

SGIP 101 Webinar Transcript

May 26th, 2020

>> MEGAN GERACI: Thank you Megan. This is Megan Geraci with PG&E, and I'm here today with Brian Bishop who is on our SGIP Team as well Poloi Lin from Southern California Edison. And just a brief introduction of my part on this team. I'm actually collaborating with Christina Mills and her team at CFILC on the collaboration between PG&E and CFILC for the disaster, excuse me Disability Disaster Access and Resources program. This is a pilot program that PG&E and CFILC are working on together to better serve the AFN community during PSPS and wildfire season. Today we brought Brian on and Poloi. We especially want to talk to you all about our SGIP program and why don't I turn it over to Brian?

>> BRIAN BISHOP: Hi there. My name is Brian Bishop. It's great to be with you today. I'm excited to talk about SGIP. As I always I am SGIP is a really interesting program. I've been running it for around six years. Been at PG&E for about seven years. Before then I was in the solar industry and before then I did what's called a Green MBA. I like this stuff. And I'm very excited to talk to you today about batteries and look forward to your questions later down in the presentation. And back to you Megan.

>> MEGAN GERACI: Great, thank you. Poloi, would you like to introduce yourself?

>> POLOI LIN: Hi, everyone, this is Poloi Lin. I'm an Advisor on the Product Management Team at Southern California Edison. Specifically, I help with the Self Generation Incentives Program Education and Outreach. The program manager was not able to be here today, but I'm filling in for him to answer any questions specific to SCE side. Thank you.

>> MEGAN GERACI: Great. Well, Brian do you think we're ready to start the presentation?

>> BRIAN BISHOP: I think so.

>> MEGAN GERACI: All right.

>> BRIAN BISHOP So are we starting with this slide here?

>> MEGAN GERACI: We're starting with the prepare vulnerable customers for power outages.

