

## Utility Programs

Tom Jewell, Dominion Energy

Zack Bacon, Appalachian Power Company

Kris Sieber, Rappahannock Electric Cooperative

Lesley Fore, LEAP (moderator)

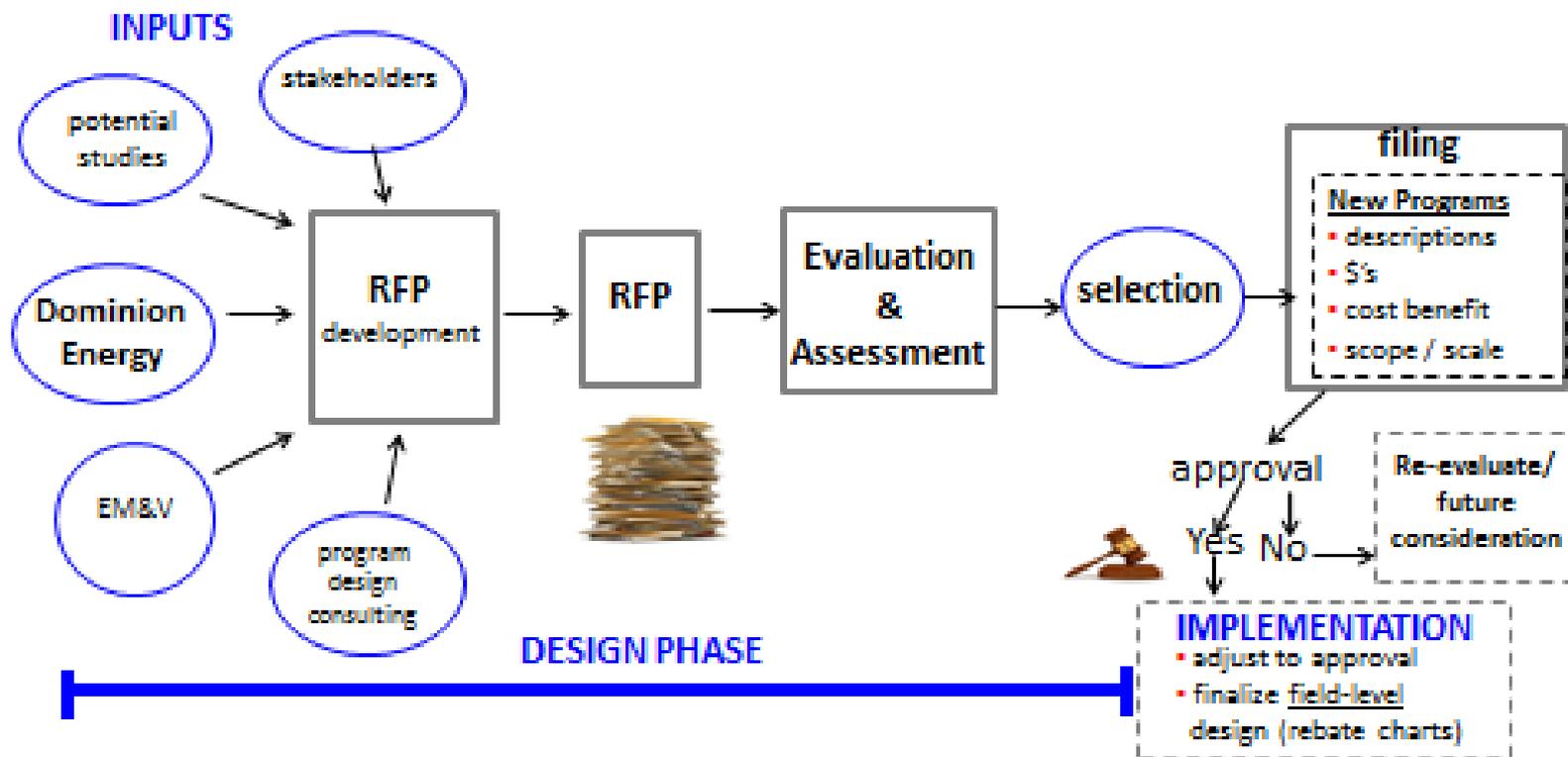
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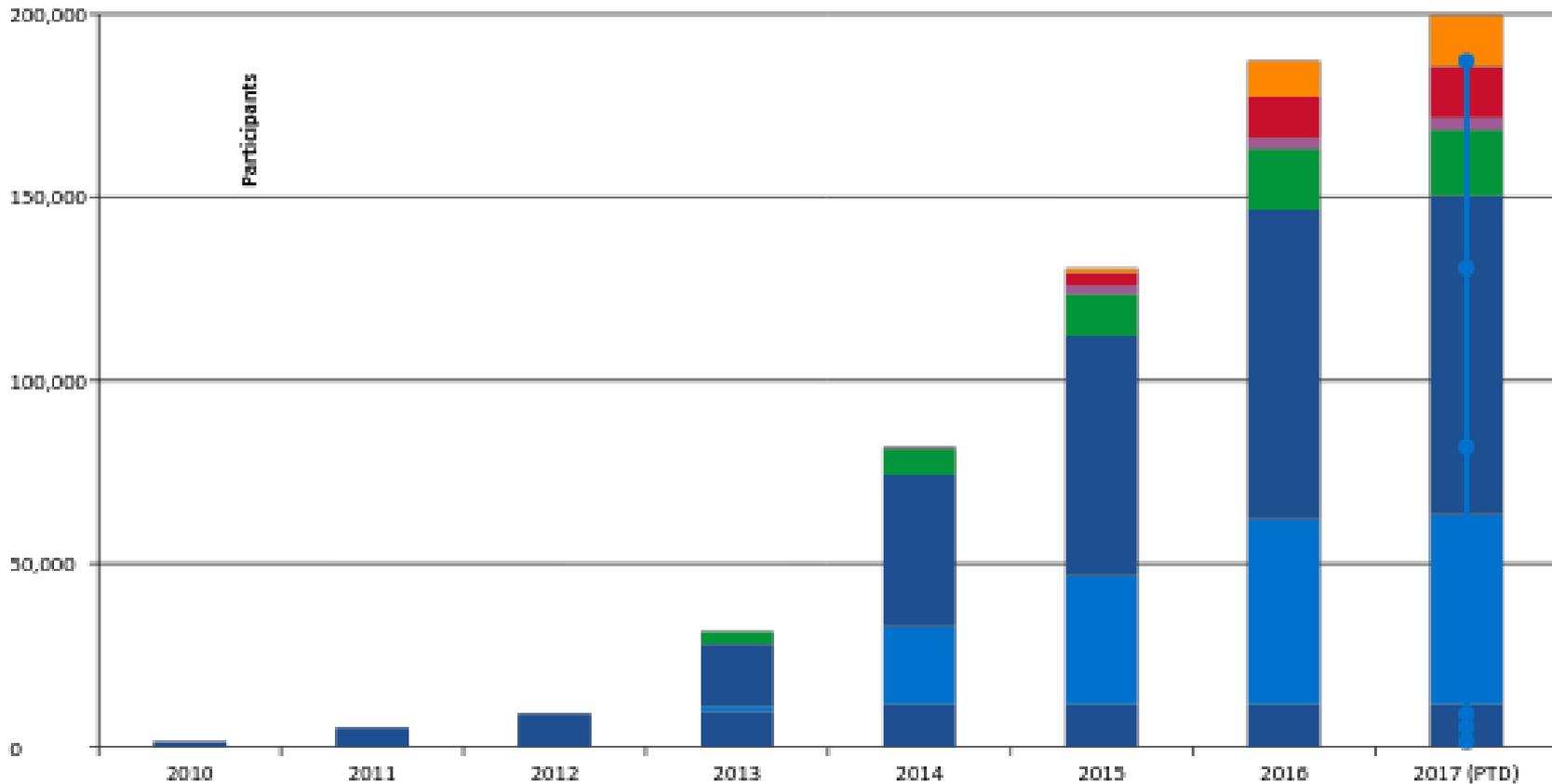
# **DSM Programs**

**November 2, 2017**

# DSM Program Development



# Virginia Residential Energy Efficiency Programs Programs To Date - September 2017



## 2016 DSM Filing

The Company filed for two new DSM Phase VI programs and two DSM Phase II program extensions:

