



**CALIFORNIA
ENERGY COMMISSION**



**California Energy Commission
April 10, 2024 Business Meeting
Backup Materials for Cohen Ventures, Inc. DBA Energy Solutions**

The following backup materials for the above-referenced agenda item are available in this PDF packet as listed below:

1. Proposed Resolution
2. Contract Request Form
3. Scope of Work

[PROPOSED]

RESOLUTION NO: 24-0410-13

STATE OF CALIFORNIA

**STATE ENERGY RESOURCES
CONSERVATION AND DEVELOPMENT COMMISSION**

RESOLUTION: Cohen Ventures, Inc. DBA Energy Solutions

RESOLVED, that the State Energy Resources Conservation and Development Commission (CEC) adopts the staff CEQA findings contained in the Agreement or Amendment Request Form (as applicable); and

RESOLVED, that the CEC conditionally approves agreement 500-23-003 with Cohen Ventures, Inc. DBA Energy Solutions for a \$96,685,000 contract to augment the TECH Clean California program as Phase I of CEC's application to the DOE under the Inflation Reduction Act High Efficiency Electric Home Rebate Act (HEEHRA) program. TECH Clean California is a contractor point-of-sale program through single-family and multifamily dwelling owners offering incentives, technical assistance, and installer training to address barriers associated with building decarbonization market transformation across California. This agreement will complement the TECH Clean California program to provide residential electrification equipment and appliances rebates that meet DOE requirements and are allowable under the HEEHRA grant for income-eligible single-family and multifamily dwellings. This agreement is contingent on receiving a federal award under the HEEHRA program; and

FURTHER BE IT RESOLVED, that the Executive Director or their designee shall execute the same on behalf of the CEC.

CERTIFICATION

The undersigned Secretariat to the CEC does hereby certify that the foregoing is a full, true, and correct copy of a resolution duly and regularly adopted at a meeting of the CEC held on April 10, 2024.

AYE:

NAY:

ABSENT:

ABSTAIN:

Dated:

Kristine Banaag
Secretariat



CONTRACT REQUEST FORM (CRF)

A. New Agreement Number

IMPORTANT: New Agreement # to be completed by Contracts, Grants, and Loans Office.

New Agreement Number: 500-23-003

B. Division Information

1. Division Name: Reliability, Renewable Energy & Decarbonization Incentives Division
2. Agreement Manager: Andrea Hoppe
3. MS-Not applicable
4. Phone Number: (916) 467-3667

C. Contractor's Information

1. Contractor's Legal Name: Cohen Ventures, Inc. DBA Energy Solutions
2. Federal ID Number: 94-3374199

D. Title of Project

Title of project: High Efficiency Electric Home Rebate Act Point-of-Sale program

E. Term and Amount

1. Start Date: May 1, 2024
2. End Date: March 31, 2029
3. Amount: \$96,685,000.00

F. Business Meeting Information

1. Operational agreement to be approved by Executive Director? No
2. Are the ARFVTP agreements \$75K and under delegated to Executive Director? No
3. The Proposed Business Meeting Date: 04-10-2024
4. Consent or Discussion? Discussion
5. Business Meeting Presenter Name: Christine Collopy
6. Time Needed for Business Meeting: 15 minutes
7. The email subscription topic is Efficiency - Decarbonization

Agenda Item Subject and Description:

Proposed resolution conditionally approving agreement 500-23-003 with Cohen Ventures, Inc. DBA Energy Solutions for a \$96,685,000 contract to augment the TECH Clean California program as Phase I of CEC's application to the DOE under the Inflation Reduction Act High Efficiency Electric Home Rebate Act (HEEHRA) program, and adopting staff's determination that this action is exempt from CEQA. TECH Clean California is a contractor point-of-sale program through single-family and multifamily dwelling owners offering incentives, technical assistance, and installer training to address barriers associated with building decarbonization market transformation across California. This agreement will complement the TECH Clean California program to provide residential electrification equipment and appliances rebates that meet U.S. DOE requirements and are allowable under the HEEHRA grant for income-eligible single-family and multifamily dwellings. This agreement is contingent on receiving a federal award under the HEEHRA program. (Federal Funding) Contact: Christine Collopy

G. California Environmental Quality Act (CEQA) Compliance



1. Is Agreement considered a “Project” under CEQA?

Yes

If yes, skip to question 2.

If no, complete the following (PRC 21065 and 14 CCR 15378) and explain why Agreement is not considered a “Project”:

2. If Agreement is considered a “Project” under CEQA answer the following questions.

a) Agreement **IS** exempt?

No

Statutory Exemption?

No

If yes, list PRC and/or CCR section number(s) and separate each with a comma. If no, enter “None” and go to the next question.

PRC section number: None

CCR section number: None

Categorical Exemption?

Yes

If yes, list CCR section number(s) and separate each with a comma. If no, enter “None” and go to the next question.

CCR section number: Cal. Code Regs. tit. 14 § 15301

The heat pump installations that will be enabled by this project will occur at existing facilities. The proposed project will not expand the use of either existing facilities or have any alterations of existing public or private structures, facilities, or topographical features. For these reasons, the project will not have a significant effect on the environment and falls under the categorical exemptions listed in 14 C.C.R. section 15301.

The project will not impact an environmental resource of hazardous or critical concern where designated, precisely mapped, and officially adopted pursuant to law by federal, state, or local agencies; does not involve any cumulative impacts of successive projects of the same type in the same place that might be considered significant; does not involve unusual circumstances that might have a significant effect on the environment; will not result in damage to scenic resources within a highway officially designated as a state scenic highway; the project site is not included on any list compiled pursuant to Government Code section 65962.5; and the project will not cause a substantial adverse change in the significance of a historical resource. Therefore, none of the exceptions to categorical exemptions listed in CEQA Guidelines section 15300.2 apply to this project, and this project will not have a significant effect on the environment.

Common Sense Exemption? 14 CCR 15061 (b) (3)

No

If yes, explain reason why Agreement is exempt under the above section. If no, enter “Not applicable” and go to the next section.



