



SMART ENERGY PROVIDER

American Public Power Association

Application Guide



Powering Strong Communities

Table of Contents

| | |
|---|----|
| ABOUT APPA | 3 |
| PURPOSE OF THIS GUIDE | 4 |
| SMART ENERGY PROVIDER PROGRAM OVERVIEW | 5 |
| BECOMING A SMART ENERGY PROVIDER: | 6 |
| APPLICATION PROCESS OVERVIEW | 6 |
| SCORING INFORMATION..... | 8 |
| EXPLANATION/DESCRIPTION/ATTACHMENT GUIDELINES..... | 10 |
| UTILITY INFORMATION AND SEP APPLICATION PAYMENT..... | 13 |
| SMART ENERGY INFORMATION (I) | 15 |
| ENERGY EFFICIENCY AND DISTRIBUTED ENERGY RESOURCES (II) | 21 |
| ENVIRONMENTAL AND SUSTAINABILITY PROGRAMS/INITIATIVES (III) | 34 |
| COMMUNICATION/EDUCATION AND CUSTOMER EXPERIENCE (IV)..... | 40 |
| SCORING CRITERIA SUMMARY | 45 |

About APPA

The American Public Power Association (APPA) is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. We represent public power before the federal government to protect the interests of the more than 49 million customers that public power utilities serve, and the 93,000 people they employ. APPA advocates and advises on electricity policy, technology, trends, training, and operations.

Purpose of this Guide

This guide serves as a resource on the intent, spirit, and associated scoring guidelines for each of the questions within the Smart Energy Provider (SEP) program application. Each application received is thoroughly reviewed by an expert panel of public power representatives. This guide includes information on what the SEP Review Panel (Panel) is evaluating in each question, along with a clear breakdown of the point value associated with each possible response. **Criteria for grading these questions are established based on leading industry practices.** Throughout the grading process, each section will be reviewed, scored, and verified by several Panel members. Many questions will not require attachments. For some questions, applicants may choose to include additional documentation, but attachments are not expected.

This guide is meant to increase transparency of the Panel's grading expectations and help utilities better understand the application grading process. Please note that the guide is meant to be a suggestive, not prescriptive, resource.

Each question in the application has been explained in detail, and a scoring rubric has been provided. While the scoring rubric can serve as a general guide for what utilities should expect, **the ultimate scoring determinations are made exclusively by the Panel. If the Panel sees opportunities for improvement in any specific area, fewer points may be awarded.** The SEP application process should be viewed by utilities as an opportunity for coaching and feedback from industry experts.

Smart Energy Provider Program Overview

The *Smart Energy Provider (SEP) program* is a new best practices designation that provides national recognition to utilities for the work they are doing in the following four disciplines:

- Smart Energy Information
- Energy Efficiency and Distributed Energy Resources
- Environmental and Sustainability Programs/Initiatives
- Communication/Education and Customer Experience

Smart Energy in the context of this application program 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.

The purpose of the SEP program is to evaluate utility efforts to incorporate efficiencies in the provision of electric service; help public power utilities benchmark their work against others in the industry; and provide a vehicle for peer evaluation based on a set of industry best practices.

In the SEP program, applicants earn points for their practices and accomplishments in each of the four disciplines. **Criteria posed as questions within each discipline are based on leading best practices and are intended to represent a utility-wide commitment to energy efficiency, distributed energy resources, environmental and sustainability programs, and customer communication and education.** A list of the specific scoring criteria is provided in the following sections and summarized in the back of this manual. All information that is submitted by utilities during the SEP application process will be kept confidential to the SEP Panel and APPA staff.

Becoming a Smart Energy Provider: Application Process Overview

Application Period

Each year, the SEP application period opens for submissions on **December 1st** and closes by **April 30th**.

The application covers the efforts and changes utilities have made in the previous two years, not just the application year. Applications are reviewed by the SEP Panel, which is comprised of public power employees from across the country. Based on the information provided in a utility's completed application, utilities may be recognized as a Smart Energy Provider.

1. December 1st – Spring: Utilities complete application (Application due April 30th)
2. Summer: SEP Panel conducts application reviews
3. October or November: Designation released at Customer Connections Conference
4. Next Two years (Dec - Dec): Utilities maintain designation and promote recognition
5. December 1st – April 30th: Utilities reapply for designation

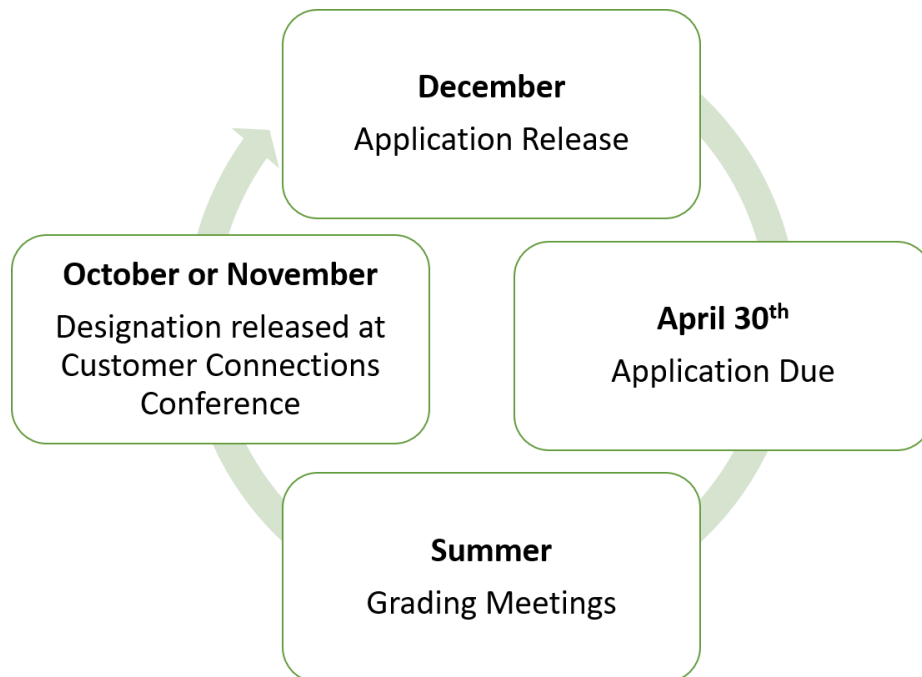


Figure 1: Application cycle

SEP Utility Size Categories

- Small Utility: Under 5,000 Customers
- Medium Utility: 5,000 – 30,000 Customers
- Large Utility: Over 30,000 Customers

Designation

Designation as a Smart Energy Provider is pass or fail. Designation is awarded to the utility if its application received a total score of 70 or higher. After designations have been released, an applicant has 14 days to request a reconsideration.

