



# 2018 SGIP PROGRAM ADMINISTRATOR PERFORMANCE EVALUATION



**Final**

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# 1 EXECUTIVE SUMMARY

California’s Self-Generation Incentive Program (SGIP) provides financial incentives for the installation of distributed generation and energy storage technologies that meet all or a portion of a customer’s electricity needs. The SGIP is funded by California’s ratepayers and managed by program administrators representing California’s major investor owned utilities (IOUs). The Program Administrators (PAs) are Pacific Gas and Electric Company (PG&E), Southern California Edison (SCE), Southern California Gas Company (SCG), and the Center for Sustainable Energy (CSE), which implements the program for customers of San Diego Gas & Electric (SDG&E). The California Public Utilities Commission (CPUC) provides oversight and guidance on the SGIP.

The CPUC measurement and evaluation plan calls for “an annual review of the administrative performance of each PA.<sup>1</sup> The reports are to include, at minimum, a survey of program participants regarding the PAs’ clarity and timeliness of oral and written communications, their accessibility, their helpfulness to applicants submitting and processing applications, and the clarity and helpfulness of their websites.” This report is an assessment of PA performance during 2018.

Key findings of this evaluation were informed by data collected through interviews and surveys with representative samples of SGIP applicants, host customers, and PA staff.

## 1.1 SGIP PARTICIPATION

Evaluation findings should be considered within the context of the size of each PA’s service territory and volume of applications. Table 1-1 summarizes the volume of applications received by each PA and technology group (Generation, Large-Scale Storage, and Small Residential Storage) during Program Year (PY) 2018.<sup>2</sup> During 2018, the PAs received a total of 6,509 individual applications. PG&E received the highest volume of PY 2018 applications (2,248), followed by SCE (2,002), and CSE (1,887). SCG received the smallest amount of applications in 2018 (262). Most applications (97%) were for projects within the Small Residential Storage budget category, followed by those in the Large-Scale Storage budget category (2.6%).<sup>3</sup> Less than 1% of applications submitted in PY 2018 were for Generation projects.<sup>4</sup>

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<sup>1</sup> The CPUC measurement and evaluation plan was included as Appendix A of an email from CPUC Energy Division to the SGIP PAs on January 13, 2017.

<sup>2</sup> A snapshot of the program tracking data was taken on July 21, 2019.

<sup>3</sup> Two Residential Storage Equity project applications were submitted in 2018. For purposes of this analysis, these applications are counted in the Small Residential Storage budget category.

<sup>4</sup> Applications for generation projects in 2018 included internal combustion and pressure reduction turbine technologies.

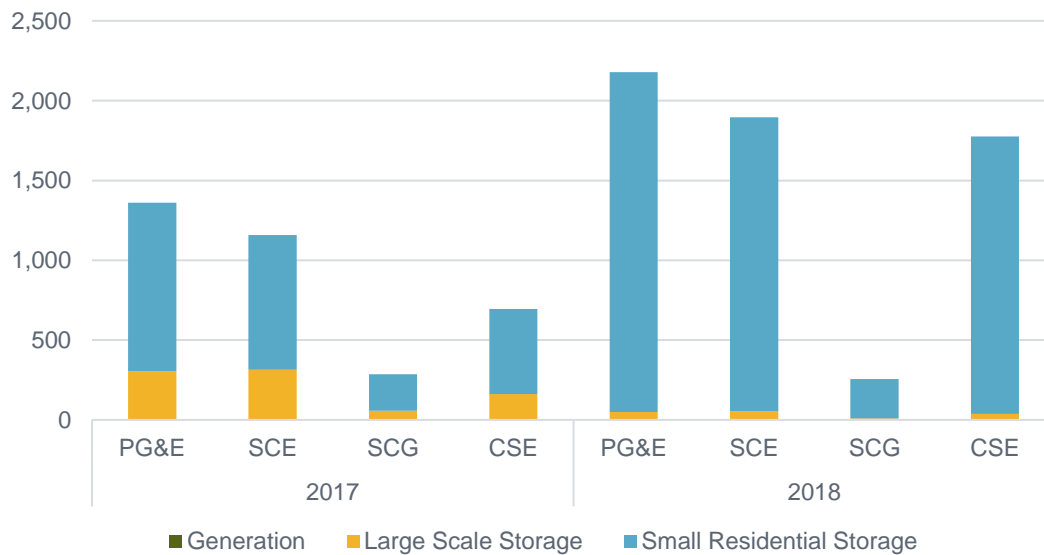


**TABLE 1-1: APPLICATIONS SUBMITTED IN 2018 BY PROGRAM ADMINISTRATOR AND TECHNOLOGY GROUP**

PA	Generation	Large-Scale Storage	Small Residential Storage	Total	% of Total
PG&E	0	58	2,248	2,306	35%
SCE	3	57	1,942	2,002	31%
SCG	1	9	262	272	4%
CSE	0	42	1,887	1,929	30%
<b>Total</b>	<b>4</b>	<b>166</b>	<b>6,339</b>	<b>6,509</b>	<b>--</b>

It is also important to note the total number of applications as well as the significant increase in application volume from PY 2017 and PY 2018 when considering each PA’s ability to maintain accessibility, helpfulness, and timeliness. As shown in Figure 1-1, PG&E received more than 2,000 non-cancelled applications in 2018 and SCE received more than 1,800 applications, both of which were roughly 60% increases over 2017. CSE experienced the greatest growth, increasing one-and-a-half-fold (from 695 non-cancelled projects to more than 1,700 projects).

**FIGURE 1-1: NON-CANCELLED APPLICATIONS IN 2017 AND 2018 BY PROGRAM ADMINISTRATOR AND BUDGET CATEGORY<sup>5</sup>**



<sup>5</sup> The Residential Storage Equity and Nonresidential Storage Equity budget categories opened in 2018. Only two Residential Storage Equity applications were submitted in 2018 and no Nonresidential Storage Equity applications were submitted.



## 1.2 EVALUATION FINDINGS

Findings related to overall SGIP participant satisfaction and applicant satisfaction of PA timeliness, accessibility, and helpfulness during the application process are presented in the subsections below.

### 1.2.1 Overall Applicant and Host Customer Satisfaction

Applicants and host customers were asked to rate their satisfaction, on a scale of 1 to 5, for each PA to whom they had submitted an SGIP application in 2018. As shown in Table 1-2 below, 2018 applicants and host customers generally reported being more satisfied with the SGIP than what was reported in 2017. Applicants reported, on average, a moderate satisfaction level with PG&E (average score = 2.8) and moderately high satisfaction levels with SCE, SCG, and CSE (average scores ranging from 3.7 to 4.4). Across the board, host customers reported moderately high levels of satisfaction with the PAs in 2018 (average scores ranged from 3.4 to 3.8 across all 4 PAs).

**TABLE 1-2: APPLICANT AND HOST CUSTOMER OVERALL SATISFACTION WITH PROGRAM ADMINISTRATOR**

PA	Applicant PA Satisfaction		Host Customer Satisfaction	
	Average Rating 2018	Average Rating 2017	Average Rating 2018	Average Rating 2017
PG&E	2.8	2.9	3.4	2.8
SCE	3.7	2.9	3.8	3.2
SCG	4.3	3.9	3.8	3.4
CSE	4.4	4.1	3.7	3.5

Many of the participants surveyed reported moderate-to-high levels of satisfaction with the program overall, while simultaneously expressing concerns about various program elements. Areas of concern generally focused on being able to reach a live person on the phone to discuss program questions, having their questions answered by an individual who had adequate SGIP program knowledge, burdensome application and documentation requirements, and delays in application processing. Despite these areas of concern, participants were overall appreciative of the incentives available through the SGIP. Applicants reported high levels of satisfaction with the statewide SGIP website (4.1 on a 5-point scale) and moderately high levels of satisfaction with the quarterly workshops hosted by the PAs (3.7 on a 5-point scale). Host customers reported increased levels of program clarity compared to the 2017 program year. The areas that experienced the largest reported improvements in clarity over 2017 were the clarity of program timelines and application status. Further, the share of host customers who recalled having an issue with their applications decreased in 2018 from the previous program year.

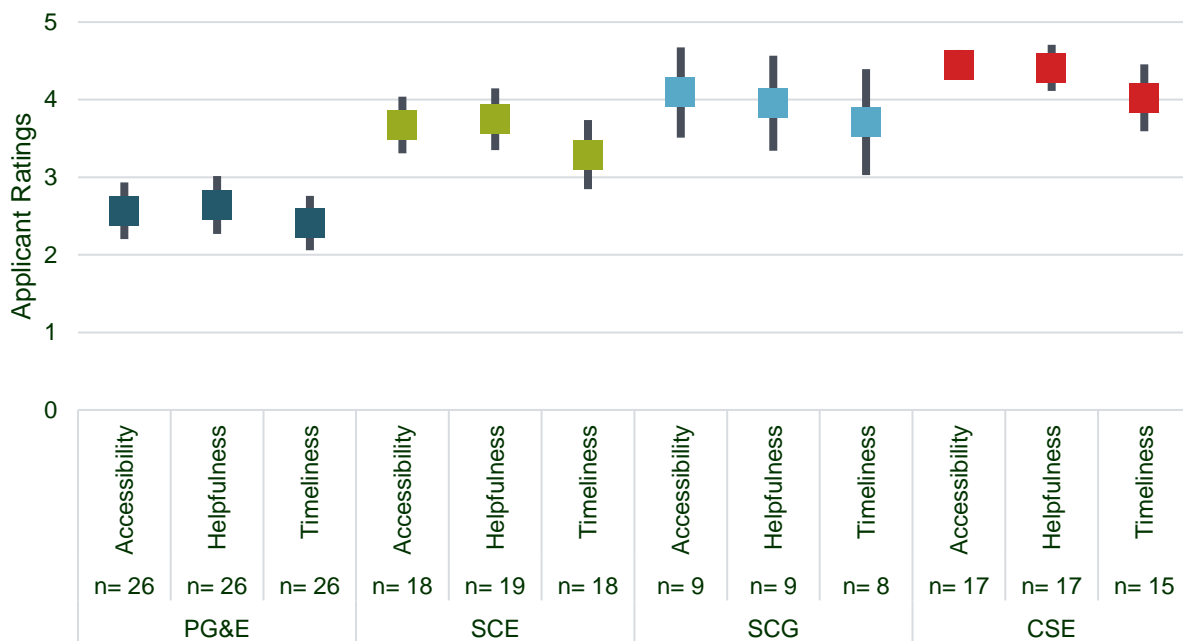




## 1.2.2 Applicant Satisfaction with PA Timeliness, Helpfulness, and Accessibility

Applicants were also asked to rate their experience with PA timeliness, helpfulness, and accessibility. As shown in Figure 1-2 below, across all types of interactions, applicants reported moderate dissatisfaction with PG&E as a PA, slightly more satisfaction with SCE and SCG, and high levels of satisfaction with CSE. For all PAs, applicants reported lower satisfaction levels with the timeliness of their interactions with the PAs than with the PAs’ accessibility or helpfulness.

**FIGURE 1-2: APPLICANT SATISFACTION WITH ACCESSIBILITY, HELPFULNESS, AND TIMELINESS BY PROGRAM ADMINISTRATOR**



Applicants who were dissatisfied with the accessibility, helpfulness, and/or timeliness of their interactions with the PAs often cited not being able to contact a live person during the application process and long gaps in communication from the PA as their primary reason for their dissatisfaction. Although there were some reported difficulties with PA interactions, applicants reported moderate-to-high levels of satisfaction with the PAs’ ability resolve issues when they occurred during the application process.

## 1.3 RECOMMENDATIONS

The evaluation team identified a series of recommendations based on key observations from this study. The recommendations are grouped below by whether they relate to PA timeliness, accessibility, or helpfulness.



### 1.3.1 Timeliness

**Continue to look for ways to streamline the application process.** Applicants rated their satisfaction with PAs' timeliness lower than both their helpfulness and accessibility. Improving overall project timelines will likely only be improved by continuing to simplify the entire end-to-end SGIP application process. This was a major focus for the PAs in 2018 and resulted in their submittal of Advice Letter 3966-E in March 2019. This Advice Letter requested approval of a number of SGIP changes to help streamline the application process. The proposed changes in this Advice Letter included items such as:

- Developing and maintaining a public energy storage equipment list to clarify qualified program measures and reduce the application burden of submitting energy storage equipment specifications for program-qualifying equipment on the list.
- Allowing for virtual on-site inspections of small residential projects to confirm program compliance.
- Removing the program requirement that a copy of the application fee check be submitted with the program application.
- Allowing residential host customers to opt-out of non-critical email communications.

If implemented properly, many of these proposed changes will help to alleviate many of the complaints reported by program applicants and host customers in 2018.

**Establish metrics to effectively track and prioritize projects timeliness.** While applicants' satisfaction with program timeliness varied significantly by PA (from a high of 4.0 to a low of 2.4), there is room for improvement in program participation timelines across the board. One of the primary reasons for dissatisfaction with PA timeliness was the unacceptably long time it took to participate in the program, leading in some cases to applicants deciding they will likely discontinue their participation in the future. One applicant stated, *"I find it unacceptable that an average application for residential takes over eight months to process. The commercial side is even more unacceptable. Residential should not take more than six weeks. Commercial should not take more than three months."* Another stated, *"It should not take a year to process an application This is the hardest program to administrate, to the point we are no longer offering it to our customers."* Creating and tracking key timeliness metrics (which a number of PAs stated they have begun to do), including tracking and prioritizing projects that had been in the application queue for an extended period, will assist the PAs in improving their application timeliness.

**Whenever possible, utilize internal PA "flexible" staff to meet increased demand at incentive step openings.** As more than one PA pointed out, SGIP staffing was problematic because the program has natural application ebbs and flows as incentive steps open and close. Two PAs reported they had identified



internal resources within their organizations that were able to step in and assist at the times of high application submission to keep response times within their desired timeframes. This practice should be utilized by all PAs if possible.

### 1.3.2 Accessibility

**Set up a SGIP information phone line that allows applicants to call and speak with someone regarding questions or issues they are having with the SGIP application.** Applicants reported low levels of satisfaction with the PAs' accessibility. One of the primary complaints that applicants had with the PAs was how it was so difficult to speak with anyone on the phone about their application. Being able to speak directly with a knowledgeable program representative can often be the quickest way to get a problem resolved.

**Ensure PA staff fielding applicant inquiries are fully trained and authorized to make decisions.** In addition to being difficult to communicate with PAs, applicants also expressed frustration that when they were able to talk with someone directly, often the individual did not have the knowledge or authorization to help them with their issue. They stated, *"It was difficult to actually speak with or communicate with the Program Administrator, I had to deal with others who weren't authorized to make decisions"* and *"Unable to get any reliable communication."*

### 1.3.3 Helpfulness

**Update the SGIP handbook to reflect current application protocols.** Some applicants stated that they followed the submission instructions that were included in the SGIP handbook only to find out the handbook instructions were incorrect. *"We'd use the handbook as a submission guide, then get rejected for doing what was listed in the handbook."* They recommended reviewing the handbook on a regular basis to ensure it contains the most up-to-date application protocols.

**Simplify SGIP handbook and add common issues.** Several applicants stated a desire for the handbook to be simplified. Recommendations given by the applicants included making the handbook shorter and more concise and making it a guide to the requirements. Applicants also stated a desire for the SGIP handbook to include a guide for updating applications and common issues. One applicant stated both, saying, *"Redo handbook to be a much shorter, concise guide on requirements [and include] why requirements exist, how to make updates to applications, and common issues and how to resolve them."*

**Create video tutorials for filling out and submitting paperwork.** Applicants continued to report having problems filling out and submitting SGIP application paperwork, often resulting in suspended projects. An additional resource requested by applicants was an online tutorial containing detailed instructions for filling out and submitting required documentation. Online videos may make it easier for some participants



to understand the specific requirements needed for the SGIP application, thus minimizing the number of issues that need to be corrected downstream. In turn, this will aid in improving the application processing time.

**As stated in the 2017 evaluation, consider implementing a ticket system to track and manage issues and resolutions.** Applicants in 2018 continued to comment that questions or issues are sometimes passed from person to person, at times getting handed off to someone without the necessary expertise or historical knowledge. *“Every time an application was suspended, we’d receive feedback from the program administration. Each individual had different requirements and gave us new suggestions. So we would prepare documents one way to meet suggested standards, but have them be rejected by a different reviewer for following what the previous one said to do.”* In other cases, applicants reported problems that were never addressed or remain unresolved. A ticket system that tracks each issue individually (along with the name of the PA personnel and the proposed solution) would help PAs improve issue tracking. Tickets could be managed in a searchable environment and PAs could search by issue type to see common solutions to similar issues, or track solutions already provided to a particular participant.

**Clearly state why an application is rejected or suspended.** Applicants stated a desire for “[b]etter clarifications when something is rejected”. Some host customers also expressed not knowing why their projects were suspended. Clearly specifying the issues with submitted applications and paperwork will help cut down on the number of follow-up inquiries regarding the appropriate corrective actions to be taken. It will also help applicants communicate more clearly to host customers the reason(s) for any delays in their applications.

**Send automated responses to applicants and/or host customers when there is a delay in resolution of participant inquiries greater than two weeks.** Applicants and host customers often reported experiencing long delays to get resolution of inquiries submitted to the PAs. Whenever possible, PAs should notify the relevant parties acknowledging receipt of the inquiry and provide an approximate timeline for a response if they anticipate the response time will be longer than two weeks. These notifications could be sent via an automated process. Providing such an automated update to program participants will likely reduce the volume of emails and calls from applicants and host customers who are contacting the PAs to follow up on outstanding issues.

## 2 INTRODUCTION

California's Self-Generation Incentive Program (SGIP) provides financial incentives for the installation of distributed generation and energy storage technologies that meet all or a portion of a customer's electricity needs. The SGIP is funded by California's ratepayers and managed by Program Administrators (PAs) representing California's major investor owned utilities (IOUs). The PAs are Pacific Gas and Electric Company (PG&E), Southern California Edison (SCE), Southern California Gas Company (SCG), and the Center for Sustainable Energy (CSE), which implements the program for customers of San Diego Gas and Electric (SDG&E). The California Public Utilities Commission (CPUC) provides oversight and guidance on the SGIP.

### 2.1 PROGRAM OVERVIEW

The SGIP was originally designed in 2001 in response to the California electricity crisis. Since then, the SGIP has undergone numerous revisions to its incentive levels, eligibility rules, application process, and technology offerings. The 2017 Self-Generation Incentive Program Handbook<sup>1</sup> describes the application process, technology eligibility requirements, and incentive levels applicable to Program Year (PY) 2018.

#### 2.1.1 Program Changes in 2018

Several changes were made to the SGIP rules and requirements in 2017 that impacted the operation of the program in 2018. Among those were revisions to its technology incentive budget allocations and to the application reservation process.

On July 1, 2016 the CPUC issued Decision 16-06-055 revising the SGIP pursuant to Senate Bill 861, Assembly Bill 1478, and implementing other changes.<sup>2</sup> The Decision made several changes to the SGIP, including administering funds continuously rather than incrementally each year, and allocating 75% of program funds to energy storage. In 2016, the SGIP administrators allocated 75% of the annual incentive budget to renewable and emerging technology projects and 25% to non-renewable fueled conventional combined heat and power (CHP) projects. In 2017, 80% of the incentive budget was allocated to storage technologies and 20% to generation. The full list of project types by incentive budget categorization in PY 2016, PY 2017, and PY 2018 is found in Table 2-1 on the following page.

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<sup>1</sup> 2017 SGIP Handbook: <https://www.selfgenca.com/documents/handbook/2017>.

<sup>2</sup> <http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M163/K928/163928075.PDF>.



**TABLE 2-1: PROGRAM YEAR COMPARISON OF TECHNOLOGY INCENTIVE BUDGET ALLOCATION**

Project Type	PY 2016		PY 2017 and PY2018	
	Renewable & Emerging Tech	Nonrenewable Fueled CHP	Storage	Generation
Energy Storage	X		X	
Fuel Cell	X			X
Biogas Adder	X			X
Wind Turbine	X			X
Waste Heat to Power	X			X
Pressure Reduction Turbine	X			X
Internal Combustion Engine		X		X
Microturbine		X		X
Gas Turbine		X		X
Steam Turbine		X		X
<b>Budget Allocation</b>	<b>75%</b>	<b>25%</b>	<b>80%</b>	<b>20%</b>

After a number of program changes went into effect in 2017, the SGIP in 2018 was fairly stable and program changes were primarily focused on identifying opportunities to streamline the application process and manage the significant increase in program applications in a timely fashion. In 2017, the program experienced a major spike in applications resulting from the shift in program participation from large nonresidential storage projects to smaller residential projects. This shift and the predicted increase in program applications resulted in the introduction of a lottery system designed to more fairly allocate program funds across a wide range of applicants and host customers. The lottery system was triggered multiple times for three of the four PAs in 2018 and it sought to eliminate gaming of the SGIP and strived to achieve greater program fairness and equity. All PAs reported they increased their staffing (via either new program hires, or internal staff brought in on a temporary basis) to increase the speed at which program applications were processed and eliminate the backlog of applications that was leading to significant time delays. The PAs also tried to make the quarterly workshops more interactive in order to gather feedback on the program from developers and other stakeholders and ensure the topics covered were helpful and educational. The feedback received during these workshops identified several opportunities to streamline the program to improve the participant experience and led to the PAs filing an Advice Letter (Advice Letter 3966-E) with the CPUC in March 2019 requesting authorization to make these streamlining changes.<sup>3</sup>

<sup>3</sup> [http://www3.sce.com/sscc/law/dis/dbattach5e.nsf/0/FF865F33CFBBF2768825843300693C71/\\$FILE/R1211005-SGIP%20Administrators%20Joint%20PFM%20of%20D0103073\\_D1109015\\_D1606055%20re%20Application%20Requirements.pdf](http://www3.sce.com/sscc/law/dis/dbattach5e.nsf/0/FF865F33CFBBF2768825843300693C71/$FILE/R1211005-SGIP%20Administrators%20Joint%20PFM%20of%20D0103073_D1109015_D1606055%20re%20Application%20Requirements.pdf).



## 2.1.2 Budget

Authorized incentive collections through the end of 2019 total \$501,735,000.<sup>4,5</sup> Allocations for each PA are summarized in Table 2-2. The SGIP budget is further split by technology, with 80% allocated to energy storage technologies and 20% for generation technologies. Within the energy storage budget, 13% of funds are allocated to Small Residential projects less than or equal to 10 kW (10.4% of overall SGIP budget).

**TABLE 2-2: STATEWIDE SGIP BUDGET AND PROGRAM ADMINISTRATOR ALLOCATIONS**

PA	Authorized Incentive Collections	% of Total Authorized Incentive Collections
PG&E	\$217,620,000	43%
SCE	\$169,260,000	34%
SCG	\$48,360,000	10%
CSE	\$66,495,000	13%

Each PA's incentive budget is divided into three or five steps, depending on the budget category (Small Residential Storage, Large-Scale Storage, Residential Storage Equity, Nonresidential Storage Equity, and Generation).<sup>6</sup> The incentive steps allow the PAs to ensure distribution of incentive monies across participating entities while decreasing the available incentive amounts over time. During 2018, incentives were dispensed in steps 2, 3, 4, and 5 within the Residential Storage budget category and steps 2 and 3 within the Large-Scale Storage budget category, as shown in Table 2-3.

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<sup>4</sup> Available authorized incentives include 50% of 2016 collections plus authorized incentive collections for 2017, 2018 and 2019.

<sup>5</sup> These budget amounts match what is in the 2019 SGIP handbook ([www.selfgenca.com](http://www.selfgenca.com)); however, the figure on the CPUC SGIP website is higher (\$566,692,310, <https://www.cpuc.ca.gov/General.aspx?id=5935>).

<sup>6</sup> See SGIP 2017 V6 Handbook: Section 3.1 (Incentive Rates) for further detail on the incentive steps and associated incentive rates.



**TABLE 2-3: PROGRAM APPLICATION STEPS OPENED AND CLOSED IN 2018 BY BUDGET CATEGORY AND PROGRAM ADMINISTRATOR**

	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5<sup>7</sup></b>
<b>Small Residential Storage</b>				
CSE	Closed	Opened & Closed	Opened & Closed	Opened
PG&E	Closed	Opened & Closed	Opened & Closed	Opened
SCG	Closed	Opened		
SCE	Closed	Opened & Closed	Opened	
<b>Large-Scale Storage</b>				
CSE	Closed	Opened		
PG&E	Opened			
SCG	Closed	Opened		
SCE		Opened		
<b>Residential Storage Equity</b>				
CSE		Opened		
PG&E				
SCG		Opened		
SCE		Opened		
<b>Nonresidential Storage Equity</b>				
CSE		Opened		
PG&E				
SCG		Opened		
SCE		Opened		

## 2.2 PROGRAM PARTICIPATION DURING 2018

Two types of program participants were surveyed in this evaluation: host customers and applicants.

### Host Customer

Any retail electric or gas distribution class of customer (e.g., industrial, agricultural, commercial or residential) of PG&E, SCE, SCG, or SDG&E is eligible to be the host customer and receive incentives from the SGIP. The host customer is the exclusive incentive reservation holder who is party to the SGIP contract. The host customer has the authority to designate the applicant and/ or developer.<sup>8</sup>

<sup>7</sup> Step 5 does not close. However, a waitlist is established when the budget category is fully subscribed.

<sup>8</sup> SGIP 2017 V6 Handbook: Section 4.1.1.





## Applicant

The applicant is the person or entity that is responsible for completing and submitting the SGIP application and serves as the main point of contact for the SGIP PA throughout the application process. Host customers may act as the applicant, or they may designate a third party to act as the applicant on their behalf.<sup>9</sup> The applicant is usually also the project developer.<sup>10</sup> During 2018, the applicant and developer were the same entity for 98% of applications submitted.