Not applicable

b) Agreement **IS NOT** exempt.

IMPORTANT: consult with the legal office to determine next steps.

No

If yes, answer yes or no to all that applies. If no, list all as “no” and “None” as “yes”.

Additional Documents	Applies
Initial Study	No
Negative Declaration	No
Mitigated Negative Declaration	No
Environmental Impact Report	No
Statement of Overriding Considerations	No
None	Yes

H. Subcontractors

List all Subcontractors listed in the Budget (s). Insert additional rows if needed. If no subcontractors to report, enter “No subcontractors to report” and “0” to funds. **Delete** any unused rows from the table

Subcontractor Legal Company Name	Budget
Association for Energy Affordability, Inc.	\$4,450,000
Building Decarbonization Coalition	\$240,000
Central Coast Energy Services, Inc.	\$190,000
Energy Outlet Inc	\$235,000
Frontier Energy, Inc.	\$1,730,000
The Ortiz Group, LLC	\$510,000
Recurve Analytics, Inc.	\$240,000
Vermont Energy Investment Corporation	\$240,000

I. Key Partners

List all key partner(s). Insert additional rows if needed. If no key partners to report, enter “No key partners to report.” **Delete** any unused rows from the table.

Key Partner Legal Company Name
No key partners to report.

J. Budget Information



Include all budget information. Insert additional rows if needed. If no budget information to report, enter "N/A" for "Not Applicable" and "0" to Amount. **Delete** any unused rows from the table.

Funding Source	Funding Year of Appropriation	Budget List Number	Amount
Federal Funding*	FY 2023-24	BL# 500.203	\$96,685,000.00

TOTAL Amount: \$96,685,000.00

R&D Program Area: Not applicable

Explanation for "Other" selection Not applicable

Reimbursement Contract #: Not applicable

Federal Agreement #: DE-SE0000080

*Budget authority is contingent on legislative approval of a budget revision in the 23-24 budget

K. Contractor's Contact Information

1. Contractor's Administrator/Officer

Name: Alex MacCurdy

Address: 449 15th Street, Suite 400

City, State, Zip: Oakland, CA 94612

Phone: (714) 787-1070 ext. 504

E-Mail: amaccurdy@energy-solution.com

2. Contractor's Project Manager

Name: Evan Kamei

Address: 449 15th Street, Suite 400

City, State, Zip: Oakland, CA 94612

Phone: (510) 482-4420 ext. 250

E-Mail: ekamei@energy-solution.com

L. Selection Process Used

There are three types of selection process. List the one used for this CRF.

Selection Process	Additional Information
Competitive Solicitation #	Not Applicable
Non-Competitively Bid (NCB) (Attach DGS-GSPD-09-007 https://www.dgs.ca.gov/PD/Forms)	Department of General Service's Procurement Division approval of NCB on March 1, 2024.
Exempt	Not applicable



M. Contractor Entity Type

Contractor Entity Type	Yes or No?
Private Company <i>(including non-profits)</i>	Yes
CA State Agency <i>(including UC and CSU)</i>	No
Government Entity <i>(i.e. city, county, federal government, air/water/school district, joint power authorities, university from another state)</i>	No

N. Is Contractor a certified Small Business (SB), Micro Business (MB) or Disabled Veterans Business Enterprise (DVBE)?

The contractor is a certified: Not applicable

O. Civil Service Considerations

- a. Not Applicable (Agreement is with a CA State Entity or a membership/co-sponsorship)? No
- b. Public Resources Code 25620, et seq., authorizes the Commission to contract for the subject work. (PIER) No
- c. The Services Contracted:

If no, go to the next question. If yes, which of the following applies to the contract? More than one can apply, list each answer choice, and separate them with a comma:

- are not available within civil service,
- cannot be performed satisfactorily by civil service employee,
- are of such a highly specialized or technical nature that the expert knowledge, expertise, and ability are not available through the civil service system.

The following applies to the contract: services are not available within civil service and are of such a highly specialized or technical nature that the expert knowledge, expertise, and ability are not available through the civil service system.

- d. The Services are of such an urgent, temporary, or occasional nature that the delay to implement under civil service would frustrate their very purpose? Yes.

Justification:

The proposed agreement further funds an existing one-of-a-kind TECH Clean California program which offers incentives, technical assistance, and installer training to address barriers associated with building decarbonization market transformation in single-family and multifamily homes across California. The proposed IRA HEEHRA federally-funded contract is the result of a non-competitive bid process, asserting the contractor is the only entity who is able to perform the services. The services are both specialized and urgent. There are no civil servants in place who could perform the highly technical and specialized services in order to implement the program in a timely manner to meet climate goals and kickstart the IRA HEEHRA-funded program's objectives benefiting the constituents of California. The proposed contractor is uniquely qualified, knowledgeable, resourced, prepared, and experienced to conduct the



services in the scope of work, all of which, combined, are simply not available within civil service.

P. Payment Method

1. Is the payment method Reimbursement, Advanced Payment, or Other?

Reimbursement.

If Other, explain:

2. If Reimbursement, is it in arrears based on Itemized Monthly, Itemized Quarterly, Flat Rate, or One-time?

Monthly.

Q. Retention

Is Agreement subject to retention? Yes

If Yes, Will retention be released prior to Agreement termination? Yes

R. Justification of Rates

S. Contractor's proposed rates were assessed and have been deemed fair and reasonable and commensurate to the services provided by the proposed contractor. The proposed contractor's administrative costs are not to exceed 5%, estimated between 3-4%. Typically, state-funded programs range from 5% (large bond programs) to 10-20% for program administration depending on the labor intensity, and federally-funded programs are typically limited to 20% for program administration. Energy efficiency rebate programs in California generally follow standards established by the CPUC (with a 10% administrative cap for third-party implementation). The administrative cap in place under this proposed contract are equal to or less than similar services for comparable implementation programs.

T. Disabled Veteran Business Enterprise Program (DVBE)

Provide requested additional information.