- DSM Phase VI Non-Residential Prescriptive Program (**approved**)
- DSM Phase VI **Residential Home Energy Assessment (denied)**
- DSM Phase II Non-residential Distributed Generation Program extension (**approved**)
- DSM Phase II **Residential Heat Pump Upgrade Program** extension (**denied**)

# 2016 DSM Filing Update

The SCC final order on June 1, 2017 denied the approval of the Residential Home Energy Assessment (RHEA) Program. Summarizing, the Commission found that:

- Based on the RIM score of 0.39, the costs to non-participants far exceed the system-wide benefits.
- At a ratio of 1.22, the TRC Test does not significantly offset the low RIM score.
- The costs to non-participants unreasonably exceed the projected benefits of the Program due to the fact that none of the tests had a positive NPV that exceeded the negative \$120,966,000 NPV of the RIM test.

# 2016 DSM Filing Update (continued)

## Residential Home Energy Assessment

- In order to address SCC concerns, the Company has modeled numerous variations of the RHEA Program since the 2016 DSM Final Order. The best scores resulting from this re-analysis are

<u>TRC</u>	<u>RIM</u>		<u>PART</u>	<u>UTIL</u>	
• <b>Benefit to Cost Ratio</b>		4.69	1.47	1.22	0.36

- Based on the 2016 DSM Final Order and the cost-effectiveness tests, the Company has decided at this time to not re-file for the RHEA Program.

# 2017 DSM Programs

## Virginia Regulatory Filing (October 2017)

- On Oct. 3 filed for an extension of the Residential Income and Age Qualifying Home Improvement Program
- Ruling is expected in the Spring of 2018

## **DSM Planning / Next Steps**

- Intend to issue an RFP this fall for new program designs based on the latest Market Potential Study.
- If new EM&V rules are finalized, the Company will incorporate these requirements into the next DSM Filing.



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# TAKE CHARGE<sup>SM</sup>

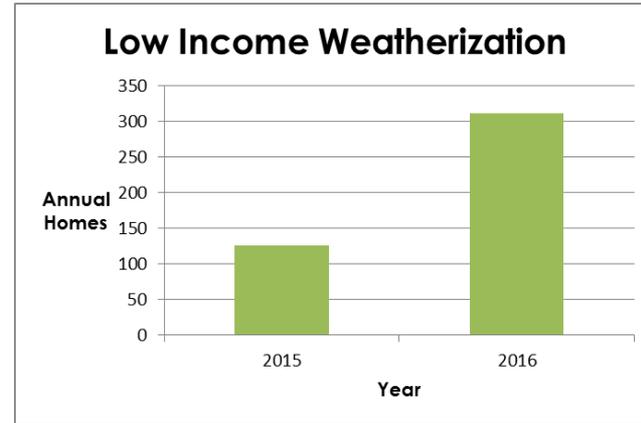
Energy Efficiency Programs  
Appalachian Power Virginia

# Residential Programs

## Low Income Weatherization



Provides weatherization services to residential customers in need to help reduce energy bills and increase comfort.



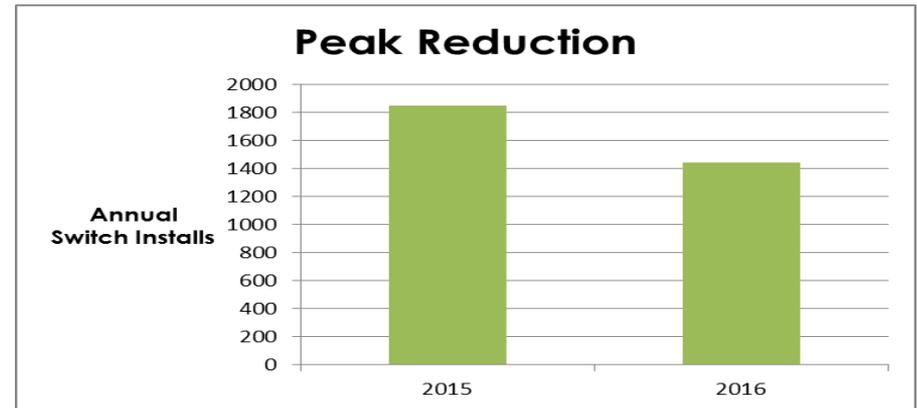
312 homes weatherized through 2016  
120,000 bulbs distributed through food banks

# Residential Programs Peak Reduction



TAKE CHARGE™

Provides residential customers the opportunity to receive bill credits; APCo will cycle their air conditioning unit during peak demand times. Customer receive an \$8 monthly credit for each unit controlled during the billing months of May through September.