Designation Period

Beginning with the 2019 designees, SEP designations last for two years (e.g., utilities that apply in 2021 - 2022 and receive an SEP designation in 2022 will maintain that designation until the start of the application period in two years (December 2024). The utility will need to reapply in 2024 - 2025 to maintain its designation after 2024). Utilities that wish to maintain their SEP status must re-apply every two years. The intent of the re-application process is to ensure SEP utilities are consistently striving to maintain and improve the quality of their smart energy performance.

SEP Review Panel

Each application received is thoroughly reviewed by an expert panel of public power representatives. More information on the SEP Review Panel can be found at <https://www.publicpower.org/smart-energy-provider/review-panel>.

Scoring Information

How Points Are Allocated Among the Four Sections

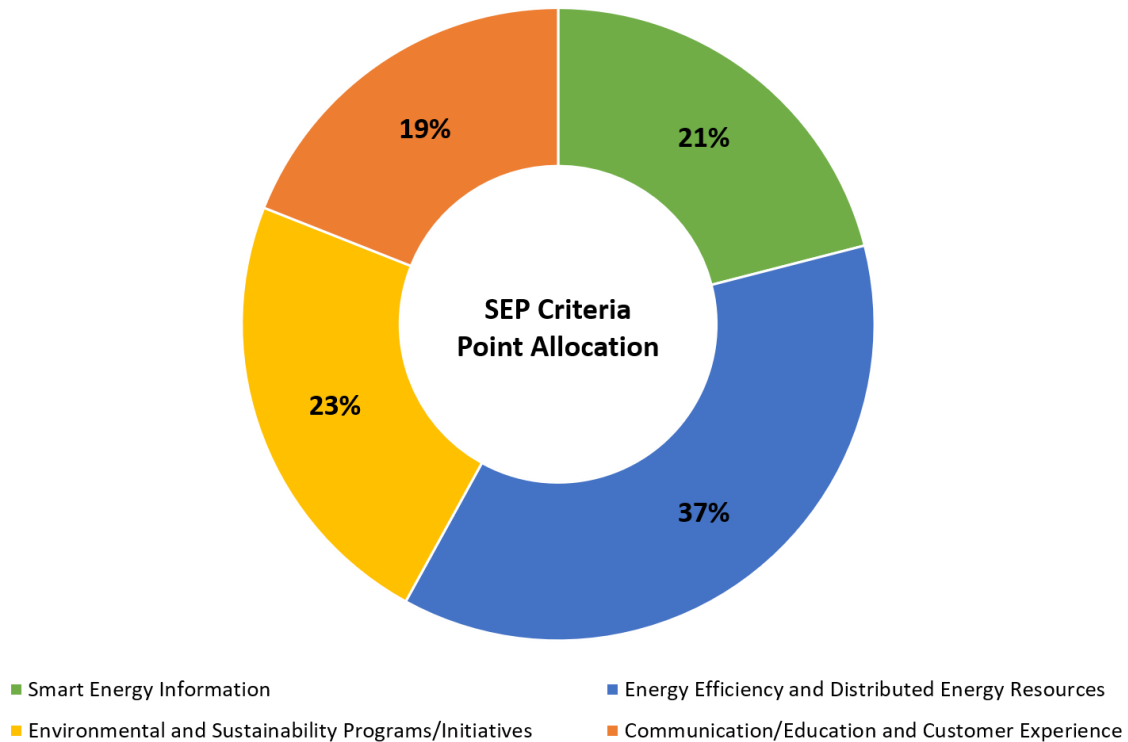


Figure 2: Percentage allocation of points by section

Scoring Guidelines

The complexity of the question will impact the scoring guidelines. While some questions will be graded on a yes or no basis, others will require a more in-depth evaluation by the SEP Panel. In instances where there are multiple boxes to select, partial points may be awarded based on the number of boxes checked. The “Other” checkbox may be counted as multiple boxes checked if multiple items are listed. Where applicable and possible, these partial breakdowns of points have been presented in this guide. While the scoring rubric can serve as a general guide for what utilities should expect, the **ultimate scoring determinations are made exclusively by the Panel. If the Panel sees opportunities for improvement in any specific area, fewer points may be awarded.**

Figure 3: Sample Scoring Guidelines, yes or no question

| Financing Options | | Points (maximum = 3) |
|-----------------------------------|--|-----------------------------|
| Yes (with description/attachment) | | 3 |
| No | | 0 |

Figure 4: Sample Scoring Guidelines, multi-options question

| Research and Development | | Points (maximum = 5)* |
|---------------------------------|--|------------------------------|
| 2 boxes or more checked | | 5 |
| 1 box checked | | 3 |
| 0 boxes checked | | 0 |

Explanation/Description/Attachment Guidelines

On the SEP application, many questions require supporting materials for the answers selected. A utility must explain or provide a proof of implementation in their service community. **Such proof can include budget line items, branded marketing materials, contracts, evaluation studies, etc. Please note that to receive full points, scope of all smart energy initiatives and programs offered by a utility should be current utility activities** (e.g. the utility has conducted, initiated, or taken part in the question-related activity within the designated timeframe (current application year and the year prior)). Additionally, **do not** send in any personally identifiable information. All descriptions and attachments should only include publicly available information.

The following table shows all the application questions that require explanations, detailed descriptions, or attachments. Please note that some of the questions require attachment per each option selected; while others require at least one supporting material for the whole question or for the “Other” option selected.

| Question Name (Number) | Require One per Option Selected | Require One per Question | Require One for “Other” Option Selected |
|--|---------------------------------|---|---|
| Goals and Objectives (I.A.1) | | ✓ | |
| Research and Development (I.A.2) | | | ✓ |
| Financing Options (I.A.3) | | ✓ | |
| Supply-side Programs (II.B.1) | | | ✓ |
| Demand Response Programs (II.B.2) | ✓ | ✓ (If selected ‘Study conducted, not right fit’) | ✓ |
| Dynamic Pricing Options (II.B.3) | | ✓ | |
| Demand-side EE Programs (II.B.4) | ✓ | | ✓ |
| Distributed Generation Programs (II.B.8) | | | ✓ |
| Sustainability Programs (III.C.1) | | | ✓ |

| | | | |
|--|--|---|--|
| Organizational Collaboration (III.C.2) | | ✓ | |
| Emissions Tracking (III.C.4) | | ✓ | |
| Emissions Savings (III.C.5) | | ✓ | |
| Stakeholder Involvement (IV.D.1) | | ✓ | |
| Customer Satisfaction (IV.D.3) | | ✓ | |
| CSR Training (IV.D.4) | | ✓ | |

Each attachment file must be named as either “utility name_question number_checkbox name” or “utility name_question number_document title”. For example, if you selected the “Dispatchable energy storage” option in Question II.B.2. Demand Response programs, then the name of your documentation/attachment must be “your utility name_B2_DispatchableEnergyStorage”.

