Agenda

1. Enrollment and Service Statistics
2. Integrated Resource Plan Implementation
3. COVID-19 Debt and Relief Programs for CleanPowerSF Customers
ENROLLMENT AND SERVICE STATISTICS
Enrollment and Service Statistics

• Enrolled >409,000 customer accounts
• 4.2% opt-out rate (96% retention) since launch
• 2.1% SuperGreen 100% renewable upgrade rate
• SuperGreen accounts for >6% of retail sales
INTEGRATED RESOURCE PLAN IMPLEMENTATION
What is an Integrated Resource Plan (IRP)?

- An IRP is an energy resource planning tool to support achieving policy goals and meeting regulatory requirements.

- State law requires retail sellers of electricity to develop an IRP that evaluates electricity supply and demand and identifies energy resource options that can deliver reliable and cost-effective energy to customers.

- CCA IRPs are reviewed and certified by the California Public Utilities Commission (CPUC), every two years.
The SFPUC adopted CleanPowerSF’s 2020 IRP and submitted to CPUC on 9/1/2020.

2020 IRP provides a roadmap to 100% renewable by 2025.
Additional Resource Capacity Targets

- The 2020 IRP identified the following additional capacity targets for CleanPowerSF
  - 81 MW 9-County Bay Area solar
  - 27 MW 9-County Bay Area storage
  - 105 MW in-state solar
  - 5 MW in-state wind
  - 223 MW 4-hour storage
  - 15 MW long-duration storage (8+ hour)
  - 50 MW existing geothermal
<table>
<thead>
<tr>
<th>Solicitation Name</th>
<th>Key Dates</th>
<th>Target Resource Additions</th>
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<tbody>
<tr>
<td>Long-duration Energy Storage (with California Community Power JPA)</td>
<td>- Solicitation issued in October 2020</td>
<td>- 15-25 MW of new long-duration energy storage</td>
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<td>- Targeting contract approvals in late 2021/early 2022</td>
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<tr>
<td>Utility-scale renewable energy and energy storage</td>
<td>- Solicitation issued in July 2021</td>
<td>Targeting at least:</td>
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<td>- Targeting contract approval</td>
<td>- 105 MW of new solar</td>
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<td>end of 2021/early 2022</td>
<td>- 5 MW of new wind</td>
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<td>- 175 MW of new 4-hour energy storage</td>
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<td>Disadvantaged Communities Green Tariff and Community Solar</td>
<td>- Solicitation issued in September 2021</td>
<td>- 1.8 MW of new solar in DACs</td>
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<td>- Targeting contract approvals in early 2022</td>
<td>- 0.6 MW of local rooftop solar in DACs</td>
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<td>Local renewable energy (Phase 1)</td>
<td>- Solicitation to be issued in early 2022</td>
<td>- 9 MW of new solar</td>
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<td>- Targeting contract approvals in mid 2022</td>
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# Customer Program Offerings

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<tr>
<th>Program</th>
<th>Status</th>
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<tr>
<td>Net Energy Metering</td>
<td>Operating</td>
</tr>
<tr>
<td>Budget Billing</td>
<td>Operating</td>
</tr>
<tr>
<td>GoSolarSF Incentives</td>
<td>Operating</td>
</tr>
<tr>
<td>Peak Day Pricing</td>
<td>Operating</td>
</tr>
<tr>
<td>Low-income Solar Inverter Program</td>
<td>Operating target = Fall 2021</td>
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<tr>
<td>Electric Heat Pump Water Heater Incentives</td>
<td>Operating target = 2022</td>
</tr>
<tr>
<td>Disadvantaged Communities Green Tariff</td>
<td>Plan to offer Green Tariff service in Spring of 2022</td>
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<tr>
<td>Energy Efficiency for Food Services</td>
<td>Applied to CPUC for funding in August; If approved, plan to operate program in 2023</td>
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COVID-19 DEBT AND RELIEF PROGRAMS FOR CLEANPOWERSF CUSTOMERS
Residential Customer Bill Delinquency (# of Accounts)

>60 Days Delinquent

Delinquency Rate

- 0 - 4.5%
- 4.6 - 6.4%
- 6.5 - 8.6%
- 8.7 - 12.0%
- 12.1 - 17.9%
Residential Customer Bill Delinquency (Average $ Amount)

>60 Days Delinquent

Average $ Delinquent

- $84 - $95
- $96 - $115
- $116 - $132
- $132 - $186
- $186 - $226
Commercial Customer Bill Delinquency (Average $ Amount)

>60 Days Delinquent

Average $ Delinquent

- $285 - $391
- $392 - $574
- $575 - $795
- $796 - $1,169
- $1,170 - $1,639
CPUC’s COVID-19 Debt Proceeding (R. 21-02-014)

• To protect customers from being disconnected during the pandemic, the CPUC directed investor-owned utilities (IOUs) to suspend disconnections through June 30, 2021.

• In February 2021, the CPUC opened a proceeding to address COVID-19 debt and disconnections.
• Extends the disconnection moratorium through September 30, 2021.

• Authorizes a new COVID-19 Relief Payment Plan program that will:
  
  • Auto-enroll all IOU residential customers with energy utility arrearages >60 days into 24-month payment plans.
  
  • Continue to protect customers from utility disconnections as long as they do not miss more than two monthly payments.
  
  • Complement the AMP program, which provides debt forgiveness for customers enrolled in low-income discount programs.

• Second phase of proceeding to address debt forgiveness.
• The decision required similar relief measures for Small Business customers, including:
  • Suspended disconnections until new payment plans tailored to Small Business are in place.
  • Directed investor-owned utilities to automatically enroll their Small Business customers in plans with payoff terms long enough to support reasonable bill impacts.
  • Customers enrolled in a “COVID-19 Small Business Relief Payment Plan” are not eligible for disconnection.

• Disadvantaged Communities (DAC) Pilot
  • Investor-owned utility ordered to develop a pilot plan for providing outreach and counseling to Small Business customers in DACs on program, incentives and rates to lower their bills.
  • Investor-owned utilities proposals due to the CPUC by Oct. 28.
California Arrearage Payment Program (CAPP) Debt Relief

- The State Budget allocated nearly $700M to CCAs and IOUs for COVID arrearage relief.
- On July 16, the Governor signed budget trailer bill AB 135, establishing the California Arrearage Payment Program (CAPP) to disburse the funds.
- Department of Community Services and Development (CSD) is administering the CAPP program:
  - CCAs are working closely with IOUs and CSD to validate customer arrearage amounts.
  - Funding will be disbursed by January 31, 2022 and credited to eligible customers.
CPUC’s COVID-19 Debt Proceeding (R. 21-02-014) Phase II

• Second phase of the CPUC proceeding will address remaining bill forgiveness issues:
  • The process and disbursement of CAPP funding.
  • Status of other relief programs (i.e., ERAP).
  • Treatment of residual customer arrearages after application of funding from CAPP and other various relief programs.
Questions?

Go 100% renewable today at
www.CleanPowerSF.org