



# Implementation Plan

February 7, 2023

## HERS Training by CHEERS

**Southern California Gas Company | Agreement No: 5660068250**

### Task 1: Task 1 Program Ramp Up

- Task 1.2 Develop Implementation Plan

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# Implementation Plan

## Program Overview

CHEERS is California's largest Home Energy Rating System (HERS) Rater provider. Under regulatory oversight by the California Energy Commission, CHEERS implements parts of California Building Energy Code (Title 24) by:

- Operating the CHEERS Registry, California's most widely used registration platform for Title 24 energy code documentation;
- Training HERS Raters; and
- Providing quality assurance, energy code guidance, and oversight to certified HERS Raters and other building industry stakeholders.

CHEERS and its program partner, ConSol will design, implement and deliver specified HERS Rater training to 5,000 participants in the Southern California Gas Company (SoCalGas) territory across three years for this HERS Training by CHEERS Program. CHEERS will offer both live virtual classroom and self-directed on-demand online training.

## Program Budget and Savings

1. Program and/or Sub-Program Name: HERS Training by CHEERS
2. Program / Sub-Program ID number: Agreement Number 5660068250

### 3. Program / Sub-program Budget Table

See Table 1 – 4 below.



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Table 1- Program Budget by Cost Category

<b>Cost Category*</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>	<b>Total</b>	<b>% of Total Budget</b>
Administration	\$0	\$90,000	\$18,000	\$18,000	\$126,000	9%
Marketing	\$0	\$45,000	\$45,000	\$45,000	\$135,000	10%
Direct Implementation - Non-Incentive	\$0	\$315,000	\$387,000	\$387,000	\$1,089,000	81%
Direct Implementation - Incentive	\$0	\$0	\$0	\$0	\$0	0%
<b>Total Budget</b>	<b>\$0</b>	<b>\$450,000</b>	<b>\$450,000</b>	<b>\$450,000</b>	<b>\$1,350,000</b>	<b>100%</b>

Table 2 – Payment Structure

<b>Payment Structure</b>	<b>Percentage</b>
Time & Materials	0%
Fixed-Unit Pricing Payment Structure	0%
Fixed-Fee Deliverable Pricing	80%
Custom Project Pricing	20%
Pay-for-Performance	0%
Incentives to Customers	0%

Table 3 – Measure Compensation Rates

<b>Measure</b>	<b>Rate</b>
Custom Project Pricing	\$54 per training program enrollee; not to exceed \$90,000 per year or \$270,000 total across three years



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Table 4 – Compensation Schedule

