

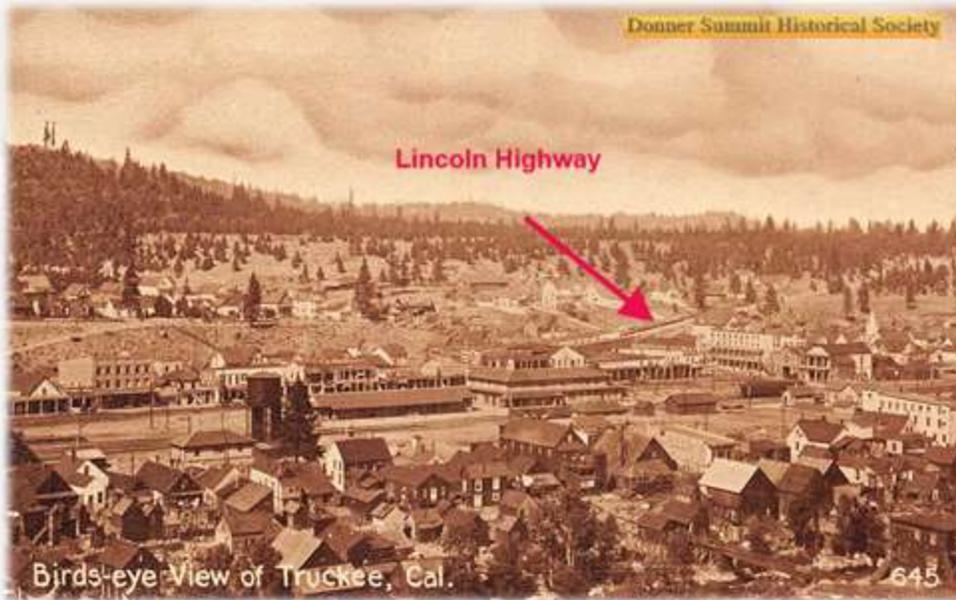
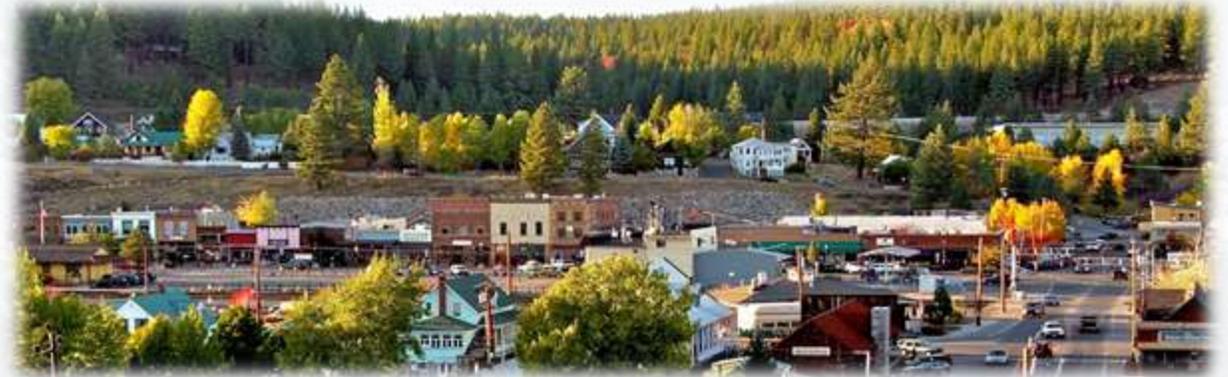
Helping Customers Through Conservation

2020 COVID Relief Program



Truckee Donner Public Utility District

- Electric and Water Utility established in 1927
- Serve greater Truckee area (including portions of both Nevada and Placer counties)



- Serve approximately 14,500 customers (~88% Residential)
- 68 employees
- Locally elected Board of Directors

	<u>Avg. Annual Volume</u>	<u>Avg. Demand</u>
Water	1.6 MCCF	3.2 MGD
Electric	159 GWh	36 MW

Energy Savings Partners: Overview

Why

- ⚡ Find opportunities to serve the needs of our local community.
- ⚡ Enable equitable community access to energy efficiency opportunities
- ⚡ Improve EE investment in hard to reach areas of our community

What

- ⊖ Immediate billing relief via a bill credit
- ⊖ Engage with customer with a *Residential Energy Survey*

How

- ⚡ Establishing partnerships with local organizations
- ⚡ “Grassroots” approach to education and awareness
- ⚡ Careful crafting of program qualifications

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Energy Savings Partners: Key to Success



Local Networks

Energy Savings Partners: COVID-19 Adaptations

Original Design

- ⚡ Must qualify for LIHEAP or one other local/county assistance program.
- ⚡ OR: can show recent 25% loss of income
- ⚡ Bill credit equal to highest bill in last 12 months (rolling window)
- ⚡ Residential Energy Survey (including direct install)