3,297 switches installed through 2016

# Residential Programs Efficient Products



Instant, in-store discounts on LED light bulbs and ENERGY STAR certified appliances including refrigerators, freezers, room air purifiers, and dehumidifiers.



Through 2016:

- 134,000 bulbs discounted
- 1,380 appliances rebated

# Residential Programs

## Home Performance



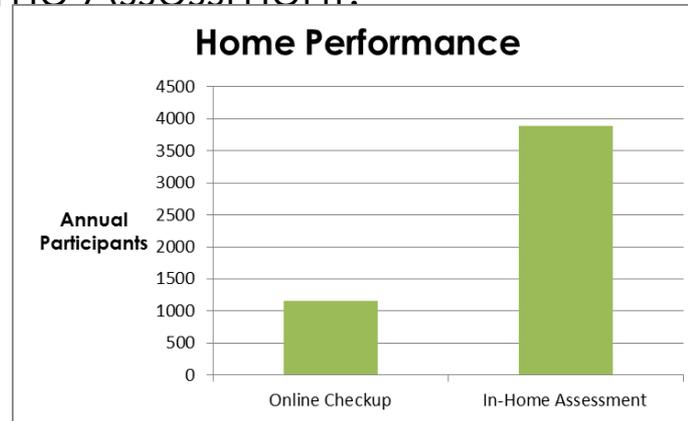
TAKE CHARGE™

Comprehensive efficiency upgrades for residential customers. Energy saving opportunities are identified through two levels of assessments: Online energy Checkup and In-Home Assessment.



Through 2016:

- 1,158 online checkups
- 3,885 home assessments

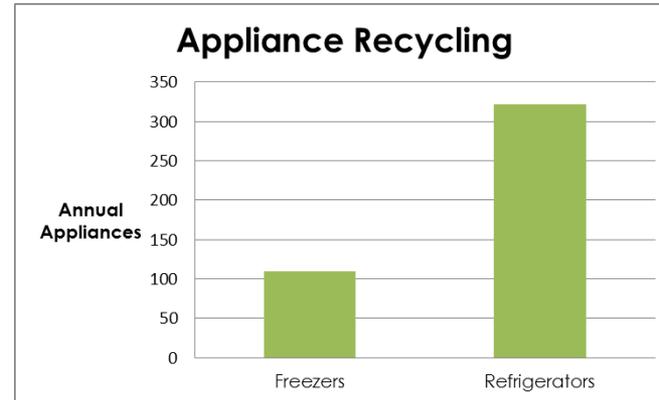


# Residential Programs Appliance Recycling



TAKE CHARGE™

Comprehensive efficiency upgrades for residential customers. Energy saving opportunities are identified through two levels of assessments: Online energy Checkup and In-Home Assessment.



432 appliances recycled through 2016

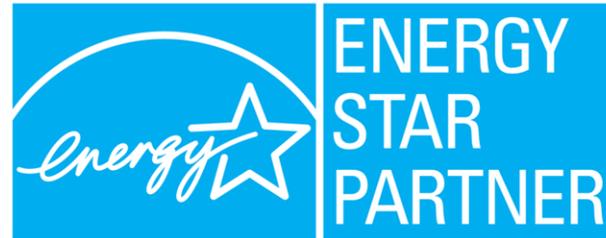
# Residential Programs

## Manufactured Homes

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Incentives to manufactures of qualified ENERGY STAR manufactured homes in the Virginia Service area. Manufacturers are offered a monetary incentive while residents reap the benefits of energy savings.



