



Evaluation, Measurement & Verification Leadership - Job Profile

Line of Business: Customer Care / Customer Energy Solutions Job Family: Evaluation, Measurement & Verification Leadership Reports to (Job Title): Manager, EM&V	Effective Date of Job Profile: March, 2015 Last Updated: 3/1/2015
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Job Family Summary	The Supervisor, Evaluation, Measurement & Verification (EM&V) takes a leadership role in developing, managing and coordinating Customer Energy Services (CES) Energy Efficiency (EE) and Self Generation Incentive Program (SGIP) Program evaluation activities. Provides the organization with strategic and policy guidance based on quantitative and qualitative program and portfolio research. Works collaboratively with the joint California IOUs, program administrators, CPUC, CEC, and other stakeholders to facilitate the creation of high quality research and integration of Demand Side customer programs as a supply resource in the California energy market. Leads the effort to refine and integrate evaluation study results to improve portfolio impact estimates for the existing portfolio and the development of future customer product offerings.
Job Title	Supervisor, Evaluation, Measurement & Verification
Position Title	Supervisor, EM&V
PGE Job Level	Supervisor
SAP Job Code	51730288
Job Responsibilities	<ul style="list-style-type: none"> • Lead a team of highly skilled and well-trained professionals conducting and collaborating on comprehensive quantitative and qualitative evaluation studies in support of programs in the CES integrated portfolio. Programs currently include Energy Efficiency (EE) and the Self Generation Incentive Program (SGIP). • Drive improved portfolio performance, inform future program design and implementation, provide data to support regulatory planning, policies, and procedures, and inform accurate savings reporting. • Analyze primary and publicly available secondary research from sources including; process evaluation studies, market characterization & potential studies, load and billing data, academic research etc. to support CES product design & improve portfolio performance for assigned program areas. • Communicate analyses and evaluation results to internal clients and external stakeholders to improve portfolio performance. • Develop estimates for assigned program areas which include one or more of EE & DG utilizing adopted measurement protocols used in support of regulatory proceedings, e.g. Funding Cycle Applications, Incentive Mechanism Decisions, etc. • Take a leadership role in formulating CES policy and supporting product development through the regulatory process <ul style="list-style-type: none"> ○ Manage relationships with complex set of stakeholder groups. ○ Endeavor to foster a collaborative working relationship with regulatory agencies' staff. ○ Utilize research results to support expert testimony, work papers, and exhibits in advancing policy proposals. ○ Effectively communicate PG&E's positions to all affected stakeholders and work to resolve issues through negotiation and collaboration. ○ Review and analyze positions in interveners' testimony, comments, etc. to ensure positive outcomes. • Take a leadership role in representing PG&E in statewide or national forums regarding CES portfolio evaluation. <ul style="list-style-type: none"> ○ Work cooperatively with other utilities, regulatory staffs, contracted practitioners, and other stakeholders to meet regulatory mandates. ○ Work to improve and simplify evaluation requirements that contribute to improved program performance i.e. higher customer satisfaction and strong shareholder returns. • Promote PG&E's expertise and industry leadership by participating in industry workshops and advisory groups, submitting papers, and participating in key industry conference panels. • Seek opportunities to build strategic alliances with other IOUs, and other external stakeholders to support DSM in the industry.