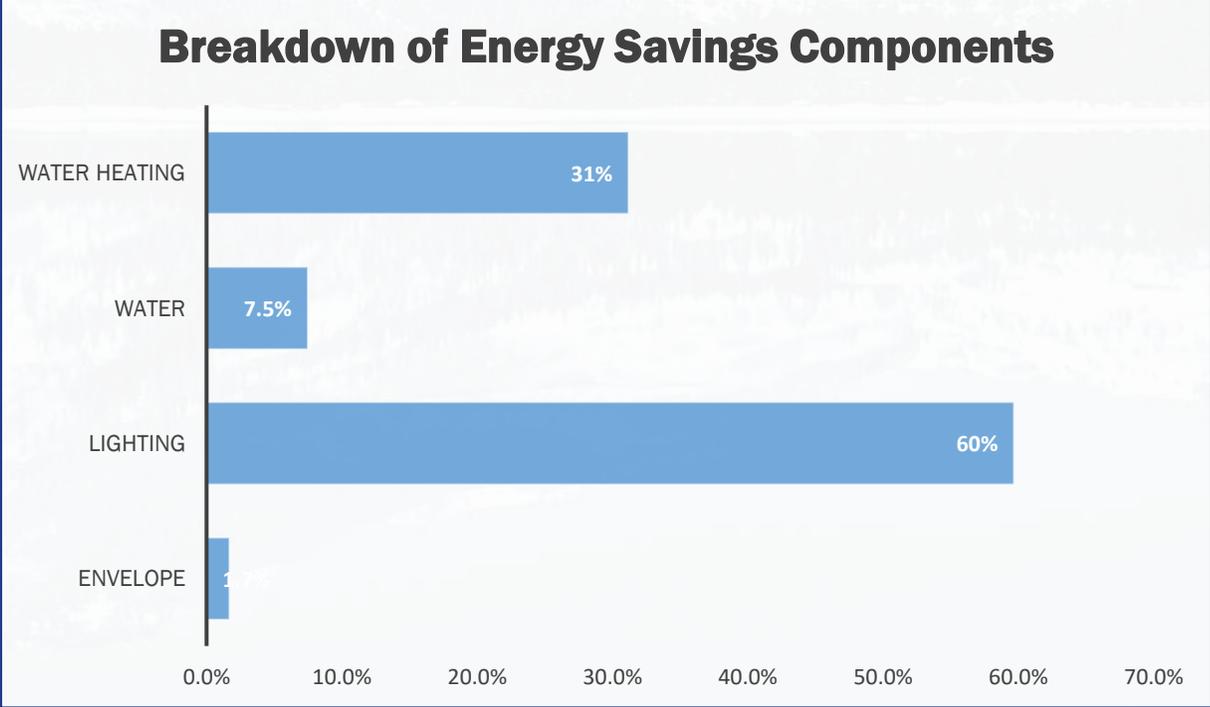
Expanded COVID Activity

- ⚡ Tapped into local networks with COVID messaging
- ⚡ Bill credit equal to **double** highest bill in last 12 months (rolling window)

Energy Savings Partners: The Numbers



Annual Electricity [kWh]	Annual Gas [Therms]	Annual Water [Gallons]	TRC	Total Resource Cost [\$/kWh]
24,033	256	396,252	1.2	\$0.16