1. Exempt (Interagency/Other Government Entity) No

2. Meets DVBE Requirements DVBE Yes

Amount: \$ 510,000 DVBE %: 3.0

3. Is the Contractor Certified DVBE or Subcontracting with a DVBE? If subcontracting with a DVBE, provide the name of the DVBE company. If none applies, enter "Not Applicable".

The Ortiz Group, LLC

4. Contractor selected through CMAS or MSA with no DVBE participation No

5. Requesting DVBE Exemption (attach CEC 95) No

U. Miscellaneous Agreement Information



1. Will there be Work Authorizations? No
2. Is the contractor providing confidential information? No
3. Is the contractor going to purchase equipment? No
4. What is the check frequency of the progress reports? Monthly, Quarterly, or Other? If Other, please provide explanation.

Monthly

5. Will a final report be required? Yes
6. Is the Agreement, with amendments, longer than three years? If yes, why?

Yes. Reaching the program’s implementation goals to include the minimum multifamily housing installs is estimated to take longer than 3 years, in actuality, upwards of 4 years plus program close-out.

V. The following items should be attached to this CRF (as applicable)

List all items that should be attached to this CRF by entering “Yes” or “No”.

Item Number	Item Name	Attached
1	Exhibit A, Scope of Work/Schedule	Yes
2	Exhibit B, Budget Detail	Yes
3	DGS-GSPD-09-007, NCB Request	Yes
4	CEC 95, DVBE Exemption Request	No
5	Awardee CEQA Documentation	No
6	Resumes	No
7	CEC 105, Questionnaire for Identifying Conflicts	Yes

Approved By

Individuals who approve this form must enter their full name and approval date in the MS Word version.

Agreement Manager: *Andrea Hoppe*

Approval Date: January 22, 2024

Office Manager: *Christine Collopy*

Approval Date: January 22, 2024

Deputy Director: *Deana Carrillo*

Approval Date: January 22, 2024

Exhibit A
SCOPE OF WORK

TASK LIST

Task #	Task Name
1	Agreement Management
2	Administration
3	Assess Energy Savings
4	Customer Support Center
5	Income Eligibility
6	Disadvantaged Communities Delivery
7	Integration with Existing Programs

ACRONYMS/GLOSSARY

Specific acronyms and terms used throughout this scope of work are defined as follows:

Acronym	Definition
AMI	Area Median Income
API	Application Program Interface
CAM	Commission Agreement Manager
CEC	California Energy Commission
Contractor	Cohen Ventures, Inc. DBA Energy Solutions
DAC	Disadvantaged Community
DOE	U.S. Department of Energy
HEEHRA	High Efficiency Electric Home Rebate Act
HERS	Home Energy Rating System
INSTALLER	Companies installing heating, ventilation, and air conditioning (HVAC) or water heating equipment
IPR	Incentive Payment Requests
IRA	Inflation Reduction Act
LMI	Low- to Moderate-Income
LMS	Learning Management System
QA/QC	Quality Assurance/Quality Control
TECH	Technology and Clean Heating Initiative (aka TECH Clean California)

BACKGROUND/PROBLEM STATEMENT

President Joseph R. Biden signed the landmark Inflation Reduction Act (IRA) into law on August 16, 2022. The IRA authorizes \$391 billion in total formula spending across the nation on energy and climate change programs. The IRA section 50122 calls for the High Efficiency Electric Home Rebate Act (HEEHRA) program to be implemented by the states and specifies the program to be a “point-of-sale” program. California, via the California Energy Commission (CEC) as the State Energy Office, has been allocated just over \$290 million under the formula-driven IRA grant. While the grant is formula-based, the CEC is required to apply to the U.S. Department of Energy (DOE) for the funds through a complicated, multi-part application including a narrative, budget worksheets, and plans related to various aspects of the program.

The DOE released HEEHRA program guidance on July 27, 2023, and updated the guidance in October 2023. The CEC submitted an application to the DOE on January 12, 2024, for a portion of the HEEHRA funds, with a goal to launch the program in the first half of 2024 through funding an existing statewide, residential multi-equipment rebate program that meets the DOE HEEHRA program criteria including key elements such as point-of-sale; workforce through an established channel of installers statewide; technical assistance, outreach, and education through non-profits and community-based organizations; and focus on low-income households in disadvantaged communities for both single-family and multifamily dwellings.

As the HEEHRA program is targeted at low- to moderate-income residents living in designated disadvantaged communities, demands from the public and state and federal leaders are increasing to make these funds available now in order to meet pent-up demand and time-sensitive climate and equity goals.

GOALS and OBJECTIVES OF THE AGREEMENT

The goal of this Agreement is to quickly fund an electrification program in California utilizing federal HEEHRA formula funds. This can be achieved by leveraging the existing TECH Clean California (TECH) program which offers incentives, technical assistance, and installer training to address barriers associated with building decarbonization market transformation in single-family and multifamily homes across California. The goals will further the existing TECH program by transforming the clean energy market through the three pillars of TECH Clean California: 1. spur the clean heating market through statewide strategies, 2. create scalable models through regional pilots, and 3. inform long-term building decarbonization framework for all homes in California. The objective is to further fund ready-made solutions to program customers by investing available federal formula funds to make Californians' homes healthier and more comfortable, more resilient to climate events such as extreme heat, and provide an opportunity to replace the use of fossil fueled appliances with all-electric appliances. This solution also furthers program goals by continuing to invest in low- and moderate-income households and communities by offering promotions and technical assistance in disadvantaged communities (DAC).

FORMAT/REPORTING REQUIREMENTS

Deliverables/Reports

When creating reports, the Contractor shall use and follow, unless otherwise instructed in writing by the Commission Agreement Manager (CAM), the latest version of the Style Manual published on the CEC's web site:

<https://www.energy.ca.gov/publications/2020/style-manual-fourth-edition-used-california-energy-commission-staff-lead>

Each final deliverable shall be delivered as one original, reproducible, 8 ½" by 11", camera-ready master in black ink. Illustrations and graphs shall be sized to fit an 8 ½" by 11" page and readable if printed in black and white.