Cost Categories/Tasks/Sub-tasks				Task Frequency Per Year*	Payment Trigger	Pricing Unit	Price / Unit	# of Units	T&M Pricing**	Deliverable Pricing		Pay-For-Performance Pricing	Custom Project Pricing	Compensation					
Cost Category	Task Type	Task	Sub-Task							Description	Fixed-Unit Pricing			Fixed-Fee Deliverable Pricing	2022	2023	2024	2025	Total
Program Administration	Standard	Task 1: Program Ramp-Up	1.1. Licensing, Insurance, Financial Documentation	Documentation Completed and Sent to SoCaGas	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.2. Develop Implementation Plan	Develop and submit IP to SoCaGas as described in the Implementation Plan Template version 2.1 (If Applicable)	One-Time	Monthly Invoice													\$0
	Standard	Task 1: Program Ramp-Up	1.3 Develop Program Manual	Develop and submit PM to SoCaGas to clarify eligibility requirements and rules of the program for implementers and customers. (If Applicable)	One-Time	Monthly Invoice													\$0
	Standard	Task 4 - Invoice and Reporting	4.1. Invoicing	Invoices Submitted to SoCaGas Monthly	Monthly	Monthly Invoice	Invoice		36		\$126,000			\$0	\$90,000	\$18,000	\$18,000	\$126,000	
	Standard	Task 4 - Invoice and Reporting	4.2. Program Reporting	Program Status and KPI Report Issued to SoCaGas Monthly	Monthly	Monthly Invoice													\$0
	Standard	Task 4 - Invoice and Reporting	4.3. Document Retention	Documents Retained For 10 Year Duration Following Program	Ongoing	Monthly Invoice													\$0
	Standard	Task 7 - Final Report	7.1 Final Report Submission	Final Report Submitted to SoCaGas	One-Time	Monthly Invoice													\$0
																			\$0
																			\$0
																			\$0
<b>Administrative Subtotal</b>										\$0	\$0	\$126,000	\$0	\$0	\$0	\$90,000	\$18,000	\$18,000	\$126,000
Marketing	Standard	Task 1: Program Ramp-Up	1.6. Marketing Plan	Marketing Plan Submitted to SoCaGas for Review	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.7. Marketing Materials	Marketing Materials Submitted to SoCaGas for Review	One-Time	Monthly Invoice												\$0	
	Standard	Task 2 - Launch Program	2.1. Implement Marketing Campaign	Marketing Campaign Executed	Ongoing	Monthly Invoice												\$0	
	Standard	Task 4 - Invoice and Reporting	4.1. Invoicing	Invoices Submitted to SoCaGas Monthly	Monthly	Monthly Invoice	Invoice		36		\$135,000				\$45,000	\$45,000	\$45,000	\$135,000	
																			\$0
<b>Marketing Subtotal</b>										\$0	\$0	\$135,000	\$0	\$0	\$0	\$45,000	\$45,000	\$45,000	\$135,000
Direct Implementation (DI) - Non-Incentive	Standard	Task 1: Program Ramp-Up	1.4. Attend Program Kick-Off Meetings	Program Kickoff Meetings Completed	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.5. Update of Work Plan	Revised Work Plan Submitted to SoCaGas for Review	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.8. Program Contact Support	Program Contact Support Details Confirmed and Activated	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.9. Program Documents	Program Documents Completed and Submitted to SoCaGas for Review	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.10. Program Data, Invoicing, and Reporting Training	Training Completed	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.11. Invoicing and Reporting Tools Set-Up	Tools Completed and Setup	One-Time	Monthly Invoice												\$0	
	Standard	Task 1: Program Ramp-Up	1.12. Operationalizing Key Performance Indicator ("KPI")	KPIs Confirmed and Submitted to SoCaGas for Review	One-Time	Monthly Invoice												\$0	
	Non-Standard	Task 3: Enroll Training Candidates	3.1. Perform Program Services	Live Online and On-Demand Online Training with Registered Trainees	Ongoing	Monthly Invoice	Enrollee	\$54	5000				\$270,000		\$90,000	\$90,000	\$90,000	\$270,000	
	Standard	Task 4 - Invoice and Reporting	4.1. Invoicing	Invoices Submitted to SoCaGas Monthly	Monthly	Monthly Invoice	Invoice		36		\$819,000				\$225,000	\$297,000	\$297,000	\$819,000	
	Standard	Task 4 - Invoice and Reporting	4.2. Program Reporting	Program Status and KPI Report Issued to SoCaGas Monthly	Monthly	Monthly Invoice													\$0
	Standard	Task 4 - Invoice and Reporting	4.3. Document Retention	Documents Retained For 10 Year Duration Following Program	Ongoing	Monthly Invoice													\$0
	Standard	Task 5 - Trainee Support	5.1. Company Feedback Survey	Quarterly Feedback Surveys Distributed and Results Compiled and Submitted to SoCaGas for Review	Quarterly	Monthly Invoice													\$0
	Standard	Task 5 - Trainee Support	5.2. Contractor Customer Engagement	Ongoing Customer Engagement Throughout Duration of Program	Quarterly	Monthly Invoice													\$0
	Standard	Task 6 - Program Shutdown	6.1. Shutdown Plan	Shutdown Plan Drafted and Submitted to SoCaGas for Review	One-Time	Monthly Invoice													\$0
Standard	Task 6 - Program Shutdown	6.2. Program Shutdown	Shutdown Plan Executed	One-Time	Monthly Invoice													\$0	
																		\$0	
<b>Total Direct Implementation - Non-Incentive</b>										\$0	\$0	\$819,000	\$0	\$270,000	\$0	\$315,000	\$387,000	\$387,000	\$1,089,000
<b>Total Direct Implementation - Incentive</b>										\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
<b>Total</b>										\$0	\$0	\$1,350,000	\$0	\$270,000	\$0	\$450,000	\$450,000	\$450,000	\$1,350,000