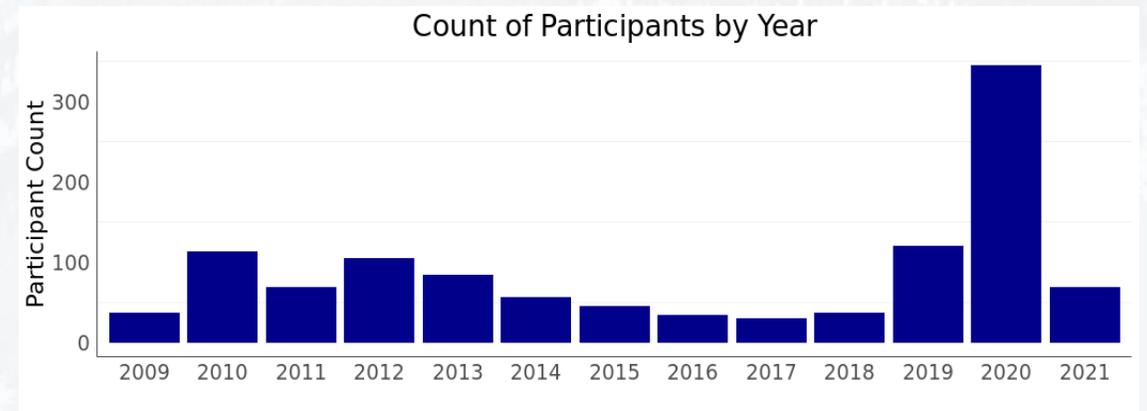
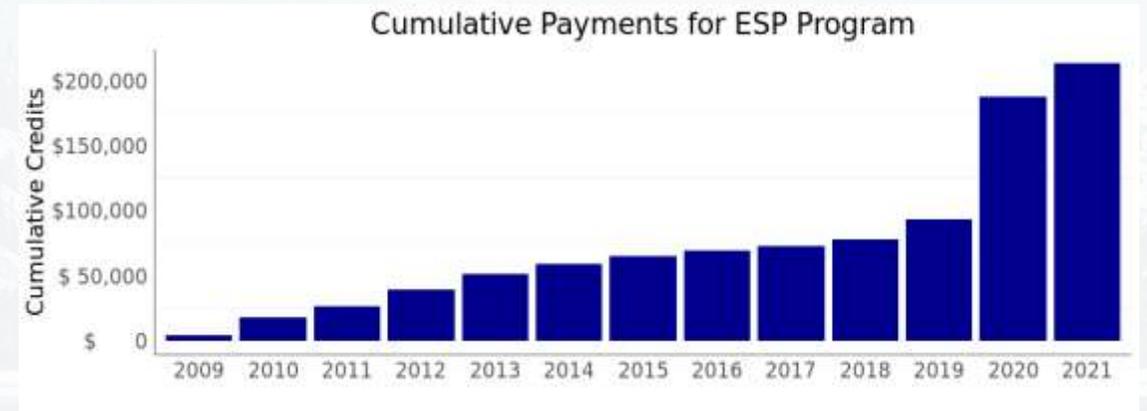


Energy Savings Partners: The Numbers (Cont.)