>> BRIAN BISHOP: Got you, got you thank you, okay. We'll get into a little more down the road, but just to give you a little bit of context on the Self Generation Incentives Program, as it's called. It's a program that's been around for about 20 years and the program has been an incubator for new technologies over its history. And is currently focused on providing incentives for battery storage projects, primarily paired with solar, in the PSPS zones, high fire threat districts and targeted at vulnerable customers as the slide says. So the PSPS events, you're probably are aware of, it's when the utility has to de-energize the grid for public safety. Wildfire season is approaching. And, in a nutshell, SGIP provides incentives for folks to install batteries in preparation for PSPS season so they have some battery backup in their house in advance of a PSPS. Residents who have special energy needs to operate medical equipment are especially vulnerable to outages as the slide says. The Self Generation program helps vulnerable customers purchase battery, storage, and paired with solar to extend the electrical power during and outage. So this is what we're here to talk to you about today. The incentives could cover up to 100% of the cost of a system for Medical Baseline or income‑qualified customers. We'll get into some of those details and the eligibility requirements coming up, too What is a home battery? We're all familiar with batteries. Batteries do a million things for us. But a home battery is basically a suitcase‑sized battery usually installed in your garage. And it helps to store power. It requires electricity from the grid or your rooftop solar system to be stored and used later. That's one the first things that SGIP does. Providing power is the second main idea behind the battery. Batteries can extend your home's power for several hours up to multiple days, but that all depends on your power needs and your load, how much you're using, what kind of equipment you have running, et cetera. Those are kinda the two main functions of a battery, but I also wanna mention that batteries can also help you save money on your bill. That's one of the other things that's not really directly in scope here of what talking about, but batteries if you're charging up with your solar during the day and then just charging battery in the evening when energy tends to be more expensive, it can potentially save on your energy bill on a monthly basis. But also, lastly, I don't wanna forget to mention this 'cause it is part of the goals of SGIP, batteries can help reduce greenhouse gas emissions on the grid. Your energy is generally powering the grid in the evening, and if you're using your battery instead of the grid in the evening, that can help reduce greenhouse gasses. So there's a bunch of different functions that batteries perform. These two called out on the slide are really in‑focus today. So, the SGIP program offering and benefits. As I mentioned before, incentives can offset 100% of the project. That could include, purchasing the battery installation and rewiring. So the incentives were increased recently. This is the first year where they've been this high. They're a dollar a watt hour. It's a very high incentive and that can offset the full project cost. Of course, it doesn't, last, go back, yeah thank you The incentives through SGIP don't offset the cost of going solar. Solar is not on incentive that we offer, however, most installers out there install solar and batteries together and there are solar programs like SASH and MASH and other programs that pair up with SGIP so that you can probably get the whole system free of charge with the incentives the way they are. Again, a battery can extend your home's power for several hours up to multiple days if paired with solar. That is a very important point to stress. Of course, it depends on if the solar is there and if there's sun, and your the load, but that is something that could be very advantageous for you. So talk to battery installer to learn more about the specific needs you may have, and we can get into discussion more about that when you get your bids for this. If you're interested, you can talk to an installer and they can tell you about your load and what size of battery you may need paired with, what size solar system you may need and whether or not you just wanna power critical energy needs or more than that. So those are all conversation to have with a qualified installer. So you may be wondering about how you're qualified or eligible for SGIP. So the program has a few eligibility requirements. They get very complicated. SGIP has a lot of rules, budgets, sub‑budgets, carve‑outs, lots of different things going on in SGIP. Very popular program. I don't wanna get too much into the details, but I do want to very clearly outline qualifying for the highest incentive in SGIP. So that's the Equity Resiliency Budget Incentive. You have to meet on of the criteria three type criteria on the left side of the slide. Be a Medical Baseline Customer or you notified PG&E of a medical condition that could be life‑threatening if power is lost, or income‑qualified. And those income qualifications I do not elaborate on here, but we can talk about them offline if you're interested. They're standard qualifications that you're probably familiar with in other programs like the low‑income solar programs. One the three criteria on the left and one of the two criteria on the right, which is you either live in a tier two or tier three high‑fire threat district, the HFTD map from the CPUC you'll see which we'll talk about, or you lost power in a Public Safety Power Shutoff two or more times. Now there are times when you lose power. Sometimes maybe a tree falls on your line or there's a grid outage for one reason or another that is not related to a PSPS event. So it is important to understand whether or not you've lost power due to PSPS events or for another reasons. The rules that the commissions, the CPUC have set up for us is that we can offer you this added benefit again on the right‑hand side of the slide: lost power in a Power Safety Power Shutoff two or more times, if it is indeed for the utility de-energizing you through a Public Safety Power Shutoff two or more times. Again, qualifying, and I mentioned the high‑fire threat district or HFTD map. You can use this link in the slide, it'll take you to a map that shows you the red areas that are tier three and the orange areas which are tier two. You would type in your address and it would identify whether or not you're in one of these areas. If you were, I would check one of the boxes on the right of the last slide. So that would help determine whether you're in a tier two or tier three high‑fire threat district. Just for clarity, renters are eligible with landlord approval for this. Insulation would take place on the premise, so the landlord would have to approve. Incentives do not affect Medi-Cal, Medicare benefits and do not count as income. Application information collected will not impact immigration status. All that information is private. It's not shared externally. Hope this information is useful. So who qualifies for Medical Baseline? The team put this slide together. The questions on Medical Baseline can be better directed to others on the baseline qualifications. But as we have it here, the qualified medical practitioner must certify that the customer's a full-time resident of the the home and requires use of qualifying medical devices such as to treat ongoing medical conditions, sustain person's life, or prevent deterioration of the person's medical condition, or for mobility. And note in red here we've added that due to COVID‑19 pandemic, a customer may self‑certify, to qualify for the Medical Baseline rate. So, you can self-certify that you're medical baseline. If once that restrictions are relaxed on COVID‑19 and utilities the rules change from state and we may not always allow self‑certification. You may have to go back to a qualified medical practitioner certifying you. Examples of qualified medical conditions include asthma, sleep apnea, life threatening illnesses or compromised immune systems, which require heating or cooling needs. That's where a battery would come in, to power those devices. Paraplegic, hemiplegic, or quadriplegic conditions, multiple sclerosis with special heating and or cooling needs, scleroderma with special heating needs. So the list is at the link over to the left and, again, what the connection here to SGIP is, SGIP provides a free battery so if you have a medical condition that relies on electricity during a PSPS event, this free battery can play a role. It can power those devices for at least several hours, maybe several days, depending on the conditions and the load, whether you have solar and whether there's sun. There we are. Okay, here's some of the qualifying medical devices. This is not an exhaustive list. Complete list for qualifying medical devices is down at the bottom. We went two slides too far. Back one slide, please. There we go, yeah. So these are some devices you may be familiar with. Aerosol tent, air mattress, dialysis machine, oxygen generator, respirators. There's a bunch of different things on this list that you may be familiar with. Again the complete list is at pge.com/medicalbaseline. Those are qualifying medical devices. Okay, now, income qualified eligibility. I wanna get back to that. So Income qualified residential projects are classified as multi-family, low-income housing, or single family, low-income housing. So there's the Medical Baseline qualification before. Now this is income qualified eligibility. For multi‑family eligibility low income. Eligible multi-family housing. There's multi‑family residential building of at least five rental housing units that is operated to provide deed-restricted, low-income residential housing, and is either located in a disadvantaged community, we have maps for those, or is a building where at least 80% of the residents have incomes at or below 60% of the area median income. There are SGIP links at our SGIP website that provide this kind of information in very clear form and I can provide that, actually I'll give you the link just verbally right now. The link is selfgenca.com. S-E-L-F-G-E-N-C-A, selfgenca.com That will take to you to the Self Generation Incentives Program website. And there are forms and other useful documents that you can go to and you'll find some of this information there. It's pretty easy to navigate. So after multi‑family, now we have single family income residences. There are sold and affordable housing costs to lower-income households that is subject to a resale restriction or an equity‑sharing agreement for which the homeowner does not not receive a greater share of the equity than described in long Take a deep breath here. Paragraph two of subdivision C of section 65-915 of the government code. This is the long‑winded legal definition, again. When you work with a contractor and get information about this program, they will help you through this process. You do not have to to know this yourself as a customer. But you'll be helped by either your liaison with CFILC or another group or the contractor. So, additionally, the last bullet says the equity budget is available to residential customers who have participated or who are eligible for SOMAH, SASH, or DAC‑SASH. So those are the solar low-income programs. So, solar on multi-family affordable housing. Single-family affordable solar housing and DAC-SASH, Disadvantaged Community-SASH. So those are the solar programs, and they also have eligibility requirements. If you qualify for those, you can qualify for SGIP. We basically cut and pasted their qualifications, their eligibility requirements into SGIP. So this is about pairing batteries with solar. And we have some websites here for you too use. I encourage you to poke around on the internet and check these out. You'll probably come up with questions. We're happy to answer them. At pge.com/solarincentives you'll find some information. Grid Alternatives is the program administrator for low‑income solar programs. So this website, www.energyforallprogram.org will help you, and then there's the East Bay Clean Energy, which is the CTA in the East Bay. They have this website here .org/resilience. That's New Solar + Battery Backup. That's their program. So if you're in the East Bay and you might be located there, this could be of some help to you

