



# 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):
Average annual 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 provide a description that includes the actionable items and approved budget of your “smart energy” goals, objectives, and/or plans. 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'.*

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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:

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#### 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'.*

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### 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'.*

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### 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

## 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 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'.*

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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'.*

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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
Dispatchable energy storage	<input type="checkbox"/>
Utility controlled customer equipment (e.g., water heater control, HVAC, EV charging, appliances, smart thermostat -- visit pages 19-20 in the <a href="#">Application Guide</a> to read about what is considered "utility controlled")	<input type="checkbox"/>
Utility signaled customer equipment (this program must have a component telling customers to reduce their energy usage -- visit pages 19-20 in the <a href="#">Application Guide</a> to read about what is considered "utility signaled")	<input type="checkbox"/>
Interruptible customer rates/contracts	<input type="checkbox"/>
Behavioral demand response program (visit pages 19-20 in the <a href="#">Application Guide</a> to read about what is considered "behavioral demand response")	<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"/>
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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'.*

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**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'.*

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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'.*

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#### 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 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 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 II.B.8

Does your utility offer distributed generation programs or initiatives (e.g., residential or utility/community-owned solar, fuel cells, wind, etc.)? Visit page 24 in the [Application Guide](#) for examples and more information on what constitutes a distributed generation program.

*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:

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*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'.*

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

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*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 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'.*

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### 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 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’.*

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

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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’.*

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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 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'.*

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#### 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 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’.*

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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)

*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'.*

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Question IV.D.5

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

- Yes
- No