⚡ 1.3 % average participation prior to 2020

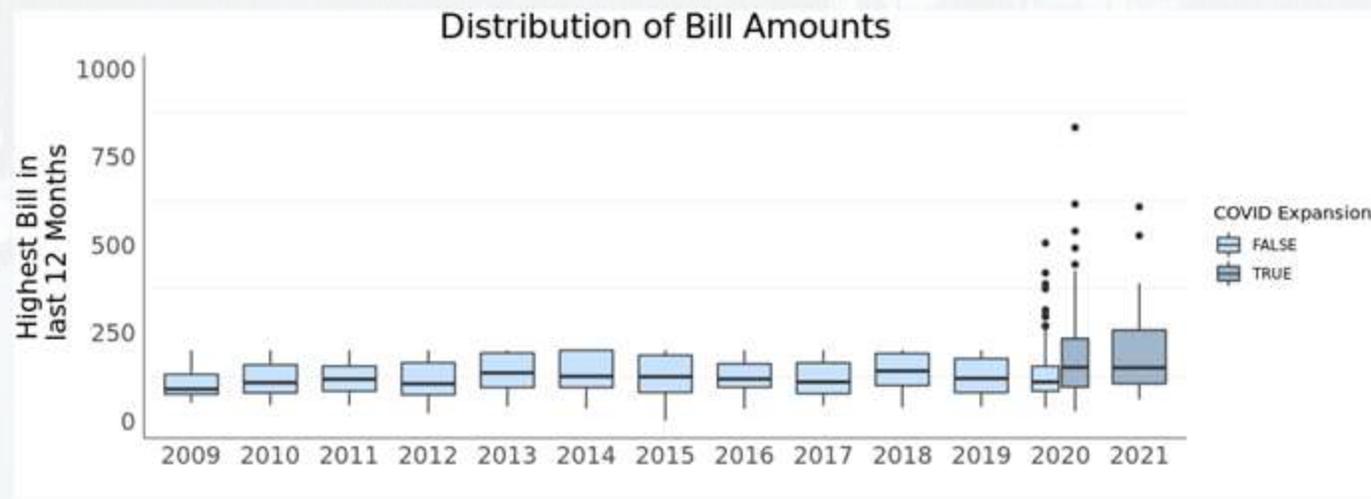
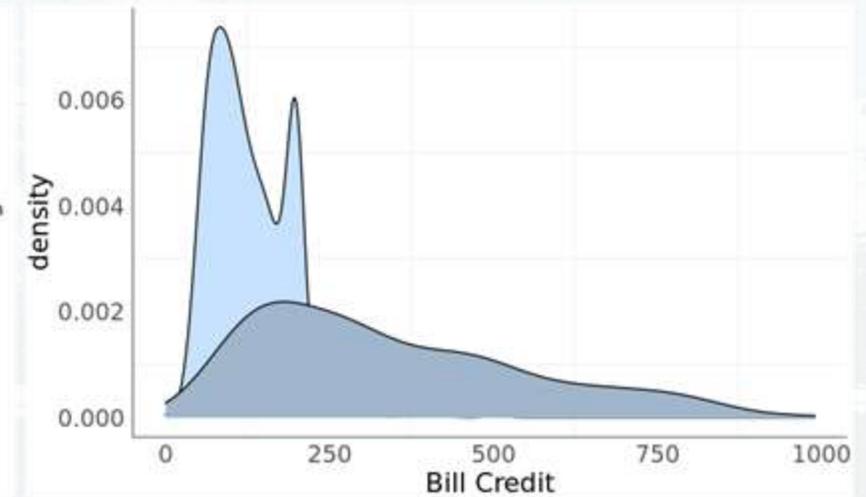
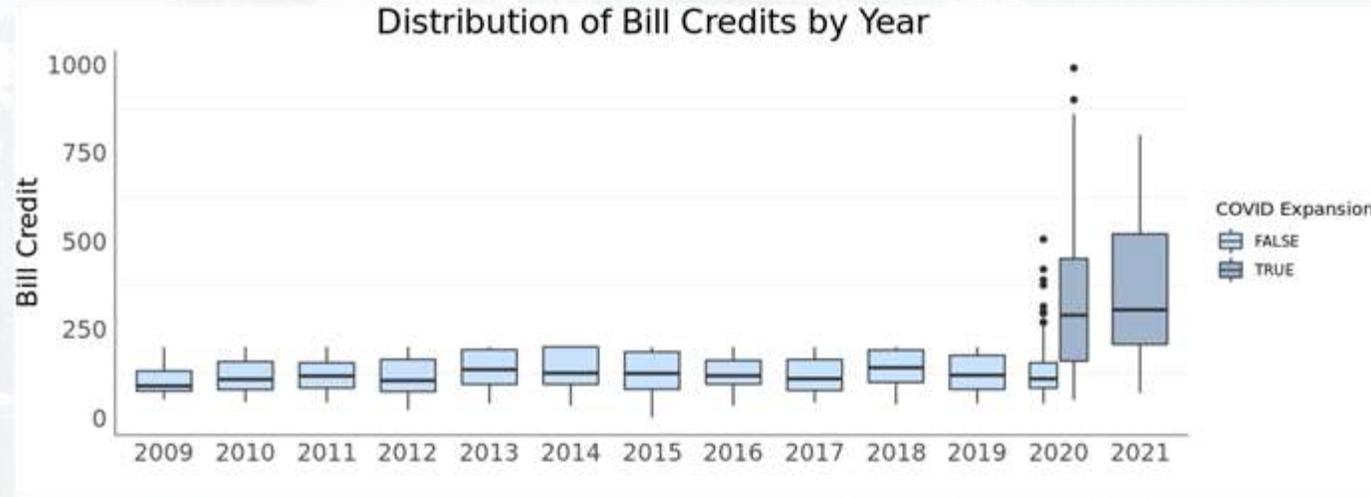
⚡ 188 % increase in participation in 2020

Year	Customer Count	Mean Bill Credit	Total Bill Credits	Cumulative Bill Credits	Residential Accounts*	Percent Participation
2009	38	109	4,158	4,158	4,653	0.8%
2010	113	120	13,605	17,762	4,694	2.4%
2011	69	122	8,443	26,205	4,656	1.5%
2012	105	118	12,597	38,801	4,611	2.3%
2013	85	135	11,597	50,398	4,611	1.8%
2014	57	135	7,979	58,378	4,646	1.2%
2015	46	129	6,073	64,450	4,642	1.0%
2016	34	125	4,250	68,700	4,738	0.7%
2017	30	117	3,513	72,213	4,784	0.6%
2018	37	138	5,090	77,303	4,798	0.8%
2019	120	126	15,075	92,378	4,810	2.5%
2020	345	264	94,279	186,657	4,898	7.0%
2021	70	372	26,815	213,472	4,959	1.4%



* Primary rate (P10) residential accounts only. Excludes S10 accounts.

Energy Savings Partners: The Numbers (Cont.)



⚡ Mean bill credit went from **\$123 to \$306** after COVID expansion (a 150% increase)

But...

⚡ Mean bill amount only went from **\$123 to \$164** after COVID expansion (a 33% increase)

Energy Savings Partners: Conclusions

In a Nutshell



What Worked:

Existing *base* program

Reliable access to target demographic through local partners and grassroots networking

Program serving immediate needs of community members



Issues Encountered:

Unique qualification questions when quasi-commercial/agricultural energy patterns found on residential accounts

Significant back-log of energy surveys to be done



Improvements:

Introducing a virtual Residential Energy Survey component this fall with “care package” to replace direct install

Continue to hone established bill credit caps to ensure program is meeting needs of targeted demographic