>> MEGAN GERACI: Brian, I could think should I take this one at this point? This is Megan.

>> BRIAN BISHOP: Please do, yeah, sure, sure.

>> MEGAN GERACI: Sure, so we wanted to talk to CFILC and your community about how you could help us get the word out to the AFN community, to our Medical Baseline customers regarding the SGIP program. And PG&E really wants to rely upon the CBO network to help to get the word out. Just because we know that you're a trusted resource, and you have very broad and deep connections in the community. So what we're hoping is that you, the CFILC, and the Independent Living Centers can help their consumers to learn about the program through their general community outreach. They will help customers to choose contractors which will help to complete the application as Brian said. Once you are paired with a contractor, they can help you determine if you qualify, if you meet the eligibility requirements, and what your particular situation is, they can help you size the battery, to complete all of the application components. We also wanna make sure that the contractor will help you to initiative the installation and do the permitting which the process will take an average of three plus months from start to finish. So we're really looking for some collaborative efforts. We are working right now on a marketing toolkit which hopefully will be released in the next few weeks. We have what's called a Marketing Education and Outreach plan that was submitted to the Commission, the CPUC, our governing body, in February and we're awaiting final approval on that. But, in that plan, we talk about what our plan is using CBOs to help us with outreach, and to provide some marketing collateral to help you guys. So marketing the toolkit when it's released will have different messages that can be used electronically in your emails, in your Facebook posts, however you digitally communicate with your constituents. And it'll have some language that will describe the program. We're also, I don't have it in here, because it has not fully approved, but we're requesting that there would be an enrollment fee for a successful application that a CBO helps with. So essentially it would be a $50 fee that a CBO could be paid if they helped a customer submit an SGIP application that was successful. As I mentioned, we're still waiting on approval so I don't have any further details on that, but that is what we're requesting. These are some useful resources. The PG&E website, we have this first one, the pge.com/cbobattery. And that will take you to our general battery page to give the basics on what is, a lot of what Brian went over. what is battery? What can it do for you? How long can it last? There's also this next link here for residential information that's specifically on the SGIP program for residential customers. There's also a non‑residential component, but today we're focusing on residential. And the SGIP database here. This is the CPUC statewide database so all of us, PG&E, SCE, SG&E and others use this selgenca.com website. And also there is a very comprehensive list of contractors that are participating in this program and there's this link here which will take you to an Excel spreadsheet that's quite large, but you can filter through to find contractors that have done work in your particular area. Here are a few other additional resources that might be helpful. Contractor quotes. This particular website, this energysage.com it's not endorsed by PG&E, but it's just another resource to go and to find contractors. The public email address here for PG&E's SGIP program. And for any inquiries, specifically for this program, you can contact Brian Bishop here on the call. Here's his website, excuse me, his email address and then Andrew Ace, he is our Non‑Res Lead. And I think we go to the next slide. We can start addressing some questions we had, actually Christina Mills had sent us a list of questions that she had gathered after our first SGIP webinar. And I am thinking that what we can do is Brian maybe you could take the lead and go through some of these, provide answers to some of these questions and Poloi if there's anything you wanna add, please feel free to jump in. So why don't we go ahead and start with these.