Electronic File Format

The Contractor shall deliver an electronic copy (CD ROM or memory stick or as otherwise specified by the CAM) of the full text in a compatible version of Microsoft Word (.doc).

The following describes the accepted formats of electronic data and documents provided to the CEC as contract deliverables and establishes the computer platforms, operating systems and software versions that will be required to review and approve all software deliverables.

- Data sets shall be in Microsoft (MS) Access or MS Excel file format.
- PC-based text documents shall be in MS Word file format.
- Documents intended for public distribution shall be in PDF file format, with the native file format provided as well.
- Project management documents shall be in MS Project file format.

Software Application Development

If this scope of work includes any software application development, including but not limited to databases, websites, models, or modeling tools, Contractor shall utilize the following standard Application Architecture components in compatible versions:

- Microsoft ASP.NET framework version 4.6 or above
- Microsoft ASP.NET MVC 5.0 or above
- Microsoft ASP.Net Core 6.0 or above
- Microsoft Entity Framework 6.0 or above
- Microsoft Internet Information Services IIS 10.0 or above
- Microsoft SQL Server 2016 or above
- Microsoft SQL Reporting Services 2016 or above
- Visual Studio.NET 2019 or above
- Python, C# Programming Language with layered architectures (Presentation, Business logic, Data Access)
- MSSQL (Structured Query Language)
- Bootstrap 5.0 or above
- XML and JSON
- Telerik, Redgate, and Postman
- AWS, Snowflake and Salesforce

Any exceptions to the Software Application Development requirements above must be approved in writing by the CEC Information Technology Services Branch.

TASK 1- AGREEMENT MANAGEMENT

Task 1.1 Kick-off Meeting

The goal of this task is to establish the lines of communication and procedures for implementing this Agreement.

The Contractor shall:

- Attend a “kick-off” meeting scheduled by the CAM, and attended by the CAM, the Contracts Officer, and a representative of the Accounting Office, at a mutually agreed upon date and time. The meeting will be held via MS Teams. The Contractor shall include their Project Manager, Contracts Administrator, Accounting Officer, and others designated by the CAM in this meeting. The administrative and technical aspects of this Agreement will be discussed at the meeting.
- If necessary, prepare an Updated Schedule of Deliverables based on the decisions made in the kick-off meeting.

Contractor Deliverables:

- Updated Schedule of Deliverables (if applicable)

The CAM shall:

- Arrange the meeting including scheduling the date and time.
- Develop and provide an agenda to all potential meeting participants prior to the kick-off meeting, and meeting minutes after the meeting with any follow-up activities.

Task 1.2 Invoices**The Contractor shall:**

- Prepare invoices for all reimbursable expenses incurred performing work under this Agreement in compliance with the Exhibit B of the Terms and Conditions of the Agreement. Invoices shall be submitted with the same frequency as progress reports (Task 1.4). Invoices must be submitted to the CEC's Accounting Office.

Contractor Deliverables:

- Invoices

Task 1.3 Manage Subcontractors

The goal of this task is to ensure quality products, to enforce subcontractor Agreement provisions, and in the event of failure of the subcontractor to satisfactorily perform services, recommend solution to resolve the problem.

The Contractor shall:

- Manage and coordinate subcontractor activities. The Contractor is responsible for the quality of all subcontractor work and the CEC will assign all work to the Contractor. If the Contractor needs to add new subcontractors, they shall 1) comply with the Terms and Conditions of the Agreement, and 2) notify the CAM in advance who will follow the CEC's process for adding or replacing subcontractors.

Task 1.4 Progress Reports

The goal of this task is to periodically verify that satisfactory and continued progress is made towards achieving the objectives of this Agreement.

The Contractor shall:

- Prepare progress reports which summarize all Agreement activities conducted by the Contractor for the reporting period, including an assessment of the ability to complete the Agreement within the current budget and any anticipated cost overruns. Each progress report is due within 15 calendar days after the end of the reporting period. The CAM will provide the format for the progress reports.

Contractor Deliverables:

- Monthly Progress Reports

Task 1.5 Final Report

The goal of this task is to prepare a comprehensive written Final Report that describes the original purpose, approach, results, and conclusions of the work completed under this Agreement. The Final Report shall be prepared in language easily understood by the public or layperson with a limited technical background.

The Final Report must be completed before the termination date of the Agreement in accordance with the Schedule of Deliverables.

The Final Report shall be a public document. If the Contractor has obtained confidential status from the CEC and will be preparing both a public and a confidential version of the Final Report, the Contractor shall perform the following subtasks for both the public and confidential versions of the Final Report.

Task 1.5.1 Final Report Outline

The Contractor shall:

- Prepare and submit a draft outline of the Final Report for review and approval of the CAM. The CAM will provide written comments to the Contractor. The Contractor shall review the comments and discuss any issues with the recommended changes with the CAM.
- Submit the final outline of the Final Report, incorporating CAM comments.

Contractor Deliverables:

- Draft Outline of Final Report
- Final Outline of Final Report

Task 1.5.2 Final Report

The Contractor shall:

- Prepare the draft Final Report for this Agreement in accordance with the approved outline.
- Prepare and submit a draft Final Report for review and approval of the CAM. The CAM will provide written comments to the Contractor. The Contractor shall review the comments and discuss any issues with the recommended changes with the CAM.
- Submit the Final Report, incorporating CAM comments.

Contractor Deliverables:

- Draft Final Report
- Final Report

Task 1.6 Final Meeting

The goal of this task is to discuss closeout of this Agreement and review the project.

The Contractor shall:

- Meet with CEC staff prior to the term end date of this Agreement. The meeting will be held virtually on MS Teams. This meeting will be attended by the Contractor Project Manager and the CAM. The CAM will determine any additional appropriate meeting participants. The administrative and technical aspects of Agreement closeout will be discussed at the meeting.
- Present findings, conclusions, and recommended next steps (if any) for the Agreement, based on the information included in the Final Report.
- Prepare a written document of meeting agreements and unresolved activities.
- Prepare a schedule for completing the closeout activities for this Agreement, based on determinations made within the meeting.

