

Residential Customer Energy Orchestration Program (PGE_Res_006)

Webinar for Early Program Closure

July 27, 2026



Together, Building
a Better California

Slides are posted on CAEECC Website



Agenda

1. Safety
2. Program Information
3. Closure & Transition
4. Questions and Answers

Safety and Security Orientation

Everyone and everything is always safe

Internal: 4/14/25

Assign safety roles if in person

Psychological Safety



- Practice transparency and vulnerability
- Avoid blame; learn from mistakes
- Show care and appreciation
- Invite new ideas from all
- Disagree respectfully and with curiosity
- Prioritize mental health by encouraging self-care

Fire



- Exits, escape routes, evacuation
- Fire ext.

Earthquake



- Drop, cover, hold

Medical Emergency



- 911/share location
- First aid/CPR
- AED

Do not report to work if you have cold/flu-like symptoms



Security: 1-800-691-0410

- Active shooter—get out, hide out, take out, call out
- Maintain situational awareness to mitigate hazards

Ergonomics



- [Proper ergo](#)
- 30/30: move 30 secs every 30 min

Start When Safe



- Are you physically and mentally able to work?

Identify hazards using the Energy Wheel



SIF prevention field guide

On the road, off the phone



Park in a safe location

Enterprise Safety Recognition Program



Nomination form

Nurse Care Line 1-888-449-7787 | Employee Assistance Program (EAP) mypgebenefits.com | Workplace Accommodations mypgebenefits.com



Program Information & Closure Timeline

- Program Name: **Residential Customer Energy Orchestration (ResCEO)**
- Program ID: **PGE_Res_006**
- Implementer: **TRC Solutions, Inc.**
- Portfolio Segment: **Market Support**
- Market Sector: **Residential, Single Family**
- Proposed Closing Date: **August 17, 2026**
- Original Budget: **\$5.7M**

Milestones	Milestone Date
Communicate with Program Implementer	May 14, 2026
Notify Service List and Stakeholders	July 1, 2026
Host Program Closure Webinar	July 27, 2026
File Advice Letter for Program Closure	August 17, 2026



Program Context

Original Goals

- Identify and test new comprehensive customer load management pilot to validate integration of new EE/DER orchestration approaches for multiple devices.
- Generate data and NMEC/M&V insights to develop future measurement and compensation protocols with a better understanding of the customer impacts and motivations

Contract consisted of two phases

- Phase 1 - Market Research and Analysis (Complete)
- Phase 2 - Pilot Implementation (Paused)



Program Closure & Transition

Closure

- PG&E is closing this program after completion of Phase 1 Market Analysis and Research. The technology that is currently available in the market cannot provide the optimized daily load management solutions we are seeking.
- Therefore, PG&E is internally assessing realistic next steps and plans to explore options to support the advancement of our demand flexibility goals to address grid needs.

Customer Transition

- The current program never reached Phase 2, where customers would be enrolled, so there are no customers to transition into a different program.
- PG&E is reviewing and refining its load shifting strategy and currently has no plans to create a new program in its place.

Questions?

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