>> BRIAN BISHOP: Great, I wanna make a comment on the last slide about the list of contractors. PG&E, we can't endorse specific contractors, we can just provide a list, and that's the list at that link of the contractors who participated in the program but we can't necessarily recommend one contractor over another just as a legal policy. But that's the list of contractors who participated and you could probably look in your area as to who has worked in your area, and that might be a good way to start. Okay, so the first question here is what is SGIP? Again, SGIP is the Self Generation Incentives Program. It's 20‑year‑old program. It started out after the energy crisis in 2001, and initially offered incentives for behind the meter generations, lots of fuel sales have been incented through SGIP and other technologies like internal combustion engines and micro turbines‑‑ Hi, and this is Megan.

>> MEGAN COWDELL: Could we slow down a tiny a bid for captioning to keep up?

>> BRIAN BISHOP: Oh sure, oh yeah. Sorry, yeah I will slow down. So I will just go back to what I was saying, it's primarily been a generation program, so generation technologies have been incented in SGIP, but over the years things changed. Again SGIP can be viewed as a incubator for new technologies and the battery storage came up around ten years ago. Our first energy storage or battery project came to PG&E ten years ago, but since then it's really grown. As a technology it we can help both residential customers and non‑residential customers. So small and very large batteries exist out there today helping businesses do their thing and helping residential customers keep the lights on. The way batteries work is when the power goes out, it automatically turns on keeps the lights on. So if your battery is fully charged, and you have solar, it can keep the lights on for quite a long time. And that's the idea behind this and why it's an important tool in advance in this upcoming fire season, but in the context of fire season in general, if the utility has to de-energize the grid, having a battery backup system can really help you, especially if you need to power medical devices. So that's the key way that SGIP is playing a role for the State of California. It has received hundreds and hundreds of millions of dollars for these incentives to be available to customers in resilient zones or high‑fire threat districts to install the batteries to improve their resiliency in general, but also in particular during fire season. So that's a basic idea behind of what's SGIP, again, it has a long history, but right now it's really focused on supporting vulnerable customers and in high‑fire threat districts vulnerable to PSPS. So I will move to the next bullet which is are there different types of SGIP products for people who need backup electricity? What are they? So there are different types of SGIP batteries that are available. There are different products manufacturers out there. But for, if we just focus on the residential customer, who is thinking about installing a battery as backup to improve their resiliency during PSPS season, they all do basically doing the same thing. We're thinking about pairing a residential battery with solar, the residential battery will be five or ten kilowatts, maybe one or two of the batteries in your garage connected to solar, so the solar powers up the battery. Maybe it's one brand over another. But they all basically do the same thing. They might be sized slightly differently, but the market has converged on a couple of different sizes, again five to 10 kilowatts battery size and duration. So there aren't that many different products but only keep it simple and rather than to rattle off a bunch of product names at the risk of leaving some out. I would rather just say there's a few products out there and they are all very comparable and in that part, actually you don't need to figure out. Talk to our contractor 'cause your contractor will have a recipe of what's available and the cost. So I hope that's helpful. I also wanna mention that, I'd said Battery Backup. These batteries are not intended solely for backup. So you recall, the second, third slide I was talking what are the purposes of batteries? And one of them is to be used regularly. That's what the CPUC decision said that these are not batteries that should be just sitting idle until a emergency or until the power goes out. Batteries should be used on a regular basis. And the contractors will help schedule the deployment of your battery and use of your battery and at least a weekly basis. So it will basically set it up to turn and to charge and then discharge at least on a weekly basis. And that's by rule, by the CPUC rule that these batteries have to be used regularly. So they're not gonna just sit idle forever until the power goes out. And there will be some communication so they will be charged up and ready in advance of a PSPS because the utilities basically send out notice well before PSPS events. And we know that the developers out there are going to be working to inform people to charge up the batteries. But the batteries will be just, they are programmed to stay fully charged anyway. So I'm gonna to the third bullet. If a SGIP product is in place, how long will it last? By rule, all SGIP batteries have to have a ten‑year warranty. They should last longer than that, the solar certainly will last longer than that. Solar should last more than 20 years. Batteries are still new so we are still figuring out how long they will last but they have warranties, and that's all SGIP products have to have that ten year product and manufacturing warranty so the contractors that you work with will offer you that warranty. And so if something goes wrong, maybe an invertor will go out or something happens. it will be replaced minimum of ten years. So I'm gonna go to the next bullet which is why should organizations that serve low-income populations who need backup electricity care? Well, I think we have touched on some of this. There's and increased likelihood that PSPS events will happen. This is shaping up to be a drought year, a dry year. I'm concerned about fire I think everybody is, but utilities will de-energize the grid for public safety when wind conditions and fire conditions get extreme, they will de-energize the grid. And so why organizations that serve low‑income and populations who need battery backup should care because a battery can provide at least several hours, if not paired with a solar, and possibly up to several days if paired with solar, and had depending on load, in other words how much you're consuming on site, with that kind of backup power so it can really support people. So that's why this is important. That's why the CPUC has shifted so many hundreds of millions of dollars to this program to provide these kinds of devices to low‑income populations or other vulnerable populations in fire zones, but also in low‑income and disadvantaged communities outside of fire zones. So we've talking mostly here about the equity resiliency budget which is the highest incentive in high-fire threat districts so PSPS zones. The program also offers incentives to people who are not in those zones. And we just call that the equity budget. We have been talking about so far as the Equity Resiliency Budget, resiliency being the key word in fire threat districts. But we do have a equity resiliency, I'm sorry an equity budget, a regular equity budget, slightly lower