4 homes rebated through 2016

# C & I Programs



Help non-residential customers implement energy-efficiency projects through financial incentives to offset project costs, including projects such as lighting and variable frequency drives



**\$1,145**

Rebates  
Paid

**\$1,832**

Estimated  
Annual Savings

**6.5 years**

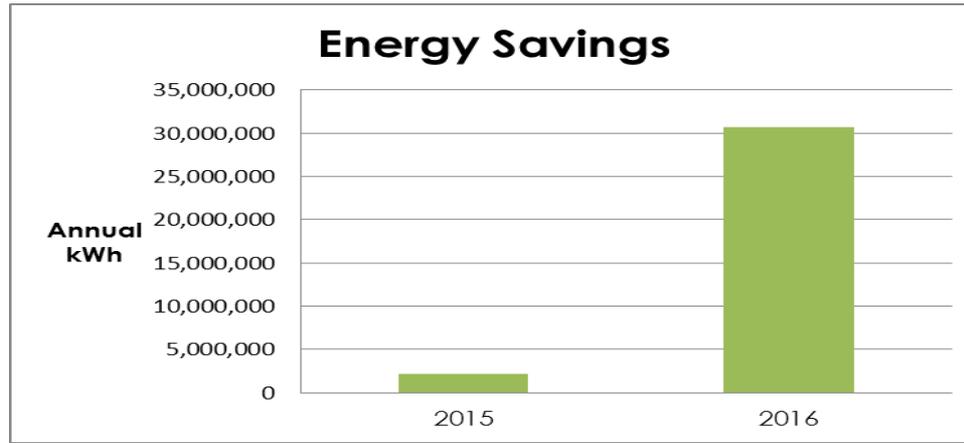
Payback Period  
With Rebates

**22,900**

Annual kWh  
Savings

238 projects rebated through 2016 in Virginia

# Energy Impact



30 GWh annual savings in 2016

300 GWh lifetime savings through 2016

# Looking forward...

- 2018 will be the final year for the currently approved VA EE-RAC portfolio.
- The company is currently asking for extension of some programs, enhancements to some programs, and additional new programs beginning in 2019.
  - Bring Your Own Thermostat
  - Small Business Direct Install
  - Multifamily Direct Install
  - eScore
  - Efficient Products
  - Appliance Recycling
  - C&I Lighting
  - C&I Standard



# Contact Us

[www.takechargeva.com](http://www.takechargeva.com)

**Don Nichols** – fdnichols@aep.com

**Zack Bacon** – zlbacon@aep.com

**Kelly Marlowe** – kbmarlowe@aep.com



An **AEP** Company

TAKE CHARGE<sup>SM</sup>



**Rappahannock Electric Cooperative**

A Touchstone Energy® Cooperative 

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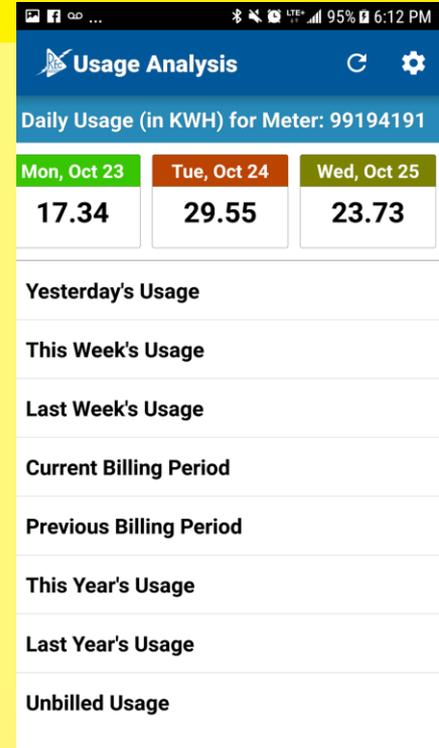
**Knowledge is Power**

