



***COME TOGETHER: Turning Utility Collaboration Into
a Strategic Energy and Water Efficiency Resource***

MUGI LUKITO (SOUTHERN CALIFORNIA GAS)

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About Southern California Gas Company

- Southern California Gas Company (SoCalGas), a Sempra Energy utility, is the largest gas-only Investor-Owned Utility (IOU) in the US, serving over 21 million customers in 500 Southern and Central California communities
- Consistently ranked among the “Highest in Customer Satisfaction With Residential Natural Gas Service Among Large Utilities” by JD Powers

SoCalGas' Vision for Integrated Demand Side Management & Customer Programs

WHAT

- Integrate SoCalGas portfolio of programs/services internally and externally to better serve customers
- **Create a one-stop gas, electric & water efficiency point-of-service for customers**

WHY

- Improve program participation
- Simplify process, increase customer satisfaction
- Reduce program costs

HOW

- **Partner with municipal utilities & other IOUs to jointly deliver programs and services, expand portfolio**
- Minimize customer touch points through single-point-of-contact service, especially in the MF sector

SoCalGas Master Partnership With Municipal Utilities

- » Joint SoCalGas Energy (Gas & Electric) and Water Program Administration with LADWP, Riverside, Pasadena, Anaheim and Metropolitan Water District
- » Total Number of Programs = 31
- » Total Operating Budget = \$93 million in 2017
- » Energy Savings (2013-17) = 1.5 million Therms
- » Political Benefits = Access to large cities and drought response/water integration - Part of the Clean Energy Future

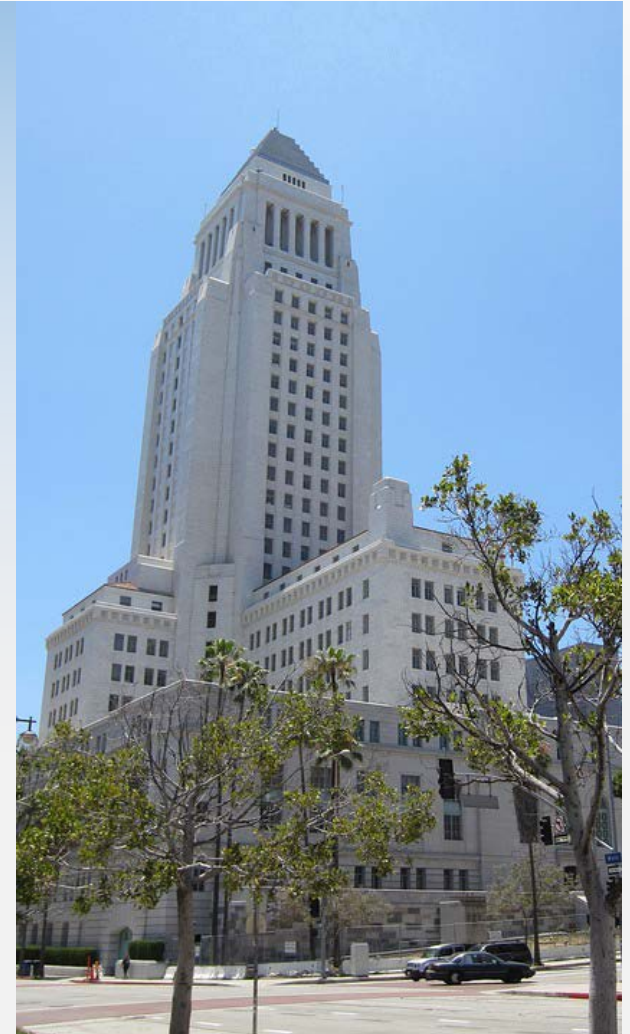


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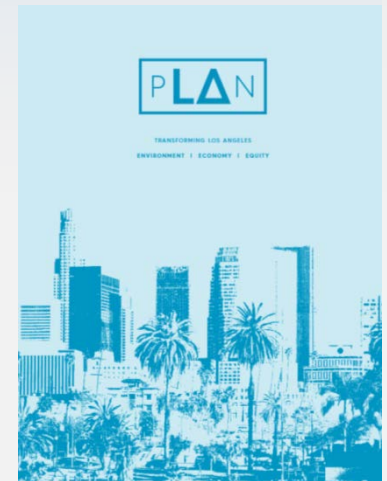
Los Angeles – The “Push” for Energy & Water Efficiency

- LADWP is the municipal electric & water provider in most of Los Angeles (second largest in the USA); and SoCalGas is the natural gas provider
- Prior to 2012, very few City of LA initiatives to push for energy efficiency
- Primarily, state level energy mandates
- In 2012, LA City Council approved mandate to reduce energy consumption by 10% by 2020 (later updated to 15%)
- \$265 million for two years was made available to LADWP’s EE programs



LA – The “Push” for Energy Efficiency

- SoCalGas has implemented EE programs under California Public Utilities Commission since 1980s
- The City’s 2012 commitment and sizable funding allow SoCalGas & LADWP to partner together
- In 2013, The City of LA released Sustainability pLAn with aggressive goals:
 - 45% GHG reduction by 2025, 80% by 2050
 - 20% reduction in capita water consumption by 2017, 25% by 2025
- New policies for existing commercial buildings



SoCalGas – LADWP “Marriage”