Below is a list of specific guidelines on attachments, description, and explanations:

- If a smart energy program is designed by Joint Action Agency or a third party, a utility must show that the program is implemented in their service area and they are **actively participating** in the program. An example of proof would be a program marketing material branded with a utility’s logo or name.
- When attaching a long document that includes information specific to a question, a utility must provide specific page numbers in the description section on the attachment table (please refer to “How to Attach a Document” for more details). We also recommend highlighting the portion of the document that provides specific evidence or explanation for a checked box or a question.
- If the supporting material for a checked box or a question can be found on a utility’s website, please attach a screenshot of the website page that contains evidence. **A simple URL link to website home page is not acceptable.** If a utility is to provide URL links, please also provide a simple description what the webpage shows and how it supports your answer to the question.
- If an attachment is a supporting material for multiple checkboxes, the file name should contain the names of those checkboxes. For example, if a document contains supporting materials for “Online energy audit” and “Commercial energy audits” for Question II.B.4, then this document’s file name should be “utility name_B4_online energy audit_commercial energy audits”
- If a utility opts not to attach documentation, they must write a detailed explanation or description in the text box. This description must be detailed enough and provide enough

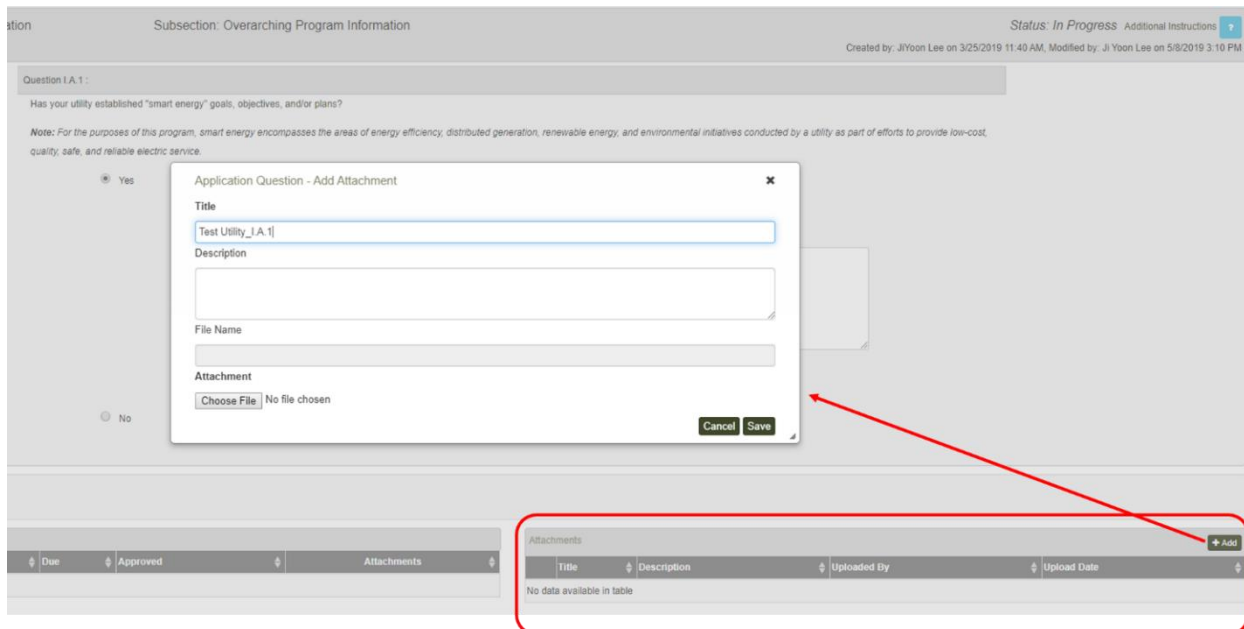
evidence for the Panel to award points based solely on this description/explanation. Generally, these descriptions should be over 50 words. A utility may also write this detailed description in a Word Document and upload this document as an attachment.

How to Attach a Document

In the online SEP application, below the question preview is a table displaying all attachments for the question. To add an attachment, click the “add” button in the upper right-hand corner of the table (refer to Figure 5 below). Attachment file types supported by the SEP online system include: Word, Excel, PDF, Images (JPEG, GIF, and PNG), and PowerPoint. Fields included in the upload form or attachment table are:

- **Title:** This should be the name of the file. Please name the file “**utility name_question number_checkbox name**” or “**utility name_question number_document title**”. This field is required to upload a document.
- **Description:** Although not required, the description field gives you an opportunity to provide any additional information to identify/describe the attachment. As mentioned earlier, a utility must provide specific page numbers for review if the attachment is a long document (more than 5 pages).
- **Uploaded By:** Displays the username of your utility user that added the file.
- **Uploaded Date:** Will display the date the document was first added to the application.

Figure 5: Online Application Add Attachment



Utility Information and SEP Application Payment

Starting the Application Process

Prior to gaining access to the SEP application, applicants must submit a [registration form](#). APPA’s Engineering Services staff uses this information to create a utility profile in the online application system. In addition, the form asks for a primary contact for the utility. This individual will be contacted with any questions the [SEP Review Panel](#) or APPA staff may have concerning the application. All correspondence relating to the application will also be sent to this individual.

Payment

Utilities must submit an online payment form (go to [APPA Product Store](#)) to pay the application fee. This fee partially covers the costs associated with processing, examining, and scoring all submissions. This fee must be paid each time you apply for SEP status. The fee structure is dependent on the number of customers your utility serves. The application fee is not refundable if the SEP criteria are not met. However, if your utility does not receive the SEP designation for any reason, you may re-apply the year immediately following your initial application without paying the application fee again. You may pay the fee online, by check, by credit card, or you can request that APPA bill your utility directly¹ (APPA members only for this option).

Table 1: Payment Breakdown

| Total Customer Size | Payment |
|---------------------------------|---------|
| Small (Under 5,000 customers) | \$250 |
| Medium (5,000-30,000 customers) | \$500 |
| Large (Over 30,000 customers) | \$750 |
| Non-APPA Member | \$2250 |

Additional Utility Information

You can provide additional details about your utility in the first question of the SEP application, which asks for utility employee demographics. This information is used as a reference point during the

¹ Please note APPA’s policy: utilities that request to be billed directly will be charged a processing fee of \$10.00.

assessment of your SEP application. The number of employees must be filled out to the best of your ability. Note that it is helpful for the SEP Panel to understand the employee breakdown of your system, but this information will not be scored.

Smart Energy Information (I)

The following is a sequential, question-by-question review of the SEP application’s Smart Energy Information section. Each question in this section is explained, and the scoring rubric is outlined.

Goals and Objectives (A1)

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 provide a description that includes an approval process, associated budget, and a defined objective of your “smart energy” goals. You can also attach supporting materials, examples, or documentation of your utility’s “smart energy” goals, objectives, and/or plans if you believe this will help the SEP Review Panel understand your utility’s “smart energy” plan.

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_A1_ document title’.

If **yes**, how are your smart energy goals or plans reflected in your planning for energy demand? Please select all that apply.

