



DC
SUSTAINABLE ENERGY
UTILITY

Third Quarter Report for Fiscal Year 2020

April 1 – June 30, 2020

July 30, 2020



This report of the District of Columbia Sustainable Energy Utility covers the period from April 1 through June 30, 2020. This progress report contains information about the DCSEU's activity to date in FY 2020. It also contains information on Solar for All.

The data presented in this report is preliminary based on the DCSEU's estimates and is subject to change upon final verification. The data is subject to rigorous monitoring and verification by third-party evaluation and auditing firms hired by the District Department of Energy and Environment at the end of each fiscal year.

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MESSAGE FROM THE DCSEU

As the DCSEU began the third quarter of FY 2020, we faced enormous uncertainty as the novel coronavirus (COVID-19) situation persisted. How long would this last? How would we keep our customers, contractors, and staff safe? How would this impact the residents and businesses here in the District? The questions were endless, and the answers are still not always crystal clear to this day. But the most important questions we thought we needed to answer were: “How can we prepare?” and “How can we help?”

Over the course of the third quarter, VEIC and the DCSEU have taken steps to protect our customers, staff, and contractors by closing our offices, working remotely, and developing protocols for working safely based on the District’s and the Centers for Disease Control and Prevention’s (CDC) guidelines. We have continued to work with customers and contractors, assessing projects and checking in regularly via video conference, e-mail, and phone. We worked with DOEE to develop remote inspection protocols to ensure customer projects can close and incentives and rebates can be distributed. We also developed safety protocols for site visits in anticipation of restrictions being lifted towards the end of the third quarter and into the fourth quarter. Finally, in anticipation of returning to offices and to site visits in the future, VEIC and the DCSEU have ordered personal protective equipment (PPE) for staff and trained them on proper usage, as well as developed protocols to share with customers for how we plan to safely conduct site visits and inspections.

To answer the “How can we help?” question, the DCSEU began discussing potential ideas in early April. Since that time, we’ve seen the small business market be severely impacted by the pandemic. In response, we extended our Small Business Campaign, offering free virtual energy audits as well as enhanced incentives for businesses with facilities under 10,000 square feet through the end of September. Across the board for the commercial, institutional, and multifamily markets we have increased our rebate levels to ensure owners and property managers are able to access efficient technologies and the long-term energy savings from them. For the residential market, we’ve increased rebates for appliances and HVAC equipment, and have developed a market-rate energy conservation kit that we plan to launch later this summer, with 1,000 free kits available to DC residents. In addition, we’ve partnered with the Public Service Commission, Office of the People’s Counsel, and DOEE on a public awareness campaign entitled #Here2HelpDC. This campaign is designed to inform DC residents about all the different ways the District is helping protect and assist consumers with their energy costs as well as help them save energy and money during and after the pandemic. Finally, we continue to move forward on single-family and community renewable energy facility (CREF) Solar for All projects, which will bring much-needed savings to our most vulnerable residents and help create green jobs for DC residents and contractors.

Many challenges still lie ahead, but we look forward to helping residents and businesses manage their energy costs, creating green jobs for DC residents, and serving our most vulnerable residents at this critical time, making the DCSEU a part of the recovery process for the District.

Ted Trabae

DCSEU Director

QUARTERLY FEATURE: The DCSEU's Summer Interns and Fellows

Internships and fellowships at the DCSEU offer undergraduate and graduate students the opportunity to get hands-on experience working on one of the most innovative energy efficiency and renewable energy programs in the country. As we approached the summer knowing that internships would likely have to be performed remotely, we began planning ways to engage the interns so they could still gain meaningful work experience as well as receive training opportunities to learn about the DCSEU and the energy efficiency and renewable energy industries. From weekly "lunch and learn" sessions led by both VEIC/DCSEU staff and outside organizations on topics like "Community Choice Aggregation Renewable Energy Options," to working on research and planning for the DCSEU's Healthy Homes initiative, the DCSEU's interns and fellows will have the opportunity to learn and to contribute to important projects this summer. Below are bios from our fellows and interns from this summer:



Abby, Engineering Intern

Abby is a chemist and engineer by training with a love for green energy. While completing her master's degree at Duke University, her research focused on developing hybrid renewable technologies linking biofuels and solar thermal energy for cleaner on-site power generation. Now transitioning to applying her background beyond academia, she is honored to begin working with DCSEU and exploring a new home in the District and is excited to start this new chapter. Abby will be working on analyzing commercial, institutional, and multifamily projects to determine energy savings and incentives.

