

Response to Recommendations (RTR) in Impact, Process, and Market Assessment Studies

Study Title: Local Third-Party Programs – Program Year 2021
Program(s): Community Language Efficiency Outreach Program (CLEO - SCG3861), Small and Medium Commercial Program (SMCP - SCG3882), Residential Advanced Clean Energy Program (Res ACE - SCG3883), & Comprehensive Manufactured Home Program (CMHP - SCG3884)
Author: DNV
Calmac ID: CPU00352.01
ED WO: GroupA_L3PP_YR5 - Group A PY2021 Local Third-Party Program Evaluation
Link to Report: [Group A PY2021 Local Third-Party Impact Evaluation - Final Report CALMAC.pdf](#)

MANAGEMENT APPROVAL AFTER REVIEWING ALL IOU RESPONSES		
Name		Date
SCG	Darren Hanway, Manager	November 6, 2023

Item #	Page #	Findings	Best Practice / Recommendations (Verbatim from Final Report)	Recommendation Recipient	PG&E (if applicable)		SCE (if applicable)		SCG (if applicable)		SDG&E (if applicable)	
					Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes
				If incorrect, please indicate and redirect in notes.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.
1	4.1.3	Evaluated NTG values are higher than DEER default in most cases.	Program attribution (NTGRs) is higher than expected. Programs should continue targeting similar population segments. We recommend that the DEER team review the default NTG values for measures offered through downstream delivery channels.	All					Accepted	No additional comments.		
2	4.2.2	Direct outreach and partnering with other organizations/entities were effective outreach innovations/strategies.	Programs that use intelligent targeting and other data-based approaches should consider a hybrid approach that leverages direct outreach strategies.	All					Accepted	SoCalGas will encourage contractors to consider implementing a hybrid outreach strategy on future third-party solicitations.		

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3	4.5	Not all programs tracked outreach innovations making it difficult to assess their true impact.	Programs should identify a common set of KPIs based on similar definitions and benchmarks to monitor and facilitate comparison of the performance of innovations across programs over time and use the results to re-fine program design and improve outcomes.	All					Accept	During solicitation, specific KPI are developed in the RFA/RFP stages, and approved by the PRG, and may not be adaptable to all local third-party programs. SoCalGas will adopt common KPI when possible, within the restrictions governed by the solicitation process.		
4	4.2.2, 4.7	Outreach activities appear to be one-directional, where the local 3PPs do not provide opportunities for community input into program design.	Build more community input into all phases of program delivery.						Other	SoCalGas accepts the statement "appear to be one directional". SoCalGas will request and encourage local 3PPs to make apparent in their contracts the involvement that they do have with the communities that they serve. Involvement includes opportunities for input into their programs as well as the opportunities for participation. SoCalGas appreciates the value of community input into third-party implemented program delivery. For further clarification, we request guidance from the CPUC as to what input would be recommended throughout each phase of contractor involvement of program operation, including the solicitation phase.		

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5	4.4.3, 4.6.2	Program delivery innovations will take time to achieve deeper savings.	Local 3PPs are still in their nascent stages and more time is needed to determine the success of program delivery innovations in delivering deeper savings.	All					Accepted	SoCalGas agrees that delivery innovation will take time to achieve deeper savings.		
6	4.7	The program's activities were consistent with some of the CPUC ESJ goals but not others, and more information is needed to assess consistency with several others.	CPUC should provide additional guidance relating to what practices and outcomes are consistent with ESJ Goals 4, 6, 8, and 9	All					Accepted			

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7	4.3.2	Local 3PPs are more effective than peer programs at reaching HTR and DAC customers.	Local 3PPs should work on consistently integrating equity and access in program design while continuing the current efforts. Strive to directly collaborate with community partners to improve outreach.	All					Accepted	Same as item #5.		