Contractor Deliverables:

- Written documentation of meeting agreements
- Schedule for completing closeout activities

TECHNICAL TASKS**Task 2 Administration**

The goal of this task is to implement HEEHRA rebate program policies and procedures, both internal and external; regularly engage and communicate with the CEC and with stakeholders to help the CEC deliver metrics on program success; discuss program activities with the CEC and other stakeholders; and inform the CEC's development of the program.

Task 2.1 Program Operations

The goal of this task is to ensure the HEEHRA program deployment objectives are met, and activities between Contractor and CEC are clearly communicated and executed.

The Contractor shall:

- Maintain and update internal program collaboration site on MS SharePoint, as agreed upon by Contractor and CAM.
- Maintain and update external program sites on MS SharePoint, as agreed upon by Contractor and CAM, to ensure all program resources are readily available and accessible by CAM, Contractor, and other relevant parties. The external program sites will allow collaboration and document sharing between CAM, Contractor, and other relevant parties.
- Manage contract schedule and budget by planning and tracking project activities to ensure monthly budget forecasts are available to CAM.
- Conduct weekly virtual check-in meetings via MS Teams with CAM to ensure program operations are on schedule, within budget, and any conflicts are resolved, in coordination with CAM and other stakeholders, if the need arises as directed by the CAM.
- Coordinate and provide relevant information to any third-party evaluators as directed by the CAM.

Contractor Deliverables:

- Initiate and maintain CEC HEEHRA program collaboration site
- Weekly check-in meeting agendas
- Weekly check-in meeting recap notes

Task 2.2 HEEHRA Plans Development

The goal of this task is to help CEC develop HEEHRA program plans as required by the DOE, which include lists of activities intended to achieve stated plan outcomes and to inform the HEEHRA plans and program activities, Contractor activities under Task 2.2, which may include, but are not limited to, the following:

The Contractor shall:

- Support CEC in submission and approval of its DOE grant application for HEEHRA program.
- Draft and submit (Draft and Final) Community Benefits Plan to CAM via email.
- Draft and submit (Draft and Final) Education and Outreach Strategy to CAM via email.
- Draft and submit (Draft and Final) Consumer Protection Plan to CAM via email.

- Draft and submit (Draft and Final) Privacy and Security Risk Assessment with the assistance of the CEC's Information Technology Services Branch for State Systems to CAM via email.
- Draft and submit (draft and Final) Market Transformation Plan to CAM via email.
- Support public workshop led by CEC and update Plans based on stakeholder input.

Contractor Deliverables:

- DOE grant application for HEEHRA program
- Community Benefits Plan (Draft and Final)
- Education and Outreach Strategy (Draft and Final)
- Consumer Protection Plan (Draft and Final)
- Privacy and Security Risk Assessment for State Systems (Draft and Final)
- Market Transformation Plan (Draft and Final)

Task 2.3 Support DOE Quarterly Reporting

The goal of this task is to support CEC with quarterly reporting to the DOE of all program activities and results required by DOE guidelines.

The Contractor shall:

- Report to the CEC and DOE quarterly data from all program activities and results required by DOE guidelines through one of the following approaches:
 - Configuring the existing Incentive Clearinghouse incentive processing system to create an Application Program Interface (API) that provides automated reporting to the DOE (as needed and agreed upon by CAM and Contractor).
 - Alternatively, a manual reporting process if an API reporting process is not available or feasible.

Contractor Deliverables:

- Program API for DOE Reporting (if needed after completion by DOE)
- Documentation, data, or manual reports submitted to CEC for all DOE quarterly reporting, in a format mutually agreed upon by CAM and Contractor

Task 2.4 Requirements for Closeout Reporting

The goal of this task is to support CEC with all DOE and CEC required program closeout reporting activities.

The Contractor shall:

- Complete all requested activities as outlined by CAM to support program closeout reporting (see Financial Assistance Reporting Checklist). DOE closeout activities include, but are not limited to:
 - Completing the Final Summary Report (see Task 1.5.2)
 - Completing the Tangible Personal Property Report

Contractor Deliverables:

- Documentation of all completed closeout activities as requested by the CAM

Task 2.5 Enhance HEEHRA Public Reporting Dashboards

The goal of this task is to configure the TECH website to integrate federal HEEHRA-specific information, data, and reporting to better inform the public on HEEHRA project deployment characteristics and outcomes, as agreed upon by the CAM and Contractor.

The Contractor shall:

- Configure the TECH website (www.TechCleanCA.com), which is hosted and maintained by Contractor as part of the TECH program, to integrate federal HEEHRA public reporting dashboards, as agreed upon between Contractor and the CAM. Activities under this task may include, but are not limited to, specific reporting on HEEHRA program results, energy consumption from HEEHRA projects, and other HEEHRA-specific dashboards that comply with DOE guidelines.

Contractor Deliverables:

- Updated TECH website with federal HEEHRA information
- Enhanced reporting dashboards published on the TECH website for the HEEHRA program

Task 3: Assess Energy Savings

The goal of this task is to assess potential customer energy savings prior to project retrofits to aid in customer decision making.

Task 3.1 Conduct Multifamily Home Assessments

The goal of this task is to conduct a multifamily home assessment for a select number of multifamily applications in order to ensure project scope (such as selected equipment) aligns with home needs to ensure optimal operation.

The Contractor shall:

- Develop a multifamily home assessment process and submit to CAM for review, feedback, and approval.
- Conduct multifamily home assessments for a select number of multifamily applications, as agreed upon by CAM and Contractor, which will be based on the total number of multifamily applications submitted.

Contractor Deliverables:

- Multifamily home assessment process documentation delivered via email to CAM
- Summary of completed multifamily home assessments (submitted as part of Task 1.4 Monthly Progress Report)

Task 4: Customer Support Center

The goal of this task is to increase consumer awareness of HEEHRA program incentives, and provide clear participation information for consumers seeking to purchase these technologies and for performance contractors who install them.