Grant, Account Management Intern

Grant is the DCSEU's Account Management Intern. He earned his joint Business and Environmental Studies bachelor's degree from Franklin and Marshall College in 2018. He has worked in the renewable energy space in DC for almost two years and is excited to learn and share his passion for energy to build a more sustainable DC with the DCSEU team. Grant will be working on projects including Targeted Communities (determining areas of the District where the DCSEU could focus efforts to maximize impact) and supporting Building Energy Performance Standards (BEPS) work.



Luke, Workforce Development Intern

Luke is a current Senior at The George Washington University studying International Affairs with a minor in Sustainability. He has a passion for sustainable development and energy policy and is excited to be a part of the DCSEU team. Luke will be helping coordinate all the remote activities for the Workforce Development program's externs and assisting with day-to-day program operations.

Piper, Program Management Operations Intern

Piper is a rising sophomore at the College of Charleston. She is a native of Washington D.C. and has had an avid interest in renewable energy and conservation since elementary school, especially when her family installed a 7kW solar panel system on their roof with assistance from the District Department of Energy & Environment. She watched first-hand how energy from the sun could make their electricity meter run backwards. She is involved with many clubs at college that relate to conservation, including the Alliance for Planet Earth (APE) and grassroots organizations that work for sustainability and equality. In high school, she was involved with the sustainability club and the community service club serving D.C. area nonprofits. Piper will be learning about the DCSEU's rebate programs and helping process customer rebates.



Trenni, Community Outreach Intern

Trenni is a rising Junior attending Tuskegee University as an animal science major. She was born and raised in Washington, D.C. and graduated from Benjamin Banneker High School. Trenni is an advocate for green living, protecting the environment, and the wellbeing of animals. This is Trenni's second year here at DCSEU; as the Community Outreach Intern on the Account Management team, she will be compiling research and working on digital ways to reach out to different communities during the pandemic.

Myles, DCSEU Fellow

Myles is a current graduate student at George Washington University where he is studying Environmental Health Science and Policy. Myles's background includes working as a Sustainability Fellow for the National Housing Trust and working as a Geologist for a global environmental health and safety consultancy. His work has helped residents of low-income apartments save money on their utility bills, build knowledge and resident engagement in community solar, and contributing to remediation services of contaminated sites. Once he graduates, Myles intends to continue his career in sustainability, linking cost-effective solutions to environmental health problems. Myles is working on a draft plan for the DCSEU's Health Homes initiative, which he will present at the end of his fellowship.



Sukrit, DCSEU Fellow

Born in India, Sukrit lived in Thailand for twenty years. He moved to Chicago to attend Illinois Tech to pursue a bachelor's degree in Chemical Engineering and later graduated with a master's degree in Sustainability Sciences. He has experience interning at Plant Chicago, Eco Achievers, and Solar United Neighbors. Sukrit believes he's found his niche at the DCSEU and is happy to be a part of an organization that specializes in services pertaining to energy efficiency, maintaining a sustainable business model, and reducing the energy burden on low- and moderate-income neighborhoods. Sukrit is

working on an updated draft program plan for the DCSEU's SREC Leveraging Program that he will present at the end of his fellowship.