incentive, but it also offers incentives for people in the same way just lower incentive. So the next bullet is who qualifies for SGIP? We tackled that in first few slides in terms of eligibility. Medical Baseline, low‑income, disadvantaged community folks and the slides were on the 11 and 16 and 17 I believe. Those will be the eligibility slides. So we can go back to those slides if you like later and talk more about the eligibility, and also at that link in two slides ago or one slide ago where it's the selfgenca.com slide, the criteria for eligibility is listed there. So it's very useful little link. So what is the application process like and who decides if individual is qualified? The application process is something that, well, it's pretty new and still complicated honestly. And there are a lot of requirements that the CPUC have ruled on and so the application can take time but that's why the contractor does it The host customer doesn't have to do it. They have to review the contract between them and the contractor but they don't have to go through the SGIP application portal and click all the boxes fortunately for them. So the application process for the customer is about reading the contract, once you have picked one you like, and I will just take a side note there, we always encourage getting multiple bids. So when you do get the contractor list, request bids from I would say at least 3 contractors, 3 or more is good practice to get a sense of feel for who is out there, who is installing and what their prices are. When you pick your contractor, they're the ones who interface with the SGIP Program application portal. So they're ones who have the access and check all the boxes basically. And they will help you decide if you are qualified. They will ask you a bunch of questions, they will ask the customer a bunch of questions, where they live, income qualification, Medical Baseline, and they help determine what budget category whether it's Equity Resiliency Budget or just equity budget to apply to. I hope that made sense. And so then what are the individual costs for SGIP? That's a good question on costs, so the incentive itself should knock out all the costs for the host customers so there shouldn't be any the reason why the incentive is at a dollar or a watt hour is to make it essentially free. That said, the utilities do not have control over what the contractors charge. It's a contractor-customer relationship there. The contactor should make all of the costs very clear to the customer in the contract. There should be no charges with that level incentive. There may be some extra charges maybe if the package involves solar that may involve some costs, but I can't tell you for sure on that one. That's something you would have to as the customer would have to look at the contract and make your decision. So yeah, I don't have any specific numbers for you there. Each manufacturer will have their own pricing for their batteries and I don't have a complete list of the costs or what to expect there. Okay, moving on. So what type financial support is available to individuals who qualify for SGIP? Well the incentives we're talking about. PG&E also made a request of the CPUC. We filed what's called Financial Assistance advice letter to offset some of the costs of residential and non‑residential projects. That request has not been approved yet so I'm not gonna get into the details of the additional costs the financial support that could become available as it has not been approved yet, but the incentive again is enough, especially at the residential level to knock out all the costs. So there shouldn't be a need for a financial support, the whole intent was to make it free for eligible customers. The second bullet asks does the application process for, is the application process for SGIP the same with everybody utility? Yes, it is. Edison has the same rules, the same application portal or there's one application portal that all the utilities use. The process, the documents all the rules apply to everybody the same way in all the utilities. asks what differences are there between utilities that offer SGIP? Well, there will be some marketing, education and outreach differences, every utility will have their own ME&O, marketing education and outreach plans. They were different, they are marketing collateral different slightly. But in terms of SGIP in general, the utilities all handle program same way. There are different funding levels for each utility. PG&E is largest territory so it has most of the Statewide budget or more of the statewide budget than the other utilities because we have more people. But in terms of the program, there are really no distinguishable differences. How long does it take an average to go through the application and then get products in place? A bullet on a previous slide mentioned three months. I wanna put three months in quotation marks, that's not definite. It could take customer several weeks to pick a contractor. And so that could take longer than that, it could take one day, it depends on the customer. And then after the customer has picked a contractor, the system may take a little while to design. Then the contractor could apply, there are a variety of constraints for certain budgets depends on which budget is being applied to whether it's equity budget or Equity Resiliency Budget, but after the project is applied, and let's say the application was successful and every document was complete, and confirmed reservation is issued, then the contractor would go build the project. It doesn't take long for a contractor to build the project a day or two. Could be added time if the solar installation is happening at the same time. A few days for the installation. And then there's the post‑installation paperwork inspections, jurisdictional inspections, and that process can take several months, it depends on each jurisdiction. It can go very fast also, interconnection can go very quickly or it can be delayed for one reason or another. So three months might be good ballpark, maybe a little longer just depends on the situation. Hope that answers that question. Should people who qualify for Medical Baseline program apply for SGIP? I definitely think yes. They qualify for the highest level of incentive. And then we have covered a lot of details already. Why is SGIP working or not working for individuals historically and currently? Well, part of that is getting the word out and that's what we're trying to do today. There has been massive adoption through SGIP. The only way I would say it's not working for individuals historically and currently is the program is big, it's complicated, and at times hard to understand. There are a variety of technologies eligible, there's a few different budgets eligible, and the rules changed. Honestly, the rules have changed several times over last few years, and it's hard to keep track of that. So we at PG&E and Edison do keep track of the rules and do our best to communicate them, but that's a nuance that hopefully we can help with and communicate about. But mostly SGIP is working. There's massive adoption. And we will continue to be I believe, and it's working because these batteries, especially residential batteries in high‑fire threat districts and PSPS zones are important so they provide that resiliency, and ultimately I hope that you are interested. So I'm gonna leave the last two bullets for Megan and with that, I think I will hand over to Megan.

