

Exhibit to Agenda Item #1

Board Finance & Audit Committee Meeting and Special SMUD Board of Directors' Meeting

Wednesday, January 31, 2018

Immediately following the Energy Resources & Customer Services Committee Meeting scheduled to begin at 5:30 p.m.

Customer Service Center, Rubicon Room

Helping our customers most in need

EAPR Pilot Package



Rooftop Solar (in partnership with Grid Alternatives)

- Free solar panels
- Deep Home Retrofit (may include):
 - Repair/replace heating, cooling
 - Refrigerator replacement
 - Other measures: attic insulation, weather-stripping, LEDs, etc.



Deep Home Retrofit (may include):

- Complete home energy evaluation
- Repair/replace heating, cooling
- Refrigerator replacement
- Other measures: attic insulation, weather-stripping, LEDs, etc.
- Single family home
- High EBB and/or high TOD impact

December 6, 2017 7

Energy Resources & Customer Services Committee Meeting and Special SMUD Board of Directors' Meeting



EAPR Energy Efficiency

Energy Efficiency Bundle	In
Solar	
Deep Home House Bundle	
Apartment Bundle	
Total - Pilots	
Weatherization	
Total - Energy Efficiency Installations	

December 6, 2017 8

Energy Resources & Customer Services Committee Meeting and Special SMUD Board of Directors' Meeting



EAPR Pilot - Customer Satisfaction

- 2017 customer satisfaction is tracking at 95.5% to date
- Continuing to identify process and customer experience improvements based on feedback
- Customers are noticing improvements and reaching out to our team

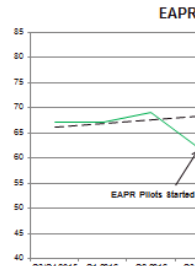
9

Energy Resources & Customer Services Committee Meeting and Special SMUD Board of Directors' Meeting



2,895 3,387 6,282

Improving value for



December 6, 2017 10

Energy Resources & Customer Services Committee Meeting and Special SMUD Board of Directors' Meeting



Our focus in 2018

- Target customers with a high electric bill burden, reduced subsidy or potential Time-of-Day impact
- Provide customized weatherization based on energy assessments
- Increase customer touch points/outreach outside of pilot recruitment
- Finish transition for Single Person >200%FPL
- Continue to increase Value for What you Pay

December 6, 2017 11

Energy Resources & Customer Services Committee Meeting and Special SMUD Board of Directors' Meeting



Requested Action



Authorize the Chief Executive Officer and General Manager to award a Direct Procurement to Synergy Companies to install Energy Efficiency Measures in Mobile Homes in the SMUD Service Area for a total contract amount not-to-exceed \$1,500,000, and for a contract term from March 1, 2018 to Feb. 28, 2020.

Project Background

The SMUD mobile home efficiency program plans to reach up to 6,000 SMUD mobile home customers who are in great need of energy upgrades.

Synergy Companies is implementing a Manufactured and Mobile Homes Program. They're preparing to perform water and gas saving services for PG&E mobile home customers who reside in the SMUD service area.

Opportunity

Propose to design and implement a similar mobile home program for SMUD customers.

Program support infrastructure and trained personnel are already in place.

Synergy is well-positioned to implement a full-service SMUD Mobile Home Program that can produce significant energy savings.

Scope of Proposed Contract

Includes the following measures :

Brushless Fan Motor Retrofit

Efficient Fan Control (time-delay relay for central heating and cooling system)

Coil Clean

Air Conditioner Tune-Up including Refrigerant Charge Adjustment

LED Screw-in Lamps

LED Hardwire Fixtures

Additional Rebates for Smart Thermostats

Procurement Strategy

Direct
Procurement
to eliminate
idle act

- Synergy was awarded a contract for SMUD's Low-Income Home Weatherization Program in Feb. 2017.
- Leverage considerable savings by scheduling mobile home visits in conjunction with the PG&E gas efficiency program.
- Synergy is the only company in California providing these services for mobile homes making them the only likely respondent.

Requested Action



Authorize the Chief Executive Officer and General Manager to award a Direct Procurement to Synergy Companies to install Energy Efficiency Measures in Mobile Homes in the SMUD Service Area for a total contract amount not-to-exceed \$1,500,000, and for a contract term from March 1, 2018 to Feb. 28, 2020.