1. At a Glance: Progress against Benchmarks

Table 1. Cumulative Benchmarks. Performance to date, measured against benchmarks and contract requirements¹

Item	Benchmark	Description	Metric Unit	Goal Type	FY20 Period Results (October 1, 2019 through June 30, 2020)	Cumulative Results (October 1, 2016 through June 30, 2020)	Cumulative Benchmark Minimum (October 1, 2016 through September 30, 2020)	Cumulative Benchmark Maximum (October 1, 2016 through September 30, 2020)	Minimum Benchmark Progress	Maximum Benchmark Progress
1a	Cumulative Performance Benchmarks	Reduce per-capita consumption - Electricity	MWH Modified Gross	Cumulative	63,102	443,582	345,891	403,539	128%	110%
1b		Reduce per-capita consumption - Natural gas	Therms Modified Gross	Cumulative	720,430	7,673,803	5,797,439	6,820,516	132%	113%
2		Increase renewable energy generating capacity	KW	Cumulative	4,170	15,380	3,400	4,000	452%	384%
3		Leverage funds	Dollars	Cumulative	-	\$988,720	\$ 2,500,000	\$ 5,000,000	40%	20%

¹The DCSEU provides services under a performance-based contract that contains a broad array of performance benchmarks and other contract requirements. These benchmarks are derived from goals established in the District's Clean and Affordable Energy Act of 2008. The DCSEU contract contains additional minimum contract requirements, beyond the contract performance goals.

Table 2. Annual Benchmarks. Performance to date, measured against benchmarks and contract requirements²

Item	Benchmark	Description	Metric Unit	Goal Type	FY20 Period Results (October 1, 2019 through June 30, 2020)	Annual Benchmark Minimum (October 1, 2019 through September 30, 2020)	Annual Benchmark Maximum (October 1, 2019 through September 30, 2020)	Minimum Benchmark Progress	Maximum Benchmark Progress
4a	Annual Performance Benchmarks	Improve energy efficiency in low-income housing - spend	% of annual budget	Annual	\$2,188,491	\$3,818,333		57%	
4b		Improve energy efficiency in low-income housing - savings	MMBTU Net	Annual	19,687	23,278	46,556	85%	42%
5		Increase number of green collar jobs	Green job FTE's directly worked by DC residents, earning at least a Living Wage - Hours	Annual	54	66	88	82%	61%
6	Other Contract Requirements	DCSEU General and Administrative Expenses	% of Cost Reimbursement Ceiling	Annual	\$2,427,596		\$3,818,333		64%

²The DCSEU provides services under a performance-based contract that contains a broad array of performance benchmarks and other contract requirements. These benchmarks are derived from goals established in the District's Clean and Affordable Energy Act of 2008. The DCSEU contract contains additional minimum contract requirements, beyond the contract performance goals.

7		Expenditures with Small Business Enterprises/Certified Business Enterprises	% of annual DCSEU operating budget subcontracted to SBEs/CBEs	Annual	\$6,955,912	\$7,000,000		99%	
9	Tracking Goals	Reduce growth in energy demand of largest users	# of projects completed with a square footage of > 200,000		51				
10		Reduce growth in peak demand	kW		9,202				

2. Sector Highlights in the Core Areas

Residential

- **The Efficient Products program achieved electricity savings of 2,607 MWh** in the residential market during the third quarter and allocated \$101,465 in incentives. The DCSEU has also achieved natural gas savings of 279 MMBtu in the third quarter. There were more than 5,000 participants served in the residential market during the third quarter. In response to market needs during COVID-19, rebate levels have been increased for appliances and heating and cooling through at least the end of FY 2020. Rebates may remain increased into FY 2021 depending on the market conditions. In addition, June LED lighting sales dipped significantly. In response, the team is working on a market-rate Energy Conservation Kit to offer to the market later this summer.

