



Customer Program Advisory Group

SVCE Board of Directors Meeting
September 13, 2017



Advisory Group Goal

- Enlist additional customer and stakeholder involvement in the analysis, development and recommendation of program goals and investments

A stylized, light green leaf graphic is positioned on the left side of the slide, partially overlapping the green background. It has a smooth, curved shape with a central vein and a smaller vein branching off to the left.

Other CCE Customer Advisory Functions

Other CCE Customer Advisory Functions

CCE	MCE	Sonoma Clean Power	Peninsula Clean Energy	East Bay Community Energy
Name	Community Power Coalition	Community Advisory Committee	Citizen Advisory Committee	Community Advisory Committee
Membership	<ul style="list-style-type: none"> - ~25 members - No term limits - Invited by staff 	<ul style="list-style-type: none"> - 7-11 members - 4 year terms - Members apply and are selected by Board of Directors 	<ul style="list-style-type: none"> - 15 members - Serve 1-3 year terms - Members apply and are selected by Board of Directors 	<ul style="list-style-type: none"> - 9 members - 4 year terms - Members apply and are selected by Board of Directors
Member Representation	<ul style="list-style-type: none"> - Must work or reside in service area - Represent organizations & stakeholders (trade groups, unions, environmental, social justice groups) 	<ul style="list-style-type: none"> - Members are customers and technical experts from relevant sectors (energy, engineering, finance, ratepayer advocacy, etc.) 	<ul style="list-style-type: none"> - Must work or reside in service area - Represent geographically diverse areas - Relevant background or expertise in energy, outreach 	<ul style="list-style-type: none"> - Members represent advocacy groups, faith, labor, union, solar industry and individual residential customers - Chairs sits as non-voting member of the Board

CCE	MCE	Sonoma Clean Power	Peninsula Clean Energy	East Bay Community Energy
Meeting Format	<ul style="list-style-type: none"> - Monthly webinar 	<ul style="list-style-type: none"> - Meets as needed - Brown Act - Required by JPA 	<ul style="list-style-type: none"> - Meets monthly - Brown Act 	<ul style="list-style-type: none"> - Meets as needed - Brown Act - Required by JPA
Role	<ul style="list-style-type: none"> - Provide input on community priorities such as Energy Efficiency rebates, Low-income solar installs, local generation build outs - Community liaisons 	<ul style="list-style-type: none"> - Reviews programs, budget, rates, and advises Board on general planning and business issues - Reviews contracts over \$100k - May direct staff for research and analysis 	<ul style="list-style-type: none"> - Provide feedback on policy and operational objective - Discuss GHG reduction programs - Policy advocacy - Community liaisons - Reviews Board agenda 	<ul style="list-style-type: none"> - Provides input on operations, policies, program funding - May review draft budget and give recommendations to Board - Reviews Board agenda
Support	<ul style="list-style-type: none"> - Dedicated full-time staff member 	<ul style="list-style-type: none"> - Staff - CEO - General Counsel 	<ul style="list-style-type: none"> - Staff - CEO - Board Clerk 	<ul style="list-style-type: none"> - Staff - CEO - Board Clerk - General Counsel (occasional)

Customer Advisory Group Purpose

Option 1:

Outbound Outreach
– members provide an additional channel to share information about CCE programs

Option 2:

Informal Ad Hoc Customer Advisory Group - Provides input on policy and programs, serves for a limited time and purpose

Option 3:

Formal Customer Advisory Group – Provides technical input on SVCE programs, and provides recommendations for approval to the board, longer-term, monthly meeting

Option 4:

Operational Oversight
– Reviews contracts and investments, makes recommendations to Board of Directors

Outreach

Decision-making

Proposed Approach

- Form an Advisory Group
 - Ad hoc or formal, CEO appointed
 - OR
 - Ad hoc or formal, BOD subcommittee for appointment (Brown Act)
- 15+ participants on a volunteer basis
- Representative of customer type, demographics and geography:
 - Residential Customers
 - Community and neighborhood groups
 - Qualified individuals with expertise in related fields
 - Commercial, Industrial, and Agricultural Customers
 - Trade Associations and Industry Partners
 - Chamber of Commerce
 - Building, engineering, architectural, design, and developer community
 - Transportation and planning community
- Monthly meetings until the group achieves its goal, at which point the group is retired or formed into a new advisory body

Timeline & Next Steps

- **September/October 2017** – Develop outline, recruit applicants and select facilitator
- **November 2017** – Interview and select applicants
- **December 2017/January 2018** – Kick-off meeting to define charter
- **June 2018** – Report to the Board of Directors the recommendations from the Advisory Group