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**4. Program / Sub-program Gross Impacts Table - Not applicable**

**5. Program / Sub-Program Cost Effectiveness (TRC) - Not applicable**

**6. Program / Sub-Program Cost Effectiveness (PAC) - Not applicable**

**7. Type of Program / Sub-Program Implementer (PA-delivered, third party-delivered or Partnership)**

- HERS Training by CHEERS in partnership with ConSol
- Program Administrator: ConSol Home Energy Efficiency Rating Services, Inc (dba CHEERS)
- Program Administrator Partnership: ConSol

**8. Market Sector(s) (i.e., residential, commercial, industrial, agricultural, public)**

The Program will be implemented throughout the Southern California Gas Company service territory with an emphasis on energy efficiency practices and approaches in the marketing collateral, education, and training curriculum.

CHEERS will focus on the following HERS Rater sub-segment customers throughout the Southern California Gas Company territory including, but not limited to, these groups:

- Current Raters
- Energy industry technicians
- Building trade technicians and inspectors
- Customer intermediaries (architects, real estate professionals, etc.)
- Market intermediaries influential in the decisions customers make regarding home upgrades
- Local Service Providers include:
  - CUI PM
  - CAA Santa Barbara PM
  - CAA Ventura PM
  - CAA Kern PM
  - CAA Long Beach PM
  - CAA Orange PM
  - CAA Riverside PM
  - CAA San Bernardino
  - CAP San Luis Obispo
  - Fresno PM
  - Kings PM
  - Maravilla
  - MAAC PM
  - PACE PM
- Community colleges and relevant educational institutions- (intranet, inside community board)



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- Trade Schools
- Prospective candidates who reside / work in Disadvantaged Communities
- Affordable Housing Communities- Resident Services
- Workforce centers
- CHEERS contacts in SCG territory
- Not-for-profit and Community Based Organizations (CBOs) focused on workforce development for underserved populations in SCG territory, including but not limited to:
  - GRID Alternatives
  - Homeboy Industries
  - Pacific Gateway
  - SEI Energize Careers

### **9. Program / Sub-program Type (i.e., Non-resource, Resource)**

Non- Resource Program

### **10. Market channel(s) (i.e., downstream, midstream, and/or upstream) and Intervention Strategies (e.g., direct install, incentive, finance, audit, technical assistance, etc.), campaign goals, and timeline.**

CHEERS will deploy the HERS Rater Program throughout the Southern California Gas Company service territory, focusing on energy efficiency practices and approaches in its marketing collateral, education, and training curriculum. The program will be designed to achieve Southern California Gas Company's primary and secondary objectives to:

1. offer training to workers to increase knowledge, skills, and abilities appropriate for supporting and maximizing energy savings, and
2. drive greater opportunities to achieve incremental energy efficiency savings.

CHEERS employs innovative approaches to outreach and promotion via digital marketing and social media, with the key advantage of harnessing CHEERS's existing relationships in the California residential building industry.

CHEERS will utilize and build upon its expansive, internal list of potential contacts within the industry as part our team's marketing strategy for this program, based on the 24,301 builders, over 4,454 energy consultants and architects, 1,528 HERS raters, 9,172 contractors and installers, and 1,379 building department users who presently utilize the CHEERS platform on a daily basis. CHEERS currently engages with these user sets via SEO, email marketing, mobile marketing, social media marketing, pay-per-click and affiliate marketing. CHEERS will segment this list based on the geographical areas within the SoCalGas territory and targeted subsegment needs.