Low-Income

- **The Low-Income Team completed 13 multifamily projects representing \$582,627 in incentives across three programs, including Income-Qualified Comprehensive, Income-Qualified Efficiency Fund, and Low-Income Prescriptive.** These projects represent 807 MWhs in electricity savings and 3,153 MMBtus of natural gas savings. The DCSEU has increased Low-Income Prescriptive program rebate amounts for eligible income-qualified properties in response to market needs during the pandemic. While there has been a slowdown in the market, the DCSEU continues to pursue a pipeline of projects for the Low-Income Comprehensive and Low-Income Direct Installation programs.
- **The DCSEU continues to work with DOEE's LIHEAP program to distribute energy conservation kits.** Since LIHEAP centers remain closed, the DCSEU has developed an online web form for customers to request the kits and will work with DOEE to send letters to LIHEAP recipients encouraging them to request a kit. Regarding distribution at foodbanks, we are pursuing other opportunities to distribute these kits to income-qualified residents.
- **The DCSEU reviewed RFQ responses and began the contracting process for the Low-Income Decarbonization Pilot (LIDP) in the third quarter.** Based on their RFQ scoring, 3 contractors were selected to participate in the program.

Gathering the required insurances became a major barrier for contractors, including cost and availability of insurance plans. The DCSEU also worked on outreach efforts to potential customers in the third quarter. Through these efforts, we were able to identify 34 DC residents who were interested in participating in the pilot.

Commercial and Institutional

- **During the third quarter, the DCSEU completed commercial and institutional (C&I) Custom and Pay for Performance projects for 20 customers** resulting in 22,842 MMBtus of natural gas savings and 12,096 MWhs of electricity savings. These projects represent \$488,068 in incentives for C&I customers.
- **The Business Energy Rebates (BER) program processed 36 projects** comprising \$71,837 in rebates during the third quarter. These projects represent 1,944 MWhs of savings. The DCSEU increased prescriptive rebate amounts, including enhanced rebates for small businesses as a part of the Small Business Campaign.
- **The Instant Business Rebates program served 270 program participants with \$120,108 in rebates during the third quarter.** This led to 3,783 MWhs of electricity savings. The DCSEU is partnering with both Certified Business Enterprise (CBE) and non-CBE lighting distributors to offer instant rebates on energy-efficient lighting, making it simple for District businesses to take advantage of savings. Rebates for lighting were increased under this program to match the BER program.
- **The Account Management Team continues to do outreach to build pipeline across vertical markets.** There are vertical markets where we are seeing customers postpone energy conservation measures, likely due to COVID-19, including the hotels, health care facilities, and affordable multifamily housing. In the small business market, the Small Business Campaign has resulted in increased interest from the market for help with energy conservation, but businesses are still reluctant to commit to projects. The team also developed a shutdown toolkit for K-12 schools to help them manage their energy costs during the summer and potential longer-term shutdown of facilities due to

COVID-19. Finally, the team's intern has been doing community outreach, including reaching out to councilmember constituent services staff as well as property management groups to inform them about available DCSEU programs.

Green Jobs

- **The DCSEU launched the new Benchmarking Data Verification Support Services Program for a licensed CBE Subcontractor to provide data verification at no cost** for building owners needing professional support and/or demonstrating financial constraints to comply with the new Building Energy Performance Standards (BEPS) in the District.
- **The DCSEU's Workforce Development cohort attended a two day virtual LEED Green Associate training and study session for the exam, "Resume and Interview Skills" workshop, and a "Small Business Development 101" workshop** hosted by Antonio Harrison of Greenscape Environmental Services for externs, sharing his journey as a District business owner, career opportunities, and experience in the renewable energy and energy efficiency industry.
- **On June 17, 2020, the DCSEU welcomed its Summer Workforce Development cohort welcoming three new mentors, three returning mentors, and eight externs.** Our 2020 summer mentors for this year are: Citizens Energy, DC Water, Flywheel Development, Greenscape Energy, Howard University/Roadrunners, and Piedmont Atlantic. This will be our first time where we will have overlapping winter and summer cohorts managing 27 externs in total. The DCSEU also hosted its first ever Workforce Development Program Alumni Day welcoming five alumni to share their experiences and success stories with current externs.
- **At the DOE Better Buildings Annual Conference on June 8, DCSEU was highlighted as an accelerator participant** and briefly shared an overview of our work at the Workforce Development programs session.
- **The DCSEU's Community Impact Manager hosted conversations with local community based organizations** including United Way of National Capital Area, Dream Center DC, Emory Beacon of Light, Back on My Feet, Pathways to Housing, and the Friendship Place to explore ways the DCSEU can support and play a role in ensuring community needs are being met during COVID-19.

