Answers to DR RFP Questions

*Note: Similar or related questions are combined into a single answer

Q: Is SJCE able to share the number of sites in the pilot?
A: SJCE served 9 locations for the pilot.

Q: Will the 1MW from the pilot be transferred into this new program?
A: Some of the participants may elect to re-enroll in this program. For the purposes of this RFP, the proposer should assume they will not, and we are starting from zero MW.

Q: What team at SJCE will be the actual user of the solution?
A: The programs team will lead and be the main point of contact for the successful proposer.

Q: Is SJCE looking to procure scheduling coordinator services?
A: No

Q: Do EV charging stations include public, workplace, or fast charging stations or is the focus on residential EVSEs?
A: The proposer should develop a program plan per task 2 of the Scope of Services that recommends the pathways with the most opportunity and that can be tapped into within the project timelines. This includes consideration of both residential and non-residential chargers. SJCE will consider one or the other for the near term and both for the long term.

Q: Does SJCE have defined criteria (such as, sublap-level wholesale price and/or CAISO emergencies) for dispatching of the DERs?
A: SJCE had defined criteria for the pilot based on regional LMP prices and CAISO EEA Alerts. Ideally, the proposer will identify new criteria for the full program in line with the goals outlined in the RFP.
Q: Is it possible for the selected vendor to receive interval meter data through SJCE’s meter billing provider (such as Calpine) instead of through PG&E’s Rule 24? (In our experience, Rule 24 enforcement can create a significant drop-off in enrollments.)

A: Yes, SJCE will provide an NDA once a proposer has been selected. Where available, SJCE believes relying on data from the equipment itself (charger, heat pump, battery) can be a faster and more accurate way of measuring reductions.

Q: Can SJCE share meter data, or will it be provided through PG&E?

A: SJCE can share meter data. See answer for question above.

Q: Does SJCE have a preference as to how customers are validated? (Rule 24 or SSO or some other means)?

A: SJCE does not have a preference.

Q: Is it acceptable for the selected vendor to augment the incentive amounts at its own cost?

A: This would require additional discussion and agreement between the two parties once a proposer is selected, but SJCE is open to learning more.

Q: Are there certain customer segments that SJCE would like to focus on in Phase 1?

A: SJCE would like to ensure that there are participation options for both residential and commercial/industrial customers. This does not necessarily mean that all segments must be marketed to in Phase 1. The proposer should develop a program plan per task 2 of the Scope of Services that recommends which segments should be focused on for Phase 1.

Q: What type of flexibility is SJCE looking for and what are the sought dispatch parameters? (Availability hours/day, minimum duration, events per month, availability months/year, baseline methodology)?

A: SJCE has intentionally excluded these specifics from the RFP to allow the selected proposer to make recommendations that will lead to the most successful program in relation to the goals listed in the RFP. Maximizing value to SJCE and its customers should be balanced with things like customer fatigue and perceived impacts.
Q: Are there any specific requirements around EV managed charging?

A: Management of EV charging should align with the program goals and the requirements listed in the RFP.

Q: Does SJCE have access to any detailed EV registration data in your territory that you would be willing to share as a part of this RFP process?

A: SJCE has over 10,000 residential EV accounts and estimates the number of EVs registered in San Jose territory to be more than 50,000. SJCE also has approximately 50 commercial EV rate accounts. More detailed information can be shared once a proposer is selected, and a contract and NDA are in place.

Q: What proportion of SJCE’s customer base is currently not enrolled in a DR program?

A: SJCE believes that over 90% of its customers are not currently enrolled in a DR program.

Q: Can we propose a marketplace and sell pre-enrolled devices as part of the program?

A: This is something SJCE is interested in long term but is outside of the scope. Proposers should feel free to include but make sure to clearly separate all costs and tasks related to the marketplace from the core RFP response to avoid an unfavorable cost comparison.

Q: Can we get access to the results and documentation on Peak Rewards BDR pilot?

A: The successful proposer will be provided with the results once a contract and NDA are in place.

Q: Do we need to provide SMS-based BDR capabilities to low-income communities who do not have internet access?

A: Yes, ensuring this program is accessible to all customers is a priority for SJCE.
Q: Who makes the decision to dispatch events (e.g., the selected vendor, SJCE, third-party scheduling coordinator)?

A: Event dispatches should be based on pre-determined triggers established through collaboration with SJCE (and its scheduling coordinator, if necessary). It’s expected that SJCE would be notified when events are called. Events that fall outside of this, whether it be test events or unforeseen emergency events, should be either at the request of SJCE or approved by SJCE if at the request of the selected vendor.

Q: Is it possible to grant an extension to the due date to provide teams more time to respond?

A: Extensions to the RFP submission would be published on the SJCE website. At the moment, SJCE is not planning to extend the submission deadline for this RFP due to the expected contracting timelines already pushing the expected launch date for the program from May to July. However, SJCE will take this request into consideration.

Q: What level of collaboration with SJCE’s team is expected during the evaluation process?

A: SJCE will conduct interviews with selected proposers after evaluation of the submitted proposal. In addition, some proposers may be asked to submit additional documentation. No work can commence on the program until a contract is in place and so collaboration will be limited during the evaluation phase.

Q: Could you clarify the timeline for the review and modification of SJCE’s DR strategy to ensure our proposal aligns with the schedule?

A: Tasks 1 and 2 are expected to commence shortly after execution of a contract (expected end of April) with completion of Task 2 and implementation occurring in July.

Q: What resources or support will SJCE provide to assist with the development of the Phase 1 Setup Plan?

A: SJCE will provide all findings, data, and analysis collected during the peak rewards pilot. In addition, the selected vendor will have access to and support primarily from the programs team and where needed, the power resources team, the marketing and communications team, and the accounts team.
Q: What channels or platforms does SJCE typically use for marketing and communication with residents and businesses?

A: SJCE uses social media platforms (twitter/X, Facebook, Instagram, and LinkedIn), email and text communications, and advertising online and through local publications. SJCE is also proud to have partnered with several community based organizations to promote past programs.

Q: Is there flexibility in the timeline for delivering the 2024 Program Summary and Lessons Learned Report, considering the need for thorough analysis and documentation?

A: SJCE would like to ensure that any findings and lessons learned from the 2024 program are able to be incorporated into the design timeline for 2025. SJCE’s goal is to launch the 2025 program in May of 2025 for year-round operations. That being said, a delivery date for task 4 has not been specified. It is expected that this would be an ongoing improvement effort for the lifetime of the program with timelines established in the future for each sub-task.