The CHEERS/ConSol team will connect with potential training participants in the following ways:

- Coordinate with sub-segment customers
- Email Campaigns to defined customer segments and targets groups
- Social Media
- Website landing page
- Collateral

The measurable non-KPI goals for the campaign are to:

- Reach out to an average of five (5) or more target organizations per week via email, phone or other channels.
- 10% average open rate per email campaign weekly (by profile)
- 1% average click-through rate (CTR) per email weekly (by profile)
- Overall target 5,000 participants across all profiles across the program’s 3-year period

The objective of the campaign is to build awareness and drive participation in the HERS Rater Training by CHEERS program over the course of three years. The CHEERS/ConSol team will accomplish this objective with targeted value-add marketing campaigns and cross-promotions delivered through multi-channel communications intended to reach participants with a desire to engage in the training. The timeline of campaign events is shown in the table below.

	Year 1				Year 2				Year 3			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Task 1 Program Ramp Up	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates	Task 2 & 3 Launch Program & Enroll Training Candidates
Campaign #1 Coordinate with Sub-segment Customers												
Campaign #2 – Email Campaigns to defined customer segments and target groups												
Campaign #3 – Social Media												
Campaign #4 – Website landing page												
Campaign #5 – Collateral												
		Begin marketing campaign efforts										
		Continue marketing/updating outreach efforts										

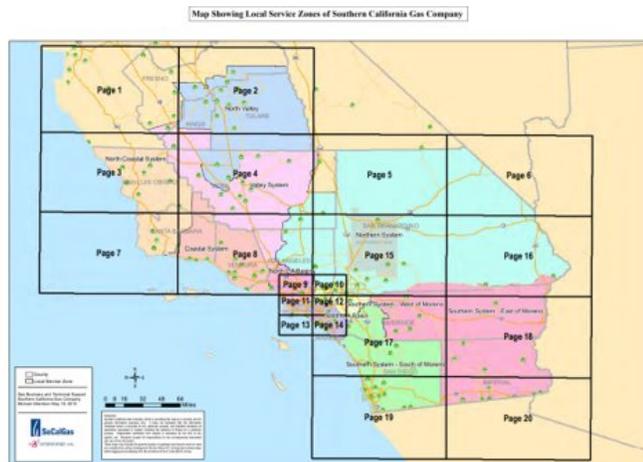
## Implementation Plan Narrative

### 1. Program Description

- Program Name:** HERS Training by CHEERS
- Contractor Name:** CHEERS in partnership with ConSol
- Customer Segment and Sub-Segment:** HERS Raters

- i. Sub-segments include: Current Raters, Energy industry technicians, Building trade technicians and inspectors, Customer intermediaries (architects, real estate professionals, etc.), Market intermediaries influential in the decisions customers make regarding home upgrades and Prospective candidates who reside in the specified territory / work in Disadvantaged Communities. Local Service Providers, Community Colleges and Relevant Educational Institutions, Trade Schools, Affordable Housing Resident Services, Workforce Centers, CHEERS contacts in the specified territory, Not-for-Profit and CBOs.
- d. **Contract Period:** The term of this Agreement shall commence upon the Effective Date, January 1, 2023, and shall continue for three years, unless terminated earlier in accordance with the terms of this Agreement.
- e. **Allowable Geographic Area:** CHEERS shall implement this Program only within the Southern California Gas Company’s service territory, shown below.

- 1) Fresno
- 2) Imperial
- 3) Kern
- 4) Kings
- 5) Los Angeles
- 6) Orange
- 7) Riverside
- 8) San Bernardino
- 9) San Luis Obispo
- 10) Santa Barbara
- 11) Tulare
- 12) Ventura



## 2. Program Delivery and Customer Services

CHEERS and its program partner, ConSol will design, implement, and deliver enrollment of 5,000 participants across 3 years for the HERS Training by CHEERS Program. CHEERS will offer both live virtual classroom and self-directed on-demand online training.