Innovation

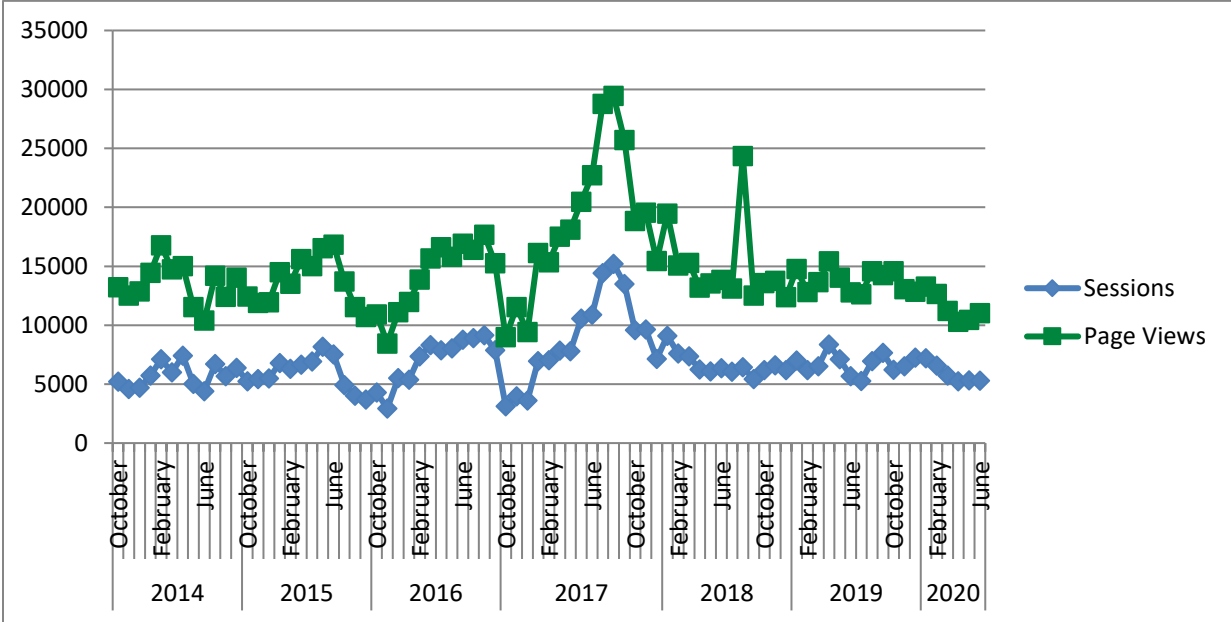
- **The DCSEU continued work on Strategic Energy Management (SEM) with Federal government buildings.** The DCSEU holds weekly sessions, alternating between office hours and SEM planning activities. This work is scheduled to conclude in October 2020. For the university SEM cohort, the DCSEU is finalizing initial energy assessment calls, however the kickoff meeting for this cohort has been pushed back to COVID-19 scheduling delays.

3. Activity Supporting DCSEU Initiatives

Marketing, Public Relations, Community Outreach, and Public Affairs

- **The Marketing and Communications Team planned the launch of a campaign for market-rate Energy Conservation Kits and extended the Small Business Campaign.** The team also worked with the Office of the People’s Counsel (OPC), the Public Service Commission (PSC) and DOEE on a joint social media public awareness campaign entitled #Here2HelpDC designed to bring information on consumer protections, consumer assistance, and energy-saving programs and services to residents under one campaign. The team also arranged a sponsorship at BISNOW’s Virtual Town Hall on health care facilities and the impact of COVID-19 on operations. The DCSEU’s Account Manager for hospitals and health care facilities was able to present information about the DCSEU in front of more than 300 virtual attendees. Finally, the team continued to work with DOEE and the DCSEU Low-Income Team on ways to reach LIHEAP customers and other income-qualified residents to request an Energy Conservation Kit, with a letter scheduled to go to LIHEAP recipients later this summer about the kits. The DCSEU received earned media mentions in *Renewable Energy Magazine*, *The DC Line*, *Commercial Property Executive*, and *GreenBiz*.