Task 4.1 Updated Program Marketing Collateral

The goal of this task is to update existing TECH marketing collateral to incorporate HEEHRA program and reporting information.

The Contractor shall:

- Configure existing TECH marketing collateral, such as flyers and informational packets (both print and digital) to incorporate HEEHRA information, including but not limited to, information on incentives and eligibility. This collateral may include integration into existing TECH materials (e.g., including TECH and HEEHRA information within the same document) or the development of new collateral that has standalone HEEHRA documentation. Examples may include, but are not limited to:
 - General program flyer

- Single-family incentives general measures table and project checklist
- Multifamily incentives general measures table and project checklist
- Incentives Q&A for single-family homes
- Incentives Q&A for multifamily homes
- Trade professional participation agreement
- Customer agreement
- Style guide for installers to use HEEHRA/TECH program branding
- Website assets for various participants (installers, distributors, supporters, etc.)

Contractor Deliverables:

- Updated Program Marketing Collateral available in both print and digital on the TECH and/or Switch Is On (switchison.org) website

Task 4.2 Website Development Support

The goal of this task is to configure the existing Switch Is On (switchison.org) website to incorporate HEEHRA information into the website’s consumer- and installer-facing webpages, enabling participants to access relevant HEEHRA information quickly and easily.

The Contractor shall:

Configure existing Switch Is On (switchison.org) consumer-facing website, hosted and maintained by TECH subcontractor Building Decarbonization Coalition, content to fully integrate HEEHRA material with the website, including the incentive finder, income qualifying program page, and other pages, as determined by the CAM and agreed upon by the CAM and Contractor.

Contractor Deliverables:

- Updated Switch Is On (switchison.org) website with fully integrated HEEHRA information into the website

Task 4.3 Customer Support

The goal of this task is to provide customer support and facilitate customer satisfaction surveys that will help inform program refinements and lessons learned.

The Contractor Shall:

- Support CEC’s call center in responding to customer program inquiries as needed.
- Support all installer, distributor, manufacturer, or other market actor inquiries that come through CEC or other channels, including direct communication with Contractor.
- Facilitate customer satisfaction surveys, conducted by a third-party evaluator, by providing all required information to the evaluator as needed.
- Support dispute resolution as it arises related to program participation including incentive payment and eligibility.

Contractor Deliverables:

- Summary of Customer and Installer Support Activity and Recommendations (submitted as part of Task 1.4 Monthly Progress Report)

Task 4.4 Public Reporting Website

The goal of this task is to provide ongoing support of the TECH public reporting website to create transparency into the use of HEEHRA project funds and the project impacts (energy, carbon reduction, etc.) of these funds. Data collected from HEEHRA projects will be used to quantify the value of electrification projects and help inform the CEC for its future policies, and will be reported on the TECH public reporting website. This public reporting site will provide primary data inputs of application data and cost information to provide stakeholders with relevant information on heat pump project cost and impacts.

The Contractor shall:

- Configure existing TECH public reporting platform website (TechCleanCA.com) with data from the HEEHRA program. This public reporting site will provide primary data inputs of application data and cost information.
- Conduct ongoing maintenance and updates to the public reporting website, execute data integrity measures outlined in the market transformation plan.
- Analyze electrification project data to inform and advise stakeholders and future program design.
- Host public HEEHRA information on the public reporting website.
- Solicit annual feedback via email and during meetings from CEC, the third-party program evaluator, and key stakeholders to refine website with regular enhancements and updates. Feedback will be revisited on a quarterly basis to review progress in implementing agreed-upon enhancements.
- Host a series of two public webinars to report on data and insights from completion of electrification projects, with dates mutually agreed upon by CAM and Contractor.

Contractor Deliverables:

- Updates to the public reporting platform website (TechCleanCA.com) integrated with HEEHRA program information and results
- Draft and Final presentation materials for first public webinar, including final slides and audio recordings
- Draft and Final presentation materials for second public webinar, including final slides and audio recordings

Task 5: Income Eligibility

Task 5.1 Configuration of Low to Moderate Income (LMI) Tool

The goal of this task is to configure the LMI tool to meet DOE requirements and provide a variety of ways to verify income eligibility for the Program that can be used by a wide variety of program participants. Current tools for TECH do not allow for income eligibility for households over 80% Area Median Income (AMI) and do not meet DOE requirements for two-day turnaround of LMI verification. Additional enhancements need to be made to meet DOE requirements, reduce the burden of participation for customers, and reduce the possibility of human error. Enhancements to the tool will be made to remove the document review and replace it with automated connections (likely via API) to databases for categorical eligibility and automated submission of IRS process (such as 4506-C). These updates will allow the tool to provide more immediate approval of income eligibility increasing customer satisfaction and following DOE guidelines to reduce customer burden for participation.

The Contractor shall:

- Provide LMI tool to support income verification which will be made accessible to installers, customers, and other participants to verify customer program eligibility based on the income guidelines outlined by DOE and the associated incentive levels by income qualification category.
- Configure the LMI tool to comply with HEEHRA income documentation requirements.
- Configure the LMI tool to accept income amounts between 80-150% AMI (Updated LMI Tool – Phase 1).
- Configure LMI tool to automate backend processes to eliminate document review processes and use updated methodologies for verification which may include APIs to existing databases for categorical eligibility, IRS processes, or other agreed upon enhancements.

Contractor Deliverables:

- Demonstration of Updated LMI Tool – Phase 1 capability for acceptance of income between 80-150% AMI with CAM prior to updated LMI portal launch
- Demonstration of Updated LMI Tool – Phase 2 with capabilities for expedited turnaround using APIs, IRS processes, and other agreed upon enhancements with CAM prior to updated LMI portal launch
- Monthly Summary of Low-Income Verification Application Activity (submitted as part of Task 1.4 Monthly Progress Report)

Task 6: Disadvantaged Communities Delivery

Task 6.1 Develop Disadvantaged Community (DAC) Delivery Plan

The goal of this task is to help the CEC develop a DAC delivery plan, ensuring that the implementation of rebates and incentives is appropriately targeted to DAC regions. While the initial customer benefit plan will provide an overview of all activities, the DAC delivery plan will provide specific activities the Contractor will perform to reach DAC communities. Activities include, but may not be limited to, enhanced outreach through additional installer engagement, additional marketing, community-based organization engagement, and coordination with existing programs.