>> MEGAN GERACI: Great thank you, Brian. So yes, I will handle these last two. Does participation in the DDAR, the Disability Disaster & Access Resources Program prohibit a customer from participating in SGIP? And the answer is no. They are completely separate programs. The DDAR program is funded by PG&E. It's a pilot program for portable batteries, they're not permanent installations. There's also other resources available through that program with hotels, food stipends, transportation needed during a PSPS event, and that's a completely separate program than the SGIP program. So you can participate in both, not a problem at all. The other question here is how can organizations help in getting the word out of SGIP? So this goes back to my slides on our marketing, education and outreach plan which we're still waiting on approval from the CPUC, but the plan is to work with CBOs, like CFILC and the Independent Living Centers and actually several other, we have a list of about 200 plus CBOs that focus specifically on the AFN community that we like to partner with to make sure that we get the word out, educate our customers on the program benefits. They can use our marketing collateral as I mentioned which hopefully will be available in the next couple of weeks, and that's gonna include physical brochures like trifolds and also online marketing toolkit which will have specific messaging based on however you are digitally communicating. And we want the CBOs to be able to help the customer to contact or to make contact with a contractor. Because this is very contractor‑focused program. It's definitely, they're gonna do the heavy lifting on the application, but we just need to make sure that if we educate the customers and get them in contact with the contractor. And I think that, that is all we have for the set questions, but we should go now to any questions that have come in through the Q&A.

>> MEGAN COWDELL: Great, thank you. This is Megan from CFILC. So we've got quite a few questions that came in the Q&A so I will start reading those out now. The first one here is, can a resident simply declare that they have experienced two plus PSPS events or do they need to reference a specific resource? In other words can you walk us through how to demonstrate that experience two or more PSPS events.

>> BRIAN BISHOP: So, we verified the address of the residents in question. At PG&E, we look up their address and our system will tell us whether or not the resident has been de-energized for a PSPS event. It will actually tell us when a resident has been de-energized for any reason. And that's how we know whether or not it was related to PSPS events. The contractor will submit the application with the address and then we will look it up.