### 2.2.1 Study Population

A copy of the SGIP statewide project list was downloaded from [www.selfgenca.com](http://www.selfgenca.com) on July 21, 2019. All applications submitted in PY 2018 are included in this evaluation. During PY 2018, a total of 6,509<sup>11</sup> new applications were submitted across all PA service territories. Nearly all of these (6,505) were for energy storage technologies. The breakout of applications, applicants, and host customers included in this evaluation, by PA, is shown in Table 2-4 below.

**TABLE 2-4: SGIP APPLICATION, APPLICANT, AND HOST CUSTOMER COUNT BY PROGRAM ADMINISTRATOR**

Program Administrator	# Applications	# Applicants <sup>12</sup>	# Host Customers <sup>13</sup>
PG&E	2,306	93	2,265
SCE	2,002	85	1,962
SCG	272	31	263
CSE	1,929	78	1,901
<b>SGIP Total</b>	<b>6,509</b>	<b>200</b>	<b>6,351</b>

Some applicants and host customers have applications in multiple PA territories. Table 2-5 below shows the breakdown of applicants and host customers with applications in a single PA territory, or two, three,

<sup>9</sup> SGIP 2017 V6 Handbook: Section 4.1.3.

<sup>10</sup> SGIP 2017 V6 Handbook: Section 4.1.5: Developer definition for applications received in incentive steps 3 through 5 “A Developer is, if not individual homeowners applying for SGIP incentives for systems located on their own property, the corporate entity registered and in good standing with the Secretary of State of California that handles a substantial amount of the project’s development activities.”

<sup>11</sup> This is a 78% increase over 2017, during which 3,663 new applications were submitted to the program.

<sup>12</sup> A single applicant could have applications in multiple PAs. Therefore, the SGIP applicant total does not equal the sum of each PA’s applicant subtotal.

<sup>13</sup> A single host customer could have applications in multiple PAs. Therefore, the SGIP host customer total does not equal the sum of each PA’s host customer subtotal.



or four territories. A significant proportion of applicants (27%) and a very small proportion of host customers (1%) had applications in multiple territories.

**TABLE 2-5: COUNT OF APPLICANTS AND HOST CUSTOMERS WITH APPLICATIONS IN MULTIPLE PROGRAM ADMINISTRATOR TERRITORIES**

	<b>1 PA</b>	<b>2 PAs</b>	<b>3 PAs</b>	<b>4 PAs</b>	<b>Total</b>
# Applicants	146	32	11	11	<b>200</b>
# Host Customers	6,314	34	3	0	<b>6,351</b>

## 2.3 EVALUATION GOALS

The CPUC measurement and evaluation plan calls for “an annual review of the administrative performance of each PA.<sup>14</sup> The reports are to include, at minimum, a survey of program participants regarding the PAs’ clarity and timeliness of oral and written communications, their accessibility, their helpfulness to applicants submitting and processing applications, and the clarity and helpfulness of their websites.” This evaluation will be an assessment of PA performance during 2018. All interview guides and survey questions were designed to address participants’ experience during 2018. Where possible, comparison was made to results from the 2016<sup>15</sup> and 2017<sup>16</sup> SGIP PA performance evaluations.

### Research Questions

The following research questions are addressed by this evaluation.

- What are the perceived strengths and weaknesses of PA program communication processes?
- How clear and timely are the oral and written communications from the PAs?
- How accessible are the PAs?
- How helpful are the PAs to applicants submitting and processing applications?
- How clear and helpful are the PA websites?
- How did the participant experience change from 2017 to 2018?

<sup>14</sup> The CPUC measurement and evaluation plan was included as Appendix A of an email from CPUC Energy Division to the SGIP Program Administrators on January 13, 2017.

<sup>15</sup> 2016 SGIP Program Administrator Performance Evaluation:  
<http://www.cpuc.ca.gov/WorkArea/DownloadAsset.aspx?id=6442454963>

<sup>16</sup> 2017 SGIP Program Administrator Performance Evaluation:  
[https://www.cpuc.ca.gov/uploadedFiles/CPUC\\_Public\\_Website/Content/Utilities\\_and\\_Industries/Energy/Energy\\_Programs/Demand\\_Side\\_Management/Custom\\_Gen\\_and\\_Storage/SGIP\\_2017\\_PA\\_Performance\\_Eval.pdf](https://www.cpuc.ca.gov/uploadedFiles/CPUC_Public_Website/Content/Utilities_and_Industries/Energy/Energy_Programs/Demand_Side_Management/Custom_Gen_and_Storage/SGIP_2017_PA_Performance_Eval.pdf)



## 2.4 REPORT CONTENTS

The remainder of this report includes the following:

- Section 3 describes the research methods and data sources used in this study.
- Section 4 presents the findings from this evaluation regarding program clarity; interactions with PAs; resolution of problems, issues, or delays; and satisfaction with specific program elements.
- Section 5 discusses the overall findings of this evaluation, including key recommendations.
- Appendix A presents the survey instruments used for the PA in-depth-interviews, the applicant mixed-mode surveys, and the host customer web surveys.
- Appendix B presents the applicant survey response frequencies.
- Appendix C presents the host customer survey response frequencies.

# 3 DATA AND METHODS

This section summarizes the research activities and sources of data used in this study. The primary data sources used in this evaluation include:

## Pre-existing data sources:

- The SGIP Statewide Project Database<sup>1</sup> managed by the PAs
- Site inspection and verification reports completed by the PAs or their consultants

## Data from research activities:

- In-depth interviews (IDIs) conducted with PAs by Itron professional evaluation staff (Section 3.1)
- Multi-mode web/phone surveys conducted with SGIP applicants (Section 3.2)
- Web surveys completed by SGIP host customers (Section 3.3)

The three research activities outlined above enabled the evaluation team to study participants' experience with and perceptions of the program. In particular, the PA IDIs gave context to the evaluation team regarding administrative practices and changes to the program since 2018. The phone and web surveys with applicants and host customers were the vehicles through which direct feedback was collected from program participants.

## 3.1 PROGRAM ADMINISTRATOR IN-DEPTH INTERVIEWS

Itron conducted in-depth interviews with each of the four PAs (PG&E, SCE, SCG, and CSE). The purpose of the PA in-depth interviews was to learn directly from the PAs about the administration of the program since the beginning of the 2018 program year. PAs were interviewed on various topics relating to program operations and management including staffing structure, program design, and communications approaches. Special focus was given to understanding changes to program rules and procedures in PY 2018 and PY 2019. Given the timing of this research, these interviews also provided the evaluation team with an understanding of program administration changes made by the PAs as a result of PY 2018 implementation challenges. Appendix A.1 presents the list of questions used to guide the PA interviews.

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<sup>1</sup> Accessed July 21, 2019.



## 3.2 APPLICANT SURVEY

Applicants were interviewed through a mixed-mode web and telephone survey. The telephone component was conducted by professional interviewers at Itron, while the web respondents completed the interview on their own via a computer or smart mobile device. Interview questions covered topics relating to the applicant’s experience and satisfaction with application stages, PA communications, and program websites. The applicant survey involved a mixture of quantitative questions with open-ended follow-up questions. Appendix A.2 presents the full survey instrument used for the applicant phone survey.

### 3.2.1 Sample Design

The sample for the applicant survey was designed so that results could be reported with high confidence for each individual PA. Based on the observed coefficient of variation (COV) from the PY 2017 PA Performance Evaluation,<sup>2</sup> sample sizes were estimated for each PA to enable reporting on 1-5 scalar satisfaction questions at a relative precision (RP) of 10% or better, measured at the 90% confidence interval (90/10). Table 3-1 summarizes the applicant population, target sample, and achieved sample for each PA.

**TABLE 3-1: TARGET AND ACHIEVED APPLICANT SAMPLE BY PROGRAM ADMINISTRATOR**

PA	Applicant Population <sup>3</sup>	Applicant 90/10 Target Sample	n Phone Completes	n Web Completes	n Total Completes	Achieved RP <sup>4</sup>
PG&E	93	28	16	11	27	14.6%
SCE	85	27	16	5	21	9.8%
SCG	31	18	12	0	12	11.5%
CSE	78	26	11	7	18	6.8%
<b>Total</b>	<b>200</b>	–	<b>25</b>	<b>22</b>	47	–

When applicants were surveyed, they were asked about each PA they interacted with. Therefore, we completed 47 total interviews to reach the total completes by PA shown above. Though the Itron survey team contacted each applicant in the population more than once by email and phone, not enough

<sup>2</sup> Results from the PY 2017 applicant survey question: How satisfied are you with the SGIP overall (Please rate your satisfaction on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied)?

<sup>3</sup> Recall: A single applicant could have applications in multiple PAs, over multiple years, or for multiple technology types. Therefore, the applicant total does not equal the sum of each PA’s applicant subtotal.

<sup>4</sup> Achieved relative precision was calculated from results of the applicant survey question: How would you rate your experience with [PA’s] overall, in relation to their role as an SGIP administrator in 2018 (Please rate your satisfaction on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied)?



applicants agreed to complete an interview to meet the desired sample targets. Although the desired target was not achieved, the evaluation team managed to conduct interviews with 24% of the available population of applicants who applied to the program in 2018 (29% of PG&E applicants, 24% of SCE, 38% of SCG, and 23% of CSE). This is a slightly lower response rate than achieved in the 2017 PA evaluation, likely due in part to the overlap in applicants in 2017 and 2018<sup>5</sup> which may result in survey fatigue and thus a reduced likelihood of response. Response frequency tables for each closed-ended question in the applicant survey are included in Appendix B.

### Prolific Applicants

Applicants with 100 or more projects in the population were classified as “prolific” applicants. There are 13 applicants that meet this criterion and they submitted 86% of the 6,509 2018 applications.<sup>6</sup> We attempted a census with this group for the applicant survey. Table 3-2 shows the number of prolific applicants with applications in each PA territory and the number that completed surveys. The Itron survey team completed 8 of the 13 targeted prolific surveys. Two prolific applicants refused to complete the survey and a third claimed that the most knowledgeable respondent would not be available until after the completion of this effort. The remaining non-respondent prolific applicant was contacted, but never responded to interview requests.

**TABLE 3-2: PROLIFIC APPLICANT POPULATION AND NUMBER OF COMPLETES BY PROGRAM ADMINISTRATOR**

PA	Applicant Population <sup>7</sup>	Applicant 90/10 Target Sample	Prolific Applicants	n Prolific Completes
PG&E	93	28	8	6
SCE	85	27	11	7
SCG	31	18	9	7
CSE	78	26	10	7
<b>Total</b>	<b>200</b>	--	<b>13</b>	<b>8</b>

### Strata Quota

Further strata were developed within each PA where applicants were separated by application year and budget category. This was done to ensure representation within the sample of different application types

<sup>5</sup> Forty-two percent of the 2018 applicants also participated in the SGIP during 2017.

<sup>6</sup> By comparison, the 2017 SGIP program had 11 prolific applicants defined by 80 projects or more.

<sup>7</sup> Recall: A single applicant could have applications in multiple PAs, over multiple years, or for multiple technology types. Therefore, the applicant total does not equal the sum of each PA’s applicant subtotal.



and applicant experiences.<sup>8</sup> Targeting these sub-populations enabled program-wide results to be reported at the budget category level with a higher degree of accuracy.

Applicants were grouped by application year based on whether they submitted applications in 2018 only or in 2018 and prior years. An application's budget category was defined for 2018 as either Small Residential Storage, Large-Scale Storage, or Generation. For sampling purposes each applicant was assigned to a single budget category based on application count.

To derive strata quota, each PA's target sample (28 PG&E, 27 SCE, 18 SCG, and 26 CSE) was distributed across the identified strata proportional to applicant population. Strata quota were then increased to account for the prolific applicant census and increased to a minimum of three sample points or to a census of the total population of applicants if a given stratum had fewer than three points. Strata quota for PG&E, SCE, SCG, and CSE are shown below in Table 3-3, Table 3-4, Table 3-5, and Table 3-6 respectively. This method resulted in increased PA totals for all PAs (29 instead of 28 for PG&E, 30 instead of 27 for SCE, 19 instead of 18 for SCG, and 29 instead of 26 for CSE). Strata quotas were developed as a guide to completing the necessary sample, they were not developed as hard targets.

The total number of completed surveys by strata and the distribution of completes by strata is also shown in Table 3-3, Table 3-4, Table 3-5, and Table 3-6. Note the comparison of achieved sample distribution by stratum to the population distribution. For any 1-5 scalar question reported as an average by PA throughout this report, the reported score is weighted by the applicant population distribution. All other reported applicant responses throughout the report are unweighted.

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<sup>8</sup> It should be noted that only two Residential Storage Equity applications were submitted in 2018; as a result, these applications were grouped into the small residential storage budget category. No applications were submitted for the Nonresidential Storage Equity category in 2018.



**TABLE 3-3: PG&E APPLICANT SURVEY STRATA QUOTA**

Application Year	Budget Category	Applicant Population	Population Distribution	Strata Quota	n Completes	Achieved Sample Distribution
2018 and Prior	Large-Scale Storage	13	14%	4	4	15%
	Small Res Storage	30	32%	9	8	33%
2018 Only	Large-Scale Storage	8	9%	3	2	11%
	Small Res Storage	42	45%	13	13	48%
--	Generation	0	0%	NA	NA	NA
<b>Grand Total</b>		<b>93</b>	<b>100%</b>	<b>29</b>	<b>27</b>	<b>100%</b>

**TABLE 3-4: SCE APPLICANT SURVEY STRATA QUOTA**

Application Year	Budget Category	Applicant Population	Population Distribution	Strata Quota	n Completes	Achieved Sample Distribution
2018 and Prior	Large-Scale Storage	10	12%	3	3	15%
	Small Res Storage	32	38%	11	9	45%
2018 Only	Large-Scale Storage	7	8%	3	0	0%
	Small Res Storage	33	39%	10	8	40%
--	Generation	3	4%	3	0	0%
<b>Grand Total</b>		<b>85</b>	<b>100%</b>	<b>30</b>	<b>20</b>	<b>100%</b>

**TABLE 3-5: SCG APPLICANT SURVEY STRATA QUOTA**

Application Year	Budget Category	Applicant Population	Population Distribution	Strata Quota	n Completes	Achieved Sample Distribution
2018 and Prior	Large-Scale Storage	6	19%	3	3	25%
	Small Res Storage	20	65%	12	8	67%
2018 Only	Large-Scale Storage	0	0%	NA	NA	NA
	Small Res Storage	4	13%	3	1	8%
--	Generation	1	3%	1	0	0%
<b>Grand Total</b>		<b>31</b>	<b>100%</b>	<b>19</b>	<b>12</b>	<b>100%</b>

**TABLE 3-6: CSE APPLICANT SURVEY STRATA QUOTA**

Application Year	Budget Category	Applicant Population	Population Distribution	Strata Quota	n Completes	Achieved Sample Distribution
2018 and Prior	Large-Scale Storage	10	13%	3	3	17%
	Small Res Storage	29	37%	11	10	56%
2018 Only	Large-Scale Storage	5	6%	3	1	6%
	Small Res Storage	33	42%	11	4	22%
--	Generation	1	1%	1	0	0%
<b>Grand Total</b>		<b>78</b>	<b>100%</b>	<b>29</b>	<b>18</b>	<b>100%</b>





### 3.3 HOST CUSTOMER SURVEY

Host customers were contacted through a web survey. Survey questions covered topics relating to host customers' experience and satisfaction with application stages, PA communications, and program websites. The host customer survey focused primarily on quantitative, scalar questions, with some selected follow-up open-ended questions. A survey invitation with a web link was emailed to 3,000 host customers in the participant population (this included the entire SCG host customer population). Following the initial round of completed surveys, a reminder email was sent to all host customers who had not yet responded. Subsequently, Itron staff were guided by the sample plan to directly email host customers who did not complete the online survey. Itron staff repeated the request to complete the web survey with personal email communications. Appendix A.3 presents the full survey instrument used for the host customer web survey.

#### 3.3.1 Sample Design

Like the applicant survey, the sample design for the host customer survey was designed so that results can be reported with high confidence for each individual PA. Based on the observed COV from the PY 2017 PA Performance Evaluation,<sup>9</sup> sample sizes were estimated for each PA to enable reporting of 1-5 scalar satisfaction questions at 90/10. For sampling purposes, host customers were aggregated based on customer name, contact information, and location.<sup>10</sup> Table 3-7 summarizes the target host customer sample sizes for each PA.

**TABLE 3-7: TARGET HOST CUSTOMER SAMPLE SIZE BY PROGRAM ADMINISTRATOR**

PA	Host Customer Population	Host Customer 90/10 Target Sample	n Completes	Achieved RP <sup>11</sup>
PG&E	2,265	47	199	3.7%
SCE	1,962	47	129	3.8%
SCG	263	41	25	11.5%
CSE	1,901	47	130	4.1%

<sup>9</sup> Results from the PY 2017 host customer survey question: How satisfied are you with your experience with [PAs] on the SGIP overall (Please rate your satisfaction on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied)?

<sup>10</sup> For example, applications across all locations of large retailers were aggregated to a single host customer.

<sup>11</sup> Achieved relative precision was calculated from results of the host customer survey question: How satisfied are you with your experience with [PAs] on the SGIP overall (Please rate your satisfaction on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied)?



The sample targets were exceeded by a large margin for PG&E, SCE, and CSE. All SCG host customers were contacted to reach the targeted 41 completes, and while a 9.5% response rate was achieved, the number of completes for SCG was only 59% of the target. Response frequency tables for each closed-ended question in the host customer survey are included in Appendix C.

### **Strata Quota**

Further strata were developed within each PA to separate host customers by budget category, application year, and applicant prolific status. These strata ensure representation within the sample of different application types and host customer experiences. Targeting these sub-populations enables program-wide results to be reported at the budget category and applicant prolificity levels, respectively, with a higher degree of accuracy.

For sampling purposes, each host customer was assigned to a single budget category based on application count. Host customers were grouped by application year based on whether they submitted applications in 2018 only or in 2018 and prior years.

Host customers were also categorized by applicant prolific status. This indicates if the applicant that submitted the host customer's applications was a prolific applicant (>100 applications) or not. The host customer's experience with SGIP can depend on their applicant's familiarity with the program.

To derive strata quota, each PA's target sample (47 PG&E, 47 SCE, 41 SCG, and 47 CSE) was distributed across the identified strata proportional to host customer population. Strata quota were then increased to a minimum of two sample points or to a census of the total population of host customers if a given stratum had fewer than two points. Strata quota for PG&E, SCE, SCG, and CSE are shown in Table 3-8, Table 3-9, Table 3-10, and Table 3-11, respectively. This method resulted in increased PA totals for each PA (58 PG&E, 59 SCE, 46 SCG, and 57 CSE), resulting in 220 total surveys. Strata quotas were developed as a guide to completing the necessary sample; they were not developed as hard targets.

The total number of completed surveys by strata and the distribution of completes by strata is also shown in Table 3-8, Table 3-9, Table 3-10, and Table 3-11. Note the comparison of achieved sample distribution by stratum to the population distribution. For any 1-5 scalar question reported as an average by PA throughout this report, the reported score is weighted by the host customer population distribution. All other reported host customer responses throughout the report are unweighted.



**TABLE 3-8: PG&E HOST CUSTOMER STRATA QUOTA**

Application Year	Applicant Prolificity	Budget Category	Host Customer Population	% of Host Customer Population	Strata Quota	n Completes	Achieved Sample Distribution
2018 Only	Prolific Applicant	Large-Scale Storage	7	0%	2	1	1%
		Small Res Storage	1914	85%	40	167	84%
	Nonprolific Applicant	Large-Scale Storage	28	1%	2	2	1%
		Small Res Storage	270	12%	6	24	12%
2018 and Prior	Prolific Applicant	Large-Scale Storage	6	0%	2	0	0%
		Small Res Storage	27	1%	2	3	2%
	Nonprolific Applicant	Large-Scale Storage	6	0%	2	0	0%
		Small Res Storage	6	0%	2	2	1%
--	--	Generation	0	0%	NA	NA	NA
<b>Grand Total</b>			<b>2,265</b>	<b>100%</b>	<b>58</b>	<b>199</b>	<b>100%</b>

**TABLE 3-9: SCE HOST CUSTOMER STRATA QUOTA**

Application Year	Applicant Prolificity	Budget Category	Host Customer Population	% of Host Customer Population	Strata Quota	n Completes	Achieved Sample Distribution
2018 Only	Prolific Applicant	Large-Scale Storage	13	1%	2	0	0%
		Small Res Storage	1649	84%	40	108	83%
	Nonprolific Applicant	Large-Scale Storage	18	1%	2	0	0%
		Small Res Storage	222	11%	5	15	12%
2018 and Prior	Prolific Applicant	Large-Scale Storage	4	0%	2	0	0%
		Small Res Storage	38	2%	2	3	2%
	Nonprolific Applicant	Large-Scale Storage	9	0%	2	1	1%
		Small Res Storage	6	0%	2	1	1%
--	--	Generation	3	0%	2	2	2%
<b>Grand Total</b>			<b>1,962</b>	<b>100%</b>	<b>59</b>	<b>130</b>	<b>100%</b>



**TABLE 3-10: SCG HOST CUSTOMER STRATA QUOTA**

Application Year	Applicant Prolificity	Budget Category	Host Customer Population	% of Host Customer Population	Strata Quota	n Completes	Achieved Sample Distribution
2018 Only	Prolific Applicant	Large-Scale Storage	6	2%	2	1	4%
		Small Res Storage	202	77%	31	20	80%
	Nonprolific Applicant	Large-Scale Storage	4	2%	2	0	0%
		Small Res Storage	40	15%	6	2	8%
2018 and Prior	Prolific Applicant	Large-Scale Storage	0	0%	NA	NA	NA
		Small Res Storage	7	3%	2	2	8%
	Nonprolific Applicant	Large-Scale Storage	0	0%	0	0	0%
		Small Res Storage	3	1%	2	0	0%
--	--	Generation	1	0%	1	0	0%
<b>Grand Total</b>			<b>263</b>	<b>100%</b>	<b>46</b>	<b>25</b>	<b>100%</b>

**TABLE 3-11: CSE HOST CUSTOMER STRATA QUOTA**

Application Year	Applicant Prolificity	Budget Category	Host Customer Population	% of Host Customer Population	Strata Quota	n Completes	Achieved Sample Distribution
2018 Only	Prolific Applicant	Large-Scale Storage	13	1%	2	2	2%
		Small Res Storage	1613	85%	40	109	84%
	Nonprolific Applicant	Large-Scale Storage	17	1%	2	0	0%
		Small Res Storage	217	11%	5	12	9%
2018 and Prior	Prolific Applicant	Large-Scale Storage	6	0%	2	0	0%
		Small Res Storage	22	1%	2	5	4%
	Nonprolific Applicant	Large-Scale Storage	4	0%	2	1	1%
		Small Res Storage	8	0%	2	0	0%
--	--	Generation	0	0%	NA	NA	NA
<b>Grand Total</b>			<b>1,901</b>	<b>100%</b>	<b>57</b>	<b>129</b>	<b>100%</b>



### **3.4 STUDY TIMING AND POTENTIAL BIAS**

Surveys and interviews with applicants and host customers regarding the PY 2018 SGIP PA performance were conducted in October and November of 2019. As a result, there may be some recall bias associated with responses caused by time lapses between program participation and when responses were provided. Although recall bias may be present in some responses, the evaluation team made efforts to reduce bias and directed responses towards the 2018 program, taking note of when respondents referred to prior or post-2018 program years. Additionally, it should be noted that surveys were fielded during the PG&E Public Safety Power Shutoff (PSPS) events during late October 2019. This may have caused some respondents to respond more negatively to survey questions directed at PG&E. In an effort to eliminate this potential bias, survey instruments reiterated that responses should be answered in respect to the utility in their role as an SGIP PA, not as an overall entity or power provider.

## **4 EVALUATION RESULTS**

In this section we present findings resulting from the three primary data collection activities completed as part of the 2018 PA evaluation (PA Interviews, applicant mixed-mode surveys, and host customer web surveys). This section is organized thematically by the primary topical areas explored surrounding program changes, participants' experience, and satisfaction with the program.

### **4.1 2018 PROGRAM CHANGES**

Program changes were minimal in 2018 compared to the previous program year and the changes that did occur were mostly efforts directed towards streamlining future application and payment processing. One PA reported focusing their efforts on automating payment processing in order to alleviate backlog and ensure they are compliant in their payment processing timeline and proactively engaging with developers having issues multiple issues with program participation. One-on-one meetings held with these developers aided in identifying areas of concern or confusion with the program and provided an opportunity for additional program education and engagement to reduce project submittal issues and, in turn, a reduction in project suspensions and delays. Across all PAs, identifying ways to streamline these processes became a necessity due to the significant increase in the volume of total program participants resulting from the growth in small residential storage projects. The PAs filed an Advice Letter (3966-E) to the CPUC in March 2019 (requesting approval of additional SGIP streamlining changes). The impact of these changes will be researched in subsequent PA evaluations.

#### **4.1.1 Staffing Changes**

In 2018, all four SGIP PAs reported significantly increasing their staffing levels to deal with the influx of program applications that occurred when a step was opened. The large increase in program applications was related to the significant increase in the Small Residential Storage applications as the SGIP switched its focus towards these technologies. All PAs reported they had hired additional full-time staff to help address the significant growth in applications and three of the four PAs reported they had also started bringing in other internal utility or company resources as needed to assist with the ebb and flow of program applications that has accompanied the tiered program design. The volume of applications in the program queue is closely monitored by the PAs to determine when additional resources need to be added in order to keep backlog and customer wait times at a minimum. The PAs' implementation consultant, Alternative Energy Systems Consulting (AESC), was also mentioned as a resource that the PAs turned to for assistance conducting technical engineering reviews, consulting, general support, and site visits.