- Capital plans
- Distribution system planning
- Resource planning for energy demand
- Other: _____

Question Guide:

The SEP Review Panel believes it is important for a utility to define its smart energy goals, objectives, and/or plans. In the context of this application, this means engaging in planning to achieve the community desired level of proficiency in the areas of energy efficiency, distributed generation,

renewable energy, and environmental initiatives as part of efforts to provide low-cost, quality, safe, and reliable electric service.

There are many ways a utility can demonstrate that it has smart energy goals, objectives, or plans in place, and might include:

- Written plans for implementing supply-side energy efficiency programs, demand-side efficiency programs, distributed generation programs, or initiatives that encourage customers to help the utility in achieving its energy goals
- Written plans for implementing sustainability or environmental programs

To receive the full 4 points for the first part of the question, a utility must provide a description that includes the actionable items and approved budget of your “smart energy” goals, objectives, and/or plans. includes an approval process, associated budget, and a defined objective of its “smart energy” goals. A utility may also attach supporting materials, examples, or documentation of its smart energy goals, objectives, and/or plans if this will help the SEP Review Panel understand these plans. Please note that a utility’s smart energy goals, objectives, and/or plans will not be evaluated by their effectiveness and quality. A utility should also indicate how their smart energy goals or plans are reflected in their planning for energy demand to receive the full 3 points for the second part of the question.

| Smart Energy Goals and Objectives | Points (maximum = 7) |
|--|----------------------|
| Yes | 4 |
| No | 0 |
| Smart Energy Goals and Objectives in Resource Planning | |
| If any boxes checked | 3 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_A1_ document title’.

Research and Development (A2)

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, explain or attach a description or documentation:

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_A2_other'.

Question Guide:

Research and development at public power utilities is an essential investment, and utilities can take a leading role by pursuing cutting-edge technology and innovation as an integral part of energy delivery.

- Participation: A utility can participate directly in R&D locally or nationally by applying for grants and/or scholarships or supporting, conducting, and/or implementing research and development projects.
- Investment: A utility can invest in research and development by being a member of a national utility-specific research program, such as the Electric Power Research Institute (EPRI) and/APPA's Demonstration of Energy and Efficiency Developments (DEED).

Through research, development, and demonstration of new ideas, utilities can increase efficiency, reduce costs, investigate new and better technologies and services, and improve processes and practices to better serve customers. For more information on various research and development programs, visit the following websites:

- [DEED](#)
- [EPRI](#)
- [The Department of Energy \(DOE\)](#)

- [Environmental Protection Agency \(EPA\)](#)

State and regional programs are unique to your utility’s location. Check with your state association or joint action agency within your region to discover what R&D opportunities there may be for your utility.

| Research and Development | Points (maximum = 5) |
|--------------------------|----------------------|
| 2 boxes or more checked | 5 |
| 1 box checked | 3 |
| 0 boxes checked | 0 |

Note: If you select the ‘other’ option and elect to attach supporting materials rather than write a description in the text box, please write ‘See attachment’ in the text box. For each attachment, please name the file ‘utility name_A2_other’.

Financing Options (A3)

Question I.A.3

Does your utility promote, facilitate, or offer financing options to support any of its “smart energy” programs (e.g. 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 or attach supporting materials, examples, or documentation of your financing options.

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_A3_document title’.

Question Guide:

To encourage customers to participate in smart energy programs, a utility should promote, facilitate, or offer financing options such as on-bill financing, Property Assessed Clean Energy (PACE), low interest loans, or interlocal financing.

On-bill lending options allow customers to finance energy efficiency improvements by having the utility absorb the upfront cost of energy upgrades. Customers repay the utility through a charge on their

monthly utility bill. PACE programs are similar to on-bill financing programs in that utilities put forth the initial capital for energy improvement projects. Instead of improvement costs being tied to the property owner, PACE improvements are tied to the property and repayment obligations can transfer with property ownership.

A utility should describe or attach supporting materials, examples, or documentation of any financing options that it promotes, facilitates, or offers. Please make a note that this question is asking for financing options that have been tested, piloted, evaluated, or offered during the designation period, which is two years.

| Financing Options | Points (maximum = 3) |
|-----------------------------------|----------------------|
| Yes (with description/attachment) | 3 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_A3_document title’.

Benchmarking (A4)

Question I.A.4

Does your utility compare any “smart energy” program savings or related cost data with benchmarking or 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 or performance data compared?

- Yearly
- Every 2-3 years
- Every 4-5 years
- Other: _____

If **yes**, who conducts the benchmarking studies?

- Internal Staff
- Independent third party

Question Guide:

Utilities should collect and analyze data on the effectiveness of their energy efficiency, distributed energy resources, and sustainability programs, in addition to assessing customer satisfaction.

Benchmarking not only provides opportunities for utilities to reflect on the performance of their programs, but also provides a platform for utilities to compare their programs with peers. Utilities should indicate if they compare their benchmarking or performance data with other utilities and organizations, how often data is compared, and who conducts the benchmarking studies. If a utility has compared their “smart energy” program savings or related cost data with benchmarking or performance data from other similar utilities or organizations at different years, then they must select “Other” and provide years in which they conducted benchmarking studies.

| Benchmarking | Points (maximum = 6) |
|----------------------------------|-----------------------------|
| Yes | 1 |
| No | 0 |
| Program Areas | |
| 3 or more types of program areas | 2 |
| 2 types of program areas | 1 |
| 1 or 0 types of program areas | 0 |
| Data Comparison Frequency | |
| Yearly | 2 |
| Every 2-3 years | 1 |
| More than 3 years | 0 |
| Evaluation | |
| Independent third party | 1 |
| Internal staff | 0 |

Energy Efficiency and Distributed Energy Resources (II)

The following is a sequential, question-by-question review of the SEP application's Energy Efficiency and Distributed Energy Resources section. Each question in this section is explained, and the scoring rubric is outlined.

Supply-side Programs (B1)

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 efficiency upgrades
- VAR support with capacitor banks
- Active management of distribution system to limit line loss
- Phase balancing and re-phasing to some portions or all of a feeder
- Infrared Scans
- Other, please explain or attach supporting materials or documentation of how it improves efficiency:

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_B1_other'.

Question Guide:

By implementing supply-side programs, utilities can focus on improving the efficiency and performance of existing generation, distribution, and transmission systems. There are several ways utilities can improve supply-side efficiency, which include upgrading conductors, transformer efficiency, and providing VAR support with capacitor banks. If a utility selects the 'other' option, please describe or

attach supporting materials or documentation of how it improves efficiency. For example, maintenance programs may count for the 'other' option, and a utility must provide additional explanation or documentation that shows that their maintenance program targets to improve efficiency and reduce energy loss to earn points.

| Supply-side Programs | Points (maximum = 3) |
|-------------------------|----------------------|
| 3 boxes or more checked | 3 |
| 2 boxes checked | 2 |
| 1 box checked | 1 |
| 0 boxes checked | 0 |

Note: If you select the 'other' option and elect to attach supporting materials rather than write a description in the text box, please write 'See attachment' in the text box. For each attachment, please name the file 'utility name_B1_other'.