Based on direct experience and demonstrated success by both CHEERS and ConSol in the delivery of live virtual classroom and self-directed on-demand training, the preferred and prioritized method of delivery for training shall be live virtual classroom and self-directed on-demand in order to efficiently deliver the optimal scheduling of training events that achieve the maximum number of trainings completed by enrolled participants. Online/virtual trainings allow the greatest flexibility, not only for CHEERS



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and ConSol to deliver, but also for enrolled and registered persons to attend and participate. This is a direct application innovation to deliver proven training results for energy efficiency to the building industry.

As California's largest HERS provider, CHEERS's existing program is advanced in its training, delivery, and outreach approach. HERS Rater training is offered as a hybrid course wherein 90% of the required educational content is delivered in an online environment via a learning management system. Training candidates must achieve certain incremental thresholds at the end of each module and score at least 80% of the knowledge exam to pass the online portion. Once they have achieved this, they are ready for the remaining 10%, which is hands-on training in the field. For this in-person training portion, CHEERS staff meets training candidates in the field at a testing house of the candidate's choice to provide hands-on training of the inspection and verification techniques required of HERS Raters using HERS rating diagnostic equipment.

### **3. Program Design and Best Practices**

CHEERS will undertake the specific actions and achieve the milestones specified herein by implementing the Program strategies in order to achieve Program goals and targets. CHEERS shall deliver goals on a year-by-year basis as listed below. CHEERS performance will be measured by KPIs that have been developed in alignment with these goals.

### **4. Innovation**

CHEERS will offer both live virtual classroom and self-directed on-demand online training with an additional option for the possibility of live, in the field internship or hands on training experience to be mutually agreed upon by CHEERS and Southern California Gas Company.

CHEERS also already employs innovative approaches to outreach and promotion via digital marketing and social media, with the key advantage of harnessing CHEERS's existing relationships in the California residential building industry. In fact, CHEERS has an internal list of 60,000+ potential contacts within the industry as part our team's marketing strategy for this program, based on the builders, energy consultants and architects, HERS raters, contractors and installers, homeowners, and building department users who presently utilize the CHEERS platform for California energy code (Title 24) compliance. CHEERS currently engages with these user sets via search engine optimization (SEO), email marketing, mobile marketing, social media marketing, and pay-per-click and affiliate marketing.

The Key Performance Indicators (KPIs) by which CHEERS will measure success include the total number of trainees enrolled (per month, per year, and for the entire program).



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Supporting non-KPI metrics may include but are not limited to the number of organizations that received outreach, the number of persons that received outreach, the number of persons who registered for training, and the customer and organization feedback on trainings conducted using Net Promoter Score (NPS) or similar measurement.

Based on direct experience and demonstrated success by both CHEERS and ConSol in the delivery of live virtual classroom and self-directed on-demand training, the method of delivery for training shall be live virtual classroom and self-directed on-demand in order to efficiently deliver the optimal scheduling of training events that achieve the maximum number of trainings completed by enrolled participants. Online/virtual trainings allow the greatest flexibility, not only for CHEERS and ConSol to deliver, but also for enrolled and registered persons to attend and participate. This is a direct application innovation to deliver proven training results for energy efficiency to the building industry.

## 5. Metrics

Table 1 identifies the Key Performance Indicators (KPIs) for the Program and describes how each KPI will be tracked. These KPIs will be the primary means of assessing the Program's performance on an ongoing basis with tracking of some KPIs on a monthly basis but development of a KPI score (multiplier \* score) on a quarterly basis.

The KPIs will be used to: 1) determine the success of the program and whether or not corrective actions are required; 2) determine if funding should be added or removed from the program; and 3) determine program renewals toward the end of the contract term.

The following definitions apply:

- a) Enrollee – A person in SCG territory that enrolls in the training program and is expected to attend the live virtual classroom and/or self-directed on-demand trainings.
- b) Trainee – A person in SCG territory that has enrolled and participated in a live virtual classroom and/or self-directed on-demand training.
- c) A trainee who completes training, is a trainee who has 1) completed the training curriculum segment appropriate for their specific purpose (i.e., certification vs. professional development) and 2) passed the course segment test with 80% or higher.