Figure 1. DCSEU website visits and page views, by month, from FY 2014 to June 30, 2020



- Facebook
- Twitter

925 Followers
1,930 Followers

Table 6. DCSEU initiatives, by sector

Core area	Initiative name	Description	Customer
Residential	Efficient Products	Deep discounts on LEDs with partnering retailers in DC; mail-in rebates for qualifying energy-efficient appliances and HVAC equipment; mail-in rebates for smart thermostats	DC residents
Low-Income	Low-Income Multifamily Comprehensive	Custom technical and financial assistance for energy efficiency improvements for multifamily properties	Property owners of multifamily buildings, shelters, and clinics serving income-qualified DC residents
	Income Qualified Efficiency Fund	Custom technical and financial assistance for energy efficiency improvements in multifamily and other qualifying properties working with DCSEU-qualified contractors	Property owners of multifamily buildings, shelters, and clinics serving income-qualified DC residents
	Low-Income Decarbonization Pilot	Pilot program to reduce the carbon emissions of approximately 10 to 15 low-income single-family homes through electrification	Income-qualified DC residents
Renewable Energy	Commercial Solar	Incentives and financing to install solar PV systems	Commercial business owners
Commercial and Institutional	Business Energy Rebates	Rebates for energy-efficient lighting, heating, refrigeration, cooking, and other qualifying equipment	Business owners
	Commercial Direct Services	Direct installation of energy efficiency measures at primarily small and medium commercial facilities	Business owners

Core area	Initiative name	Description	Customer
	Instant Business Rebates	Discounted energy-efficient lighting through participating distributors	Business owners
	Commercial and Institutional Custom	Technical assistance, account management, and financial incentives for energy efficiency projects	Large commercial and institutional customers
	Pay for Performance	Technical assistance, account management, and incentives for energy efficiency projects. Measures energy savings using pre- and post-project metered data rather than calculation estimates. Allows incentives for behavioral, operational, and complex mixed-measure projects.	Large commercial and institutional energy users; qualified vendors

4. Solar for All

- During this quarter, the Solar Team continued to support the Single Family and CREF subcontractors as they proceeded with solar project development. Solar installation was deemed essential in the District during the pandemic.
- During the quarter, our biggest challenge caused by COVID, was engaging with single-family homeowners and income qualifying them in a safe manner and protecting their data. To ensure safety and superior data protection, the Solar team:
 - Created secure links for homeowners to upload documents
 - Streamlined process for assessing income qualification
- The Solar Team also hosted a webinar to remotely engage with customers who have indicated interest in Single-Family Solar for All and to walk them through the qualification process and documentation needed.
- After signing contracts with all of our subcontractors, the Solar team began to issue work order for all of the CREF (community solar), and residential projects. In total, 57 CREFs were issued representing approximately 6.4MW.
- Several projects completed installation in June and will receive incentives in the month of July, including one CREF project with a capacity of more than 1 MW.

- The Solar team continued to coordinate with DCRA on Solar for All permits in the queue, as well as with PEPCO to ensure all 2020 project received ATI (Authorization to Interconnect) and were able to move forward with project installation.
- The Solar Team is tracking solar output from projects using our recently instituted 3MW tracking software platform. We are providing weekly reports to DOEE detailing daily solar output from completed projects to help DOEE more accurately track the amount of solar output available for subscribers.
 - The team met with DOEE to introduce them to 3MW tracking software. This will help provide more accurate output expectations and help DOEE with their subscription management program that provides approximately 3.5kW of free power per subscriber.