Demand Response Programs (B2)

Question II.B.2

Does your utility offer demand response programs?

- Yes
- No
- Study conducted, not right fit

If a study was conducted, but it didn't fit your system, please describe or attach study materials, or executive summary.

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_B2_study conducted'.

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 |
|-----------------------------|--------------------------|
| Dispatchable energy storage | <input type="checkbox"/> |

| | |
|---|--------------------------|
| Utility controlled customer equipment (e.g., water heater control, HVAC, EV charging, appliances, smart thermostat) | <input type="checkbox"/> |
| Utility signaled customer equipment (this program must have a component telling customers to reduce their energy usage) | <input type="checkbox"/> |
| Interruptible customer rates/contracts | <input type="checkbox"/> |
| Behavioral demand response program | <input type="checkbox"/> |
| Thermal water heating program/incentives | <input type="checkbox"/> |
| Cold water storage for chiller systems program/incentives | <input type="checkbox"/> |
| Other: _____ | <input type="checkbox"/> |

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

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_B2_checkbox name'.

Question Guide:

Demand Response (DR) programs are designed to encourage end-use customers to reduce or shift their energy consumption in response to changes in electricity price over time or triggers from system conditions or economics. These triggers could include time-varying changes in the cost of energy production (e.g., a spike in electricity price) or unusually high or low voltage or frequency. Load management programs can vary in implementation. Some might offer incentives to customers for turning off appliances whereas others might have customers agree to installing automated load control systems in their home. See the table below for explanations of each demand response program listed in the question.

| Demand Response Program | Explanation |
|---|---|
| Dispatchable Energy Storage | Dispatchable energy storage can be dispatched on demand at the request of power grid operators according to market needs. |
| Utility controlled customer equipment (e.g., water heater control, HVAC, EV charging, appliances, smart thermostat) | Utility controlled equipment is controlled by the utility and utility signaled equipment is controlled by the customer based on a signal from the utility (e.g., receiving messages from the utility). An example of utility-controlled customer equipment would be |

| | |
|--|---|
| | <p>programmable smart thermostats that allow the utility to adjust the household temperature, or a control that cycles the air conditioner off for brief periods during demand events. Any smart home technology that has a programmable system with a mobile app that the utility can control or communicate with their customers would be considered as utility controlled or signaled customer equipment.</p> |
| <p>Utility signaled customer equipment (this program must have a component telling customers to reduce their energy usage)</p> | <p>Utility controlled equipment is controlled by the utility and utility signaled equipment is controlled by the customer based on a signal from the utility (e.g., receiving messages from the utility). An example of utility signaled customer equipment would be Smart Level 2 Residential EV chargers with TOU rate and a submeter on the charger. The charger would suggest to the customer that they would save money if they charged at a different time. Any smart home technology that has a programmable system with a mobile app that the utility can control or communicate with their customers would be considered as utility controlled or signaled customer equipment.</p> |
| <p>Interruptible customer rates/contracts</p> | <p>Interruptible rate plans offered to customers require customers to curtail their electricity demand during interruptible events in exchange for earning credits or some other incentive.</p> |
| <p>Behavioral demand response program</p> | <p>A behavioral demand response program is primarily event and customer-driven, rather than just standardized pricing structures where the cost of electricity is higher when there is higher demand. Additionally, behavioral demand response programs may not have direct financial incentives for participation, but they may be tied to a dynamic pricing program. An example of this would be a combination of time-of-use (TOU) rates and effective marketing or segmented communication (email, texts, social media, etc.) that achieve the objective of shifting demand behavior off peak.</p> |
| <p>Thermal water heating program/incentives</p> | <p>These programs/incentives encourage customers to transition to efficient heat pumps and water heaters.</p> |

| | |
|---|---|
| Cold water storage for chiller systems program/incentives | Chilled water systems can be used as energy efficient alternatives to ice storage containers. Encouraging your customers to transition to this can be a way to promote energy efficiency. |
|---|---|

For each demand response program that your utility implements, please describe or attach supporting materials, examples, or documentation of your financial incentives/rebates. If your joint action agency provides financial incentives/rebates for your utility, please describe or attach supporting materials or documentation on how your utility implements them.

If a study is conducted, and the Demand Response program does not fit your system, please describe or attach supporting materials or executive summary of the study results.

| Demand Response Programs | Points (maximum = 4) |
|--|----------------------|
| 3 boxes or more checked (with description/attachments) | 4 |
| 2 boxes checked | 3 |
| 1 box checked | 2 |
| 0 boxes checked | 0 |
| Study conducted, not right fit (with attachment/description) | 4 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_B2_checkbox name’.

Dynamic Pricing Options (B3)

Question II.B.3

Does your utility offer dynamic pricing options for your customers?

Note: This includes pricing options such as time-of-use, critical peak, and coincident peak rate structures.

- Yes
- No

If **yes**, please describe or attach supporting materials, examples, or documentation of your dynamic pricing options.

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_B3_document title’.

Question Guide:

Utilities can reduce peak demand and achieve lower generation and distribution costs by offering dynamic pricing options to their customers. Common types of dynamic pricing include time-of-use pricing and critical peak and coincident peak rate structures. Utilities should describe or attach supporting materials, documentation, or examples of these options to earn full points.

| Dynamic Pricing Options | Points (maximum = 2) |
|-----------------------------------|----------------------|
| Yes (with description/attachment) | 2 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_B3_document title’.

Demand-side Energy Efficiency Programs (B4)

Question II.B.4

Does your utility offer demand-side energy efficiency programs?

- Yes
- No

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"/> |
| Online energy audits | <input type="checkbox"/> |
| LEED, Green Globes, RESNET HERS rating, BPI programs | <input type="checkbox"/> |
| EPA, ENERGY STAR portfolio management resources (benchmarking) | <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"/> |
| Online consumer efficiency product store | <input type="checkbox"/> |
| Other: _____ | <input type="checkbox"/> |

For each checked box, please describe or attach supporting materials, examples, or documentation of each of your selected financial incentives/rebates. **DO NOT** send website links or very large attachments. If referencing a webpage, attach a screenshot of the relevant information from the website.

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_B4_checkbox name'.

Question Guide:

Demand-side energy efficiency programs target more permanent changes to electricity usage patterns by either installing or replacing old appliances with more efficient and effective electric appliances. Helping residential and commercial customers improve the efficiency of their homes and businesses can be an effective way for a utility to improve its ability to reduce energy costs and peak demand. Utilities can provide rebates to support customers in buying energy efficient appliances. They can also provide incentives for customers to invest in retro commissioning and building retrofits.