>> POLOI LIN: And this is Poloi Lin with SCE, that's the same for Southern California Edison's customers. We have a running list of customers and addresses that have been impacted by the Public Safety Power Shutoff.

>> MEGAN COWDELL: Great thank you, guys. This is Megan again at CFILC. Could you clarify what is CBO and what's the CBO network? And is there a list of CBOs that are working with PG&E that the public can review?

>> MEGAN GERACI: Sure, so I will take this one. CBO community‑based organization, well, we have a comprehensive list of 200 plus organizations that, as I mentioned specifically focused on the communities that were interested in participating in this program. So could be the American Heart Association, the CFILC, Meals on Wheels. Many, many different organizations and as I mentioned, I don't have a fully comprehensive list at this moment that I can share, but it's several, or couple hundred different organizations.

>> MEGAN COWDELL: Great, thank you. Our next question comes from Ana. She says we have one local contractor who said we had to pay a $400 nonrefundable fee for them to do the SGIP application. This was going to be out‑of‑pocket and not reimbursed through SGIP, do you have any advice around that?

>> MEGAN GERACI: Brian, do you wanna take that one?

>> BRIAN BISHOP: Sorry I was on mute there. Yeah, so every contractor may have their own rules on this. That was not the intent for there will be $400 nonrefundable fee to deal with this. I have heard some contractors do charge a fee to submit the applications. One alternative is to look at a different contractor. What should happen is they bake in all the costs into the price. Basically the application fee, all the costs of the installation, the rewiring everything, all the installation costs should be in the application and in the cost, and those are eligible project costs that are offset by the incentive. That was the intent. So with this $400 fee, I don't have a great answer for you so that you may want to take to different contractors.

>> MEGAN COWDELL: Thank you, this is Megan again. So you mentioned that due to COVID‑19, individuals can self‑certify in places the medical certification, will people be expected to medically certify after the pandemic, and do you have an expectation on when that certification will be due?

>> MEGAN GERACI: Brian do you have that one? And I think we might need to go back and get talk to the rates team to clarify this. I thought that it was one year but I think we should probably get back to you on that. I don't wanna give you any false information, but I know that it's quite a time before you have to get a doctor's signature just to continue to stay on the rate.

>> BRIAN BISHOP: Yeah, and I will add to that and I agree to what you just said, Megan. There's nothing to prevent you from self-certifying now. If the customer is considering going through with the SGIP process and getting installation now, go for it, because those rules won't change. The self‑certification rules won't change any time soon and may be up to a year or later. And we would work with the customer on that so there would be kind of a conversation between PG&E and the customer about that self‑certification, medical certification. That shouldn't hold you back.

>> MEGAN COWDELL: Thank you, our next question here says, can you speak to how many total watt hours would be available through this program? How does it work for people who have a HVAC and need to keep it going through a PSPS event?

>> BRIAN BISHOP: Not exactly sure what you mean by total watt hours available to the program? If the question is, how much equipment needs to be powered? What's the load, the capacity on‑site? That's something that can be worked with. The customer and the contractor would talk about that. I need the HVAC on, I need the CPAP on, I need the refrigerator, I need x, y and z other things on, you add that load up and you figure out, okay this is the how much we will need to, this is gonna affect the project size, the battery size and probably the solar size. So that's something you work with the contractor on, system sizing is something that we talk to customers about all the time. You can have three batteries. It might not be a residential system, might be a larger residential system, three batteries is fine, if that's what the customer needs. But I hesitate to take out ballpark and numbers or specifics on that. That's just a very site‑specific request and you would work with a contractor to size the system to meet those demands.

>> MEGAN COWDELL: Thank you, Brian. The next question here says, local contractors are making it sound like you have to purchase solar as part of the program. Solar is not covered under SGIP for allowable reimbursement, how do you suggest we navigate this issue with contractors?

>> BRIAN BISHOP: Well the rules are the rules, solar is not covered in SGIP. No incentives come out of SGIP to go to solar and if someone is telling you, I'm reading this from Ana, that SGIP has to pay for solar that's untrue. The SGIP incentives are not, they do not pay for solar. Solar is not an eligible technology in SGIP. Some contractors may have unintentionally mixed the programs up. So they may be saying yeah, you can get SGIP and SOMAH together or DAC‑SASH together. There's a difference between the low‑income solar programs and the SGIP program. But some contractors bring them to the customer together. So you can apply for the solar rebate through the low‑income solar program, and for the storage rebate through the SGIP program. But there's a big line between the two programs. SGIP does not incent solar. The solar programs do not incent the batteries. There's different programs, different technologies. So it would just be a matter of just clearing up that miscommunication with those contractors. I'm sure it's unintentional, but there's no mistake, the rules are the rules.