## 4.1.2 Program Communications

In 2018, all the PAs stressed the importance they placed on timely and effective communications with SGIP host customers and applicants. A few PAs stated they had established communication goals related to their customer response time (typically two to three days) that they track and report on. The primary challenge they have faced with respect to timeliness has stemmed from the significant increase in the volume of applications received in 2017 and 2018. They have attempted to address this challenge by hiring more staff, working weekends, prioritizing customer inquiries, and automating communications whenever possible. Alerting applicants and host customers regarding program oversubscription, their application status, and what they can expect next has become a top priority. One PA indicated that when they had a backlog of applications, they “went above and beyond” in terms of their communication and, in addition to the typical program communications, they sent a mass email to applicants telling them their patience was appreciated.

The SGIP PAs also reported they had taken a number of steps to enhance their written and verbal program communications. This took the form of posting more announcements on the [selfgenca.com](http://selfgenca.com) website, initiating mass emails that provided details on their application status and timelines, and workshop enhancements aimed at improving two-way program communication. The PAs see the workshops as a forum for providing SGIP participants with updates on program processes or upcoming regulatory actions, as well as an opportunity to facilitate Q&A sessions with attendees. In 2018, the PAs began reaching out to program stakeholders to solicit speakers and request agenda items for upcoming workshops. The workshops are also now offered via WebEx, which has had a significant impact on attendance.

The PAs reported that in 2018, they also made several changes to their SGIP websites, ranging from full website makeovers (CSE) to updating bad links or outdated information (SCG). Improvements were also made to the [selfgenca.com](http://selfgenca.com) application portal to improve the application process. The most significant addition to the portal was the “Check My Application” feature. This gave host customers the capability to check the status of their own applications.

## 4.1.3 Payment Processing

Average payment processing time is a concern for all PAs as they know it is “never fast enough” and they are always looking for improvements that will help them get payments out to their customers faster. In 2018, one of the PAs (CSE) reported working with Energy Solutions to automate a batch processing invoice system that allowed them to move away from sending individual application invoices to SDG&E. This helped to shorten SDG&E’s review time for the invoices (although the time to process payments was not shortened). During the PA interviews, SCG staff indicated the primary lag they experience is between Incentive Claim Form stage (ICF) and the site inspection and that they are actively working to reduce this lag in order to expediate project payments. One approach they have utilized is to group projects by



developer as many of the developers' projects often face similar issues and thus can be resolved in a similar fashion.

#### **4.1.4 Small Residential Storage Simplification**

In 2018, the PAs held workshops with developers and program stakeholders to identify ways to simplify the Small Residential Storage component of the program. These workshops resulted in an Advice Letter being filed with the CPUC in the spring of 2019 (which was subsequently approved). Program changes recommended as a result of this effort include items such as no longer requiring residential projects to submit an application fee, allowing host customers to opt out of specified non-critical program information, developing and maintaining a public energy storage equipment list to clarify qualified program measures and reduce the application burden of submitting energy storage equipment specifications, and allowing for virtual on-site inspections of residential storage projects to confirm program compliance.

This section presents results from the 2018 PA performance evaluation, as well as comparisons to prior evaluation years. Results explore differences in how the program is experienced by various participant segments as defined by their prior program experience, applicant's application volume (prolific status), and SGIP technology group (Large-Scale Storage versus Small Residential Storage).

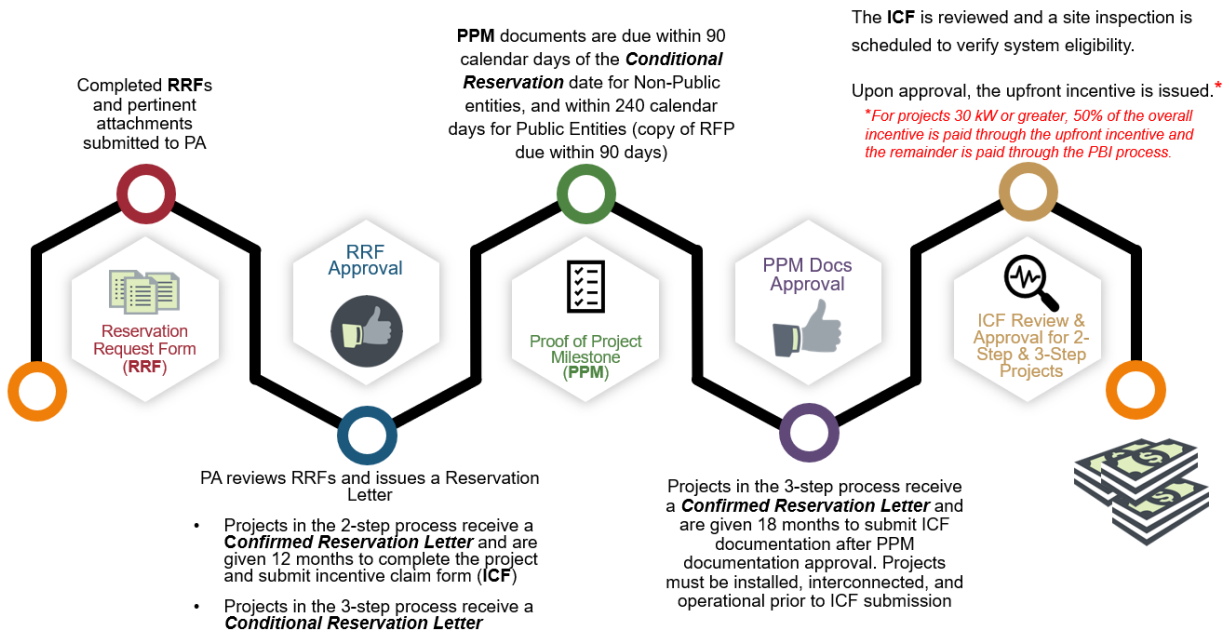
## **4.2 PARTICIPANT EXPERIENCE**

An SGIP project application requires a variety of technical information to help establish the specifics of the technology to be incentivized, its location, and its anticipated or demonstrated performance in line with the goals of the SGIP program. Applicants submit this information through the online application portal via a series of required program documents that vary depending on the size of the equipment and whether it qualifies for PBI payments. The overall 2018 SGIP application process is summarized in Figure 4-1.





**FIGURE 4-1: SGIP 2018 APPLICATION PROCESS**

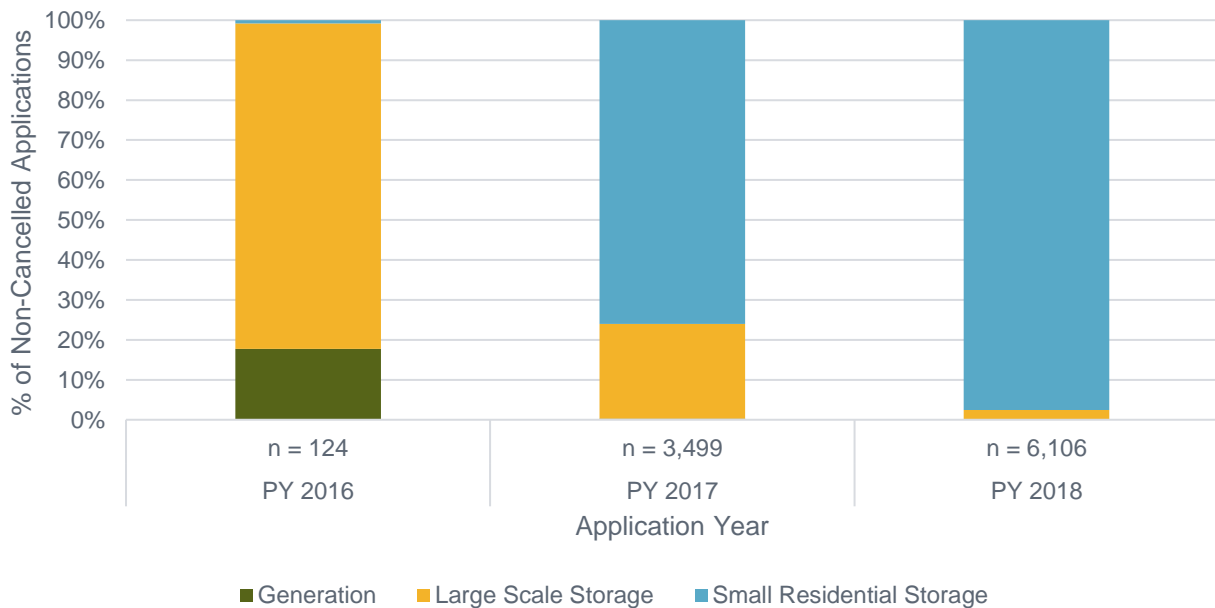


In 2018, SGIP projects continued to be primarily storage as opposed to generation; however, as shown in Figure 4-2, applications have shifted even more to Small Residential Storage projects. Small Residential storage projects constituted less than 1% of non-cancelled applications in 2016; by 2018, they made up more than 97% of non-cancelled applications (in 2017, small residential storage projects made up 75% of applications).<sup>1</sup> The total volume of 2018 non-cancelled applications increased from 124 in 2016, to 3,499 in 2017, and 6,106 in 2018. The large increase in application volume and significant shift in program category makeup and technology has challenged the PAs to identify opportunities to streamline the application and payment process. In 2018, the PAs put significant effort into identifying challenges applicants encountered during the application process, ensuring their educational efforts via one-on-one meetings with developers and quarterly workshops were effectively addressing these challenges. They increased program staffing to deal with the increased application volume, both through hiring additional staff and borrowing staff from other internal groups to help with application backlog and surges.

<sup>1</sup> Cancelled projects are excluded from the application counts in this comparison because an outsize proportion of applications submitted in 2016 were cancelled, primarily due to complications during the 2016 program opening. Of the 946 applications submitted in 2016, 822 (87%) were cancelled. By comparison, only 4% of projects (164 of 3,663) were cancelled in 2017 and 6% in 2018 (403 of 6,509).



**FIGURE 4-2: TECHNOLOGY MIX OF NON-CANCELLED PROJECTS IN 2016, 2017, AND 2018**



Although the number of applications to the SGIP has increased significantly, the overall number of program applicants that submitted applications (by organization/firm) has remained relatively consistent from 2017 to 2018 (in 2017 there were 205 distinct applicants and in 2018 there were 200). A large portion of 2018 applicants (40%) had also submitted one or more applications in 2017. As the percentage of applicants with prior SGIP experience and knowledge increases, program confusion and application errors should decline, which in turn may lessen the time and effort required to move an application through the entire SGIP process.

### 4.2.1 Program and Communication Clarity

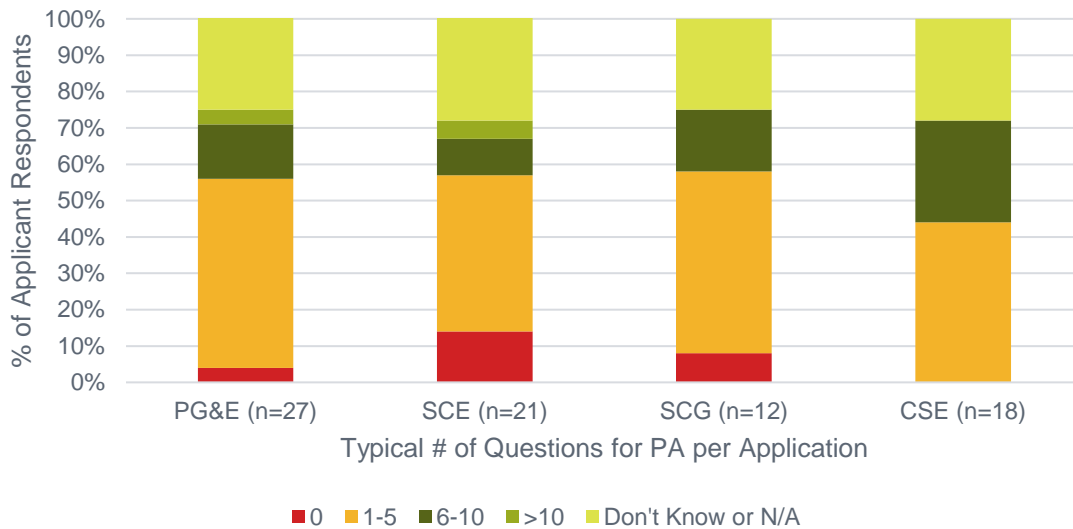
PAs can influence participants' experience of the program through the clarity of their communications. This is the main way in which SGIP applicants and host customers may learn of details associated with their application, relevant deadlines pertaining to program milestones, and changes being made to program incentives or eligibility requirements. In 2018, applicants reported primarily receiving program updates via email (74%) or website updates (52%).<sup>2</sup> Nearly all host customers reported receiving program updates by email (89%). This large dependence on email and program websites illustrates the importance of clarity in written communication to ensure participants are well-informed about the program.

<sup>2</sup> Applicants also noted receiving program updates from the webinars (15%), mail notifications (11%), quarterly workshops (13%).



To gauge the effectiveness of PA communications, applicants were asked a series of questions that focused on the frequency and content of their communications with the PA. As shown in Figure 4-3 below, most applicants reported asking their PA between one and five clarifying questions per application. SCE had the highest percentage of applicants who reported they had no questions for the PAs. As this figure shows, most applicants needed at least some help from the PAs during the application process.

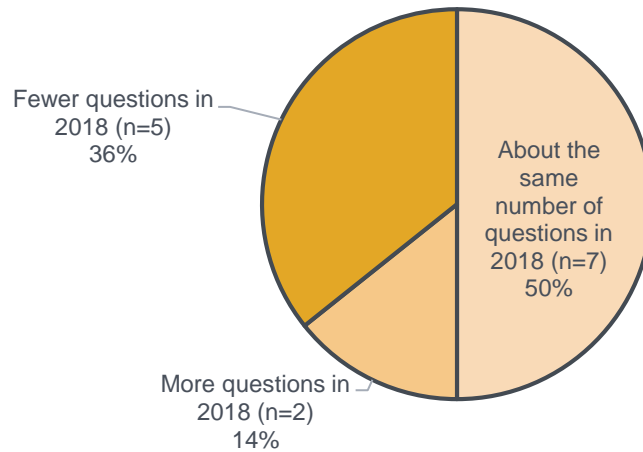
**FIGURE 4-3: APPLICANT'S TYPICAL NUMBER OF CLARIFYING QUESTIONS FOR THE PROGRAM ADMINISTRATOR**



As mentioned previously, roughly 40% of 2018 SGIP applicants had participated in the program in prior years. These experienced applicants were asked whether the number of clarifying questions in 2018 had changed from previous years. As shown in Figure 4-4, most respondents stated that they had roughly the same number (50%) or fewer questions (36%) in 2018. Respondents who had fewer questions cited program familiarity as the most frequent reason for the decline in questions. One applicant stated: “*We [better] understood the process and the random [issues] that pop up.*” For the few applicants that had more questions in 2018, they cited their increased SGIP participation as the cause for more questions, stating “*[We] started submitting more applications. Some [applications] were approved, some [applications] were rejected and, we had to clarify why [it was rejected].*”

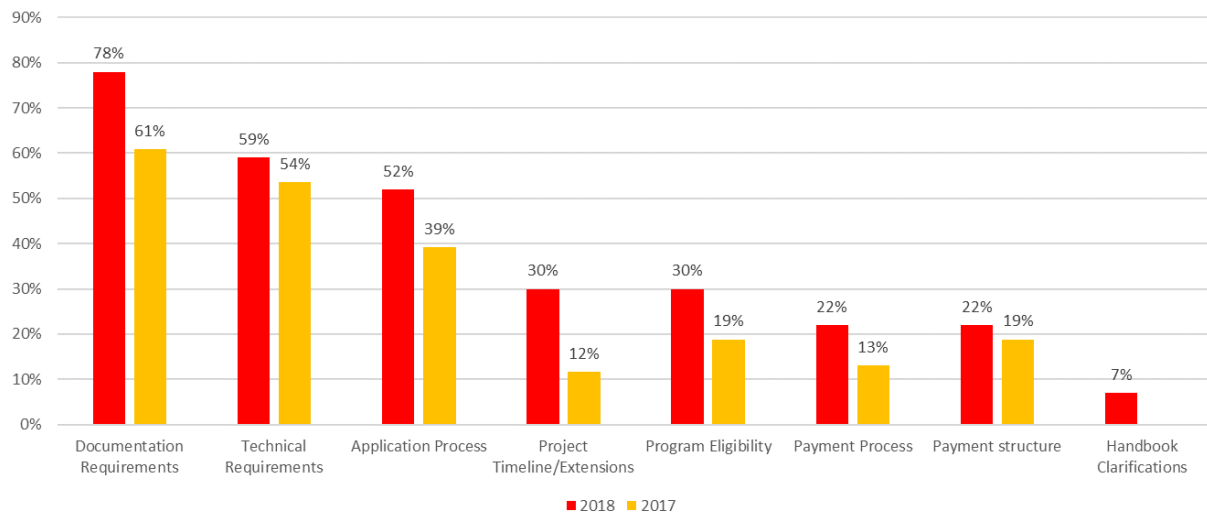


**FIGURE 4-4: COMPARISON OF CLARIFYING QUESTIONS IN 2018 TO PREVIOUS YEARS**



Applicants were also asked about the types of questions they had for the PAs (Figure 4-5). Like 2017, the majority of 2018 questions concerned the documentation requirements (78%), the technical requirements (59%), or the application process (52%).

**FIGURE 4-5: TYPES OF QUESTIONS APPLICANTS ASKED PROGRAM ADMINISTRATORS<sup>3</sup>**



<sup>3</sup> Percentages represent the share of respondents who stated they had questions for PAs in a given area. It should be noted that the format of the survey changed from phone interviews in 2017 to a mix of web enabled surveys and phone surveys in 2018. During the web surveys, this question was a multiple-choice question and so all response categories were shown (i.e., prompted), as opposed to an unprompted open-ended question during the phone interviews. This likely resulted in higher shares of respondents selecting multiple response categories.



A host customer's experience with the program is primarily mediated through their applicant (unless he or she is also the applicant). The applicant is responsible for assembling and submitting program documentation and application forms and the host customer may help provide some of this information. Nevertheless, host customers are ultimately the entity that benefits from the incentivized technology and are an actual customer of each PA's associated utility. For these reasons, it is important to understand the clarity of their experience with the program, even though they might not directly interact with the PAs throughout the application process.

To gauge this, host customers were asked to rate on a scale of 1 to 5 the clarity of the program technical requirements, the project documentation requirements, the program timelines, their application status, and the division of responsibility between host customer and applicant. Table 4-1 shows the weighted-average and relative precision (at 90% confidence) of the clarity ratings reported by host customers in PG&E, SCE, SCG, and CSE territories. This table also includes the number of respondents that provided a clarity rating for each question, the percentage of respondents that gave the highest rating (5) and lowest rating (1), and the average rating provided in 2017.<sup>4</sup>

Across all PAs and program aspects, the average clarity ratings reported by host customers in 2018 were higher than those reported in 2017. This indicates that, overall, host customers in 2018 had a clearer idea of program processes and participation expectations. For all PAs, the largest areas of host customer clarity improvements were with respect to program timelines and application status. These areas saw satisfaction point magnitude increases ranging from 0.3 to 0.6 and 0.5 to 0.9 (respectively), depending on the PA. Technical requirements also saw modest increases in clarity over 2017 across all PAs.

Some of this rise in reported program clarity can be attributed to increased applicant experience and thus heightened ability to guide host customers through the SGIP application process. However, they are also an indication that the recent efforts on the part of the PAs to improve program communications appear to be paying off. One notable change was that the selfgenca.com portal was updated to allow host customers to check their application status online. Prior to this, host customers had to reach out to applicants or PAs to check on their application status. PAs also noted that they made efforts to respond to participant inquiries in a timelier manner, clarify reasons for suspended applications, and work closely with engineering staff to answer technical requirements, all of which likely improved host customers perceived program clarity.

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<sup>4</sup> Results from an identical question during the 2017 PA Evaluation.



**TABLE 4-1: HOST CUSTOMER CLARITY WITH PROGRAM ASPECTS**

	Program Aspect	Average Rating 2018	Rel. Prec. 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
PG&E	Technical requirements	3.3	3.9%	172	20%	14%	2.9
	Documentation requirements	3.2	3.9%	174	18%	15%	2.9
	Program timelines	2.9	4.9%	174	18%	25%	2.3
	Application status	3.2	4.1%	182	22%	17%	2.6
	Division of responsibility	3.5	4.1%	183	36%	17%	3.1
SCE	Technical requirements	3.3	4.8%	112	24%	14%	3.1
	Documentation requirements	3.3	4.7%	113	19%	14%	2.9
	Program timelines	3.3	5.1%	118	22%	19%	2.7
	Application status	3.7	3.9%	123	29%	9%	3.1
	Division of responsibility	3.5	5.0%	125	38%	18%	3.4
SCG	Technical requirements	3.4	11.0%	20	20%	5%	3.1
	Documentation requirements	2.8	13.8%	20	15%	20%	3.0
	Program timelines	2.9	15.7%	20	20%	25%	2.6
	Application status	3.9	8.3%	22	36%	5%	3.0
	Division of responsibility	3.4	13.3%	21	33%	19%	3.0
CSE	Technical requirements	3.6	4.4%	121	36%	12%	3.2
	Documentation requirements	3.4	5.1%	116	34%	16%	3.1
	Program timelines	2.9	5.8%	123	17%	24%	2.5
	Application status	3.5	4.6%	123	30%	12%	3.0
	Division of responsibility	3.7	4.5%	122	44%	14%	3.6

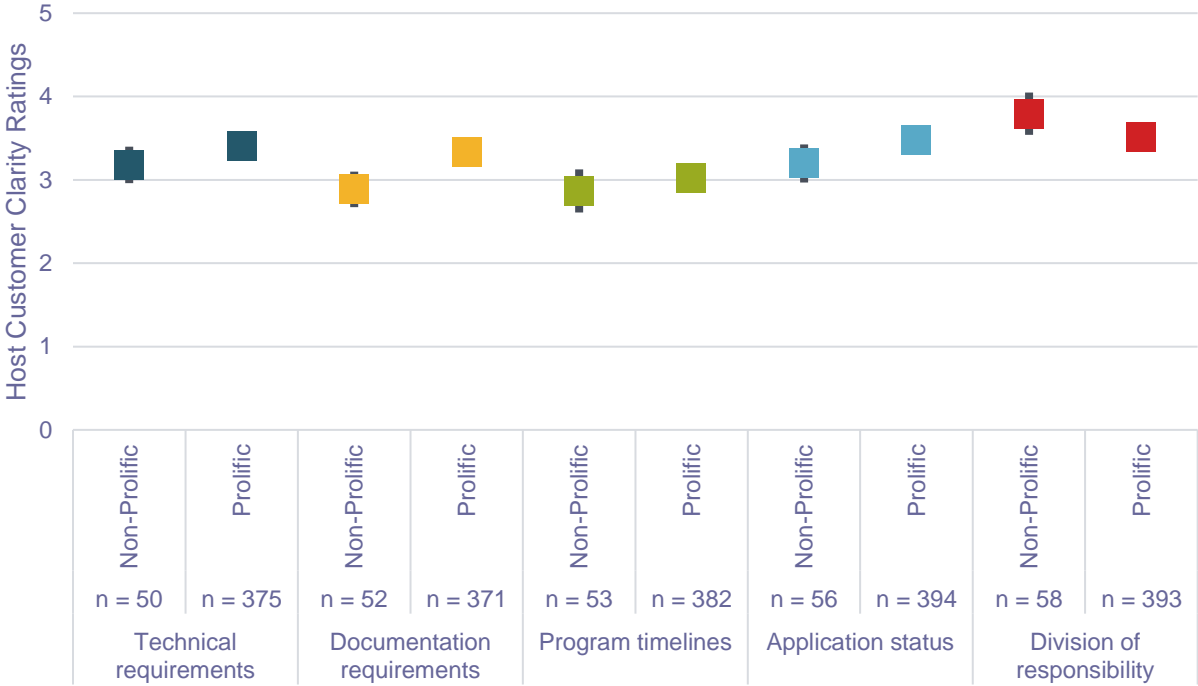
**Experience by Applicant Prolific Status and Technology Group**

In prior evaluations, the PAs requested that certain aspects of the program be explored by prolific status and technology group. The evaluation team has again included prolific and technology group segmented results in various sections of this report in response to this prior request.



Figure 4-6 and Figure 4-7 present the levels of clarity among 2018 host customers by applicant prolific status and by technology group<sup>5</sup> (respectively). As these tables show, the level of clarity reported by host customers who had a prolific applicant was slightly higher for all program aspects except “division of responsibility.” Although these differences are not statistically significant, they likely imply that prolific applicants who are more experienced with the SGIP are better able to clearly communicate various program aspects to host customers. Prolific applicants may not be as clear with host customers about the divisions of responsibility, since their familiarity with the program may lead them to assume these roles are more clearly defined than the host customer perceives. The results by technology group are more difficult to interpret; the error bounds surrounding the Large-Scale Storage host customers are very large due to the small sample size and thus the average rating is less meaningful.