Utilities should check the energy efficiency programs it currently provides. For each selected demand-side energy efficiency program, utilities must offer a description or attach supporting materials,

examples, or documentation to earn full points. Please DO NOT send website links or very large attachments. If referencing a webpage, attach a screenshot of the relevant information from the website.

| Demand-side Energy Efficiency Program | Points (maximum = 8) |
|--|----------------------|
| 8 boxes or more checked (with description/attachments) | 8 |
| 7 boxes checked | 7 |
| 6 boxes checked | 6 |
| 5 boxes checked | 5 |
| 4 boxes checked | 4 |
| 3 boxes checked | 3 |
| 2 boxes checked | 2 |
| 1 box checked | 1 |
| 0 boxes checked | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_B4_checkbox name’.

Hard-to-reach Customer Programs (B5)

Question II.B.5

Do your energy savings programs target specific customer segments, such as those that are hard to reach?

- Yes
- No

If **yes**, which specific customer segments, including those that are hard to reach, do your energy savings programs target? Check all that apply.

- Customers located in areas with transmission & distribution constraints (either current or future)
- Low-to-moderate income residents
- Areas that are isolated or have low population density
- Small business
- Multi-family (owner-occupied)
- Renters
- Key accounts and business retention (large commercial/industrial)

- Non-English-speaking customers
- Customers on fixed incomes (e.g. senior citizens)
- Customers requiring medical equipment
- Other _____

Question Guide:

Utilities should make sure that their energy savings programs target a wide range of customers, including residential, commercial, and industrial areas. This question is also asking about any hard-to-reach segments or high bill customers. An example of an energy savings program that targets hard-to-reach customers is low-income residential weatherization program that provides financial incentives for insulation. Please note that leasers, landlords, old construction, and new construction are not considered as ‘hard-to-reach’ customers.

If you select ‘Yes’ for the first question, the number of points you will receive depends on the number of boxes checked in the last part of the question. Please note that if you select ‘No’ for the first question, ‘Do you target specific hard-to-reach customer segments’, you will not receive any points for this question.

| Hard-to-reach Customer Programs | Points (maximum = 5) |
|--|-----------------------------|
| 5 boxes or more checked | 5 |
| 4 boxes checked | 4 |
| 3 boxes checked | 3 |
| 2 boxes checked | 2 |
| 1 box checked | 1 |
| 0 boxes checked | 0 |

Electric Vehicle Programs (B6)

Question II.B.6

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 for customers (e.g. ride and drive events)
- Electric vehicle engagement and outreach to car dealers or manufacturers
- Demand response coordinated charging and/or discharging (e.g. TOU rates, customer notifications, vehicle-to-grid (V2G) program, etc.)
- Electric vehicle fleet support (e.g. make ready work for infrastructure to support private charging stations for customers/utility)
- Other _____

Question Guide:

The growth of electric vehicle sales creates new opportunities for utilities that are providing the electricity needed to power these vehicles. Utilities can bolster electric vehicle use by building new charging stations, providing rebates and incentives for residential and commercial charging stations, and providing electric vehicle education and outreach for customers. A good starting point may be creating an electric vehicle blueprint for your community. APPA offers various resources on electric vehicle markets and opportunities, including a [hands-on guide](#) that walks public power utilities through the steps in creating a strategy, planning, and executing an electric vehicle program in their community. More information about EV resources can be found at: <https://www.publicpower.org/topic/electric-vehicles>. Utilities should check all the electrical vehicle programs it currently provides.

| Electric Vehicle Programs | Points (maximum = 4) |
|----------------------------------|-----------------------------|
| 4 or more boxes checked | 4 |
| 3 boxes checked | 3 |
| 2 boxes checked | 2 |
| 1 box checked | 1 |
| 0 boxes checked | 0 |

Battery Storage Programs (B7)

Question II.B.7

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.

Note: If your utility has run battery storage pilot programs during the last two years, you can select the corresponding checkboxes for those pilots.

- Promoting battery-enabled infrastructure or running feasibility studies (e.g., interconnection agreement, TOU rates, accommodative building codes, etc.)
- Education for customers and/or dealers
- Battery storage incentives
- Utility-owned battery lease program
- Supply-side battery storage/community storage program
- Other _____

Question Guide:

Energy storage technology has the potential to allow utilities to optimize their assets and energy use without investing in new infrastructure. Batteries currently dominate industry discussions around energy storage due to the growing capabilities of lithium-ion batteries. There are many battery storage programs and initiatives utilities can provide to customers. Battery storage rebates can incentivize customers with solar panel systems to install home batteries that will store their excess solar power. Battery lease programs allow customers to lease batteries for their homes and electric vehicles. Some utilities may provide a standard battery interconnection agreement to enable battery generating or storage infrastructure for their customers. Utilities should check all the battery storage programs and initiatives it currently offers. If a utility has run battery storage pilot programs during the last two years, it can select the corresponding checkboxes for those pilots.

| Battery Storage Programs | Points (maximum = 4) |
|--------------------------|----------------------|
| 4 boxes or more checked | 4 |
| 3 boxes checked | 3 |
| 2 boxes checked | 2 |
| 1 box checked | 1 |
| 0 boxes checked | 0 |

Distributed Generation Programs (B8)

Question II.B.8

Does your utility offer distributed generation programs or initiatives (e.g., residential or utility/community-owned solar, fuel cells, wind, etc.)?

Note: This question is asking about your distributed resources, not central power plant resources. It does not refer to a utility base load generation located in town or diesel backup generation.

- Yes
- No

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

Note: If you already included energy storage programs in Question II.B.2, you cannot double count this program here.

- Customer-owned program
- Incentivized rate structure
- Community-owned
- Utility-owned/distributed
- Other, please explain or attach a description or documentation:

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_B8_other'.

Question Guide:

Distributed generation utilizes small-scale technologies to produce electricity close to the end user. This question is asking about the existence of a dynamic system based on pricing that works in tandem with the utility system, not about emergency generation. Specifically, customer-owned distributed generation systems such as residential solar panels, small wind turbines, and natural gas fuel cells provide customers with cleaner and more reliable power on site without passing through a meter. Incentives for these customer-owned resources can be counted in the "Customer owned program" checkbox. In addition, utilities may offer fuel cell or renewable energy incentives to reduce the energy consumption required to meet the electricity demand. Renewable energy-based or fuel cell incentives are designed to reduce customers' energy costs when they meet or exceed specific energy reduction standards set by the utilities. Furthermore, a utility can also provide a customer net metering or net billing program/incentive, which allows customers who have installed a form of small-scale distributed generation to be credited on their bills for any excess power fed back to the grid – these programs would fall under the "Incentivized rate structure" checkbox. A community-owned (or "shared") distributed generation allows customers to collectively invest in a renewable, clean energy system and

receive financial credit for their share of the electricity generated. The most common type of community-owned program are solar and wind farms. Additionally, a utility can own and operate a large-scale rooftop solar system, which would be considered a utility-owned or distributed energy system. Even public outreach and education about distributed energy resources (DERs) can serve as an example of a distributed generation program in the “Other” checkbox. Ultimately, this question is asking if a utility facilitates or incentivizes the installation of renewable DERs.