- SoCalGas & LADWP signed “Master Agreement” in Sept ‘12 to partner in delivering customer programs
- 18 Co-funded programs, operating budget \$80 million/yr
- Joint-portfolio – Adding 3-5 new programs every year
- Energy Savings Assistance Program provides no-cost EE & water measure installation for LA low-income multifamily residents, jointly funded - \$10 million/yr
- Assigned “Single-Point-of-Contact” (SPOC) for multifamily portfolio owners – “Total Utility Solutions”



Master Inter-Utility Agreement (MIUA) Structure

Master Inter-Utility Agreement

- >> Purpose
- >> General Terms and Conditions
- >> Length and Termination Clauses
- >> Confidentiality of Information and Data

Program Orders

- >> Program Lead
- >> Roles and Responsibilities
- >> Program Tasks and Coordination
- >> Budget, Cost Sharing & Invoicing
- >> Program Terms & Conditions

SoCalGas Partnership With Other Municipal Utilities

Municipality	Launch	Expiration	No of Programs
LADWP	Sep 2012	Dec 2017	19
Riverside	Nov 2013	Dec 2023	3
Anaheim	Nov 2013	Dec 2017 (Renewable until Dec 2021)	2
MWD	Dec 2014	Dec 2019	4
Pasadena	Feb 2015	Dec 2019	3

- Filling the gaps where they exist, for example the low-income sector
- Including all available technologies, eg. Smart Thermostats, HE toilets
- Utilizing existing, mature delivery network to maximize speed to market
- Minimizing costs, maximizing market penetration

Case Study - HACLA

- Largest affordable housing provider in LA, over 100 sites
- HACLA Public Housing manages over 6,500 units & HACLA Asset Management manages about 2,500 units
- In 2014 (CA drought), HACLA received mandate to reduce water consumption in its properties
- HACLA contacted SoCalGas & LADWP – SoCalGas SPOC Account Manager assigned manage portfolio
- It started a long-term relationship between HACLA & both utilities



HACLA – Measures Installed

Utility Efficiency Program	Equipment Installed at Asset Management Properties	Equipment Installed at Public Housing Properties
SoCalGas & LADWP Energy Savings Assistance Program	<ul style="list-style-type: none"> • Weather stripping • High Efficiency Lighting • Smart Power Strips 	<ul style="list-style-type: none"> • Weather stripping • High Efficiency Lighting • Smart Power Strips
SoCalGas Middle-Income Direct Install Program	<ul style="list-style-type: none"> • Low-flow faucet aerators • Low-flow showerheads • Weather stripping 	<ul style="list-style-type: none"> • (Not Applicable)
SoCalGas Multifamily Direct Therm Program	<ul style="list-style-type: none"> • Low-flow faucet aerators • Low-flow showerheads 	<ul style="list-style-type: none"> • Low-flow faucet aerators • Low-flow showerheads
SoCalGas On-Demand Efficiency Program	<ul style="list-style-type: none"> • On-Demand Controller for hot water pumps 	<ul style="list-style-type: none"> • (Not Applicable)
SoCalGas Multifamily Rebates	<ul style="list-style-type: none"> • Central water heaters • Instantaneous water heaters 	<ul style="list-style-type: none"> • Central water heaters • Instantaneous water heaters
LADWP Water Smart Rebate Program	<ul style="list-style-type: none"> • Low-flow toilets 	<ul style="list-style-type: none"> • Low-flow toilets
LADWP Custom Performance Program	<ul style="list-style-type: none"> • (Not applicable) 	<ul style="list-style-type: none"> • Hose bib restrictors

HACLA – Results

Utility Efficiency Program	Asset Management Units Served	Public Housing Units Served	HACLA - TOTAL
SoCalGas & LADWP Energy Savings Assistance Program	890	140	1,030
SoCalGas Multifamily Direct Therm Program	510	4,411	4,921
SoCalGas On-Demand Efficiency Program	1,279	-	1,279
SoCalGas Multifamily Rebates	-	876	876

- Installed measures resulted in 27% reduction in observed water usage
- HACLA could save \$500k in annual operating savings, and \$3-million in net operating costs over the lifetime
- HACLA was awarded the top honor, “Portfolio of the Year” at LABBC’s 2nd Annual Innovation Awards

Case Study - Park La Brea

- **Park La Brea Complex** in Central Los Angeles, largest MF site in California 4,200+ units
- Installed over 10k LF fixtures (showerheads/aerators) & 1,800 LF toilets
- Enrolled in:
 - EUC Home Upgrade - Multifamily Program (220k Therms, \$650k in incentive).
 - LADWP CDI Program – Exterior lighting replacement (403k kWh in savings)
 - On Demand Efficiency Program – boiler pump demand controllers in garden-style buildings
- More than 20% in measured gas savings, and 10% water savings from 2013 through 2017



Lessons Learned / Best Practices

- Start with right policies – Government as initiator
- Joint-utility integration delivers ‘Win/Win/Win’
- Open up your portfolio, not just individual program/activity
- Have utilities & other program administrators work together instead of competing. Eliminate silos
- Have government agencies support one another, foster collaboration, share success. Support presence of advocacy groups & trade associations
- Single Point of Contact (SPOC) Model Works: Centralize communication & engagement with decision-makers. Fully integrated delivery via SPOC delivers deep energy/water savings & increases level of service

Questions?

➤ **Mugi Lukito**

Program Advisor, IDSM & Muni Coordination

mlukito@semprautilities.com

213-244-4218

➤ **Mark Drake**

Manager, Residential New Construction, IDSM & Municipality Coordination

mdrake@semprautilities.com

213-244-3211