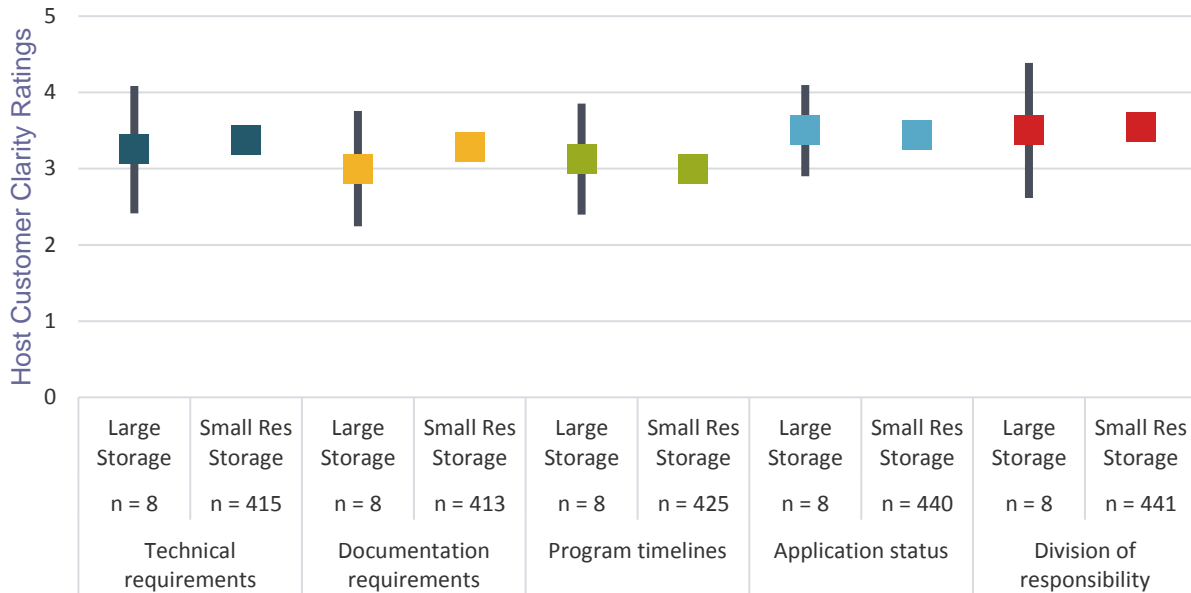
**FIGURE 4-6: HOST CUSTOMER CLARITY WITH PROGRAM ASPECTS BY THEIR APPLICANT’S PROLIFIC STATUS**



<sup>5</sup> Due to small sample sizes, generation host customers were excluded from technology group breakouts.



**FIGURE 4-7: HOST CUSTOMER CLARITY WITH PROGRAM ASPECTS BY TECHNOLOGY GROUP**



### Host Customer Satisfaction with Program Administrator Communication

Host customer communications with the PAs and the applicants can affect their understanding of the status of their SGIP application and what is needed to move their project forward. Host customers were asked to rate on a scale of 1 to 5 their satisfaction with the information provided in the written communications they received from the PAs and the program information provided to them by the applicants. As seen in Table 4-2, PG&E host customers were slightly more satisfied with the information provided by their applicant than by PG&E. For SCE and CSE, host customers were nearly equally happy with the information provided by their PA and applicant. SCG host customers were quite a bit more satisfied with the information provided by SCG than by their applicant.

Compared to 2017, host customer satisfaction with written program communications provided by the PAs rose across the board. Satisfaction with information provided the applicant was more mixed, with host customers at two of the four PAs reporting it had declined.





**TABLE 4-2: HOST CUSTOMER SATISFACTION WITH PROGRAM COMMUNICATION**

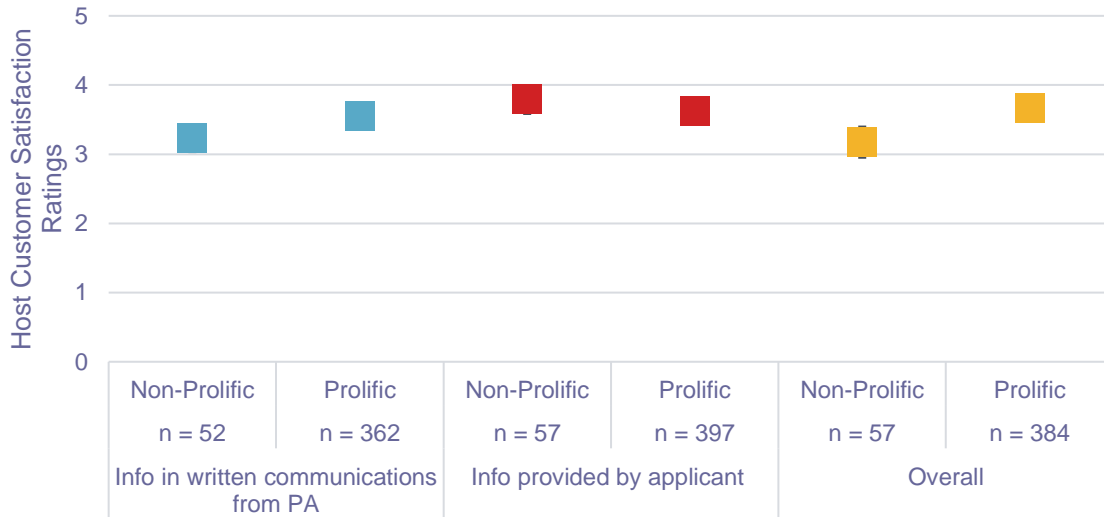
Program Aspect		Average Rating 2018	Res Prec 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
PG&E	Info in written communications from PA	3.2	3.6%	165	14%	9%	2.9
	Info provided by applicant	3.5	3.5%	184	29%	11%	3.4
SCE	Info in written communications from PA	3.7	3.3%	115	24%	4%	3.2
	Info provided by applicant	3.6	4.0%	113	27%	7%	3.4
SCG	Info in written communications from PA	3.7	11.8%	21	43%	14%	3.2
	Info provided by applicant	3.1	14.3%	22	23%	27%	3.4
CSE	Info in written communications from PA	3.6	4.0%	113	27%	7%	3.4
	Info provided by applicant	3.7	4.2%	124	36%	12%	3.8

Experience by Applicant Prolific Status and Technology Group

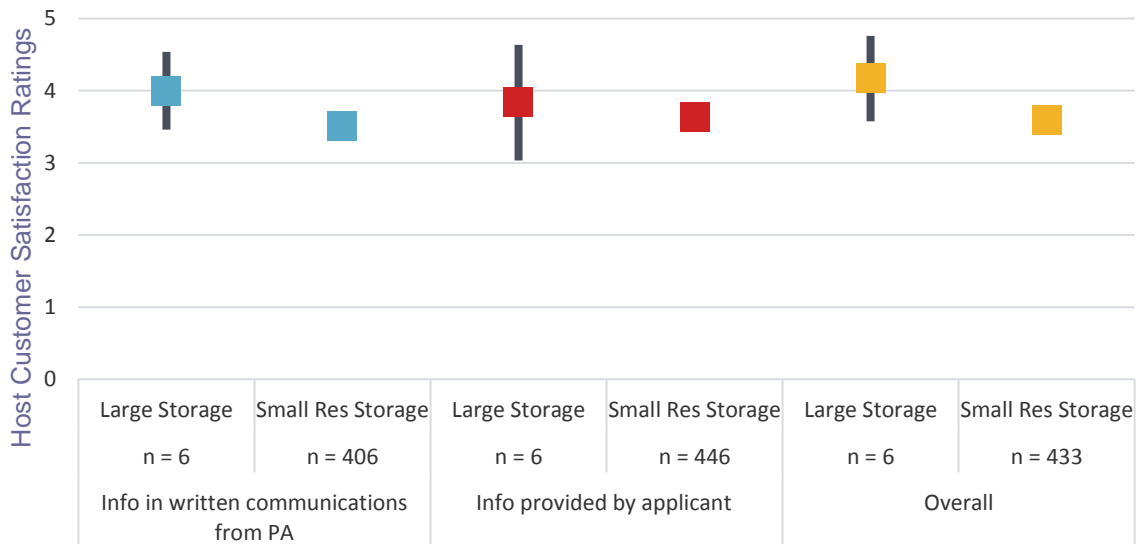
Figure 4-8 and Figure 4-9 present the host customers’ satisfaction with the information provided by the PA and applicants segmented by their applicant’s prolific status and technology group, respectively. As a comparison, it also shows the variation in overall SGIP program satisfaction reported by host customers falling into these two groups. Satisfaction with written communications from the PA and information provided by the applicant showed little variation by the prolific status of the host customer’s applicant, although overall SGIP satisfaction was higher for host customers with a prolific applicant (these differences are not statistically significant).



**FIGURE 4-8: HOST CUSTOMER SATISFACTION WITH PROVIDED INFORMATION AND OVERALL BY PROLIFIC STATUS**



**FIGURE 4-9: HOST CUSTOMER SATISFACTION WITH INFORMATION PROVIDED BY THE PROGRAM ADMINISTRATOR AND APPLICANT BY TECHNOLOGY GROUP**





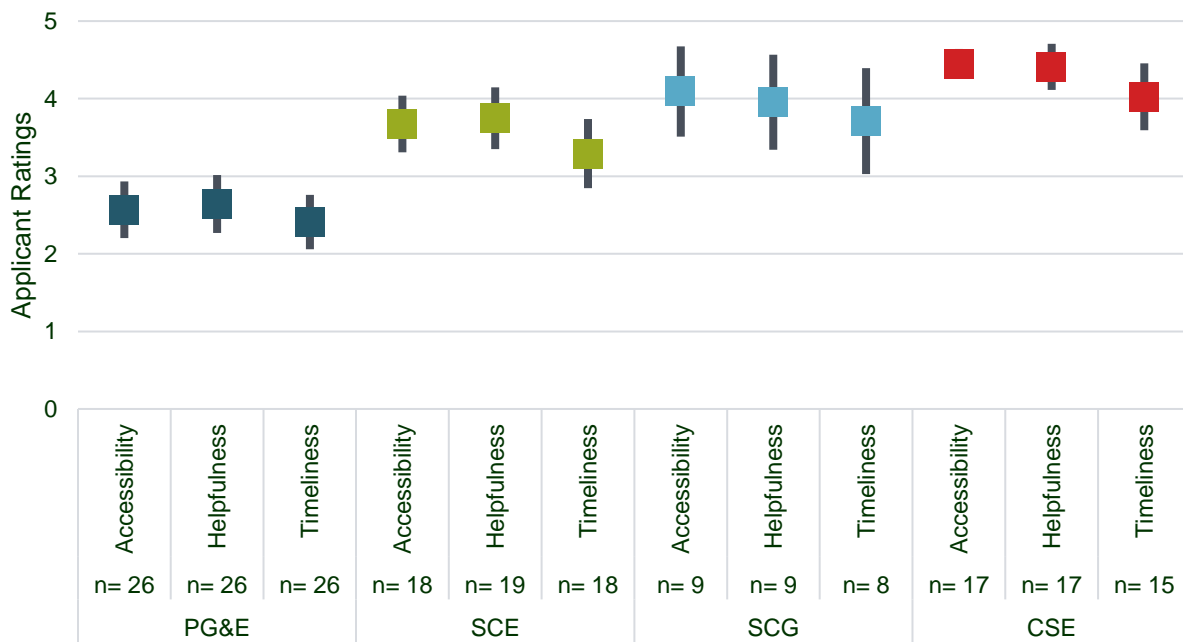
## 4.2.2 Interactions with Program Administrators

Over the course of SGIP participation, applicants and host customers interact with PAs for a variety of reasons, including submitting documents, asking clarifying questions, and resolving application issues. As a result, the interactions that the participants have with PAs can have a significant effect on their overall outlook on SGIP and program satisfaction. This section explores applicant and host customer satisfaction with their PA interactions in terms of timeliness, helpfulness, and accessibility. These interactions are key to program participants' overall program experience.

### Overall Satisfaction with Timeliness, Helpfulness and Accessibility of Program Administrators

Applicants were asked to rate their experience with PA timeliness, helpfulness, and accessibility. As shown in Figure 4-10 below, across all types of interactions, applicants reported moderate dissatisfaction with PG&E as a PA, slightly more satisfaction with SCE and SCG, and high levels of satisfaction with CSE. More discussion on the rationale for dissatisfaction in each of these areas and how these satisfaction levels compare to prior program years is provided separately for each category in the section that follows.

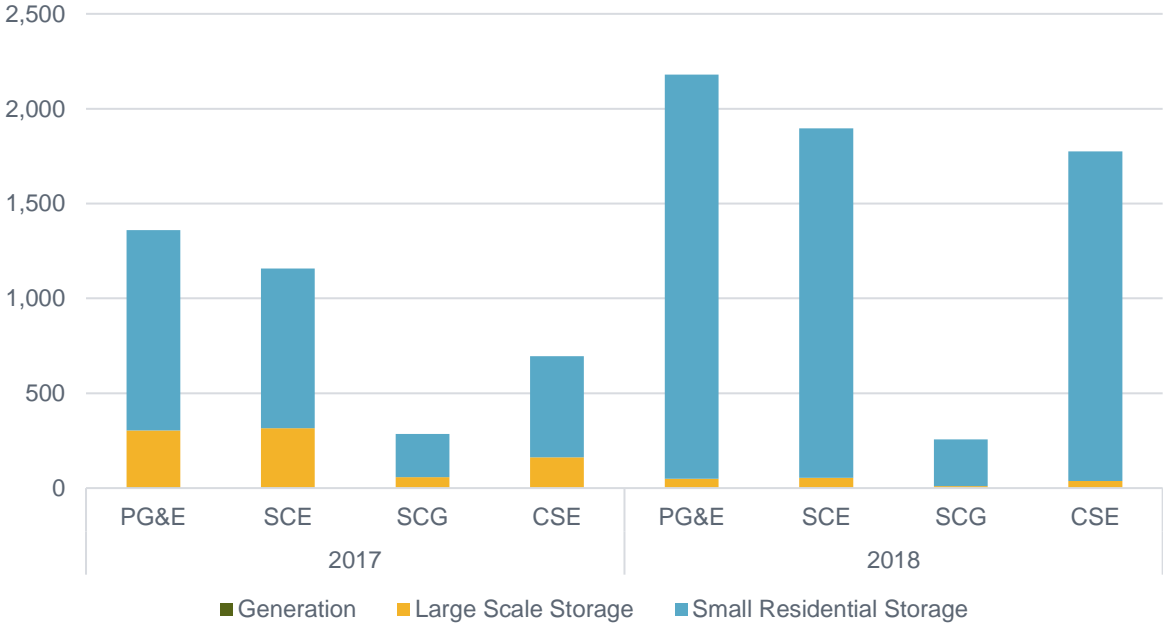
**FIGURE 4-10: APPLICANT SATISFACTION WITH ACCESSIBILITY, HELPFULNESS, AND TIMELINESS BY PROGRAM ADMINISTRATOR**





It is important to note the significant increase in application volume that began in 2017 and increased even further in 2018, when considering each PA’s ability to maintain accessibility, helpfulness, and timeliness. As shown in Figure 4-11, PG&E received more than 2,000 non-cancelled applications in 2018 and SCE received more than 1,800 applications, both of which were roughly 60% increases over 2017. CSE experienced the greatest growth, increasing one-and-a-half fold (from 695 projects to more than 1,700 projects) while continuing to maintain the highest levels of program satisfaction in accessibility, helpfulness, and timeliness. The significant increase in application volume in 2017 led to a large backlog of applications and long delays during the application process. As mentioned in the 2018 program changes section at the start of this chapter, all the PAs increased their SGIP staffing in 2018 to be better able to handle the large increase in application volume.

**FIGURE 4-11: NON-CANCELLED APPLICATIONS IN 2017 AND 2018 BY PROGRAM ADMINISTRATOR AND BUDGET CATEGORY**



Some applicants and host customers who participated in the SGIP during 2018 also participated during prior years and thus were able to make direct comparisons between the two years.<sup>6</sup> Applicants and host customers who participated in SGIP during 2018 and also during a prior year were asked whether their satisfaction with respect to the PAs’ timeliness, helpfulness, and accessibility had changed in 2018 in

<sup>6</sup> Two percent of host customers (135 of 6,351) and 41% of applicants (82 of 200) participated during 2018 and during a prior program year.



comparison to prior years. Table 4-3 below shows the distribution of responses from the 14 applicant respondents who had participated during 2018 and a prior program year (there were only two host customer respondents who had participated in a prior program year and so their responses are not included in the table). As this table shows, most applicants reported no change in their satisfaction levels in 2018 with regards to the PAs' helpfulness (79%) and accessibility (71%) and less than 10% reported they were less satisfied. Reported satisfaction with the PAs' timeliness has decreased for 21% of applicants (the same share who reported it had gone up), so not only were current applicants reporting dissatisfaction with timeliness, but roughly a quarter of those who had prior experience with the program stated it was getting worse. This indicates that, despite the increases in staffing made by each of the PAs in 2018, more must be done to effectively implement this program, given that participation is increasing by many thousands of applications annually.

**TABLE 4-3: APPLICANT REPORTED CHANGE IN TIMELINESS, HELPFULNESS, AND ACCESSIBILITY SATISFACTION LEVELS IN 2018 VERSUS PRIOR YEARS**

<b>Change in Satisfaction with...</b>	<b>More Satisfied in 2018</b>	<b>Less Satisfied in 2018</b>	<b>No Change</b>
Timeliness	21%	21%	57%
Helpfulness	21%	0%	79%
Accessibility	21%	7%	71%

#### Experience by Prolific Status and Technology Group

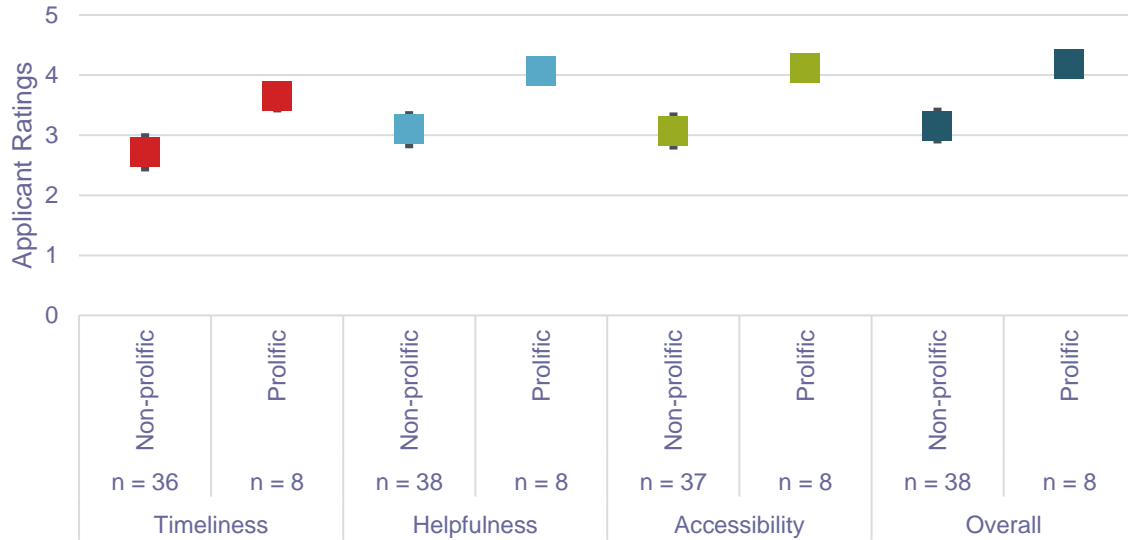
Overall, prolific applicants were more satisfied with their interactions with PAs than non-prolific applicants. Applicants were asked to rate their satisfaction with PA timeliness, helpfulness, accessibility, and with the PA overall. Figure 4-12 shows the average ratings reported by applicants for each PA by their prolific status. In helpfulness, accessibility, and overall, prolific applicants were highly satisfied, with average scores around 4.0. Prolific applicants were moderately to highly satisfied with the timeliness of communication, with an average score of 3.6. Non-prolific applicants were less satisfied across all topics, with average scores around 3.0.

Similarly, to determine if any correlation existed between applicant satisfaction with the SGIP program and the SGIP project type (Large Storage or Small Residential Storage), the evaluation team compared applicants' satisfaction by technology group.<sup>7</sup> Figure 4-13 shows the average satisfaction levels reported by applicants by technology group. As this figure shows, Large-Scale Storage applicants reported lower satisfaction levels in all the topic areas relative to Small Residential Storage applicants.

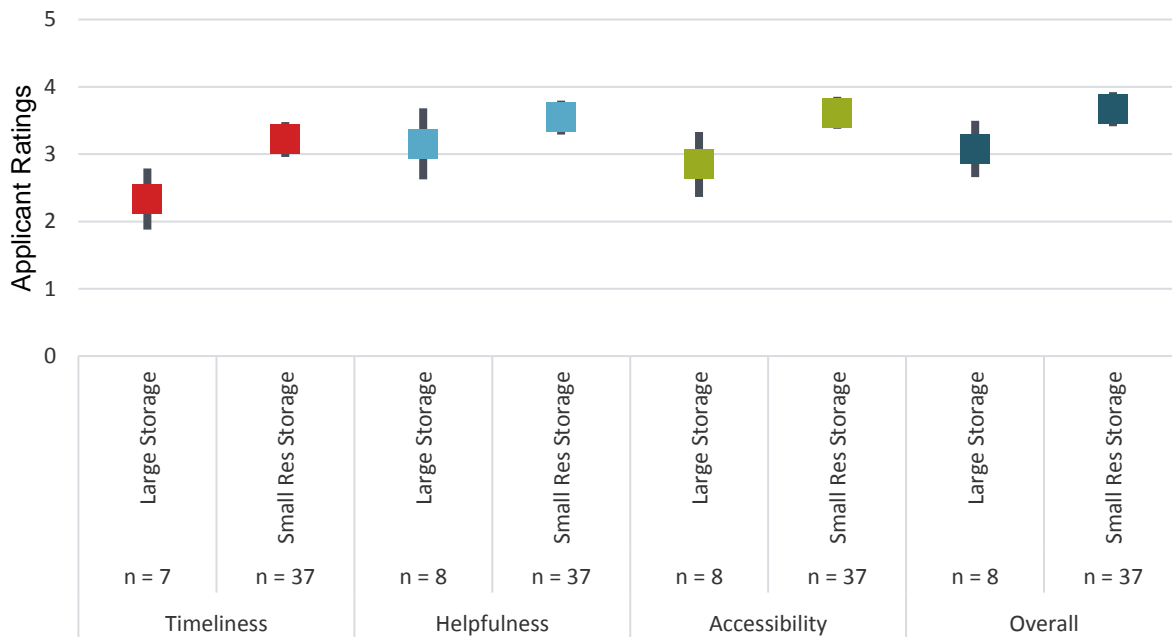
<sup>7</sup> Due to small sample sizes, Generation applicants were excluded from technology group breakouts.



**FIGURE 4-12: APPLICANT SATISFACTION WITH PROGRAM ADMINISTRATOR TIMELINESS, HELPFULNESS, ACCESSIBILITY, AND OVERALL BY PROLIFIC STATUS**



**FIGURE 4-13: APPLICANT SATISFACTION WITH PROGRAM ADMINISTRATOR TIMELINESS, HELPFULNESS, ACCESSIBILITY, AND OVERALL BY TECHNOLOGY GROUP**





## Timeliness of Communications

Across all of the PAs, the primary reason for dissatisfaction with respect to PA timeliness concerned their slow response time and difficulty reaching an actual person [*“Feedback from the program took weeks to months. They never met their 10 business day deadline for reviews or feedback”, “Email response was horribly slow, was not able to speak to anyone”, “Most of the time you never hear back at all!”, “It was impossible to talk to a human. It had to all be through e-mail”*]. Two respondents specifically mentioned the unacceptably long time it was taking them to participate; in one case, they have decided not to participate in the future. [*“I find it unacceptable that an average application for residential takes over eight months to process. The commercial side is even more unacceptable. Residential should not take more than six weeks. Commercial should not take more than three months.” “It should not take a year to process an application This is the hardest program to administrate, to the point we are no longer offering it to our customers.”*].

Applicants’ satisfaction levels with the timeliness of PA communications from 2018 were compared with those from the 2017 evaluation (Table 4-4). As this table shows, applicants reported lower level levels of satisfaction with the timeliness of PG&E and CSE communication in 2018, but higher satisfaction with SCE communication timeliness (SCG remained at relatively the same level of satisfaction between 2018 and 2017.) Again, as the program has continued to grow, the program must continue to increase its staffing and track the time it takes to respond to participants to ensure customer satisfaction.

**TABLE 4-4: APPLICANT SATISFACTION WITH PROGRAM ADMINISTRATOR TIMELINESS BY EVALUATION YEAR**

PA	Evaluation Year 2018		Evaluation Year 2017	
	N	Score	N	Score
PG&E	26	2.4	44	2.8
SCE	18	3.3	33	2.7
SCG	8	3.7	15	3.8
CSE	15	4.0	26	4.5

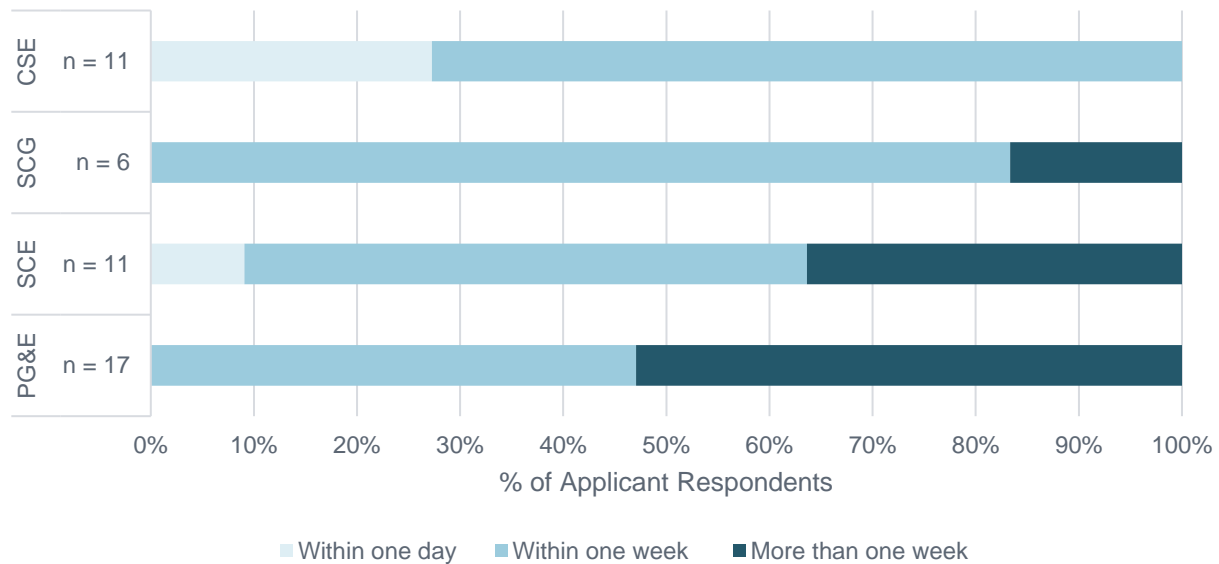
### Average Time to Initial Response

Surveyed applicants were asked on average how long it took the PAs to initially respond to clarifying questions and other inquiries. Figure 4-14 shows the distribution of applicants’ reported time for PA initial response. It is a best practice for program staff to provide feedback to applicants within five business days (as identified in the PY 2017 PA Evaluation best practices benchmarking exercise). As shown in this figure, all CSE respondents reported that they had complied with this best practice. The results for the other PAs were not as favorable, with 17% of SCG, 36% of SCE, and 53% of PG&E applicants reporting the initial reply



took longer than a week. It should also be noted that PG&E receives the largest number of SGIP applications and has also faced some staff hiring constraints.<sup>8</sup>

**FIGURE 4-14: APPLICANT REPORTED AVERAGE TIME FOR INITIAL REPLY TO INQUIRY BY PROGRAM ADMINISTRATOR**



Applicants interviewed as part of the 2017 evaluation also were asked the average time it took for their PA to initially respond to clarifying questions and inquiries. Table 4-5 compares the percentage of respondents from each evaluation year that indicated the PA’s initial reply took longer than one week. For CSE, the 2018 responses indicated that the initial time to reply improved since 2017 (in 2018 no respondents stated that that it took longer than a week to get a response). There was a slight improvement in response time for SCE and SCG; however, PG&E respondents indicated that the time for an initial reply worsened in 2018. This aligns with PG&E applicants reporting the lowest levels of satisfaction with PG&E’s timeliness.

