SMART ENERGY PROVIDER

American Public Power Association

SEP Application

AMERICAN
PUBLIC
POWER™
ASSOCIATION
Powering Strong Communities

Application Sections

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

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

Note: If smart energy goals, objectives, and/or plans are designed by Joint Action Agency or a third party, a utility must show that these goals and/or plans are specific to and are implemented in your service area.

☐   Yes
☐   No

If **yes**, please provide a description and/or attachment that includes the actionable items and approved budget of your "smart energy" goals, objectives, and/or plans. You can 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 Research and Development

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.

☐ <u>Participating directly</u> in a research and development <u>project</u> (e.g., utilizing new technologies in concert with a <u>local or regional</u> university or state organization)

☐   <u>Participating directly</u> in a research and development <u>program</u> via a <u>national</u> utility-specific research and development program

☐   <u>Investing in research and development</u> via a 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 Financing Options

Does your utility promote, facilitate, or offer financing options to support any of its "smart energy" programs (e.g. on-bill or off=bill financing, PACE, low interest loans, federal or state loans, local 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 Benchmarking

Does your utility collect, analyze, and 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
☐ Building or transportation electrification

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 I.A.5 Equity Programs

Does your utility offer an equity component to your programs (e.g., tiered income-based rebates, income-based technical assistance)?

☐ Yes

☐ No

If **yes**, please describe or attach supporting materials, examples, or documentation of your equity 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_A5_document title'.

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II. Energy Efficiency and Distributed Energy Resources

Question II.B.1 Supply-side Programs

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 or line loss 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: "Other" must be a distinct, unique program, not a subset of the options above.
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 Demand Response Programs

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). Rebates for installing thermostats, water heaters, etc., without signaling or utility control aspect is NOT considered a demand response program for purposes of the SEP designation.

Demand Response Program	Check
Dispatchable energy storage	☐
Utility controlled customer equipment (e.g., water heater control, HVAC, EV charging, appliances, smart thermostat -- visit page 25 in the Application Guide to read about what is considered "utility controlled")	☐
Utility signaled customer equipment (this program must have a component telling customers to reduce their energy usage -- visit pages 25-26 in the Application Guide to read about what is considered "utility signaled")	☐
Interruptible customer rates/contracts	☐
Thermal water heating program/incentives	☐
Cold water storage for chiller systems program/incentives	☐

| Other: _____ | ☐ |
| *Note: "Other" must be a distinct, unique program, not a subset of the options above.* | |

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 Dynamic Pricing Options

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.

*Note: This does **NOT** include interruptible rates covered under Question II.B.2, Demand Response Programs.*

☐   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 Demand-side Energy Efficiency Programs

Does your utility offer demand-side energy efficiency programs?

Note: For each attachment, name the file 'utility name_B4_checkbox name'.

Note: If you provided multi-page attachments, specify page numbers you are referencing.

☐   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	☐
Residential energy audits	☐
Online energy audits	☐
LEED, Green Globes, RESNET HERS rating, BPI programs (excluding audits)	☐
EPA, ENERGY STAR portfolio management resources (benchmarking)	☐
Energy efficient lighting and lighting controls	☐
Energy efficient appliances	☐
Efficient new construction	☐
Building envelope retrofits (e.g., sealing and insulation upgrades)	☐
Retro commissioning	☐
Energy efficiency and behavioral education and outreach program	☐
Heat, ventilation, and air conditioning (HVAC)/variable frequency drive (VFD)/motors	☐
Food service and refrigeration equipment	☐
Strategic energy management program	☐
Energy management systems (e.g., building controls)	☐
Energy management information system (e.g., data dashboard, comparative analysis, online portal)	☐
Online consumer efficiency product store	☐
Other: _____ *Note: "Other" must be a distinct, unique program, not a subset of the options above.*	☐

For each checked box, please describe or attach supporting materials, examples, or documentation of each of your selected financial incentives/rebates. **DO NOT** provide

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 Hard-to-reach Customer Programs

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

☐ Yes

☐ No

If **yes**, which specific customer segments, including those that are underserved or 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, please explain or attach supporting materials 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_B5_other'.

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Question II.B.6 E-mobility Programs

Does your utility currently offer e-mobility programs?

- ☐ Yes
- ☐ No

If **yes**, what e-mobility programs does your utility currently offer? Check all that apply.

- ☐ E-mobility rebate (e.g., electric vehicles (EVs), electric bikes, electric buses, electric forklifts, etc.)
- ☐ 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)
- ☐ Online EV resources and tools
- ☐ Other _____

Question II.B.7 Battery Storage Programs

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, 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 Distributed Generation Programs

Does your utility offer distributed generation programs or initiatives (e.g., residential or utility/community-owned solar, fuel cells, wind, etc.)? Visit page 34 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. The program/initiative must be on a customer site serving customers only.

☐   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'.

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III. Environmental and Sustainability Programs/Initiatives

Question III.C.1 Sustainability Programs

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
☐ Electronic waste program (e.g., appliances, lights)
☐ 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'.

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Question III.C.2 Organizational Collaboration

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 Electrification

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

☐ Yes
☐ No

If **yes**, which electrification initiatives does your utility offer? Check all that apply.

Note: Electric transportation does not count for this question.

☐ Heat pumps
☐ Water heaters (resistive and heat pump)
☐ Residential cooktops (resistive and induction)
☐ Industrial applications
☐ Commercial food service equipment
☐ Yard/property care
☐ Other, except e-mobility. 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_C3_other'.

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Question III.C.4 Emission Tracking

Does **<u>your utility</u>** track greenhouse gas (GHG) emissions from the energy delivered to customers?

☐   Yes
☐   No

> If **yes**, please describe or attach how your GHG emissions are determined (e.g., state-wide requirements, EPA requirements, etc.). This 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.
>
> *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 **<u>your utility</u>** reports greenhouse gas emissions.
>
> _____
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> _____

Question III.C.5 Emissions Savings

Does **<u>your utility</u>** evaluate greenhouse gas (GHG) emissions savings resulting from your "smart energy" programs?

☐   Yes
☐   No

> If **yes**, please describe or attach how GHG emissions savings are determined for your smart energy programs. Please show supporting materials, examples, or documentation

on what you follow for this step. In addition, provide an example of how **your utility** reports 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 **your utility** shares your emissions savings results and benefits.

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IV.   Communication/Education and Customer Experience

Question IV.D.1 Stakeholder Involvement

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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If **yes**, does your utility seek equitable solutions by engaging diverse and underserved customers in developing "smart energy" goals and/or plans?

☐ Yes

☐ No

If **yes**, please <u>describe</u> how your utility is engaging diverse and underserved customers in this process:

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Question IV.D.2 Communication

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/flyers
- ☐ School programs
- ☐ Bill stuffers/messaging
- ☐ Booth events
- ☐ Board reports
- ☐ Social media
- ☐ Media (press release, newspaper, television)
- ☐ Mobile App
- ☐ Website
- ☐ Email/newsletters
- ☐ Paid advertisements
- ☐ Other _____

Question IV.D.3 Customer Satisfaction

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 CSR Training

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 must be for employees that work directly with customers and must have been done within the last two years.

☐ 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 Customer Access to Usage Data

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

☐ Yes
☐ No

Question IV.D.6 Non-utility Funded Tax Credits and Incentives

Does your utility promote federal, state, or local **non-utility** funded tax credits and/or incentives?

☐ Yes
☐ No

If **yes**, please describe or attach supporting materials, examples, or documentation of your federal, state, or local non-utility funded tax credits and/or incentives:

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_D6_document title'.

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