To answer this question, a utility should check all the distributed generation programs they currently offer. If a utility selects ‘other’ option, please describe or attach supporting materials or documentation of ‘other’ distributed generation program(s). Please note – if you already included energy storage programs as a ‘Dispatchable energy storage’ or ‘Other’ answer in Question II.B.2, you cannot double count these programs in this question as well.

| Distributed Generation Programs | Points (maximum = 7) |
|---------------------------------|----------------------|
| 3 boxes or more checked | 7 |
| 2 boxes | 5 |
| 1 box checked | 3 |
| 0 boxes checked | 0 |

Note: If you select the ‘other’ option and elect to attach supporting materials rather than write a description in the text box, please write ‘See attachment’ in the text box. For each attachment, please name the file ‘utility name_B8_other’.

Environmental and Sustainability Programs/Initiatives (III)

The following is a sequential, question-by-question review of the SEP application's Environmental and Sustainability Programs/Initiatives Section. Each question in this section is explained, and the scoring rubric is outlined.

Sustainability Programs (C1)

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
- Paperless billing
- Other, please explain or attach a description or documentation:

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_C1_other'.

Question Guide:

Sustainability programs offer utilities a method of analyzing their performance in reducing impacts to the environment. Utilities often implement these programs to follow through with the proper balance of commitments to economy, environment, and the community for their operations. Major environmental/sustainability programs include:

- Renewable energy supply acquisition program (utility scale)
- Landscaping/tree planting program
- Sustainability reporting

- Informational/educational program
- Waste program
- Voluntary green pricing
- Paperless billing

Through these programs, utilities may set sustainability goals, track use of energy resources, assess performance, develop sustainable improvements to operation systems, and/or publish an annual report on the findings. If you select the 'other' option, please provide a description or attachment on how it is a type of environmental and sustainability program.

| Sustainability Programs | Points (maximum = 7) |
|-------------------------|----------------------|
| 3 boxes or more checked | 7 |
| 2 boxes checked | 5 |
| 1 box checked | 3 |
| 0 boxes checked | 0 |

Note: If you select the 'other' option and elect to attach supporting materials rather than write a description in the text box, please write 'See attachment' in the text box. For each attachment, please name the file 'utility name_C1_other'.

Organizational Collaboration (C2)

Question III.C.2

Do staff and leaders from your organization collaborate with other infrastructure service providers (gas, water, wastewater, transportation, school districts, government, etc.) to optimize/improve environmental performance?

- Yes
 No

If **yes**, please describe or attach supporting materials, examples, or documentation of your collaboration(s) with other organizations.

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_C2_document title'.

Question Guide:

The electric utility should collaborate with other infrastructure service providers to the extent it can improve overall environmental performance within its community. Collaboration increases local participation in utilities’ sustainability programs and initiatives by allowing for joint implementation, marketing, and funding efforts. An example of collaboration that creates efficiency includes coordinating multiple utilities in infrastructure upgrade and repair efforts. For instance, an electric utility may work with the department of public works to improve the efficiency of sewer systems and electric load efficiency or profile. Cross-organizational and intra-organizational collaboration should benefit customers and the utility.

Utilities should describe or attach supporting materials, examples, or documentation of their collaboration(s) with other infrastructure service providers.

| Organizational Collaboration | Points (maximum = 4) |
|-------------------------------------|-----------------------------|
| Yes (with description/attachment) | 4 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_C2_document title’.

Electrification (C3)

Question III.C.3

Does your utility have an initiative to promote environmentally beneficial electrification (e.g. to reduce emissions)?

- Yes
- No

If **yes**, which electrification technology does your utility promote/incentivize? Check all that apply.

- Heat pumps
- Customer owned electric vehicles
- EV fleet/commercial
- Cooktops (resistive and induction)
- Water heaters (resistive and heat pump)
- Industrial applications
- Other: _____

Question Guide:

Environmentally beneficial electrification is about replacing the power source for items from a fuel such as gas with electricity with the end goal of reducing emissions. With the deployment of electric heat pumps, electric vehicles, fuel switching, and other electronic technologies, electrifying end use energy has great potential to increase environmental efficiency by reducing overall emissions. Promoting electrification initiatives or programs might also improve the use of utilities’ assets by reducing overall energy and operating costs for customers. Examples of promotions of electrification on the customer side include forklifts, clothes dryers, and ovens. Utilities should check all the electrification technology that it currently promotes or incentivizes.

| Electrification | Points (maximum = 4) |
|-------------------------|----------------------|
| 3 boxes or more checked | 4 |
| 2 boxes checked | 3 |
| 1 box checked | 2 |
| 0 boxes checked | 0 |

Emissions Tracking (C4)

Question III.C.4

Does your utility track greenhouse gas (GHG) emissions from the energy delivered to customers?

- Yes
- No

If **yes**, please describe or attach the foundation for your emission tracking methodology (e.g. state-wide requirements, EPA requirements, etc.). This tracking methodology should cover the following questions: Where are your emissions coming from? How much of these emissions come from your utility’s installations/equipment? In addition, provide an example of how you report your GHG emissions tracking.

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_C4_document title’.

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

Question Guide:

By keeping track of greenhouse gas emissions (GHG), utilities can assess the emission footprint associated with the energy delivered to customers and communicate this information to their communities. Utilities should describe or attach the foundation for their emission tracking methodology. This tracking methodology should cover the following questions: Where are your emissions coming from? How much of these emissions come from your utility’s installations/equipment? In addition, utilities should provide an example of how they report their GHG emissions tracking.

- The EPA’s [Emissions & Generation Resource Integrated Database \(eGRID\)](#) is a simple resource that utilities can use to find emissions information.

| Emissions Tracking | Points (maximum = 4) |
|--|----------------------|
| Yes (with description/attachment) | 3 |
| Yes, utility reports to local, national, or international groups or stakeholders | 1 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_C4_document title’.

Emissions Savings (C5)

Question III.C.5

Does your utility evaluate greenhouse gas (GHG) emissions savings resulting from your “smart energy” programs?

- Yes
- No

If **yes**, please describe or attach the foundation of methodology for converting energy numbers to GHG emissions. Please show supporting materials, examples, or documentation on what you follow for this step. In addition, provide an example of how you report your GHG emissions savings.

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_C5_document title’.

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

Question Guide:

Utilities should track greenhouse gas (GHG) emission savings from their smart energy programs.

Tracking GHG emission savings provides utilities a valuable metric that can inform customers and other stakeholders about the emission benefits of smart energy programs. A utility should describe or attach the foundation of their methodology for converting energy numbers to GHG emissions. Please also show supporting materials, examples, or documentation on what general steps a utility follows. In addition, utilities should provide an example of how they report their GHG emissions savings.