<sup>8</sup> During the PA interviews, PG&E noted that they had not used all their staffing budget as they have had a hard time justifying hiring someone in the event the program is scaled down (due to running out of funds).





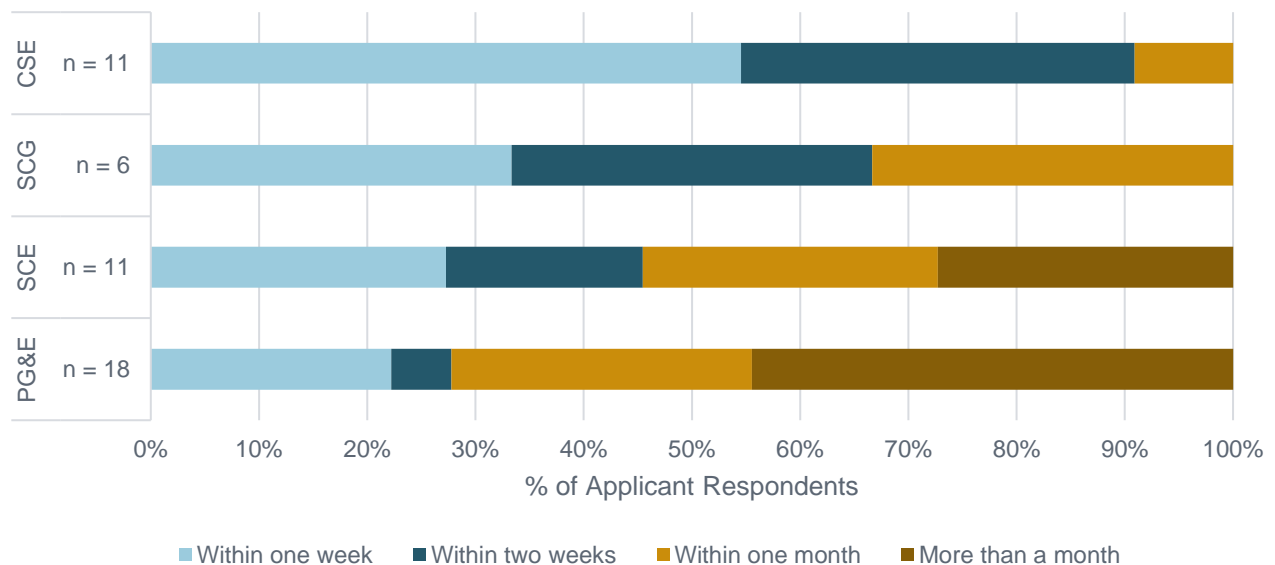
**TABLE 4-5: APPLICANT REPORTED AVERAGE TIME FOR INITIAL REPLY TO INQUIRY LONGER THAN ONE WEEK BY PROGRAM ADMINISTRATOR AND EVALUATION YEAR**

PA	Evaluation Year 2018		Evaluation Year 2017	
	N Respondents	% Avg initial PA reply longer than one week	N Respondents	% Avg initial PA reply longer than one week
PG&E	17	53%	37	32%
SCE	11	36%	23	43%
SCG	6	17%	10	20%
CSE	11	0%	20	15%

**Longest Time to Initial Response**

Applicants were asked about the longest amount of time it took to receive an initial response from their PA. As shown in Figure 4-15 below, the majority of applicants reported that the longest time it took CSE to reply to an inquiry was less than one week (55%). Additionally, the vast majority of CSE respondents and majority of SCG respondents stated that they never received an initial response that took longer than two weeks (91% and 66% respectively). However, most applicants that had PG&E or SCE for a PA reported that they had waited more than a week (and in many cases more than a month) for an initial reply to an inquiry.

**FIGURE 4-15: APPLICANT REPORTED LONGEST TIME FOR INITIAL REPLY TO INQUIRY BY PROGRAM ADMINISTRATOR**





Applicants were also asked in 2017 about the longest time it took the PA to initially reply to clarifying questions and inquiries. As shown in Table 4-6 below, initial response time for PG&E reportedly worsened in 2018. Initial response times for SCE remained steady across evaluation years (although slightly lower), and SCG and CSE's response time improved, with no respondents stating that initial response times took longer than one month. Additionally, the PG&E proportion of respondents reporting that initial replies were received after one month increased from 29% in 2017 to 44% in 2018.

**TABLE 4-6: APPLICANT REPORTED LONGEST TIME FOR INITIAL REPLY TO INQUIRY LONGER THAN ONE MONTH BY PROGRAM ADMINISTRATOR AND EVALUATION YEAR**

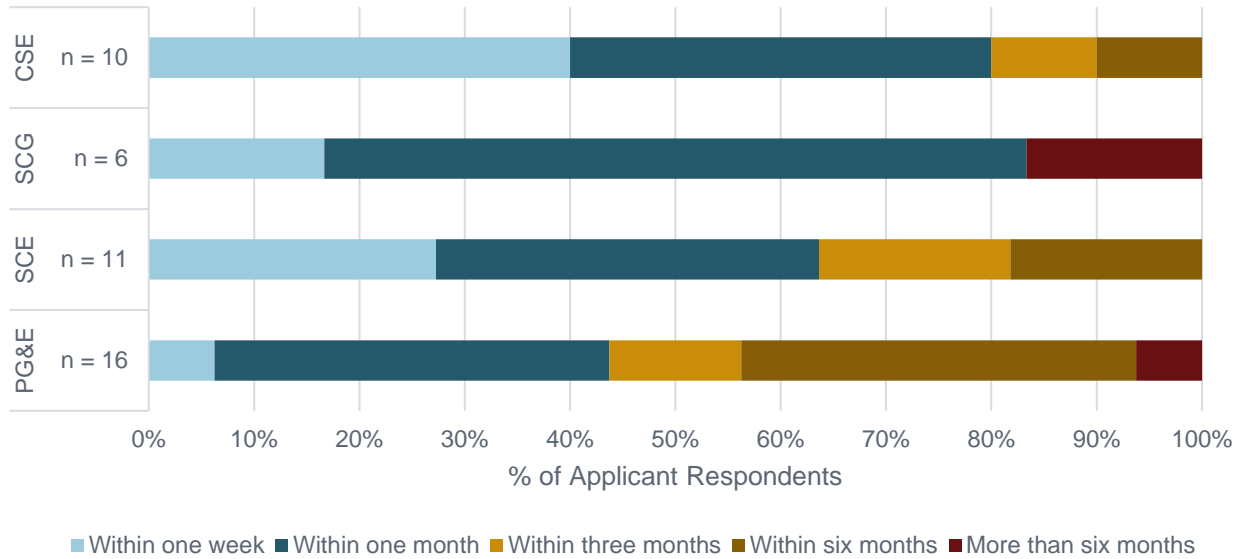
PA	Evaluation Year 2018		Evaluation Year 2017	
	N Respondents	% longest initial PA reply longer than one month	N Respondents	% longest initial PA reply longer than one month
PG&E	18	44%	35	29%
SCE	11	27%	22	32%
SCG	6	0%	10	20%
CSE	11	0%	20	10%

#### Time to Resolve an Issue

Applicants were also asked about the longest time taken, from start to finish, for issues to be resolved. Figure 4-16 shows that more than half of respondents reported that SCE, SCG, and CSE never took longer than one month to resolve an issue. Roughly 40% of respondents reported that PG&E never took longer than one month to resolve an issue. However, approximately 17% of SCG and 7% of PG&E applicants reported that in 2018 they had waited over six months for the PA to resolve an issue for them. For all PAs except SCE, the share of applicants who reported that it never took longer than a week to resolve an issue in 2018 decreased by between 14% (PG&E) and 33% (SCG) relative to 2017.



**FIGURE 4-16: APPLICANT REPORTED LONGEST TIME TO RESOLVE ISSUE BY PROGRAM ADMINISTRATOR**



In general, it is likely that increased program activity (in terms of non-cancelled applications) in 2018 created a larger overall pool of inquiries that PAs needed to reply to, investigate, and resolve. As a result, the time to resolve the issue from the perspective of the applicants appears delayed and stretched out. During the PA in-depth-interviews, all PAs expressed resolving issues and responding to participant inquiries as a top priority. Despite this effort, a common response expressed by applicants was that they had difficulty reaching the PA. One applicant specifically stated, *“It was difficult to actually speak with or communicate with the Program Administrator”*.

Table 4-7 shows the percentage of respondents reporting that they experienced it taking more than a month for issues to be resolved by the PA in 2017 versus in 2018. The share of respondents stating that they had waited more than a month for an issue to be resolved decreased in 2018 for SCE, SCG, and CSE. For PG&E, however, the share of respondents stating that it took more than a month to resolve an issue increased by 13%.

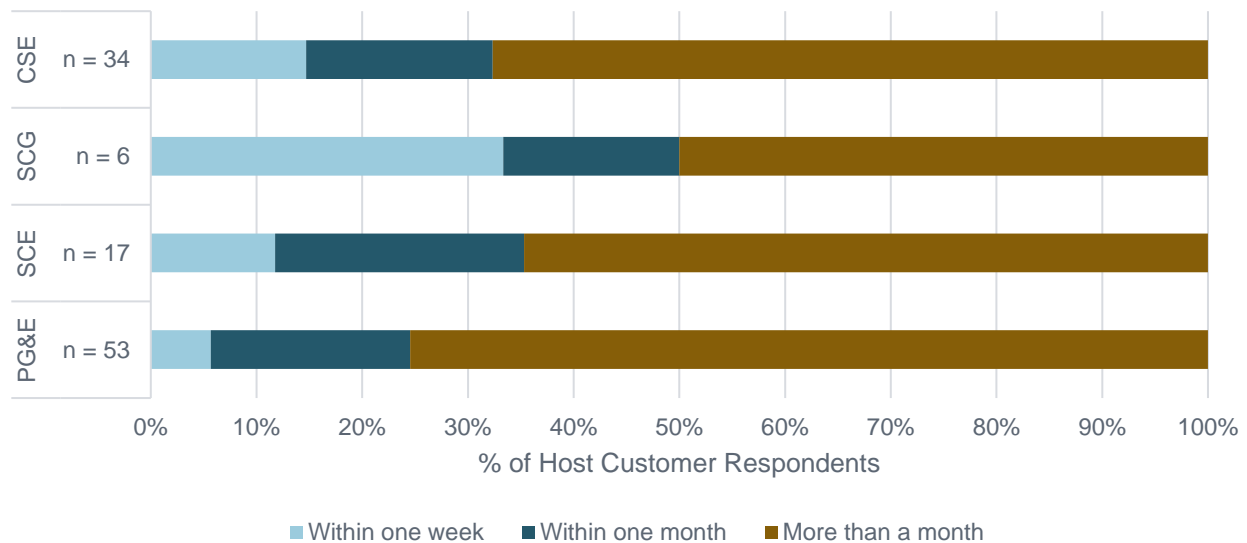


**TABLE 4-7: APPLICANT REPORTED LONGEST TIME FOR ISSUE RESOLUTION LONGER THAN ONE MONTH BY PROGRAM ADMINISTRATOR AND EVALUATION YEAR**

PA	Evaluation Year 2018		Evaluation Year 2017	
	N Respondents	% longest to resolve longer than one month	N Respondents	% longest to resolve longer than one month
PG&E	16	56%	35	43%
SCE	11	36%	21	48%
SCG	6	17%	8	38%
CSE	10	20%	20	25%

Host customers also reported long wait times to get resolution for their issues or delays (Figure 4-17). Most host customers, regardless of their PA, reported that it took more than one month to get their problem resolved. These wait times are very similar to what was reported in 2017.

**FIGURE 4-17: HOST CUSTOMER REPORTED TIME TO RESOLVE ISSUES BY PROGRAM ADMINISTRATOR**



## Helpfulness

When prompted for their rationale for providing low rankings to PAs' helpfulness, respondents reported difficulty reaching PA staff by phone and inconsistency in the level of program support received. *["Every time an application was suspended we'd receive feedback from the program administration. Each individual had different requirements and gave us new suggestions. So we would prepare documents one way to meet suggested standards, but have them be rejected by a different reviewer for following what*



the previous one said to do.” “They are inaccessible. You can't call them on the phone.”]. Not all PAs received the same feedback and, as shown in Table 4-8, some PAs are rated as more helpful than others.

Comparing applicants’ reported satisfaction with the PAs’ helpfulness in 2017 and 2018 shows that applicants found all PAs except PG&E were slightly more helpful in 2018. The decline seen for PG&E was very moderate but again had them ranked as the least helpful PA.

**TABLE 4-8: APPLICANT SATISFACTION WITH PROGRAM ADMINISTRATOR HELPFULNESS BY EVALUATION YEAR**

PA	Evaluation Year 2018		Evaluation Year 2017	
	N	Score	N	Score
PG&E	26	2.6	42	2.9
SCE	19	3.7	32	3.1
SCG	9	4.0	16	3.9
CSE	17	4.4	25	4.2

#### Resolution to Application Inquiries, Issues, and Delays

Over the course of any application, issues may arise that delay its progress through the application process. Both applicants and host customers were asked about their experience working with the PA to resolve issues or delays encountered. Most applicants surveyed reported having been informed by the PA that at least one of their applications was missing information or documentation (ranging from 86% for SCE applicants to 100% for SCG applicants). More than half of applicants also reported that one or more of their applications were suspended (ranging from 71% for SCE to 89% for SCG). The most commonly cited application issues were missing signatures, warranty and equipment clarifications, and discrepancies between forms.

As shown in Table 4-9, PG&E and SCE applicants were moderately satisfied and SCG and CSE applicants were highly satisfied with the PA’s involvement in resolving suspended projects. These findings indicate that, although each PA did a reasonable job addressing applicants’ issues or delays, almost every applicant experienced some sort of issue with their application(s) during 2018. Applicants whose application issues resulted in a project suspension expressed a desire to be able to more readily communicate with a PA staff member on the phone so the suspension could be resolved more quickly.

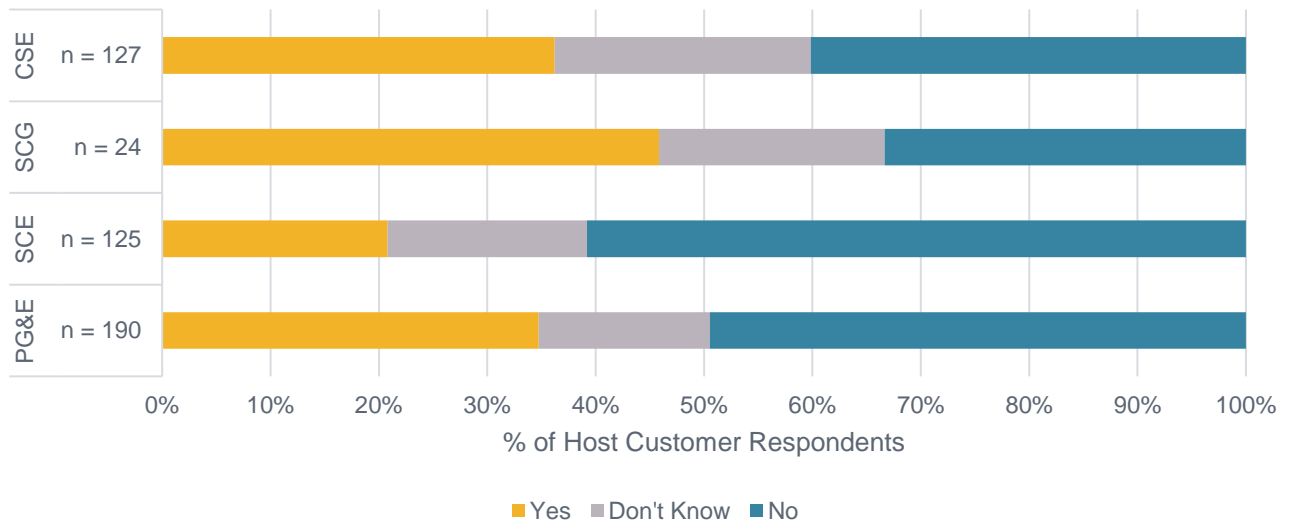


**TABLE 4-9: APPLICANT SATISFIED WITH PROGRAM ADMINISTRATOR INVOLVEMENT IN RESOLVED SUSPENDED PROJECTS**

PA	Average Rating	Relative Precision 90% Confidence	Number of Respondents	% Respondents Rate 5	% Respondents Rate 1
PG&E	3.0	22.5%	13	15%	19%
SCE	3.4	19.4%	11	19%	10%
SCG	4.2	12.1%	7	25%	0%
CSE	4.1	14.9%	9	22%	6%

Host customers were asked if they experienced any problems, issues, or delays with their project(s), and if so, whether and how they were resolved. As shown in Figure 4-18, 21% to 46% of host customers (rate varies by PA) recalled experiencing a problem or delay with their project. This is a decline from 2017 for all PAs, where between 48% and 61% experienced some sort of issue.

**FIGURE 4-18: HOST CUSTOMER RECOLLECTION OF PROBLEMS, ISSUES, OR DELAYS BY PROGRAM ADMINISTRATOR**

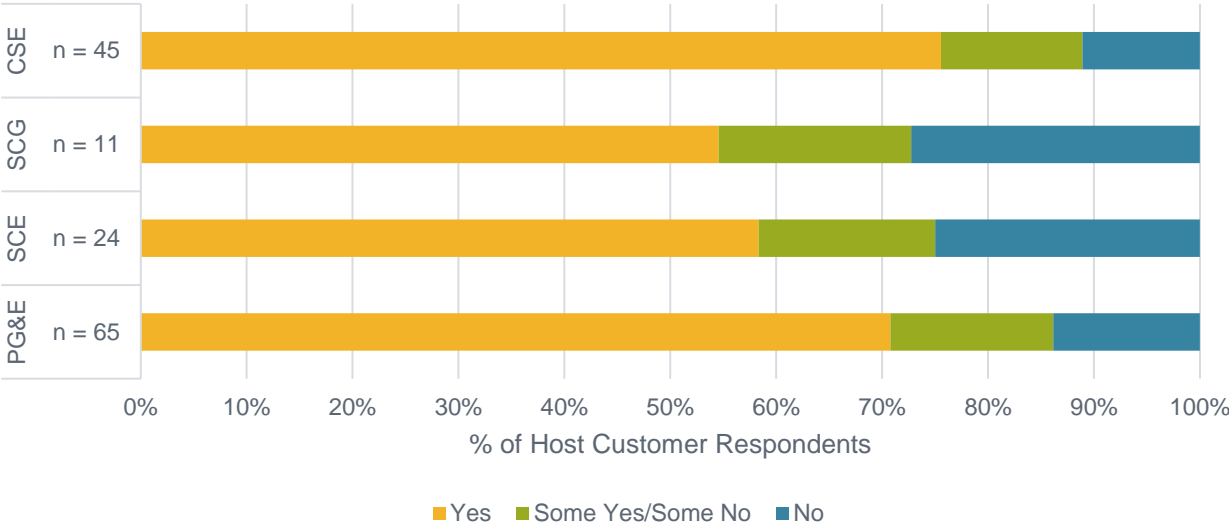


Host customers who noted having experienced an issue of some kind were then prompted in an open-ended way to describe the problem. Responses varied across a range of issues, but clustered around project and incentive delays. Many host customers noted that their project was delayed as a result of delays in the release of steps, errors on paperwork submitted by the applicant, and lengthy review turnaround times. Additionally, host customers also stated that there were delays in receiving their incentives and generally were unsure why they had yet to receive their incentive. As in 2017, host customers noted long periods in which they did not hear from anyone (neither their applicant nor the PA) regarding whether their project was approved and would receive incentive funding.



Host customers who said they experienced a problem of some kind were asked who, if anyone, helped them resolve the issue. A clear majority of respondents reported that their applicant helped them resolve the issue, problem, or delay (65% to 82%, depending on the PA). The majority of host customers who noted having experienced a problem or delay reported that their issues had been resolved (Figure 4-19); however, nearly a quarter of SCG and SCE host customers reported that their issue was never resolved.

**FIGURE 4-19: RESOLUTION OF HOST CUSTOMER ISSUES, PROBLEMS, OR DELAYS BY PROGRAM ADMINISTRATOR**



### Accessibility

When prompted for their rationale for providing low rankings to accessibility, respondents had many of the same responses that they reported for helpfulness: difficulty contacting PA staff and inconsistency in program support. [*“It was difficult to actually speak with or communicate with the Program Administrator, I had to deal with others who weren’t authorized to make decisions.” “Unable to get any reliable communication”*].

Comparing applicants’ reported satisfaction with PAs’ accessibility in 2017 and 2018 shows that only SCE was found to be more accessible in 2018. All other PAs were reported to be equally or less accessible than in 2017. It should be noted that SCG and CSE continued to receive very high levels of satisfaction ratings regarding their accessibility.



**TABLE 4-10: APPLICANT SATISFACTION WITH PROGRAM ADMINISTRATOR ACCESSIBILITY BY EVALUATION YEAR**

PA	Evaluation Year 2018		Evaluation Year 2017	
	N	Score	N	Score
PG&E	26	2.6	43	2.8
SCE	18	3.7	33	2.7
SCG	9	4.1	15	4.1
CSE	17	4.4	25	4.4

### 4.2.3 Specific Program Elements

Applicants and host customers were asked about their perceptions and experience with several specific program elements, including the lottery, SGIP websites, quarterly workshops, and individual steps of the program application and incentive process.

#### Lottery

One key change to SGIP in 2017 was the creation of a lottery system as part of the program’s reservation request stage. If application submissions on a single day exceeded available funding in a PA’s territory for a given budget and incentive step, a lottery was triggered. The lottery system is meant to prevent any single entity from flooding the application system at the moment of program opening in an attempt to receive funding for an outsize number of projects.

Once a lottery is triggered, applicants are notified by the PA whether their application was accepted, not accepted, or is a straddling application. When an application is identified as straddling, it means that some, but not all, of the eligible incentive amount is within the available funds. Applicants are given the option to accept the partial incentive amount, or delay participation until the next incentive step.

In 2018, 23% of applicant respondents reported that one or more of their submitted applications was entered into a lottery. These applicants were also asked to rate their satisfaction with the lottery process on a 1 to 5 scale. Overall, the lottery process received a satisfaction rating of 3.9, with 55% of those responding stating they were extremely satisfied (rating = 5).

#### Website

The website operated by the SGIP program ([www.selfgenCA.com](http://www.selfgenCA.com), also known as the statewide portal) and the PA-specific websites are important tools for applicants to obtain program documents, upload applications, check application status, learn about program updates, and access calculation tools. Applicants were asked a series of questions regarding their use and satisfaction with these websites.





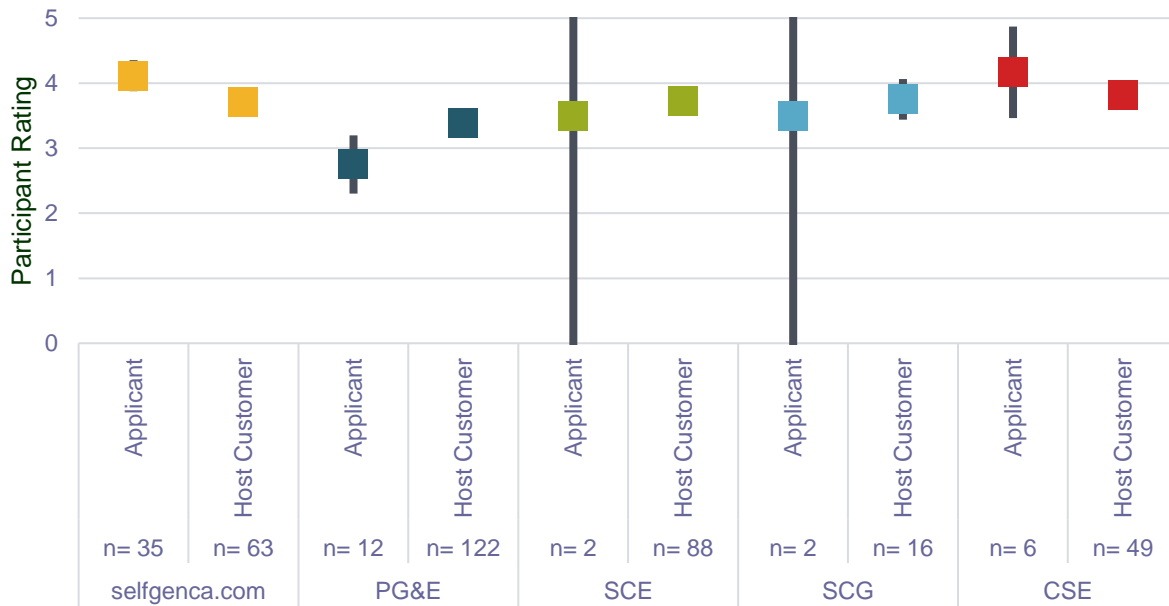
The statewide portal and PA websites are frequently updated with new program information and materials. Additions to the statewide portal website in 2018 included posted slides from each quarterly workshop and a recording of a recent training workshop. Most applicants said their use of the statewide portal was heavy when their applications were active, and light at other times. In addition, each PA operates their own website. Use of the PA's website is optional, although most applicants indicated they had visited it sometime during 2018. Typical use of the PA websites by applicants who stated that they had visited the PA websites was infrequent, with most applicants (61% to 100%, depending on the PA) reporting visit frequencies between once a month and once a year. Aside from submitting project application forms, applicants stated that the most common reasons to visit the statewide portal were to learn more about the program structure (46%) and to check on their project status (42%). The most common reason for applicants to visit the PA websites was to learn more about the program structure. CSE reported they did a full SGIP website makeover in 2018, which included cleaning up the resources that were on the site. SCG stated they made website updates in 2018 to correct outdated information and update bad links. All applicants are required to use the statewide portal to submit applications and check on their status.