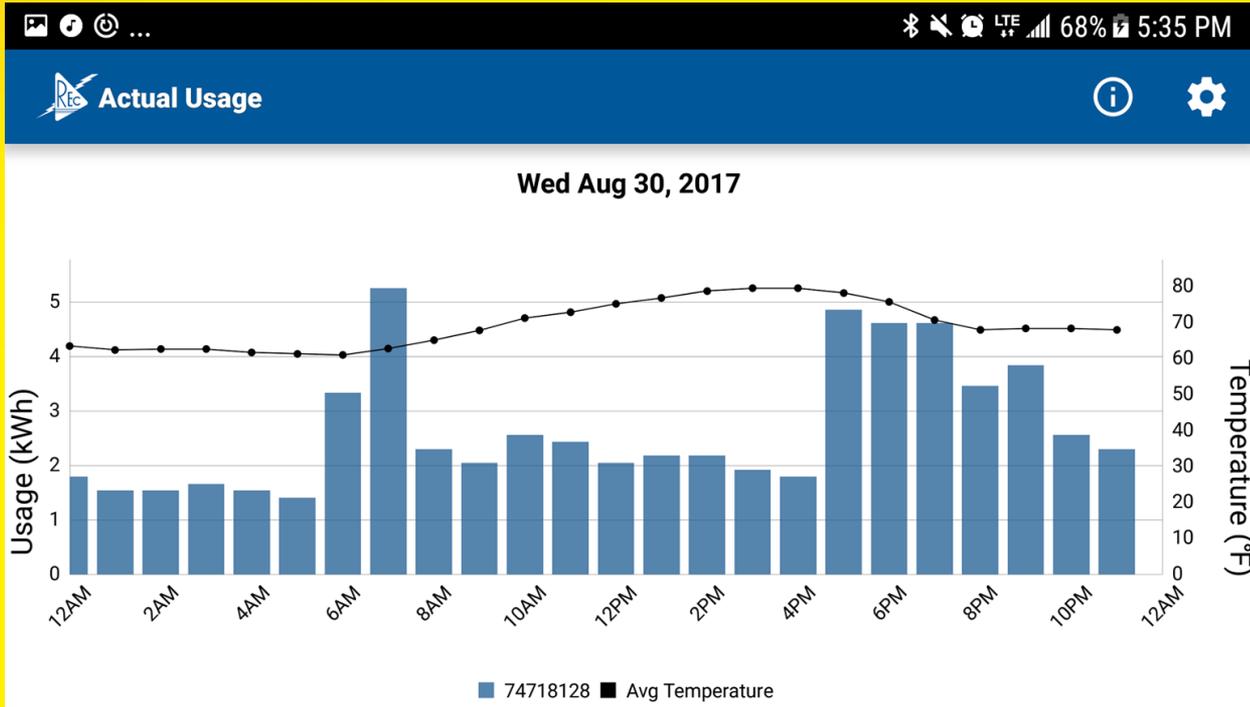
**November 2, 2017**

**S. Kris Sieber**

# AGENDA

- The Educational Intent
- We Have an App for That
- Let Me Show You SmartHub





## Educating Our Member

- Convenient Access
- Keep Communicating
- Flexibility



# REC SmartHub App

## PrePay Notifications

The screenshot shows the 'Bill & Pay' section of the app. At the top, there's a status bar with various icons and the time 5:30 PM. Below that, the 'Bill & Pay' header is visible. The main content area is titled 'Prepaid Account' and displays the following information:

Prepaid Credit Balance:	Average Daily Charge:	
<b>-\$272.86</b>	<b>\$5.58</b>	<b>&gt;</b>
Days Remaining: 48		
Last updated: Oct 26, 2017 5:30 PM		

Below the 'Prepaid Account' section, there are three menu items: 'Bill History', 'Payment History', and 'Stored Payment Accounts'.

## Traditional Notifications

The screenshot shows the 'Bill & Pay' section of the app. At the top, there's a status bar with various icons and the time 6:07 PM. Below that, the 'Bill & Pay' header is visible. The main content area is titled 'Total Balance:' and displays the following information:

**\$118.00**

Bill due on Nov 15, 2017 (20 days).

