility evaluate customer satisfaction for any of its “smart energy” program elements?

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of how customer satisfaction information is collected and utilized. *Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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**Question IV.D.4**

Do you offer training to customer service representatives (CSRs) on how customers' behaviors affect their energy consumption? (e.g., thermostat setting, heating/cooling days)

- Yes
- No

If **yes**, please describe and/or attach supporting materials, examples, or documentation of CSR training you offer.

*Note: Please enter 'N/A' in the text box if you opt NOT to provide a description.*

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