A small proportion of host customers (15%) reported visiting the statewide portal at least once during 2018. Usage of the PA websites by host customers is more common. Most host customers in PG&E, SCE, and SCG territories (66%, 68%, and 69%, respectively) and roughly 40% of CSE host customers visited the associated PA SGIP website at least once in 2018.

Applicants and host customers were asked to rate the usefulness of the statewide portal ([www.selfgenca.com](http://www.selfgenca.com)) and of the PAs' SGIP websites, using a 1 to 5 scale. Overall, host customer ratings were moderate to high for the statewide portal and the PA websites. Applicant ratings were high for the statewide portal and CSE's website. PG&E's website was moderately ranked. SCE and SCG websites do not have enough respondents to make any meaningful inferences.



**FIGURE 4-20: APPLICANT AND HOST CUSTOMER RATINGS OF WEBSITE USEFULNESS**



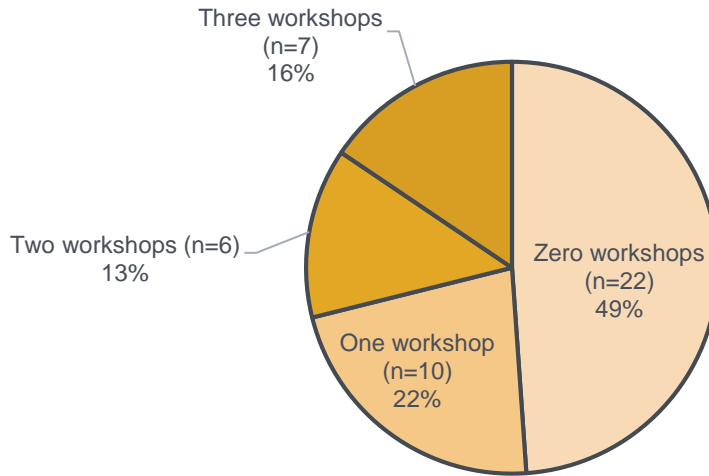
## Workshops

Quarterly workshops are a resource made available to SGIP participants to educate them about program rules and procedures, updated incentive levels and structures, eligible measures, and related topics. They also provide an opportunity for networking with the PAs and staff from other firms. Workshops can be attended either in-person or online. Presentation slides from each workshop are posted to the CPUC SGIP website.

Applicants were asked about the frequency of their workshop attendance in 2018. As shown in Figure 4-21, nearly half of surveyed applicants reported having attended, either in-person or online, at least one quarterly workshop in 2018, with 39% of applicants (who had attended a workshop) attending at least one workshop in-person and 86% attending at least one quarterly workshop online. Applicants that attended at least one workshop reported an average satisfaction score of 3.7 on a 5-point scale, indicating moderate levels of satisfaction with the quarterly workshops.



**FIGURE 4-21: APPLICANT PARTICIPATION AT QUARTERLY WORKSHOPS IN 2018**



Applicants were also asked what additional information they would like included in the workshops and respondents indicated a desire for the workshops to include greater detail on required documentation submission beyond the detail provided in the SGIP handbook. One applicant stated they would like more “*forward looking information on program changes*” so that they could better plan for these changes in the future.

## **4.3 OVERALL PARTICIPANT SATISFACTION**

### **4.3.1 Satisfaction with Program Administrator**

Applicants and host customers were asked to rate their satisfaction, on a scale of 1 to 5, for each PA with whom they had submitted an SGIP application in 2018. As shown in Table 4-11, 2018 applicants reported on average a moderate satisfaction level with PG&E (average score = 2.8) and moderately high satisfaction levels with SCE, SCG, and CSE (average scores ranging from 3.7 to 4.4). More than half of SCG and CSE applicants (56% and 53%, respectively) reported being extremely satisfied (score = 5) and none reported being extremely dissatisfied (score = 1). It is interesting to note that applicants’ reported satisfaction in 2018 increased over 2017 for SCE, SCG, and CSE (SCE had the largest increase in reported satisfaction, 0.8), but decreased slightly for PG&E (decline of 0.1). This decline in satisfaction with PG&E as a PA was



driven by the large increase in applicants who reported being extremely dissatisfied (35% in 2018 versus 16% in 2017).<sup>9,10</sup>

Applicants who participated in 2018 and in prior years were asked if there was a change in their PA satisfaction levels in 2018 compared to prior years. The majority of respondents stated there was no change (71%) and the remaining respondents stated they were more satisfied in 2018.

**TABLE 4-11: APPLICANT OVERALL SATISFACTION WITH PROGRAM ADMINISTRATOR**

PA	Average Rating 2018	Rel Prec 90% Conf	# of Respondents	% Respondents Rate 5	% Respondents Rate 1	Average Rating 2017
PG&E	2.8	14.6%	26	19%	35%	2.9
SCE	3.7	9.8%	19	32%	5%	2.9
SCG	4.3	11.5%	9	56%	0%	3.9
CSE	4.4	6.8%	17	53%	0%	4.1

As shown in Table 4-12 below, across the board, host customers reported moderate levels of satisfaction with the PAs in 2018. For all PAs, the reported satisfaction level was greater than what was reported in 2017. It is interesting to note that applicants rated their satisfaction with CSE and SCG higher than host customers, while host customers rate their satisfaction with PG&E and SCE higher than applicants.

**TABLE 4-12: HOST CUSTOMER OVERALL SATISFACTION WITH PROGRAM ADMINISTRATOR**

PA	Average Rating 2018	Rel Prec 90% Conf	# of Respondents	% Respondents Rate 5	% Respondents Rate 1	Average Rating 2017
PG&E	3.4	3.7%	176	26%	12%	2.8
SCE	3.8	3.8%	120	32%	9%	3.2
SCG	3.8	11.0%	22	41%	14%	3.4
CSE	3.7	4.1%	123	35%	9%	3.5

### 4.3.2 Satisfaction with Program Application Steps

Applicants and host customers were asked a series of questions regarding their satisfaction with specific program application steps and procedures. The findings are summarized in the following section.

<sup>9</sup> It is interesting to note that the percentage of applicants who provided a satisfaction rating for PG&E of 5 (extremely satisfied) also increased (7% in 2017 to 19% in 2018); however, that increase was not enough to offset the reported extreme dissatisfaction.

<sup>10</sup> Again, it is important to note that the applicant and host customers surveys were being conducted at the same time in October when PG&E was issuing a number of PSPS events and it is not possible to determine the impact these power shutoffs had on SGIP participant responses.



## Application Submission Process

Applicants reported moderate satisfaction with the application submission process. Across all PAs, applicants reported average satisfaction scores ranging from 2.8 to 3.6 (Table 4-13). Those who provided low satisfaction ranking (1 or 2) primarily reported either the documentation required was too cumbersome for a residential program [*“Some things don't apply anymore, except on big commercial jobs. Too many forms, too cumbersome, overkill on residential”*], the necessary information was redundant [*“The application process required every application to fill out a bunch of information and several other documents that say the same thing that need to be uploaded... A lot of things that cause roadblocks and were redundant.”*], or the instructions were unclear and inconsistent with the SGIP handbook [*“Instructions were never clear. We'd use the handbook as a submission guide, then get rejected for doing what was listed in the handbook. Corrections were never clear, and what would pass for one application would be rejected in the next”*]. One respondent called out that the PAs are working on improving things, *“But, they are making improvements this year.”* Comparing across program years indicated that things were improving as satisfaction ratings in 2018 were higher for all PAs except PG&E (which was only slightly lower).

**TABLE 4-13: APPLICANT SATISFACTION WITH APPLICATION SUBMISSION PROCESS**

Program Administrator	Average Rating 2018	Rel. Prec. 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
PG&E	2.8	12.1%	27	11%	22%	3.0
SCE	3.3	13.5%	20	30%	15%	2.8
SCG	3.6	16.4%	11	36%	9%	2.9
CSE	3.3	15.3%	17	24%	18%	3.1

## Paperwork Requirements for PPM and ICF Stages

Due to low response levels, applicant satisfaction with the PPM and ICF stages are reported at the overall level (not by PA). As shown in Table 4-14, applicants were moderately satisfied with the paperwork requirements for both the proof of project milestone (PPM) and incentive claim (ICF) stages (both 3.2 and 3.3 respectively). These results are not statistically different than the results in 2017. Some applicants reported that the documentation requirements for the ICF stage were redundant or unnecessary, particularly for the Residential Storage budget category. Several applicants stated that they submit a large number of applications for a small number of number of products and that selecting a product from a list would make the paperwork much simpler [*“It seems to me that there are few enough products in the marketplace that there could be a fast track for standard installs”*]. One of the recommended changes to the program outlined in the March 2019 Advice Letter to the CPUC was developing and maintaining a public energy storage equipment list to clarify qualified program measures, which would in turn reduce



the application burden of submitting energy storage equipment specifications for program-qualifying equipment on the list.

**TABLE 4-14: APPLICANT SATISFACTION WITH PPM AND ICF STAGES**

Program Aspect	Average Rating 2018	Rel. Prec. 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
PPM paperwork	3.2	34.9%	6	33%	33%	3.9
ICF paperwork	3.3	12.0%	24	25%	17%	3.2

### Inspection Process

Applicants reported moderate levels of satisfaction with the inspection scheduling process (average rating of 3.7). Some applicants noted difficulty facilitating communication between third-party inspectors and the host customers, which led to difficulties in scheduling inspections. It was also noted that conducting on-site inspections on all projects was a waste of money [*“...they make you do an inspection for almost every single one. It [took] a lot of time, money, and communication”*]. It is the PAs’ hope that this issue is significantly lessened as a result of the changes proposed in the March 2019 Advice Letter, which requested allowing virtual on-site inspections of small residential projects to confirm program compliance.

**TABLE 4-15: APPLICANT SATISFACTION WITH INSPECTION SCHEDULING**

Program Aspect	Average Rating 2018	Rel. Prec. 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
Inspection scheduling	3.7	9.0%	23	26%	4%	3.1

In 2018, the host customers who had made it to the inspection scheduling process reported being highly satisfied with it. The average satisfaction rating was 4.8 (up from 3.4 in 2017); however, only five host customers responded to this question as few of the 2018 host customers had made it to the inspection phase. Therefore, these findings should be considered anecdotal.

**TABLE 4-16: HOST CUSTOMER SATISFACTION WITH INSPECTION SCHEDULING**

Program Aspect	Average Rating 2018	Rel. Prec. 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
Inspection scheduling	4.8	6.4%	5	80%	0%	3.4



## Incentive Timelines and PBI Payment Process

Applicants expressed moderate satisfaction with the time it takes to receive the upfront incentive (3.0). Only two respondents were eligible to rate their satisfaction with the Performance Based Incentive (PBI) payment process; giving an average rating of 3.5.

**TABLE 4-17: APPLICANT SATISFACTION WITH TIME TO RECEIVE UPFRONT PAYMENT AND PBI PAYMENT PROCESS**

Program Aspect	Average Rating 2018	Res Prec 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
Time to receive upfront payment	2.9	17.5%	18	22%	33%	3.0
PBI Payment process	3.5	131.9%	2	50%	0%	3.0

Host customers expressed moderate satisfaction with the time it takes to receive the upfront incentive (3.3). Several host customer respondents noted that it took several months to receive the incentive [*“Took almost 8 months”, “Took a lot of time and energy to follow up for nearly a year!”, “Took nearly 2 years to get it”*]. None of the host customers who responded to the web survey in 2018 had received a PBI and thus none were able to respond to the PBI payment process question.

**TABLE 4-18: HOST CUSTOMER SATISFACTION WITH TIME TO RECEIVE UPFRONT PAYMENT AND PBI PAYMENT PROCESS**

Program Aspect	Average Rating 2018	Res Prec 90% Conf	# of Respondents	% Rating 5	% Rating 1	Average Rating 2017
Time to receive upfront payment	3.3	2.9%	258	20%	10%	3.0
PBI Payment process	--	--	0	--	--	3.3

# 5 STUDY FINDINGS AND RECOMMENDATIONS

In this section we present a summary of the 2018 PA evaluation key findings and recommendations that emerged.

## 5.1 STUDY FINDINGS

In 2018, the SGIP continued to experience significant growth in application volume resulting from the shift in program participation from large nonresidential storage projects to smaller residential projects. As a result of this shift, the PAs primarily focused their efforts in 2018 on identifying and implementing internal changes to improve the efficiency and clarity of the SGIP for participants within the Small Residential Storage budget category. The 2018 SGIP PA evaluation found that the changes instituted in 2018 have been a positive first step in addressing the process related impacts associated with the large increase in application volume primarily through increased staffing and streamlining of the SGIP application process. As feedback from the applicants and host customers in 2018 illustrated in section 4 of this report, there are still program improvements to be made to improve the clarity, efficiency, and participation timelines of the SGIP program across all PAs.

The 2018 PA interviews conducted by the evaluation team identified a number of changes made to the program in 2018. The following sections summarize the key changes implemented by the PAs in 2018 and present results from the surveys conducted with program applicants and host customers to identify where these changes have been successful and where more work is needed.

### 5.1.1 SGIP Staffing

In 2018, all four SGIP PAs reported increasing staffing levels to deal with the influx of program applications that was occurring when a new step was opened. The large increase in program applications in 2018 (6,106 in 2018 versus 3,499 in 2017 and 124 in 2016) not only means there are more applications to process but also that there are significantly more program applicants and host customers who are likely to have questions regarding the SGIP application process or the program itself. All PAs reported they had hired additional full-time staff to help address the significant growth in applications and three of the four PAs reported they had also started bringing in other internal utility or company resources as needed to assist with the ebb and flow of program applications that has accompanied the tiered program design. The PAs reported monitoring the volume of applications in the program queue to determine when additional resources are needed to stay on top of current application volumes and minimize participant wait times. The PAs' implementation consultant, Alternative Energy Systems Consulting (AESC), was also mentioned as a resource that the PAs turned to for assistance conducting technical engineering reviews, consulting, general support and site visits.





While increasing program staffing should help manage application processing times, applicants at three of the four PAs reported satisfaction scores in 2018 that were lower than those reported in 2017. Approximately 50% of applicants who had PG&E as their PA and 40% who had SCE as their PA reported typically waiting more than one week for an initial reply from the PA to a program inquiry. For PG&E this was an increase over 2017 when only one-third of applications reported having to wait over a week for a reply. Additionally, nearly one-half of PG&E applicants and one-third of SCE applicants reported they had waited over one month for a reply to a program inquiry which drastically elongates the program participation timeline. When applicants were asked about the longest time taken, from start to finish, for their PA help them resolve an issue, approximately 20% of CSE and PG&E applicants and more than 40% of CSG applicants reported they had waited at least once in 2018 for more than 6 months. As these applicants reported timelines suggest, more staffing is needed, especially when a step is opened, to process participant applications and respond to customer inquiries.

### **5.1.2 Program Communications**

In 2018, each of the PAs stressed during the in-depth interviews the importance they place on timely and effective communications with SGIP host customers and applicants. A few PAs stated they have established communication goals related to their customer response time (typically two to three days) that they track and report on. The primary challenge faced with respect to timeliness has stemmed from the significant increase in the volume of applications received in 2017 and 2018. They have attempted to address this challenge by hiring more staff (discussed above), working weekends, prioritizing customer inquiries, and automating communications whenever possible. Alerting applicants and host customers of program oversubscription, their application status, and program timelines has become a top priority.

The SGIP PAs also reported taking steps in 2018 to enhance their written and verbal program communications. This took the form of posting more announcements on the selfgenca.com website, initiating mass emails that provide details on application status and timelines, and workshop enhancements aimed at improving two-way program communication. The PAs see the workshops as a forum for providing SGIP participants with updates on program processes or upcoming regulatory actions, as well as an opportunity to facilitate Q&A sessions with attendees. In 2018, the PAs started reaching out to program stakeholders to request agenda items for upcoming workshops that were pertinent to improving participants program experience. Several changes were made in 2018 to the PAs SGIP websites, as well as the selfgenca.com application portal to improve program communications.

Across all PAs, the average program clarity ratings regarding SGIP technical and documentation requirements, program timelines, and application status were higher in 2018 than those reported in 2017. This indicates that host customers in 2018 had a clearer idea of program processes and participation expectations than in the previous program year. For all PAs, the largest areas of host customer reported



clarity improvements were with respect to program timelines and application status. These areas saw satisfaction increases greater than 1-point in magnitude (on a 5-point scale) for some PAs. These increases in host customer reported program clarity are an indication that the communication changes made by the PAs in 2018 are starting to payoff. However, the average clarity rating in almost all areas and across all PAs primarily fell in the mid 3-point range (again out on a 5-point scale) and so clearly there is more work to be done in this area. Improving program clarity will pay off in many ways; for instance improved clarity surrounding the program documentation requirements will likely lead to applications that have fewer problems, require fewer interventions on the part of the PAs, and are processed in a timely manner thus improving participants satisfaction with program timeliness and accessibility (assuming staffing levels remain constant).

### 5.1.3 Payment Processing

Despite making a few changes to expedite payment processing timelines in 2018, the time it takes to receive program incentives is still regarded as too long for many applicants and host customers. Survey results showed insignificant increases in satisfaction in this area since 2017 and nearly one-third of applicants and one-fifth of host customers rated their satisfaction with time it took to receive the incentive as 1 (extremely dissatisfied), on a scale of 1 to 5. The PAs understand payment processing continues to be a concern, stating that it is *“never fast enough”* and reported they are always looking for process improvements that can help them get payments out to their customers faster. One change that SCG implemented in 2018 was batch processing of applications submitted by a single applicant or developer that is likely to have similar problems that can potentially be resolved in a similar fashion. The downfall of this practice if not managed closely is that applications submitted by applicants that are not prolific could become even further delayed if they get filtered to the bottom of the stack. More than one host customer reported that that it took them a year or more to receive their SGIP incentive and one even stated *“[It] took nearly 2 years to get it”*.

Across all PAs, timeliness received lower satisfaction scores than both their helpfulness and accessibility. Improving overall project timelines will likely only be improved by continuing to simplify the entire SGIP application process. This was a major focus for the PAs in 2018 and resulted in their submittal of Advice Letter 3966-E, which contained numerous proposed program changes aimed at streamlining the program. Additionally, creating and tracking timeliness metrics (which a number of PAs stated they have begun to do), including tracking and prioritizing all projects that had an application submitted over X<sup>1</sup> days prior will also assist the PAs improving their customers satisfaction in this area.

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<sup>1</sup> The appropriate maximum allowable days for a project (X days) would need to be determined by the PAs.



## 5.2 RECOMMENDATIONS FOR PROGRAM IMPROVEMENT

The evaluation team identified a series of recommendations based on key observations from this study. The recommendations are grouped below by whether they relate to PA timeliness, accessibility, or helpfulness.

### 5.2.1 Timeliness

**Continue to look for ways to streamline the application process.** Applicants rated their satisfaction with PAs' timeliness lower than both their helpfulness and accessibility. Improving overall project timelines will likely only be improved by continuing to simplify the entire end-to-end SGIP application process. This was a major focus for the PAs in 2018 and resulted in their submittal of Advice Letter 3966-E in March 2019. This Advice Letter requested approval of a number of SGIP changes to help streamline the application process. The proposed changes in this Advice Letter included items such as:

- Developing and maintaining a public energy storage equipment list to clarify qualified program measures and reduce the application burden of submitting energy storage equipment specifications for program-qualifying equipment on the list.
- Allowing for virtual on-site inspections of residential projects to confirm program compliance.
- Removing the program requirement that a copy of the application fee check be submitted with the program application.
- Allowing residential host customers to opt-out of non-critical email communications.

If implemented properly, many of these proposed changes will help to alleviate many of the complaints reported by program applicants and host customers in 2018.

**Establish metrics to effectively track and prioritize projects timeliness.** While applicants' satisfaction with program timeliness varied significantly by PA (from a high of 4.0 to a low of 2.4), there is room for improvement in program participation timelines across the board. One of the primary reasons for dissatisfaction with PA timeliness was the unacceptably long time it took to participate in the program leading in some cases to applicants deciding they will likely discontinue their participation in the future. One applicant stated, *"I find it unacceptable that an average application for residential takes over eight months to process. The commercial side is even more unacceptable. Residential should not take more than six weeks. Commercial should not take more than three months."* Another stated, *"It should not take a year to process an application This is the hardest program to administrate, to the point we are no longer offering it to our customers."* Creating and tracking key timeliness metrics (which a number of PAs stated



they have begun to do), including tracking and prioritizing projects that had been in the application queue for an extended period, will assist the PAs in improving their application timeliness.

**Whenever possible, utilize internal PA “flexible” staff to meet increased demand at incentive step openings.** As more than one PA pointed out, SGIP staffing was problematic because the program has natural application ebbs and flows as incentive steps open and close. Two PAs reported they had identified internal resources within their organizations that were able to step in and assist at the times of high application submission to keep response times within their desired timeframes. This practice should be utilized by all PAs if possible.

## 5.2.2 Accessibility

**Set up a SGIP information phone line that allows applicants to call and speak with someone regarding questions or issues they are having with the SGIP application.** Applicants reported low levels of satisfaction with the PAs’ accessibility. One of the primary complaints that applicants had with the PAs was how it was so difficult to speak with anyone on the phone about their application. Being able to speak directly with a knowledgeable program representative can often be the quickest way to get a problem resolved.

**Ensure PA staff fielding applicant inquiries are fully trained and authorized to make decisions.** In addition to being difficult to communicate with PAs, applicants also expressed frustration that when they were able to talk with someone directly, often the individual did not have the knowledge or authorization to help them with their issue. They stated, *“It was difficult to actually speak with or communicate with the Program Administrator, I had to deal with others who weren’t authorized to make decisions”* and *“Unable to get any reliable communication.”*

## 5.2.3 Helpfulness

**Update the SGIP handbook to reflect current application protocols.** Some applicants stated that they followed the submission instructions that were included in the SGIP handbook only to find out the handbook instructions were incorrect. *“We’d use the handbook as a submission guide, then get rejected for doing what was listed in the handbook.”* They recommended reviewing the handbook on a regular basis to ensure it contains the most up-to-date application protocols.

**Simplify SGIP handbook and add common issues.** Several applicants stated a desire for the handbook to be simplified. Recommendations given by the applicants included making the handbook shorter and more concise and making it a guide to the requirements. Applicants also stated a desire for the SGIP handbook to include a guide for updating applications and common issues. One applicant stated both, saying, *“Redo*



*handbook to be a much shorter, concise guide on requirements [and include] why requirements exist, how to make updates to applications, and common issues and how to resolve them.”*

**Create video tutorials for filling out and submitting paperwork.** Applicants continued to report having problems filling out and submitting SGIP application paperwork, often resulting in suspended projects. An additional resource requested by applicants was an online tutorial containing detailed instructions for filling out and submitting required documentation. Online videos may make it easier for some participants to understand the specific requirements needed for the SGIP application, thus minimizing the number of issues that need to be corrected downstream. In turn, this will aid in improving the application processing time.

**As stated in the 2017 evaluation, consider implementing a ticket system to track and manage issues and resolutions.** Applicants in 2018 continued to comment that questions or issues are sometimes passed from person to person, at times getting handed off to someone without the necessary expertise or historical knowledge. *“Every time an application was suspended, we’d receive feedback from the program administration. Each individual had different requirements and gave us new suggestions. So we would prepare documents one way to meet suggested standards, but have them be rejected by a different reviewer for following what the previous one said to do.”* In other cases, applicants reported problems that were never addressed or remain unresolved. A ticket system that tracks each issue individually (along with the name of the PA personnel and the proposed solution) would help PAs improve issue tracking. Tickets could be managed in a searchable environment and PAs could search by issue type to see common solutions to similar issues, or track solutions already provided to a particular participant.

**Clearly state why an application is rejected or suspended.** Applicants stated a desire for “[b]etter clarifications when something is rejected”. Some host customers also expressed not knowing why their projects were suspended. Clearly specifying the issues with submitted applications and paperwork will help cut down on the number of follow-up inquiries regarding the appropriate corrective actions to be taken. It will also help applicants communicate more clearly to host customers the reason(s) for any delays in their applications.

**Send automated responses to applicants and/or host customers when there is a delay in resolution of participant inquiries greater than two weeks.** Applicants and host customers often reported experiencing long delays to get resolution of inquiries submitted to the PAs. Whenever possible, PAs should notify the relevant parties acknowledging receipt of the inquiry and provide an approximate timeline for a response if they anticipate the response time will be longer than two weeks. These notifications could be sent via an automated process. Providing such an automated update to program participants will likely reduce the volume of emails and calls from applicants and host customers who are contacting the PAs to follow up on outstanding issues.