- The EPA’s [Emissions & Generation Resource Integrated Database \(eGRID\)](#) is a simple resource that utilities can use to find emissions information.

| Emissions Savings | Points (maximum = 4) |
|--|----------------------|
| Yes (with description/attachment) | 3 |
| Yes, utility reports to local, national, or international groups or stakeholders | 1 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_C5_document title’.

Communication/Education and Customer Experience (IV)

The following is a sequential, question-by-question review of the SEP application’s Communication/Education and Customer Experience section. Each question in this section is explained, and the scoring rubric is outlined.

Stakeholder Involvement (D1)

Question IV.D.1

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

- Yes
- No

If **yes**, please describe or attach supporting materials, examples, or documentation of how you involve stakeholders, which stakeholders are involved, and how these stakeholders are involved.
Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_D1_document title’.

Question Guide:

Stakeholder involvement is a key part of planning and developing smart energy programs. Your utility should involve internal and/or external stakeholders to investigate what social and environmental issues they consider to be most important to inform utility decisions.

Utilities should describe or attach supporting materials, examples, or documentation of how they involve internal/external stakeholders in developing “smart energy” goals and/or plans for the utility.

| Stakeholder Involvement | Points (maximum = 5) |
|-----------------------------------|----------------------|
| Yes (with description/attachment) | 5 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_D1_document title’.

Communication (D2)

Question IV.D.2

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

- Yes
- No

If **yes**, which groups does your utility engage?

- Governing boards/elected officials
- Customers
- Utility/city staff
- Community leaders
- Civic groups
- Schools
- Home Owners Associations (HOAs)
- Trade allies and contractors
- Other _____

If **yes**, 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 Guide:

A utility should communicate its policy, procedures, and programs with the community it serves.

Suggested groups could include, but are not limited to, governing boards/elected officials, customers, staff, civic groups, schools, and Homeowners associations (HOAs). A utility should check all the communication methods it currently uses and which community groups it engages.

| Communication | Points (maximum = 4) |
|-------------------------|----------------------|
| Types of Groups Engaged | |

| | |
|-------------------------|-----|
| 4 boxes or more checked | 2 |
| 3 boxes checked | 1.5 |
| 2 boxes checked | 1 |
| 1 box checked | 0.5 |
| 0 boxes checked | 0 |
| Methods Used | |
| 5 boxes or more checked | 2 |
| 3 or 4 boxes checked | 1.5 |
| 2 boxes checked | 1 |
| 1 box checked | 0.5 |
| 0 boxes checked | 0 |

Customer Satisfaction (D3)

Question IV.D.3

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

- Yes
- No

If **yes**, please describe or attach utility-specific supporting materials, examples, or documentation of how customer satisfaction information is collected and utilized. Highlight which elements/results/questions are directly related to your utility’s smart energy programs. **DO NOT** just provide general customer satisfaction. Please explain how supporting materials, examples, or documentation relate to smart energy program elements.

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file ‘utility name_D3_document title’.

Question Guide:

A utility should evaluate customer satisfaction for all of its smart energy programs to ensure programs are meeting customer needs and expectations. Customer feedback surveys are one way to gauge customer satisfaction and collect information that can be used to improve customer experience. A utility should describe or attach utility-specific supporting materials, examples, or documentation of one or more methods it uses to collect and evaluate customer satisfaction. **If your utility conducts a customer satisfaction survey or the survey is conducted through a third party, please attach a copy of the survey that references any smart energy programs or initiatives.** Please highlight which elements/results/questions cover smart energy programs. DO NOT just provide general customer satisfaction.

| Customer Satisfaction | Points (maximum = 4) |
|-----------------------------------|----------------------|
| Yes (with description/attachment) | 4 |
| No | 0 |

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file 'utility name_D3_document title'.

CSR Training (D4)

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)

Note: This training should be for employees that work directly with customers.

- Yes
- No

If **yes**, please describe or attach supporting materials, examples, or documentation of CSR training specific to your smart energy programs.

Note: Please write "See attachment" if you elect to attach supporting materials rather than write a description in the text box below. For each attachment, please name the file 'utility name_D4_document title'.

Question Guide:

Customer Service Representatives (CSRs) directly interact with customers every day, and it is important that CSRs are well-trained and knowledgeable about customers’ behavioral response to smart energy programs, whether on the demand or supply side. CSRs mainly oversee billing or payments, but CSRs can also be any operations or management level employees, as long as they interact with customers. A utility should offer CSR training to different types of customer bill and other responses in order to improve its customers’ experience in these programs.

Utilities should describe or attach supporting materials, examples, or documentation of one or more examples of CSR training specific to their smart energy programs, if they answer yes.

| CSR Training | Points (maximum = 5) |
|-----------------------------------|----------------------|
| Yes (with description/attachment) | 5 |
| No | 0 |

Note: Please write “See attachment” if you elect to attach supporting materials rather than write a description in the text box. For each attachment, please name the file ‘utility name_D4_document title’.

Customer Access to Usage Data (D5)

Question IV.D.5

Does your utility help customers better understand and manage their utility bill through easy access to their energy usage data?

- Yes
- No

Question Guide:

Utilities should strive to make information more available and transparent for their customers. Giving customers access to their energy usage data allows them to better manage their energy consumption and change their energy habits. In this question, utilities should indicate if they give their customers access to their energy usage data. Examples of this usage data include customers’ baseline energy use, weather normalization, and hourly interval data.

| Customer Access to Usage Data | Points (maximum = 1) |
|-------------------------------|----------------------|
| Yes | 1 |
| No | 0 |

Scoring Criteria Summary

| Section | Question | Subject of Question | Maximum Point Value |
|---|----------|--|---------------------|
| Smart Energy Information | A1 | Goals and Objectives | 7 |
| | A2 | Research and Development | 5 |
| | A3 | Financing Options | 3 |
| | A4 | Benchmarking | 6 |
| Energy Efficiency and Distributed Energy Resources | B1 | Supply-side Programs | 3 |
| | B2 | Demand Response Programs | 4 |
| | B3 | Dynamic Pricing Options | 2 |
| | B4 | Demand-side Energy Efficiency Programs | 8 |
| | B5 | Hard-to-reach Customer Programs | 5 |
| | B6 | Electric Vehicle Programs | 4 |
| | B7 | Battery Storage Programs | 4 |
| | B8 | Distributed Generation Programs | 7 |
| Environmental and Sustainability Programs/Initiatives | C1 | Sustainability Programs | 7 |
| | C2 | Organizational Collaboration | 4 |
| | C3 | Electrification | 4 |
| | C4 | Emissions Tracking | 4 |
| | C5 | Emissions Savings | 4 |
| Communication/ Education and Customer Experience | D1 | Stakeholder Involvement | 5 |
| | D2 | Communication | 4 |
| | D3 | Customer Satisfaction | 4 |
| | D4 | CSR Training | 5 |
| | D5 | Customer Access to Usage Data | 1 |