The Contractor shall:

- Develop a DAC delivery plan in compliance with all DOE program requirements.

Contractor Deliverables:

- DAC Delivery Plan (Draft and Final)

Task 6.2 Complete Activities with DAC Delivery Plan

The goal of this task is complete all activities outlined in the DAC delivery plan in the subtask Task 6.1.

The Contractor shall:

- Complete all activities outlined in the DAC delivery plan.

Contractor Deliverables:

- Completion of activities within the DAC Delivery Plan (submitted as part of the Monthly Progress Reports outlined in Task 1.4)

Task 7: Integration with Existing Programs

Task 7.1 Configure Incentive Clearinghouse Platform with HEEHRA Incentives

The goal of this task is to configure the Incentive Clearinghouse Platform to process HEEHRA incentive applications, ensuring that all HEEHRA-specific requirements are integrated into the application and that installers or other participants can submit and track incentive HEEHRA applications.

To reduce any risk of installers and customers not receiving expected incentive funding because HEEHRA program requirements were not met, the Incentive Clearinghouse will be updated (after initial launch) to be able to take incentive reservations to intake necessary documentation on DOE required home assessments and provide status updates for installers for approved reservations to remove chances of projects occurring without final approval of all required DOE documentation. During this update the Contractor will also integrate the low-income verification processes into the Incentive Clearinghouse.

The Contractor shall:

- Configure the Incentive Clearinghouse Platform, as necessary, to support data collection, validation, management, tracking, and reporting specific to the HEEHRA program.
- Update system requirements, as necessary, for programs on the Incentive Clearinghouse, including requirements for DOE reservations, data collection, validation, management, tracking, and reporting.
- Update system requirements and workflow to allow for pre-approval of incentive reservations.
- Update program requirements for programs, as necessary, on the Incentive Clearinghouse, including incentive structures, equipment eligibility criteria, and location-related considerations.
- Update templates and instructions for installers, as appropriate, for submission of applications into the Incentive Clearinghouse, to be hosted on the website pages www.TechCleanCA.com and/or www.SwitchIsOn.org.
- Configure system to identify applications within a DAC region as defined by the Program. Configure system to pay installer bonus incentives for equipment in DAC regions as agreed upon with the CEC.

Contractor Deliverables:

- Initial Configuration of Incentive Clearinghouse Platform
 - Written documentation via email to CAM confirming Incentive Clearinghouse Platform is configured and ready to accept HEEHRA program applications
 - Online demonstration with CAM of Installer Incentive Application Process
 - List of submission fields included in the Incentive Application
- Updated Configuration of Incentive Clearinghouse Platform with application pre-approvals and updated low-income processes
 - Written documentation via email to CAM confirming Configuration of Incentive Clearinghouse Platform is updated with application preapprovals and low-income processes
 - Online demonstration with CAM of Updated Installer Incentive Application Process

Task 7.2 Incentive Processing and Payment

The goal of this task is to complete HEEHRA program incentive processing and payment for all applications.

The Contractor shall:

- Fulfill incentive payments to installers (or market actors submitting applications in good faith on their behalf) and participating members, including but not limited to: installers, distributors, and designated applicants.
- Review and approve submitted applications, incorporating automated and manual Quality Assurance and Quality Control (QA/QC) processes (see Task 7.3). Before rejecting the application, follow-up with the applicant via email or phone call to investigate rejection issues and facilitate correction and resubmittal.
- Conduct the following:
 - A daily incentives application review, incorporating automated and manual QA/QC processes.
 - Incentive application status tracking:
 - Contractor interfaces with installers and other program participants to resolve incentive application issues and track system data to ensure that all issues receive repeated follow-up as needed through resolution.
 - A weekly incentives payment review:
 - Approved program participant applications will be reviewed and invoiced on a weekly basis.
 - All approved incentive applications are grouped into incentive payment requests (IPR) for a second stage of review before payment. The IPR generation and approval stage ensures that at least two people verify all claims are eligible for payment. Additional QA/QC processes are incorporated at the IPR review stage, and any claims not ready for review will be held back for further investigation.
 - Process development: Procedures for claim review and incentive reimbursement will be adjusted to meet CEC needs, including data validation requirements. Contractor will make as needed adjustments to streamline these processes to ensure a simple installer experience in the Incentive Clearinghouse.

Contractor Deliverables:

- Monthly Application and Payments Summary (delivered as part of Task 1.4 Monthly Progress Reports), including, but may not be limited to:
 - Single-Family Application and Payments
 - Multifamily Reservation Applications Submitted
 - Multifamily Reservation Applications Completing 3 Month Review
 - Multifamily Reservation Applications Achieving Project Completion and Payment

Task 7.3 Application Quality Assurance and Quality Control (QA/QC)

The goal of the task is to apply extensive QA/QC processes to ensure that system updates, program adjustments, incentive claim review, and incentive claim payment are completed without error. Project data submitted by installers will pass through a series of automated and manual validation checks prior to application approval. At each check, the application either passes if all criteria are met, is flagged for administrative review, is flagged for installer follow-up, or is rejected outright if clearly ineligible.