# APPENDIX A SURVEY INSTRUMENTS

This section contains the following survey instruments:

- A.1 – 2018 SGIP PA In-Depth Interview Guide
- A.2 – Program Applicant Survey Instrument
- A.3 – Web Survey for Host Customer



## A.1 2018 SGIP PA IN-DEPTH INTERVIEW GUIDE

(Convey this idea at the outset: *We understand that we are well into 2019. With that in mind this evaluation focuses on 2018, however, we want to gain an understanding of 2019 as well and provide as much useful and actionable feedback as possible. We also understand the CPUC will be making significant changes to the program in 2020 and we will keep that in mind when reviewing your responses.*)

1. For each person participating in the interview: What is your title and role? How long have you been on the SGIP team for [PA]?
2. **(If not covered previously)** Since 2017, have you made any changes to SGIP staffing levels, organization structure, or group responsibilities? Did these changes occur in 2018 or 2019?
  - If applicable: Why were these staffing changes made?
  - If applicable: Were staffing changes made in anticipation of step openings and corresponding increases in activity?
3. What changes (if any) were made to the SGIP program design since the beginning of 2018 (e.g., Rules, procedures, budgets, incentive structures, etc.)? **(Provide summary of known changes)** Did these changes occur in 2018 or 2019?
  - **(As appropriate)** In your view, what are the pros and cons of these changes?
  - What changes (if any) were made at [PA] to accommodate these changes (e.g., Staffing/management, marketing, communications protocols, other general approach)?
4. In 2018, was the lottery ever triggered in your service territory? If yes, tell us about the circumstances...
  - Please describe the communication process when a step is oversubscribed and a lottery is triggered.
  - When the lottery was triggered did you notify all applicants of their acceptance status?
    - If yes, how?
    - What was the timing involved?
  - In your view, what are the strengths and weaknesses of the lottery system
5. **(If not covered previously)** Since 2017, have any changes been made to your communications protocols (e.g., communications channels [email/phone/in-person/online/webinar/print], who receives communications [applicant/host customer], inquiry response time)?
  - Do you have any changes you are considering going forward?
6. In your opinion, how well is [PA] doing in terms of timeliness and effectiveness of communications with applicants and host customers? What challenges do you face?



7. **(If not covered previously)** Since 2017, have you made any changes affecting the average time for payment processing once the applicant has submitted all required paperwork?
8. The 2017 PA Performance Evaluation indicated that there was some customer confusion with respect to technical program requirements. Has anything been done (e.g., handbook updates, training events) to mitigate this confusion?
9. Are there any other areas of the application submittal and review process that could potentially be confusing for applicants/host customers? What do you get the most questions about?
  - What has [PA] done to try and address the confusing aspects of the program? Is there anything [PA] plans on implementing in the future to resolve this confusion?
  - Is there anything you think could be improved to make things less confusing?
10. The previous PA evaluation recommended exploring ways to simplify small residential storage program requirements. Do you agree? Have any changes been made to simplify this component of the program?
11. Does [PA] take steps to increase customer awareness of the SGIP program and its offered technologies in various customer segments (e.g. small residential, non-residential, generation, storage, etc.)
12. **(If not covered previously)** Since 2017, have any changes been made to the [PA] SGIP website?
13. **(If not covered previously)** Since 2017, have any changes been made to the selfgenca.com application portal?
  - Is there a place for host customers to check the status of their project online?
14. In your opinion, what are the benefits (and to whom) of the quarterly workshops?
  - Have there been any changes to the quarterly workshops since 2017 (e.g. content, attendance options, locations)?
  - How well attended are the quarterly workshops? Has attendance increased or decreased since 2017?
15. Have any changes been implemented in response to the recommendations from the 2017 evaluation? [see attached list]
  - Did you find these recommendations appropriate?
  - If recommendation not implemented: Is there a reason that this (these) recommendation(s) weren't implemented?
16. Are there any key applicant or host customer satisfaction or process related questions you would like to see explored in this evaluation?





## A.2 PROGRAM APPLICANT SURVEY INSTRUMENT

This survey instrument will be used to interview the SGIP applicants for the 2018 SGIP PA Performance Evaluation.

**TABLE A-1: SURVEY INPUT VARIABLES**

<b>Variable</b>	<b>Description</b>
Num_proj_pre2018	# of projects from the applicant company still active from program years prior to 2018
Num_proj_2018	# of projects from the applicant company in program year 2018
Measure_List_2018	List of distinct technologies from applicant in program year 2018
PGE_Flag	IF applicant participated in PG&E territory in 2018
SCE_Flag	IF applicant participated in SCE territory in 2018
SCG_Flag	IF applicant participated in SCG territory in 2018
CSE_Flag	IF applicant participated in CSE (SDG&E) territory in 2018
Host_Customer_Flag	Applicant is also a host customer
HomeOwner	1 if the applicant ONLY EVER had projects where the applicant is also the homeowner
Storage_Flag	Applicant's projects included storage
3Step_flag	Applicant within the 3-step process
LastStep	The farthest step an applicant ever got to on any project in the dataset {RRF, PPM, ICF, Payment}
PBI_Flag	1 if there are projects where applicant is currently in the PBI stage
App2018_and_Prior	1 if the applicant participated in 2018 and prior years

### A.2.1 Introduction

Thank you for taking the time to compete the 2018 Self Generation Incentive Program (SGIP) Applicant survey. We are surveying individuals who submitted SGIP applications in 2018 as part of an effort to evaluate the SGIP. The purpose of this study is to assess the performance of SGIP Program Administrators in 2018.



## A.2.2 Screening Questions

### Confirmation of Measure Volumes

**M1.** Our records show that in 2018, [If HomeOwner = 0 then “your firm” else “you”] submitted <num\_proj\_2018> application(s), including cancelled projects, consisting of <Measure\_List\_2018>. Is that your recollection?

- 1 Yes
- 2 No, that is the wrong number of projects
- 3 No, those are the wrong technologies
- 4 That is the wrong number of projects and the wrong technologies
- 99 Don't Know

**[ASK IF M1 =2 or 4]**

**Num\_proj\_2018\_sr.** What is the correct number of projects submitted in 2018?

- 1 [RECORD NUMBER] Projects
- 9999 Don't Know

**IF Num\_proj\_2018\_sr = 0 then DISPLAY TEXT BELOW AND THEN TERMINATE SURVEY**

“This surveying effort is directed towards companies who submitted project applications to the SGIP in 2018. Since your firm did not submit any applications in that timeframe, we have no further questions for you. Thank you very much for your time and willingness to participate in this important study.”

**[ASK IF M1 = 3 or 4]**

**Tech1.** What are the correct technologies? Please select all technologies included within your 2018 applications.

- 1 Advanced Energy Storage (AES)
- 2 Wind Turbine
- 3 Fuel Cell CHP
- 4 Fuel Cell Electric Only
- 5 Gas Turbine CHP
- 6 Internal Combustion Engine CHP
- 7 Microturbine CHP
- 8 Steam Turbine CHP
- 9 Pressure Reduction Turbine
- 10 Waste Heat to Power
- 11 Other [RECORD]
- 99 Don't Know



**LastStepA.** Our records show that the latest stage reached thus far to date on a 2018 project application was <LASTSTEP>. Is that correct?

- 1 Yes
- 2 No
- 99 Don't Know

**[ASK IF LastStepA = No]**

**LastStepB.** What was the latest stage reached on a 2018 project application? Was it ...

- 1 Submission of Reservation Request Form (RRF)
- 2 Submission of Proof of Project Milestone (PPM)
- 3 Submission of Incentive Claim Form (ICF)
- 4 Received First Payment (Payment)
- 5 Received performance-based-incentives (Payment)
- 6 Application Cancelled (Cancelled)
- 99 Don't Know

**[ASK IF num\_proj\_pre2018 <> 0, Else skip to B2]**

**M2.** Our records show that [If HomeOwner = 0 then “your firm” else “you”] had projects **submitted in 2017 or prior** that were still active (in payment or processing) in 2018. Is that your recollection?

- 1 Yes
- 2 No, we did not have any projects still active in 2018 from prior program years.
- 99 Don't Know

**[ASK IF HomeOwner = 0]**

**B2.** As an applicant, how would you describe your role with the SGIP relative to the host customer? Did your organization...

(Please select all that apply)

- 1 Sell (or intend to sell) the incentivized technology to the host customer
- 2 Lease (or intend to lease) the incentivized technology to the host customer
- 3 Install (or intend to install) the incentivized technology for the host customer
- 4 Provide advice to the host customer regarding the incentivized technology
- 5 Other [please specify]
- 99 Don't Know



### A.2.3 Process

**Display:** The following questions concentrate on your experience with the SGIP in 2018. Please try to keep your answers focused on your experience in 2018 only, unless otherwise noted.

**[ASK IF (Num\_proj\_2018 > 0 or Num\_proj\_2018\_sr <> {Null, 0, 9999}), ELSE SKIP TO D1]**

**L1.** In 2018, was an application of yours ever put through the lottery process?

- 1 Yes
- 2 No
- 99 Don't Know

**[ASK IF L1 = Yes, ELSE SKIP to P10]**

**L2.** For which program administrator(s) was the lottery triggered with your application(s)? Please select all that apply.

- 1 PG&E
- 2 SCG
- 3 SCE
- 4 CSE
- 99 Don't Know

**[Show a column for each PA listed in L2 (PGE, SCG, SCE, CSE) for L3\_<PA> through L5\_<PA>]**

**L3\_<PA>.** How were you notified that the lottery was TRIGGERED?

- 1 Received an email ONE day after application was submitted
- 2 Received an email MORE THAN ONE day after application was submitted
- 3 I was not notified
- 4 Other [please specify]
- 99 Don't Know

**L4\_<PA>.** From the day the lottery was triggered, how many business days did it take for the program administrator to notify you of the lottery results? If notified on the same day, enter 0 days.

- 1 [RECORD #] Days
- 99 Don't Know



**L5\_<PA>**. On a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied were you with the lottery process administered by the PA(s) listed below?

- 1 1, Not at all satisfied
- 2 2
- 3 3
- 4 4
- 5 5, Extremely Satisfied
- 99 Don't Know

**[ASK IF ANY L5\_<PA> less than 3]**

**L6.** Why were you unsatisfied with the lottery process?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**P10.** Were you ever informed by a program administrator that an application was missing information or documentation?

- 1 Yes
- 2 No
- 99 Don't Know

**[ASK IF P10 = Yes, else skip to P11]**

**P10a.** What information were you told was missing?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**P11.** In 2018, how many (if any) of your applications were suspended?

- 1 [RECORD #] Applications were suspended
- 99 Don't Know

**[ASK IF P11 > 0, ELSE SKIP TO D1]**

**P11a.** Of the projects that were suspended, what percentage went on to become 'active' again? Please record percentage as a whole number.

- 1 [RECORD] %
- 9999 Don't Know



**[ASK IF P11a < 100%]**

**P11b.** In the case(s) where a project did not become 'active' again, please select the reason(s) why? Please select all reasons that apply.

- 1 Project was ineligible
- 2 Couldn't obtain the necessary information
- 3 Timeline could not be met
- 4 Host Customer decided not to participate
- 5 Other [RECORD]
- 99 Don't Know

**[ASK IF P11a > 0%]**

**P11c.** On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied were you with the program administrator's involvement in resolving suspended projects?

- 1 1, Not at all satisfied
- 2 2
- 3 3
- 4 4
- 5 5, Extremely Satisfied
- 99 Don't Know

**[ASK IF P11c < 3]**

**P11d.** Why were you unsatisfied?

- 1 [RECORD VERBATIM]
- 99 Don't Know



## A.2.4 Communication

**D1.** On an average project, how many clarifying questions or other inquiries did [If HomeOwner = 0 then “your firm” else “you”] have in 2018 for the program administrator?

- 1 [RECORD #] questions
- 99 Don't Know

**[ASK IF D1 > 0, ELSE SKIP TO D4\_<PA>]**

**D1a.** What types of questions have you asked? Please select all reasons that apply.

- 1 Clarifications on the APPLICATION PROCESS
- 2 Clarifications on the APPLICATION TECHNICAL REQUIREMENTS
- 3 Clarifications on the APPLICATION DOCUMENTATION REQUIREMENTS
- 4 Clarifications on the PAYMENT PROCESS
- 5 Requests for extension or inquiries about project timelines
- 6 Clarifications on program eligibility
- 7 Clarifications on program structure
- 8 Other [RECORD]
- 99 Don't Know

**[ASK IF num\_proj\_pre2018 > 0 and M2 not equal to 2]**

**D1b.** How did the number of clarifying questions in 2018 compare to prior years (on a per application basis)?

- 1 About the same number of questions in 2018 as in prior years
- 2 More questions in 2018
- 3 Fewer questions in 2018
- 99 Don't Know

**[ASK IF D1B = 2 or 3]**

**D2.** Why do you think there was a change in the number of clarifying questions you had for the program administrator(s) in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know



[Column for each PA D3a\_<PA> to D4b\_<PA> for each PA {PGE, SCE, SCG, CSE} where <PA>\_Flag = 1]

**D3a\_<PA>**. On average, how much time did it take for the program administrator to initially reply to clarifying questions and other inquiries?

- 1 Within one hour
- 2 Within one day
- 3 Within 2 days
- 4 Within 3 days
- 5 Within 4 days
- 6 Within one week
- 7 More than one week
- 77 N/A
- 99 Don't Know

**D3b\_<PA>**. What is the longest amount of time the program administrator took to initially reply to an inquiry?

- 1 Within one hour
- 2 Within one day
- 3 Within 2 days
- 4 Within 3 days
- 5 Within 1 WEEK
- 6 Within 2 WEEKS
- 7 Within a MONTH
- 8 More than a MONTH
- 77 N/A
- 99 Don't Know

[ASK IF D3b\_<PA> = {6,7,8} LOOP for each PA meeting]

**D3c\_<PA>**. Do you know why it took <PA> so long to respond to your inquiry and how did this timing affect the program application process?

- 1 [RECORD VERBATIM]
- 99 Don't Know





**D3d\_<PA>**. Thinking about all of the questions you asked the program administrator in 2018, what percentage of your questions were answered by pointing you to information on either the program administrator’s website or SelfGenCA.com? Please record percentage as a whole number.

- 1 [RECORD %] %
- 99 Don’t Know

**D3e\_<PA>**. What percentage of your questions did the program administrator answer in one interaction? For instance, one phone call, one email exchange, or one meeting? Please record percentage as a whole number.

- 1 [RECORD %] %
- 99 Don’t Know

**D3f\_<PA>**. What is the longest amount of time the program administrator took to **RESOLVE** an inquiry?

- 1 Within a DAY
- 2 Within a WEEK
- 3 Within 2 WEEKS
- 4 Within a MONTH
- 5 Within 3 MONTHS
- 6 3 to 6 MONTHS
- 7 6 to 12 months
- 8 More than a year
- 77 N/A
- 99 Don’t Know

**[ASK IF D3f\_<PA> = {3,4,5,6}]**

**D3g\_<PA>**. Do you know why it took <PA> so long to resolve the inquiry and how did the timing effect the program application process?

- 1 [RECORD VERBATIM]
- 99 Don’t Know



**D4\_<PA>**. On a scale of 1 to 5, where 1 is not satisfied and 5 is extremely satisfied, how satisfied are you with the timeliness of the program administrator’s communications?

- 1 1, Not at all satisfied
- 2 2
- 3 3
- 4 4
- 5 5, Extremely Satisfied
- 77 N/A
- 99 Don’t Know

**[ASK IF D4\_<PA> < 3]**

**D4a\_<PA>**. Why did you give <PA> a rating of <D4\_PA> for your satisfaction with their timeliness of communication?

- 1 [RECORD VERBATIM]
- 99 Don’t Know

## A.2.5 Workshops

**D8**. How [If HomeOwner = 0 then “does your firm” else “did you”] learn about changes made to the program, such as changes to incentive amounts, eligibility requirements, timelines, and deadlines? Please select all that apply.

- 1 Mail Notifications
- 2 Updates to website
- 3 Email
- 4 Webinars
- 5 Quarterly workshops
- 6 SGIP Handbook
- 7 Updates from other organizations
- 8 Other [RECORD VERBATIM]
- 99 Don’t Know

**WK1\_**. How many of the SGIP quarterly workshops hosted by the program administrators have you attended either in-person or online?

- 1 [enter #] in-person
- 2 [enter #] online
- 99 Don’t Know

**[ASK IF WK1\_1 > 0 and WK1\_2 > 0 else skip to WK4]**



**WK2.** Why did you attend the quarterly workshop(s)? Please select all that apply?

- 1 To ask a specific question directly to a program administrator
- 2 To learn about changes to the program
- 3 To hear questions and answers from other applicants
- 4 To build a personal relationship with the program administrator
- 5 To learn general program information
- 6 To voice a concern or issue with the program administrator
- 7 Other [RECORD]
- 99 Don't Know

**WK3.** On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the quarterly workshop(s) overall (including the format, information presented, and timing)?

- 1 1, Not at all satisfied
- 2 2
- 3 3
- 4 4
- 5 5, Extremely Satisfied
- 99 Don't Know

**[ASK IF WK3<3]**

**WK3a.** Why do you say that?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**WK3b.** Is there anything that wasn't covered in the quarterly workshops that you had hoped to learn about or think should be covered?

- 1 [RECORD VERBATIM]
- 2 Can't think of anything
- 99 Don't Know

**WK3c.** How would you compare the 2018 quarterly workshops that you attended to the quarterly workshops in past program years?

- 1 2018 workshops were **more** informative than past years
- 2 2018 workshops were **less** informative than past years
- 3 The 2018 workshops were similar to past years
- 4 I did not attend any quarterly workshops in past years
- 99 Don't Know

**[ASK IF WK3c = 1 or 2]**



**WK3d.** Why do you say that?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**[ASK IF WK1\_1 = 0 and WK1\_2 = 0]**

**WK4.** Why did you decide not to attend any quarterly workshops? Please select all that apply.

- 1 I didn't know about them
- 2 I wanted to, but my schedule didn't allow
- 3 Others in my organization attended
- 4 I didn't think they were relevant to my role as an applicant
- 5 Other [RECORD]
- 99 Don't Know

## A.2.6 PA Helpfulness

**[Column for each PA: C7\_<PA> to C9a\_<PA> for each PA {PGE, SCE, SCG, CSE} where <PA>\_Flag = 1]**

[If PA = PG&E, SCE or SCG then display] "The next set of questions asks you to rate various aspects of your experience with the SGIP program administrator(s). When answering these questions, please think specifically about the program administrator's role within SGIP, rather than as a utility in general."

**C7\_<PA>.** On a scale of 1 to 5, where 1 is not at all helpful and 5 is extremely helpful, how helpful was <PA> in 2018 in their role as the SGIP administrator?

- 1 1, Not at all helpful
- 2 2
- 3 3
- 4 4
- 5 5, Extremely helpful
- 99 Don't Know

**[ASK IF C7\_<PA> = 1 or 2]**

**C7a\_<PA>.** Why do you rate <PA> a C7\_<PA> on their helpfulness as an SGIP administrator in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know



**C8\_<PA>**. On a scale of 1 to 5, where 1 is not at all accessible and 5 is very easily accessible, how accessible was <PA> in 2018 in their role as SGIP administrator?

- 1 1, Not at all accessible
- 2 2
- 3 3
- 4 4
- 5 5, Very easily accessible
- 99 Don't Know

**[ASK IF C8\_<PA> = 1 or 2]**

**C8a\_<PA>**. Why do you rate <PA> a **C8\_<PA>** on their accessibility as an SGIP administrator in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**C9\_<PA>**. On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how would you rate your experience with <PA> overall, in relation to their role as an SGIP administrator in 2018?

- 1 1, Not at all satisfied
- 2 2
- 3 3
- 4 4
- 5 5, Extremely Satisfied
- 99 Don't Know

**[ASK IF C9\_<PA>=1 or 2]**

**C9a\_<PA>**. Why did you rate your satisfaction with <PA> as a **C9\_<PA>** in relation to their role as an SGIP administrator in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know



**[ASK IF App2018\_and\_Prior = 1, ELSE SKIP TO W1]**

**C10.** Our records show that you submitted applications to the SGIP in 2018 and in prior years. How satisfied are you with the **timeliness** of the SGIP program administrator’s communications since the beginning of 2018 in comparison to prior years? Are you...

- 1 More Satisfied in 2018
- 2 Less Satisfied in 2018
- 3 No Change
- 4 I did not submit any applications prior to 2018
- 99 Don’t Know

**[ASK IF C10 = 1 or 2]**

**C10a.** Why do you say that?

- 1 [RECORD VERBATIM]
- 99 Don’t Know

**[ASK IF C10 <> 4, ELSE SKIP TO W1]**

**C11.** How **HELPFUL** were the SGIP program administrators since the beginning of 2018 in comparison to prior years? ...

- 1 More Helpful in 2018
- 2 Less Helpful in 2018
- 3 No Change
- 77 N/A
- 99 Don’t Know

**[ASK IF C11 = 1 or 2]**

**C11a.** Why do you say that?

- 1 [RECORD VERBATIM]
- 99 Don’t Know

**C12.** How **ACCESSIBLE** were the SGIP program administrators since the beginning of 2018 in comparison to prior years? ...

- 1 More accessible in 2018
- 2 Less accessible in 2018
- 3 No Change
- 77 N/A
- 99 Don’t Know



**[ASK IF C12 = 1 or 2]**

**C12a.** Why do you say that?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**C13.** How satisfied are you with your experience with the SGIP program administrator(s) overall performance since the beginning of 2018, in comparison to prior years? Are you...

- 1 More satisfied in 2018
- 2 Less satisfied in 2018
- 3 No Change
- 99 Don't Know

**[ASK IF C13 = 1 or 2]**

**C13a.** Why do you say that?

- 1 [RECORD VERBATIM]
- 99 Don't Know

### **A.2.7 Website**

**DISPLAY ABOVE W1:** The next set of questions relate to your experiences with the SGIP websites maintained by the CPUC and the program administrators.

**W1.** Which of the following SGIP related websites have you visited in 2018?

- 1 The SGIP application portal [www.selfgenca.com](http://www.selfgenca.com)
- 2 PG&E's SGIP website
- 3 SCE's SGIP website
- 4 SCG's SGIP website
- 5 CSE's SGIP website
- 99 Don't Know



[Column for each answer of W1: 1-CPUC 2-PGE 3-SCE 4-SCG 5-CSE]

**W2\_#**. Generally, why do you visit the SGIP website of ... <PA>?

(Please select all that apply)

- 1 To submit project application forms
- 2 To check project status
- 3 To use the generation or storage calculators
- 4 To find the SGIP Handbook
- 5 To learn information about quarterly workshops schedules/location
- 6 To learn more about the program structure (through FAQs & summarized info)
- 7 Links to CPUC Rulings related to SGIP
- 8 Other [RECORD VERBATIM]
- 99 Don't Know

**W3\_#**. How frequently do you visit the SGIP website of ...<PA>?

- 1 Every day
- 2 A few times a week
- 3 Once a week
- 4 Once a month
- 5 Once a year
- 99 Don't Know

**W4\_#**. Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate ,PA>'s SGIP website in terms of its usefulness?

- 1 1, Not at all useful
- 2 2
- 3 3
- 4 4
- 5 5, Extremely useful
- 99 Don't Know

[ASK IF W4\_# = {1,2}]

**W4a\_#**. Why did you rate <PA>'s website a <W4\_PA> in terms of its usefulness?

- 1 [RECORD VERBATIM]
- 99 Don't Know





## A.2.8 Satisfaction

**DISPLAY ABOVE K1:** Please rate your satisfaction with various aspects of the SGIP on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied.

**[ASK IF (Num\_proj\_2018 >0 OR Num\_proj\_2018\_sr <> {Null, 0, 99})]**

**K1.** How satisfied are you with the **application submission process** in 2018, where 1 is not at all satisfied and 5 is extremely satisfied?

1 [RECORD 1 to 5]

99 Don't Know

**[ASK IF K1 <3]**

**K1a.** Why were you not satisfied with the application submission process in 2018?

1 [RECORD VERBATIM]

99 Don't Know

**[ASK IF (LastStep = {PPM, ICF, Payment} OR LastStepb = 2,3,4,5)) AND 3Step\_flag = 1 ELSE SKIP TO K4]**

**K3.** How satisfied are you with the **paperwork requirements for the proof of project milestones** where 1 is not at all satisfied and 5 is extremely satisfied?

1 [RECORD 1 to 5]

99 Don't Know

**[ASK IF K3 <3]**

**K3a.** Why do you say that?

9 [RECORD VERBATIM]

99 Don't know

**[ASK IF LastStep = {ICF, Payment} OR LastStepb = {3,4,5}, ELSE SKIP TO K9]**

**K4.** How satisfied are you with the **paperwork requirements for the incentive claim stage** where 1 is not at all satisfied and 5 is extremely satisfied?

1 [RECORD 1 to 5]

99 Don't Know



**[ASK IF K4 <3]**

**K4a.** Why were you not satisfied with paperwork requirements for the incentive claim stage in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**K5.** How satisfied are you with the **inspection scheduling process** where 1 is not at all satisfied and 5 is extremely satisfied?

- 1 [RECORD 1 to 5]
- 77 No inspections have been scheduled
- 99 Don't Know

**[ASK IF K5 <3]**

**K5a.** Why were you not satisfied with the inspection scheduling process in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**[ASK IF LastStep = Payment OR LastStepb = {4,5}, ELSE SKIP TO K9]**

**K6.** How satisfied are you with the **time it takes to receive the upfront-incentive**, where 1 is not at all satisfied and 5 is extremely satisfied?

- 1 [RECORD 1 to 5]
- 77 No upfront incentives have been received
- 99 Don't Know

**[ASK IF K6 <3]**

**K6a.** Why were you not satisfied with the time it takes to receive the upfront-incentive in 2018?

- 1 [RECORD VERBATIM]
- 99 Don't Know

**[ASK IF (PBI\_Flag = 1 OR LastStepb = 5), ELSE SKIP TO K9]**

**K7.** How satisfied are you with the **Performance-Based Incentive payment process**, where 1 is not at all satisfied and 5 is extremely satisfied?

