

**Set To Save \*and\* AB 811**

# **Energy Independence Program (EIP)**



**PALM DESERT**

## **Lessons Learned**

***IOW How to avoid scar tissue***

**April 29, 2009**

# *Program Status*

- Set to Save goal: Save 30% citywide in 5 years.
- 30% savings = 214.7 M kWh; 48,748 kW peak demand and 5.7 M Therms Natural Gas.
- 5 Years: Started Jan.1<sup>st</sup>, 2007; ends Dec.31<sup>st</sup>, 2011
- Currently attained: 32% of goal: 67.4 M kWh, 21,378 kW demand load reduction, 1.8 M therms; Carbon: removal of 36K metric tons GHG, or 7000 cars removed.
- Annual consumer savings: \$ 19,637,000.00
- EIP began Sept.1<sup>st</sup> 2008 with \$2.5M (sold out in 3 weeks)
- Phase 1 (\$2.5M) and 2 (\$5.0M) are sold out. \$7.5 million for 208 loans; 88 PV solar and 120 EE projects.
- Currently a waiting list for EIP Phase 3 with 180+ names

# ***AB811 Program; Education / Training***

- 1) Understand / Train on what AB811 Can and Cannot do.
- 2) “Real Property” as it pertains to Mobile Homes, HCD433a
- 3) Title Reports, learn how to review, what to look for.
- 4) Title Reports/insurance: paperless via e-mail; quick!
- 5) Assist customers on correcting owners/trustees on title.
- 6) Sandbagging (fraud) - how to spot, what to do.
- 7) Train contractors on program requirements. Meet often.
- 8) Tax Exempt properties; How to handle?

# *Customer Service Suggestions*

- 1) Large pent up demand. Expect to be overwhelmed.
- 2) Plan to staff appropriately; expect lots of calls & walk-ins.
- 3) Clarify program requirements / restrictions, ad nauseum.
- 4) Publish program on Web site; download documents.
- 5) Strongly suggest a energy survey/audit.
- 6) Proactively call/e-mail to update applicants on waiting list.
- 7) To assure a timely payment; Finance Dept. critical.
- 8) Make sure the property owner knows the \$\$ impact on their property taxes. Have them sign the amortization.

# *Contact Information:*

Palm Desert's Set to Save website: [www.settosave.com](http://www.settosave.com)

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