The Contractor shall:

- Manage automatic QA/QC processes on the Incentive Clearinghouse Platform, including, but not limited to:

- Program assignment automatically determines the programs for which an application may be eligible based on the installation site, equipment, and applicant information. This enables Incentive Clearinghouse to route applications to the correct program(s) for processing, approval, and payment.
- Equipment eligibility validation automatically checks that the selected equipment meets program eligibility requirements for each possible program. If the equipment does not meet the TECH requirements, it can be rejected or flagged for additional review and follow-up.
- Customer eligibility validation enforces location-based eligibility criteria that rely on utility customer data or similar geographic information (e.g., a list of ZIP codes covered by a given program).
- Duplicate checks automatically flag applications with duplicate equipment serial numbers, equipment models, sales invoice numbers, and installation addresses that indicate the risk of a duplicate program application. Contractor will review these applications and coordinate with installers to address and resolve issues.
- Measure validation automatically evaluates each claim against preset criteria for each program in the Incentive Clearinghouse and calculates the correct incentive and energy savings associated with the claim.
- Additional automated QA/QC checks that are identified as necessary during or after program launch can be configured using the Incentive Clearinghouse's custom flagging feature.
- Complete manual QA/QC processes, including, but not limited to:
 - Periodic rejection review as an in-depth analysis of all rejected claims to confirm claims were properly rejected. The Incentive Clearinghouse may be configured to prevent automatic rejection of any claims, but in program designs where automatic rejection is appropriate, periodic rejection review ensures that all qualifying sales are captured.
 - Shipping invoice comparison allows Contractor's staff to request the shipping invoices from randomly selected applications and compare the application data to the shipping invoices. This QC method ensures participants are aware that their submissions may be audited and is a valuable tool to confirm information submitted to the Incentive Clearinghouse is accurate.
 - Review required Home Energy Rating System (HERS) documentation form (e.g., CF1R, CF2R, or CF3R) to verify that the installation meets California Energy Code requirements.

Contractor Deliverables:

- Monthly Summary of QA/QC verification reports (submitted as part of Task 1.4 Monthly Progress Report)
- HERS project documentation and project summary information submitted to CAM (delivered as part of Task 1.4 Monthly Progress Reports)

Task 7.4 Data Management

The goal of this task is to ensure accurate and up-to-date information within the Incentive Clearinghouse.

The Contractor shall:

- Maintain accurate and up-to-date equipment, customer, and claim data in the Incentive Clearinghouse, and streamline access to relevant data for all parties using the Incentive Clearinghouse. Data maintained in the Incentive Clearinghouse includes, but is not limited to, equipment data, utility customer data, and submitted rebate application data. Contractor understands that the format and contents of external datasets may change

regularly and has systems in place to make sure that the Incentive Clearinghouse contains the most recent data available.

- Maintain and update data export tools:
 - Configure reports needed by installers, the CEC, and other parties to ensure users have independent access to the most recent program data whenever required for their day-to-day activities.
- Maintain and update eligible equipment data in the Incentive Clearinghouse:
 - Manage updates to program Qualified Product Lists and ensure that the Incentive Clearinghouse reflects the most recent updates to external sources such as ENERGY STAR that are used to build program Qualified Product Lists.
- Maintain and update customer data in the Incentive Clearinghouse:
 - Incorporate utility customer data used to determine project eligibility as it becomes available and can be reasonably uploaded into the system.
- Maintain program data:
 - All sales data collected from distributors in claims, as well as all data documenting completed validation checks, eligible equipment specifications, and payments to distributors, will be saved in the Incentive Clearinghouse and will be available to support all automated and manual QA/QC processes.
- Adjust programs on an ad hoc basis:
 - If data collection requirements are added or removed at any point during program implementation, then the claim form can be updated to reflect the changes once the changes are reviewed and confirmed that no new development is required to add support changes.

Contractor Deliverables:

- Report Incentive Clearinghouse irregularities or issues to the CAM immediately
- Ensure ad hoc reporting exports of updated Incentive Clearinghouse data to CAM

Task 7.5 Trade Ally Recruitment and Management

The goal of this task is to manage a network of skilled installers (i.e., HVAC and water heating installers, general contractors, electricians, and builders) that will apply for HEEHRA incentives and be responsible for the installation of projects.

The Contractor shall:

- Recruit existing participants in TECH and other state and utility programs to enroll in the HEEHRA program.
- Partner with industry stakeholders whenever possible that are trusted by the targeted trade ally audience to message HEEHRA program information.
- Host HEEHRA program information on a program participant-facing website, "[Knowledge Base](#)," to aid participation, including application submission process and rules.
- Help installers through their first application, as needed, and assist them with applying for incentives and receiving incentives quickly.
- Assign a "trade ally accounts" manager from Contractor staff to enrolled installers, providing a single point-of-contact for personalized support and a dedicated person to call for any questions.
- Provide regular communications and consistent messaging via email, phone calls, and/or in-person visits to trade ally accounts to ensure that trade allies actively engage with the program.

- Conduct two roundtable-format discussions with installers and other program participants to gather feedback on HEEHRA program implementation, collateral, rules, and requirements to improve HEEHRA program design.

Contractor Deliverables:

- Implementation Manual
- HEEHRA program information uploaded to “Knowledge Base”
- Enrollment of initial 50 installers
- Installer roundtable minutes
- Installer Enrollment Summary (delivered as part of Task 1.4 Monthly Progress Reports)

Task 7.6 HEEHRA-Specific Training and Learning Management System (LMS)

Integrations

The goal of this task is to develop HEEHRA-specific training and configure the existing TECH LMS platform to integrate these trainings.

The Contractor shall:

- Develop up to five HEEHRA-specific trainings for installers and other HEEHRA program participants (e.g., distributors) outlining HEEHRA program details which may include customer eligibility, application submission process, and other details about HEEHRA and participation.
- Configure TECH LMS site to upload and host HEEHRA specific trainings. Contractor will offer a self-led option (without live instruction) or will instruct them with live instruction, which include pre-recorded webinars or instructional trainings.

Contractor Deliverables:

- At least five HEEHRA-specific LMS trainings uploaded to TECH LMS site
- Demonstration of LMS site for CEC staff, and walkthrough with CAM of Training LMS website and training materials

Task 7.7 Coordination with Other Low-Income Programs

The goal of this task is to help the CEC coordinate its other low-income programs to ensure alignment across all program offerings.

The Contractor shall:

- Coordinate with existing low-income programs, such as weatherization programs, the Energy Savings Assistance Program, and utility promoted low-income programs, to assess overlap of program offerings and identify opportunities to collaborate.

Contractor Deliverables:

- Summary of program overlap with other low-income programs and action items for future collaboration