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	<ul style="list-style-type: none"> Review and approve research project contracting documents to meet PG&E sourcing standards and support EM&V research goals Perform financial management of authorized budget for EM&V for assigned program areas includes budget forecasting, posting accruals, budget tracking, and variance explanations.
Supervisory Responsibility	<ul style="list-style-type: none"> Recruit/select, communicate expectations, foster employee engagement, coach, develop, mentor, recognize and reward employees in order to drive performance and results. Manages professional employees within the Strategic Analysis Job Profile. Typical number of direct reports is 4-7. Supervise a team of multi-disciplinary professionals who evaluate PG&E's customer demand side management programs.
Education Minimum	<ul style="list-style-type: none"> Bachelor's degree
Desired	<ul style="list-style-type: none"> Advanced degree
License/Certification Minimum	
Desired	<ul style="list-style-type: none"> Certified Measurement and Verification Professional (CMVP) certification The Evaluator's Institute (TEI) certification, or equivalent experience
Experience Minimum	<ul style="list-style-type: none"> Requires a minimum of three years of relevant experience including management/supervisory experience and experience writing/reviewing RFPs/RFQs, SOWs, or other contracts
Desired	<ul style="list-style-type: none"> Five years of managerial/supervisory experience related to customer energy program research Prior project management experience Experience managing research studies, preferably regarding impacts of utility DSM programs, load research, longitudinal surveys or related energy research projects based on statistical methodologies, econometric modeling, market research, or strategic market assessment. Expertise with State and Federal Regulation including experience preparing and sponsoring expert testimony in regulatory proceedings at the State and/or Federal levels (CEC, CPUC, CAISO and FERC etc.) especially related to energy efficiency and self-generation Experience with applied statistics, regression analysis, sampling theory and forecasting, modeling Experience with utility program cost effectiveness Extensive experience with utility DSM program designs and operation Extensive experience with California energy policy particularly related to energy efficiency and distributed generation. Extensive experience and intimate knowledge of internal utility structure and framework as it relates to electricity market participants: Federal & State regulators, ISOs and RTOs, Energy Service Providers, aggregators, retail customers, and other stakeholders
Knowledge, Skills, Abilities Desired	<ul style="list-style-type: none"> Ability to create, promote and manage a safe work environment Ability to develop and manage complex budgets, expenses, and variances Excellent verbal and written communication skills critical to success. Ability to communicate and support company and organization policies, procedures, goals, objectives, vision and values Knowledge and skills to develop and implement short and medium-term strategy in support of company and organizational objectives Knowledge and skills to develop and implement work plans in support of dept. goals Knowledge and skills to develop operating policies and procedures; ability to monitor operations, identify and implement metrics, operational changes and improvements in support of the business Ability to develop working relationships with internal clients & business partners ensuring that work plans and operations are coordinated, aligned and support department and company goals and objectives; ability to persuade higher level leaders and peers to adjust positions or approaches based on situational need



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	<ul style="list-style-type: none">• Ability to encourage employees to identify work process and system improvements, incorporate benchmarking and best practices, champion and overcome resistance to and facilitate change.• Ability to convey credibility, confidence and sense of authority. Conveys messages simply, concisely and at right pace and tone for audience. Remains calm, controlled and productive when confronted by opposition or work stress.• Ability to foster a learning environment and to develop employees to ensure backfills and successors. Has an understanding of PG&E's business to maximize results, limit risks and effectively lead group.• Excellent written and verbal communication skills required with the ability to effectively convey complex information clearly, concisely, and accurately• Experience with research methods, techniques, and research reporting• Strong analytical and conceptual skills with the ability to creatively solve problems and find solutions• Strong organizational leadership and supervisory skills• Macro-economic and micro-economic theory, econometric and applied statistical analysis techniques and energy demand modeling• Intimate familiarity with the utility industry including strategic and market planning• Expertise in the areas of pricing strategy, demand side market analysis and program design and evaluation• In-depth understanding of components of DSM evaluation (EE, DR & DG) and interrelationships across the stakeholder groups both internal to the utility (EP, Law, Rates, Regulatory, Operations, IRP, T&D Planning, Metering, Billing, etc.) and externally (regulatory, legislative, customer, industry, technology, practitioners etc.) Intimate familiarity with the specific EE, DR & SG evaluation protocols and their application with program implementation• Understands the utility business and its environment; is knowledgeable about key issues and trends including emerging best practices and technology; is familiar with the industry language and terminology
Supplemental/ Other Minimum	
Desired	<ul style="list-style-type: none">• Primarily office environment with extensive use of computers, phone, meetings, and conference calls.• Travel approximately 10%.