**Pay**

Last updated: Oct 26, 2017 6:07 PM

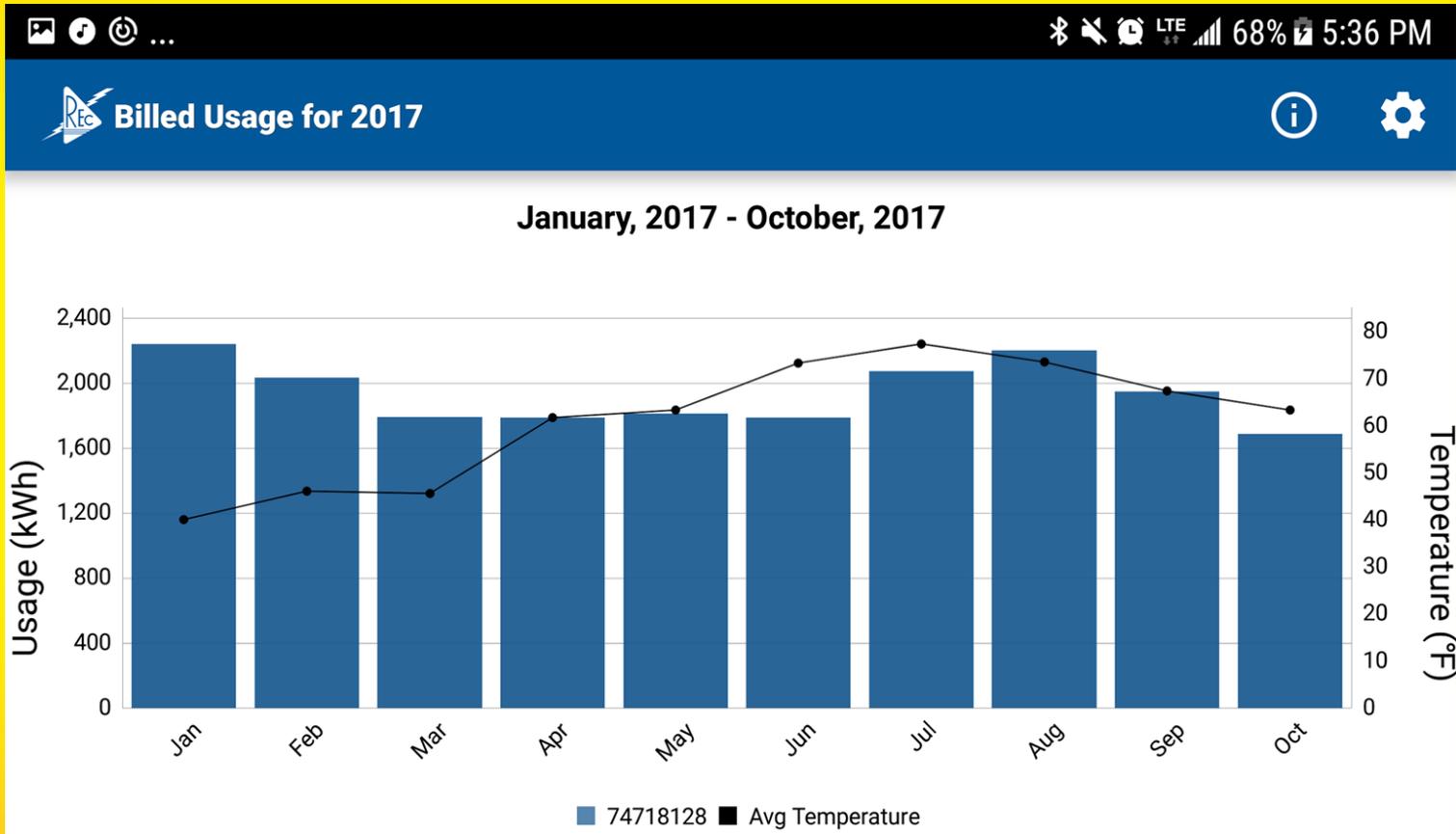
Below the 'Total Balance' section, there are four menu items: 'Bill History', 'Payment History', 'Auto Pay Program', and 'Stored Payment Accounts'.