In general, the KPI ratings will be based on a 0 – 4 scale:

0 – Unsatisfactory

1 – Below expectations

2 – Meeting Expectations



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3 – Exceeding Expectations

4 – Greatly exceeding expectations

**Table 1 –Key Performance Indicators**

Category	Company Metric	KPI	KPI Definition	Scoring
Program Performance	Monthly Number of Trainees (138 per month)	Monthly	The total number of trainees	0: less than 60% 1: 60 to 69% 2: 70 to 79% 3: 80 to 89% 4: 90 to 100%
Program Performance	Annual Number of Trainees (1,667 trained per year)	Annual	The total number of trainees	0: less than 60% 1: 60 to 69% 2: 70 to 79% 3: 80 to 89% 4: 90 to 100%
Program Performance	Lifetime of Program Number of Trainees (5,000 lifetime)	Lifetime of Program	The total number of trainees	0: less than 60% 1: 60 to 69% 2: 70 to 79% 3: 80 to 89% 4: 90 to 100%
Program Performance	% of trainees who complete training	Monthly	% of trainees	0: less than 1% 1: 1-9% 2: 10% 3: 11-20% 4: 21+%

Additional metrics for tracking and reporting purposes. These secondary, non-KPI tracking metrics are shown in the table below:

**Table 1.1 – Additional Metrics**

Category	Company Metric	Measure
Program Delivery	Average quiz and test scores of enrolled students	Target – 80%
Program Delivery	Average time to completion of course material	Target – Variable depending on the course. 2-30 hours.
Program Delivery	% of trainees pursuing HERS certification who receive job placement	Target – 10%



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Program Delivery	% of enrollees, trainees and job placements that are disadvantaged, low-income, LGBTQ, or otherwise diverse and underserved persons, also reported as a percentage of total enrollees.	Minimum Target – 10%
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6. For Programs claiming to-code savings – Not applicable.

7. Pilots – – Not applicable.

8. Workforce Education and Training

*Describe how the program will support workforce, education, and training to:*

*1. Expand/initiate partnerships with entities that do job training and placement;*

*2. Require placement experience for any new partners in the workforce, education, and training programs and new solicitations;*

*3. Require “first source” hiring from a pool of qualified candidates, before looking more broadly, beginning with self-certification; and*

*4. Facilitate job connections, by working with implementers and contractor partners, and utilizing energy training centers.*

9. Workforce Standards – – Not applicable.

10. Disadvantaged Worker Plan

To maximize recruitment, training access, and completion of the HERS Rater training program in Disadvantaged Communities, CHEERS will work with local service providers, trade schools, workforce development agencies and community colleges in or near these communities to recruit and provide the digital access needed to complete virtual classroom / self-directed on-demand training. A complete list of community colleges represented per county is included in the Appendix to this Marketing Plan.

CHEERS will leverage existing SoCalGas relationships with workforce development partnerships such as SEI. SEI is a SoCalGas partner utilized to provide an Energize Careers program. The statewide Energize Careers Program generates a diversity of pathways for disadvantaged workers into energy careers. SEI serves as the implementer of the statewide third-party program, forming regional ecosystems that provide energy job training and wrap-around services to provide disadvantaged workers skills training, as well as job placement and retention support. CHEERS will work to coordinate with Energize Careers to target users



in a diversity of geographic zones that have disproportionately high populations of disadvantaged workers, as defined by The California Public Utilities Decision.

CHEERS will track and provide this information to Southern California Gas Company in the format designated by Southern California Gas Company on a monthly basis and at completion of the contract.

