RFP Language Example – PG&E Multi-sector RFP 2019-2020

## HTR / DAC Programs (optional)

California has established itself as a global leader in the development and deployment of energy efficiency and renewable technologies. SB 350 set new goals of doubling the state’s energy efficiency measures and procuring 50 percent of electricity from renewable sources by 2030. The important gains that the state has achieved in energy efficiency and renewable energy resources however, are not evenly distributed, and the Commission has adopted policies that encourage PAs and third parties to implement programs that ensure that hard-to-reach (“HTR”) customers and residents in disadvantaged communities (“DACs”) can benefit from EE opportunities.

PG&E will track the overall participation of HTR customers in its EE portfolio. To facilitate this tracking, all Implementers will be required to include in their regular program reporting data that tracks the participation of HTR customers within their program.

In this RFP, PG&E invites Bidders to submit program designs that include approaches tailored to meet the unique needs and address barriers specifically relevant to HTR customers and residents in DACs. HTR / DAC programs within PG&E’s portfolio will contribute towards the following portfolio needs:

* Increase participation rates for hard-to-reach customers;
* Maximize energy savings for disadvantaged communities, in line with SB 350 and Commission direction;
* Contribute to the PA’s requirement to meet its portfolio-level market penetration targets for serving small commercial customers.

As part of this RFP, PG&E will consider a spectrum of designs from programs that exclusively focus on HTR / DAC customers to programs that include HTR / DAC approaches within a larger, more broadly scoped program. PG&E will compare the HTR / DAC program aspects provided in this RFP and determine the most effective strategy to address HTR / DAC portfolio needs.

### DAC Definition

DACs are communities designated by CalEPA, pursuant to SB 535 (De León), using the California Communities Environmental Health Screening Tool (CalEnviroScreen). CalEnviroScreen was developed by the Office of Environmental Health Hazard Assessment to identify communities in California most burdened by pollution from multiples sources and most vulnerable to its effects, taking into account socioeconomic characteristics and underlying health status. Disadvantaged communities are identified by census tract and are those that scored at or above the 75th percentile.

Visit [CalEPA](https://www.energy.ca.gov/commission/diversity/definition.html) for more resources and the most recent maps of DAC communities.

### HTR Definition

In D.18-05-041, the Commission defined the following set of criteria to identify residential and small business that would be considered HTR.

**Residential HTR Criteria**

Residential customers who do not have easy access to program information and/or generally do not participate in EE programs due to a geographic, language, income, housing type, and/or home ownership (split incentives) barrier. These barriers are defined as:

**Geographic –** Customer’s home is located in areas other than the San Francisco Bay Area, San Diego area, Greater Los Angeles Area (Los Angeles, Orange, San Bernardino, Riverside and Ventura counties) or Sacramento, or is located in a DAC (as designated by CalEPA), and/or

**Language –** Primary language spoken is other than English, and/or

**Income –** Those customers who qualify for the California Alternative Rates for Energy (CARE) or the Family Electric Rate Assistance Program (FERA), and/or

**Housing Type –** Multifamily and Mobile Home Tenants (rent or lease), and/or

**Home Ownership –** Renters (split incentives barrier).

When classifying a residential customer as HTR, if the geographic criterion is met, only one additional criterion is required to consider the customer as HTR. If the geographic criterion is not met, then a total of three criteria must be met to be consider the customer as HTR.

**Small Business HTR Criteria**

Business customers who do not have easy access to program information and/or generally do not participate in EE programs due to geographic, language, business size, and/or lease status (split incentive) barrier. These barriers are defined as:

**Geographic –** Business is located in areas other than the San Francisco Bay Area, San Diego area, Greater Los Angeles Area (Los Angeles, Orange, San Bernardino, Riverside and Ventura counties) or Sacramento, or is located in a Disadvantaged Community (as designated by CalEPA), and/or

**Language –** Primary language spoken is other than English, and/or

**Business Size –** Less than 10 employees and/or demand is less than 20kW and/or gas consumption under 10,000 therms annually, and/or

**Leased / Rented Facilities –** Investments in improvements to a facility rented or leased by a participating business customer.

When classifying a small business customer as HTR, if the geographic criterion is met, only one additional criterion is required to consider the customer as HTR. If the geographic criterion is not met, then a total of three criteria must be met to consider the customer as HTR.