# PrePay Study

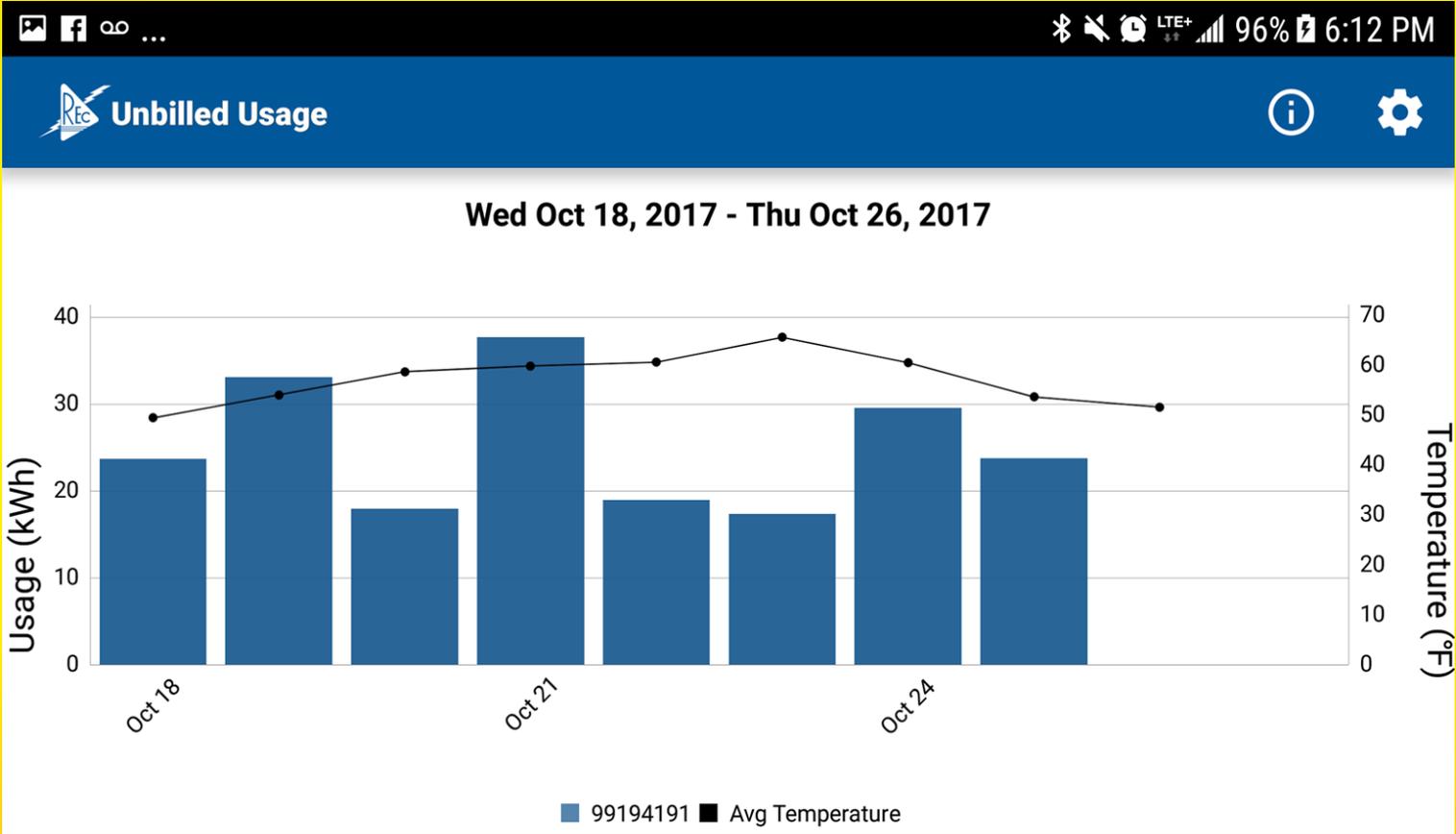
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- Active PrePay Members - 1075
- 78% Use SmartHub
- Approx. 7% Energy Savings

# Usage Analysis



# Unbilled Information



# Let's Explore Smart Hub

[MyREC SmartHub](#)



**Rappahannock Electric Cooperative**

A Touchstone Energy® Cooperative 

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***Outstanding Service From Caring People***

# Questions?



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Attend VAEEC's November 28<sup>th</sup> Utility Regulation Webinar to learn more. Visit [VAEEC.org/events/](http://VAEEC.org/events/) for details.