11. Additional information – Not applicable.

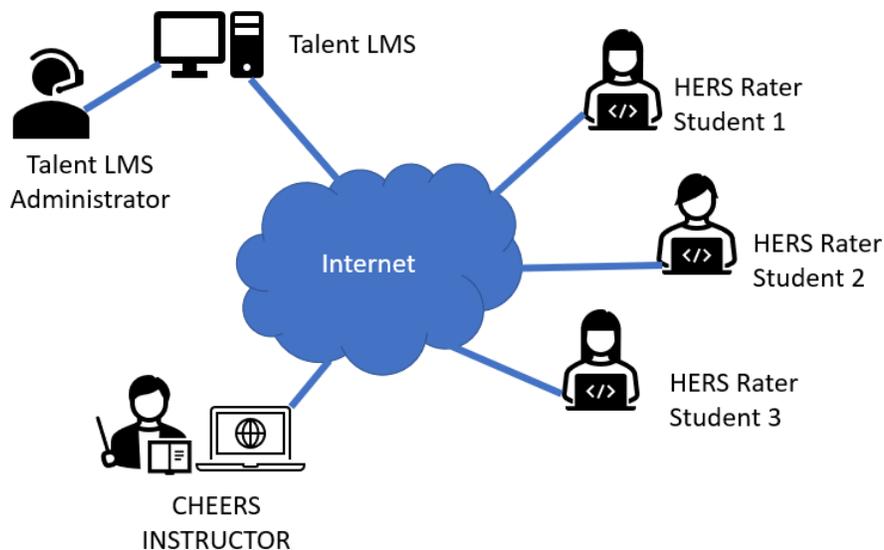
## Supporting Documents

Attach the following documents (in PDF format):

1. Program Manuals and Program Rules
2. Program Theory<sup>14</sup> and Program Logic Model – Not Applicable

### 3. Process Flow Chart

Shown below is the process flow for the live, virtual classroom and self-directed on-demand online training



Shown below is the process flow for trainees seeking full HERS Rater certification.



4. Incentive Tables, Workpapers, Software Tools – Not Applicable

5. Quantitative Program **Targets**

Goal of Individuals Enrolled in 2023	Goal of Individuals Enrolled in 2024	Goal of Individuals Enrolled in 2025
1,666	1,667	1,667

6. Diagram of **Program**- in contract – **ASK SCGAS – DIFFERENCE IN DIAGRAM FROM ABOVE?**

Please see Item 3 above.

7. Evaluation, Measurement & Verification (EM&V)- NOT APPLICABLE

8. Normalized Metered Energy Consumption (NMEC): NOT APPLICABLE

- a. Site-level NMEC Programs:
- b. Population-level NMEC Programs:
- c. Bid M&V



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## Program Manuals

1. **Eligible Measures or measure eligibility, if applicable:** Provide requirements for measure eligibility or a list of eligible measures.

A participant with a valid address within the Southern California Gas Company service territory is eligible for this training Program.

2. **Customer Eligibility Requirements:** Provide requirements for program participation (e.g., annual energy use, peak kW demand)

A participant with a valid address within the Southern California Gas Company service territory is eligible for this training Program.

3. **Contractor Eligibility Requirements:** List any contractor (and/or developer, manufacturer, retailer or other “participant”) or sub-contractor eligibility requirements (e.g. specific required trainings; specific contractor accreditations; and/or, specific technician certifications required).

Not applicable.

4. **Participating Contractors, Manufacturers, Retailers, Distributors, and Partners:** For upstream or midstream incentives and/or buy down programs indicate, if applicable.

Not applicable.

5. **Additional Services:** Briefly describe any additional sub-program delivery and measure installation and/or marketing & outreach, training and/or other services provided, if not yet described above.

### Insert Marketing Outreach Support

6. **Audits:** Indicate whether pre and post audits are required, if there is funding or incentive levels set for audits, eligibility requirements for audit incentives, which demand side resources will be included within the audit’s scope and who will perform the audit.

Not applicable.

7. **Sub-Program Quality Assurance Provisions:** Please list quality assurance, quality control, including accreditations/certification or other credentials.

Not applicable.

8. **Other Program Metrics:** List all documentation and data used to calculate Program Metrics. This includes but is not limited to data in support of sector-level and portfolio-level metrics.

Not applicable.