>> MEGAN COWDELL: Thank you, Brian. A follow‑up question, let's see. As you know many people‑‑

>> BRIAN BISHOP: I'm sorry, Ana said they are saying the customer has to get solar for them to get to SGIP. That's also not true. The customer does not have to get solar to get SGIP. I'm sorry I didn't answer that first time. Some roofs don't accommodate solar. So we shouldn't say to those customers, sorry you can't get SGIP. There are reasons why solar is not a requirement. What if the roof was old? That would be telling the customer that they have to spend $20,000 on a new roof in order to get SGIP. So no, you do not have to get solar to get SGIP.

>> MEGAN COWDELL: Brian if a contactor is insisting that a customer has to get solar to SGIP, is there a reporting mechanism that we should use?

>> BRIAN BISHOP: Well, I would wanna know about that. I would be surprised if they really pushed on that point because it's fundamentally untrue. I would be surprised a solar contractor would dig in and argue that, but I'd happily field that question and talk to that contractor just to educate them because those are not the rules. So you can forward that request to me.

>> MEGAN COWDELL: Great thank you. And could you share your email again out for fox?

>> BRIAN BISHOP: BTBD@pge.com.

>> MEGAN COWDELL: Fantastic, thank you. And we have a few minutes here sorry I was gonna read one last question. Oh a follow‑up on that actually, should she also file a CPUC complaint about this contractor?

>> BRIAN BISHOP: Well that's always an option. The CPUC is there to hear these kinds of complaints. In this case, we work with one analyst at the Energy Division in the CPUC, her name is Nora Hawkins. Spelled as it sounds, Nora.hawkins@ the CPUC website it's energydivision. oh gosh I can't, hold on, let me get her email address for you, just give me one second here. It's nora.hawkins @cpuc.ca.gov. Is that .ca I was forgetting So Nora, N-O-R-A .hawkins, H-A-W-K-I-N-S @cpuc.ca.gov. And she handles a lot of customer questions and complaints so she is well acquainted with this.

>> MEGAN COWDELL: Great, thank you. Well look to be we have one more question here at our last bit of time. As you know many people who qualify under Medical Baseline for SGIP are low‑income and can't afford the upfront costs for paying for the system and waiting to get reimbursed for the equipment and installation, has there been a pot of funding identified to pay for this program to help get reimbursed?

>> BRIAN BISHOP: So yeah, I mean that's kind of what we have been talking about. Many people who qualify are low‑income and can't afford the upfront costs. And the whole point in the incentive being so high is to avoid them to have to pay for it. So, in the case where the contractor says, dear customer, pay for part of this upfront and we will reimburse at the backend, the incentive is designed so that the contractor can be the payee for the whole entire thing and they pay for it all upfront and get the whole incentive at the backend. And nothing goes in or goes through the customer's hands at all. And that's fine. That avoids the customer would have to pay anything. Again I mentioned before that PG&E has proposed a financial assistance pilot which would help contractors with some payment upfront at the very beginning once the incentives application was submitted. For residential customers, they get part of the incentive right up at the time, we're talking to the Energy Division at CPUC about that, the rules are not settled yet, so it has to get deep into those details. We're also talking about on bill financing concepts for non‑residential customers. But for this immediate question, the idea behind the high‑incentive was to give a contractor full confidence that they're gonna get reimbursed for 100% of the whole project so the Medical Baseline customer wouldn't have to come out‑of‑pocket for anything. That should be baked in to the contract and the customer should make it plain that they are not gonna be a little come out‑of‑pocket for anything but they still wanna move forward. Some contractors will, most contractors that I can think of will take that and they are be able to come to payee of the incentive after the project is installed, the contractor would get the incentive to ask that the customer, they encourage in building the project.

>> MEGAN COWDELL: Great, thank you Brian. This is Megan again. I just wanted to thank Brian and Megan from PG&E, and Poloi from SCE as well as our captioner for providing our access today. Thank you, everyone for attending our webinar. CFILC will have this archived and available online within a few weeks, and if you guys do think of any questions about the SGIP program, please feel free to send to CFILC staff and we will get with PG&E and get those answers back to you. And the chat we have, thank you PG&E team and SCE and CFILC. So thank you, everybody for joining, and we appreciate your time today.