- 1 [RECORD 1 to 5]
- 99 Don't Know



**[ASK IF K7 <3]**

**K7a.** Why were you not satisfied with the Performance-Based Incentive payment process in 2018?

1 [RECORD VERBATIM]

99 Don't Know

**K9.** In your opinion, how can the SGIP be improved going forward?

1 [RECORD VERBATIM]

99 Don't Know

**CB1.** In the event that we need clarification on the responses you've provided today to improve our understanding of the SGIP program, would you be open to a short 5 minute phone call in the coming weeks?

1 Yes

2 No

**[ASK IF CB1 = 1]**

**CB2.** Thank you for being open to a short phone call. Could you please provide your name, the best phone number to reach you at, and the best day and time to reach you

1 [RECORD NAME]

2 RECORD PHONE

3 RECORD BEST DAY and TIME

You have finished the survey.

Thanks again and have a great day.



## A.3 WEB SURVEY FOR HOST CUSTOMERS

**TABLE A-2: SURVEY INPUT VARIABLES**

Variable	Description
HouseFlag	Flag indicates whether a host customer is a person who lives at a house (vs. an organization)
Company_Name	If Nonresidential: Name of the Host Customer's Company If Residential: N/A
Application_Yrs	App Year: {2012,2013,2014,2015,2016, 2018,2018} (Written as "y1, y2, ..., and yn")
numProj2018	# of projects from the host customer applied for in 2018
numProjPre2018	# of projects from the host customer applied for prior to 2018
onlyHost	1 if the host customer is EVER only the host customer
ApplicantNoSelf_and_list	Name of the Applicant Company Associated with the Host Customer, separated by "and"
ApplicantNoSelf_or_list	Name of the Applicant Company Associated with the Host Customer, separated by "or"
Tech_and_list	List of technologies, separated by "and"
PA_or_list	List of program administrators for the host customer, separated by "or"
PA_and_list	List of program administrators for the host customer, separated by "and"
PGE_Flag	IF host customer participated in PGE territory
CSE_Flag	IF host customer participated in CSE territory
SCG_Flag	IF host customer participated in SCG territory
SCE_Flag	IF host customer participated in SCE territory
StorageFlag	Flag indicates whether technology was AES
Gen_flag	Flag indicates whether technology was generation (i.e., all technologies that are not AES)
InspectionFlag	Indicates if Host Customer got to Inspection Step IN PROGRAM YEAR 2018
Payment_Flag	Indicates if host customer reached payment stage in 2018
PBI_Flag	Indicates if host customer reached PBI stage in 2018

Thank you for agreeing to fill out this survey. We will be asking a few questions regarding your experience with California's Self-Generation Incentive Program (SGIP).

[IF HouseFlag = 0 THEN DISPLAY: "Throughout this survey, we will be referencing <Tech\_and\_list> project(s) your organization, <Company\_Name>, applied for in <Application\_Yrs>.]

[IF HouseFlag = 1 THEN DISPLAY: "Throughout this survey, we will be referencing <Tech\_and\_list> project(s) you applied for in <Application\_Yrs> for your home.]



### A.3.1 Background

**A1.** Are you aware that you [IF OnlyHost = 1 THEN “or your applicant company (<ApplicantNoSelf\_or\_list >)”] applied for an incentive from California’s Self-Generation Incentive Program for <Tech\_and\_list> for your home or organization?

- 1 Yes
- 2 No

**[IF A1 = No, Skip to END2]**

**[ASK IF HouseFlag = 1]**

**A0.** Our records show that you applied for an SGIP incentive for a technology intended for use at your home, is this correct?

- 1 Yes, for use in my home or the home of a family member
- 2 No, for use in a home of my organization’s customer(s)
- 3 No, for use at my organization’s location– which is not a home
- 99 Don’t Know

**[ASK IF HouseFlag = 0]**

**A3.** Our records show that you applied for an SGIP incentive for a technology intended for use at your organization’s location, is this correct?

- 1 Yes, for use at my organization’s location– which is not a home
- 2 No, for use in a home of my organization’s customer(s)
- 3 No, for use in my own home or the home of a family member
- 99 Don’t Know

**[UPDATE HouseFlag for the remainder of the survey:**

- IF A0 = 1 THEN HouseFlag = 1**
- IF A0 = 2 or 3 THEN HouseFlag = 0**
- IF A3 = 3 THEN HouseFlag = 1**
- IF A3 = 1 or 2 THEN HouseFlag = 0]**



**A4.** How did you first learn about the Self-Generation Incentive Program?

- 1 Through < ApplicantNoSelf\_or\_list >
- 2 Online research
- 3 Family and Friends (Word of Mouth)
- 4 Through a vendor or installer
- 5 **[If HouseFlag = 0]** My utility account representative informed me
- 6 I was not aware of the Self-Generation Incentive Program before taking this survey
- 7 Other **[RECORD]**
- 99 Don't Know

**[ASK IF Gen\_flag = 1]**

**A5\_Gen.** What motivated the purchase and installation of the incentivized generation technology (e.g., wind turbine, fuel cell, CHP system, pressure reduction turbine, or waste heat to power system)? Select all that apply. [Multi-select]

- 1 To save money on monthly electric bills
- 2 To become less grid-dependent for electricity consumption
- 3 To reduce global greenhouse gas emissions
- 4 **[If HouseFlag = 0]** To satisfy corporate goals/initiatives regarding on-site electricity generation
- 5 To increase reliability and resiliency of electricity supply
- 77 Other **[RECORD]**
- 99 Don't Know



**[ASK IF StorageFlag = 1]**

**A5\_Stor.** What motivated the purchase and installation of the incentivized storage technology? Select all that apply. [Multi-select]

- 1 To save money on monthly electric bills
- 2 To become less grid-dependent for electricity consumption
- 3 To reduce global greenhouse gas emissions
- 4 **[IF HouseFlag = 0]** To satisfy corporate goals/initiatives regarding on-site electricity storage
- 5 To improve the functionality of an existing on-site solar PV or other renewable generation system
- 6 To justify a potential solar PV or other renewable generation system investment
- 7 To use as backup in the event of a grid outage
- 8 Because of the incentives
- 9 To help with EV Charging
- 10 **[if HouseFlag = 0]** Load Shifting
- 11 **[if HouseFlag = 0]** TOU Arbitrage
- 77 Other **[RECORD]**
- 99 Don't Know

### A.3.2 Communication

**C1.** In 2018, through what channels did you hear from the program administrator (<PA\_or\_List>) regarding the status of your application(s) with the Self-Generation Incentive Program? Select all that apply.

- 1 Email
- 2 Postal mail
- 3 Phone
- 4 Quarterly Workshop
- 5 In-person meeting
- 6 Other [OPEN]
- 98 I never heard from the program administrator regarding the program
- 99 Don't Know



**C2.** Thinking about your experience with the Self-Generation Incentive Program in 2018. On a scale of 1 to 5, where 1 is not at all clear and 5 is extremely clear, how clear were the following program aspects: (If an aspect does not relate to your experience with the program in 2018, choose 'N/A'):

**C2a.** The program technical requirements [1-5, N/A, Don't Know]

**C2b>.** The project documentation requirements [1-5, N/A, Don't Know]

**C2c.** The program timelines [1-5, N/A, Don't Know]

**C2d.** The status of your SGIP application(s) [1-5, N/A, Don't Know]

**[ASK IF OnlyHost = 1] C2e.** The division of responsibility between you and <ApplicantNoSelf\_or\_list > [1-5, N/A, Don't Know]

**[ASK IF C2a = 1 or 2]**

**C2a\_ Explain.** Please comment about your experience with the **program technical requirements** in 2018. Why did you say they were unclear?

1 [RECORD]  
99 Don't Know

**[ASK IF C2b = 1 or 2]**

**C2b\_ Explain.** Please comment about your experience with the **project documentation requirements** in 2018. Why did you say they were unclear?

1 [RECORD]  
99 Don't Know

**[ASK IF C2c = 1 or 2]**

**C2c\_ Explain.** Please comment about your experience with the **program timelines** in 2018. Why did you say they were unclear?

1 [RECORD]  
99 Don't Know

**[ASK IF C2d = 1 or 2]**

**C2d\_ Explain.** Please comment about your experience with the **status of your SGIP application(s)** in 2018. Why did you say they were unclear?

1 [RECORD]  
99 Don't Know





[ASK IF C2e= 1 or 2]

**C2e\_ Explain.** Please comment about your experience with the **division of responsibility between you and < ApplicantNoSelf\_or\_list>** in 2018. Why did you say they were unclear?

- 1 [RECORD]
- 99 Don't Know

### A.3.3 Website

**E1.** Please select which of the following websites you visited in 2018: **[MULTI-SELECT]**

- 1 SelfGenCA.com
- 2 PGE.com/SGIP
- 3 EnergyCenter.org/SGIP
- 4 SCE.com/SGIP
- 5 SoCalGas.com/for-your-business/power-generation/self-generation-incentive
- 6 None of the above

[ASK IF SELECTED AT LEAST ONE CHOICE FROM E1, ELSE SKIP TO H1]

**E2.** Why did you visit these websites in 2018? **[SELECT MULTIPLE]**

- 1 To learn more about the program structure (through FAQs & summarized info)
- 2 To access the SGIP Handbook
- 3 To check project status
- 4 To submit project application forms
- 5 To review online SGIP status reports
- 6 To access CPUC Rulings related to SGIP
- 7 To use generation or storage calculators
- 8 To learn information about quarterly workshops schedules/location
- 9 Other [RECORD]
- 99 Don't Know



**[FOR E3 - MAKE A TABLE WITH A ROW FOR EACH WEBSITE SELECTED IN E1]**

**E3.** Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate the following website(s) in terms of their usefulness?

- SelfGenCA.com **[RECORD 1-5, N/A]**
- PGE.com/SGIP **[RECORD 1-5, N/A]**
- EnergyCenter.org/program/self-generation-incentive-program **[RECORD 1-5, N/A]**
- SCE.com/SGIP **[RECORD 1-5, N/A]**
- SoCalGas.com/for-your-business/power-generation/self-generation-incentive **[RECORD 1-5, N/A]**

**[ASK IF E3 = 1 or 2, for ANY website]**

**E3\_ Explain.** How could the SGIP-related websites be updated so that they would be more useful to you?

**[OPEN]**

### **A.3.4 Satisfaction**

On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with...

**[ASK IF InspectionFlag = 1] H1.** ... the inspection scheduling process (in 2018)?

**[ASK IF PAYMENT\_FLAG = 1] H2.** ... the time it takes to receive the upfront incentive (in 2018)?

**[ASK IF PBI\_FLAG = 1] H3.** ...the performance-based-incentive payment process (in 2018)?

**[ASK IF C1 <> NA] H4.** ... the information provided in the written communications from **<PA\_and\_List>** regarding the Self-Generation Incentive Program (in 2018)?

**[ASK IF OnlyHost = 1] H5.** ... the information provided by **< ApplicantNoSelf\_and\_list >** regarding the Self-Generation Incentive Program (in 2018)?

**H6.** ...your experience with PA\_and\_list in relation to the Self-Generation Incentive Program (in 2018)? **[1-5, N/A, Don't Know]**

**[ASK IF H1 = 1 or 2]**

**H1\_ Explain.** Please comment on the **inspection scheduling process** in 2018. Why did you say that you were not satisfied? **[OPEN]**

**[ASK IF H2 = 1 or 2]**



**H2\_ Explain.** Please comment on the **time it takes to receive the upfront incentive** in 2018. Why did you say that you were not satisfied? **[OPEN]**

**[ASK IF H3 = 1 or 2]**

**H3\_ Explain.** Please comment on the **performance based incentive payment process** in 2018. Why did you say that you were not satisfied? **[OPEN]**

**[ASK IF H4 = 1 or 2]**

**H4\_ Explain.** Please comment on the **information provided in the written communications from <PA\_and\_List> regarding SGIP** in 2018. Why did you say that you were not satisfied? **[OPEN]**

**[ASK IF H5 = 1 or 2]**

**H5\_ Explain.** Please comment on the **information provided by <ApplicantNoSelf\_and\_list> regarding SGIP** in 2018. Why did you say that you were not satisfied? **[OPEN]**

**[ASK IF H6> = 1 or 2]**

**H6\_ Explain.** Please comment on **your experience with <PA\_and\_List> in relation to SGIP** in 2018. Why did you say that you were not satisfied? **[OPEN]**

**H7.** If the <Tech\_and\_list> we've been discussing has been installed then please rank on a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied you are with this SGIP incentivized technology? **{1-5, the SGIP incentivized technology has not yet been installed, don't know}**

**[ASK IF H7 = {1,2,3,4,5}]**

**H7a.** Please comment on why you provided a ranking of <H7 answer> for your satisfaction-level with the SGIP incentivized technology as installed. **[OPEN]**

### **A.3.5 Process**

**B1.** In 2018, did you experience any issues, problems, or delays with the Self-Generation Incentive Program process?

- 1 Yes
- 2 No
- 77 N/A
- 99 Don't know



**[IF B1 = 'Yes' ASK B2, ELSE SKIP TO G1]**

**B2. What were the issues, problems, or delays you experienced? [OPEN END]**

**B3. Who helped you work through any issues, problems, or delays [MULTI-SELECT]?**

- 1 **[IF PGE\_Flag = 1 and B1\_PGE = 'Yes']** PG&E
- 2 **[IF CSE\_Flag = 1 and B1\_CSE = 'Yes']** CSE
- 3 **[IF SCG\_Flag = 1 and B1\_SCG = 'Yes']** SCG
- 4 **[IF SCE\_Flag = 1 and B1\_SCE = 'Yes']** SCE
- 5 **[IF OnlyHost = 1]** < ApplicantNoSelf\_or\_list >
- 6 Other **[OPEN]**

**B5. Were your issues, problems, or delays resolved?**

- 1 Yes
- 2 No
- 3 Some Yes, Some No
- 99 Don't know

**[ASK IF B5 = 1 or 3]**

**B6. How quickly were your issues, problems, or delays resolved?**

- 1 Within one hour
- 2 Within one day
- 3 Within 2 days
- 4 Within 3 days
- 5 Within 1 WEEK
- 6 Within 2 WEEKS
- 7 Within a MONTH
- 8 More than a MONTH
- 99 Don't Know



### A.3.6 Compare to Prior Years

[ASK IF numProjPre2018 > 0]

**P1.** How satisfied are you with your experience with SGIP in 2018, in comparison to prior years?

- 1 More satisfied in 2018
- 2 Less satisfied in 2018
- 3 No Change
- 4 Didn't participate in SGIP prior to 2018
- 99 Don't know

[ASK IF P1 = 1 or 2]

**P1a.** Why do you say that you were [P1] with SGIP in comparison to prior years? [OPEN END]

### A.3.7 Closing

**I1.** Do you have any suggestions on how to improve the Self-Generation Incentive Program in the future?  
[OPEN]

**END:** Thank you for taking the time to fill out this survey.

**END2:** Thank you for taking the time to respond to this survey. At this time, we are surveying customers who applied for an incentive from California's Self-Generation Incentive Program for <Tech\_and\_list>. Since you are unaware of applying for such an incentive, we have no further questions for you. Thank you for your time.



## Appendix B: Applicant Survey Response Frequencies

*Our records show that in 2018, your firm submitted applications consisting of <Measure>. Is that your recollection?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
M1										
Yes	25	93%	19	90%	12	100%	16	89%	42	89%
No, that is the wrong number of projects	2	7%	1	5%	0	0%	0	0%	3	6%
Don't Know	0	0%	1	5%	0	0%	2	11%	2	4%
Total	27	100%	21	100%	12	100%	18	100%	47	100%

*What is the correct number of projects?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
XXNUM_PROJ_2018										
1	1	50%	0	0%	0	0%	0	0%	1	33%
2	0	0%	1	100%	0	0%	0	0%	1	33%
5	1	50%	0	0%	0	0%	0	0%	1	33%
Total	2	100%	1	100%	0	0%	0	0%	3	100%

*Our records show that the latest stage you reached on any project in 2018 is <LASTSTEP>. Is that Correct?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
XXLASTSTEPSA										
Yes	23	85%	17	81%	12	100%	16	89%	38	81%
No	1	4%	2	10%	0	0%	1	6%	4	9%
Don't Know	3	11%	2	10%	0	0%	1	6%	5	11%
Total	27	100%	21	100%	12	100%	18	100%	47	100%

*What is the latest stage you reached on any project in 2018?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
XXLASTSTEPB										
Submission of Proof of Project Milestone (PPM)	0	0%	1	50%	0	0%	0	0%	1	25%
Submission of Incentive Claim Form (ICF)	0	0%	0	0%	0	0%	1	100%	1	25%
Received First Payment (Payment)	1	100%	1	50%	0	0%	0	0%	2	50%
Total	1	100%	2	100%	0	0%	1	100%	4	100%



*Our records show that [If HomeOwner = 0 then “your firm” else “you”] had projects submitted in 2018 or prior that were still active (in payment or processing) in 2018. Is that your recollection?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Yes	9	90%	11	100%	10	91%	12	100%	17	94%
Don't Know	1	10%	0	0%	1	9%	0	0%	1	6%
Total	10	100%	11	100%	11	100%	12	100%	18	100%

*As an applicant, how would you describe your role with the SGIP relative to the host customer?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Sell (or intend to sell) the incentivized technology to the host customer	19	90%	16	94%	12	100%	17	100%	33	92%
Lease (or intend to lease) the incentivized technology to the host customer	4	19%	4	24%	3	25%	5	29%	6	17%
Install (or intend to install) the incentivized technology for the host customer	19	90%	16	94%	12	100%	15	88%	32	89%
Provide advice to the host customer regarding the incentivized technology	16	76%	15	88%	10	83%	14	82%	26	72%
Other	1	5%	0	0%	0	0%	0	0%	1	3%
Total	21	100%	17	100%	12	100%	17	100%	36	100%

*In 2018, was an application of yours ever put through the lottery process?*

	Total	
	n	%
Yes	11	23%
No	27	57%
Don't Know	9	19%
Total	47	100%

*For which program administrators was the lottery triggered with your application(s)?*

	Total	
	n	%
PG&E	4	36%
SCG	1	9%
SCE	4	36%
CSE	5	45%
Don't Know	1	9%
Total	11	100%



**How were you notified that the lottery was triggered?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
L3										
Email received ONE day after application was submitted	2	50%	2	50%	1	100%	2	40%	7	50%
Email received MORE THAN ONE day after application was submitted	1	25%	2	50%	0	0%	3	75%	6	43%
I was not notified	1	25%	0	0%	0	0%	0	0%	1	7%
Total	4	100%	4	100%	1	100%	5	100%	14	100%

**From the day the lottery was triggered, how many business days did it take for the program administrator to notify you of the lottery results?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
L4										
Less than 5 business days	0	96%	1	33%	0	-	0	78%	1	9%
5 to 10 business days	0	0%	1	33%	0	-	1	6%	2	18%
More than 10 business days	1	0%	1	33%	0	-	0	0%	2	18%
Don't Know	3	4%	0	0%	0	-	3	17%	6	55%
Total	4	100%	3	100%	0	-	4	100%	11	100%

**On a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the lottery process?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
L5										
2	0	0%	0	0%	0	0%	3	60%	3	27%
3	0	0%	0	0%	0	0%	1	20%	1	9%
4	1	50%	0	0%	0	0%	0	0%	1	9%
5, extremely satisfied	1	50%	3	100%	1	100%	1	20%	6	55%
Total	2	100%	3	100%	1	100%	5	100%	11	100%

The SAS System

**In 2018, were you ever informed by a program administrator that an application was missing information or documentation?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
P10										
Yes	26	96%	18	86%	12	100%	17	94%	42	89%
No	1	4%	2	10%	0	0%	0	0%	3	6%
Don't Know	0	0%	1	5%	0	0%	1	6%	2	4%
Total	27	100%	21	100%	12	100%	18	100%	47	100%





*In 2018, how many (if any) of your applications were suspended?*

P11	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
0, no applications were suspended	3	11%	5	24%	1	8%	3	17%	10	21%
One	5	19%	1	5%	0	0%	3	17%	8	17%
Two	1	4%	4	19%	3	25%	1	6%	4	9%
3 to 5	3	11%	1	5%	1	8%	1	6%	4	9%
6 to 10	3	11%	2	10%	1	8%	2	11%	3	6%
11 to 20	2	7%	1	5%	0	0%	0	0%	2	4%
21 to 50	0	0%	1	5%	1	8%	1	6%	1	2%
More than 50	2	7%	2	10%	2	17%	2	11%	2	4%
Don't Know	8	30%	4	19%	3	25%	5	28%	13	28%
Total	27	100%	21	100%	12	100%	18	100%	47	100%

*Of the projects that were suspended, what percentage went on to become active again?*

P11A	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
0%	3	19%	1	8%	1	13%	1	10%	4	17%
50% to 75%	1	6%	1	8%	1	13%	1	10%	2	8%
75% to 100%	2	13%	2	17%	1	13%	2	20%	2	8%
100%	10	63%	8	67%	5	63%	6	60%	16	67%
Total	16	100%	12	100%	8	100%	10	100%	24	100%

*In the case(s) where a project did not become 'active' again, could you give the reason(s) why?*

P11B	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Project was ineligible	4	67%	1	25%	1	33%	1	25%	4	50%
Couldn't obtain the necessary information	1	17%	1	25%	1	33%	2	50%	2	25%
Timeline could not be met	1	17%	2	50%	1	33%	1	25%	2	25%
Total	6	100%	4	100%	3	100%	4	100%	8	100%



*On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied were you with the program administrator's involvement in resolving suspended projects?*

P11C	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	5	38%	2	18%	0	0%	1	11%	6	30%
2	0	0%	1	9%	0	0%	0	0%	1	5%
3	2	15%	2	18%	2	29%	2	22%	3	15%
4	2	15%	2	18%	2	29%	2	22%	2	10%
5, extremely satisfied	4	31%	4	36%	3	43%	4	44%	8	40%
Total	13	100%	11	100%	7	100%	9	100%	20	100%

*On an average project, how many clarifying questions or other inquiries for the program administrator did your firm have in 2018?*

D1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
0, no questions	1	4%	3	14%	1	8%	0	0%	4	9%
1 to 5	14	52%	9	43%	6	50%	8	44%	17	36%
6 to 10	4	15%	2	10%	2	17%	5	28%	9	19%
More than 10	1	4%	1	5%	0	0%	0	0%	2	4%
Don't Know	7	26%	6	29%	3	25%	5	28%	15	32%
Total	27	100%	21	100%	12	100%	18	100%	47	100%

*What types of questions have you asked?*

D1A	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Clarifications on the APPLICATION PROCESS	7	39%	6	50%	1	13%	7	58%	14	52%
Clarifications on the APPLICATION TECHNICAL REQUIREMENTS	10	56%	8	67%	5	63%	5	42%	16	59%
Clarifications on the APPLICATION DOCUMENTATION REQUIREMENTS	14	78%	9	75%	5	63%	9	75%	21	78%
Clarifications on the PAYMENT PROCESS	3	17%	2	17%	0	0%	2	17%	6	22%
Requests for extension or inquiries about project timelines	6	33%	5	42%	2	25%	3	25%	8	30%
Clarifications on program eligibility	6	33%	3	25%	3	38%	3	25%	8	30%
Clarifications on program structure	3	17%	2	17%	2	25%	3	25%	6	22%
Clarifications on the handbook	2	11%	1	8%	1	13%	0	0%	2	7%
Total	18	100%	12	100%	8	100%	12	100%	27	100%



**How did the number of clarifying questions in 2018 compare to prior years (on a per application basis)?**

D1B	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
About the same number of questions in 2018 as in prior years	2	20%	4	36%	4	36%	6	50%	7	39%
More questions in 2018	1	10%	1	9%	0	0%	1	8%	2	11%
Fewer questions in 2018	4	40%	3	27%	3	27%	3	25%	5	28%
Don't Know	3	30%	3	27%	4	36%	2	17%	4	22%
Total	10	100%	11	100%	11	100%	12	100%	18	100%

**On average, how much time does it take for your PA to initially reply to clarifying questions and other inquiries?**

D3A	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Within one day	0	0%	1	8%	0	0%	3	23%	4	8%
Within 2 days	2	11%	1	8%	1	13%	3	23%	7	13%
Within 3 days	0	0%	0	0%	3	38%	1	8%	4	8%
Within 4 days	1	5%	0	0%	0	0%	2	15%	3	6%
Within one week	5	26%	5	42%	1	13%	2	15%	13	25%
More than one week	9	47%	4	33%	1	13%	0	0%	14	27%
N/A	1	5%	0	0%	2	25%	2	15%	5	10%
Don't Know	1	5%	1	8%	0	0%	0	0%	2	4%
Total	19	100%	12	100%	8	100%	13	100%	52	100%

**What is the longest amount of time your PA has taken to initially reply to an inquiry?**

D3B	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Within one day	0	0%	0	0%	0	0%	2	15%	2	4%
Within 2 days	0	0%	1	8%	0	0%	1	8%	2	4%
Within 3 days	0	0%	0	0%	1	13%	0	0%	1	2%
Within 1 WEEK	4	21%	2	17%	1	13%	3	23%	10	19%
Within 2 WEEKS	1	5%	2	17%	2	25%	4	31%	9	17%
Within a MONTH	4	21%	3	25%	2	25%	1	8%	10	19%
More than a MONTH	8	42%	3	25%	0	0%	0	0%	11	21%
N/A	1	5%	0	0%	2	25%	2	15%	5	10%
Don't Know	1	5%	1	8%	0	0%	0	0%	2	4%
Total	19	100%	12	100%	8	100%	13	100%	52	100%



**Thinking about all of the questions you have asked your PA in 2018, what percentage of your questions were answered by pointing you to information on either your PA's website or SelfGenCA.com?**

D3D	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
0%	3	16%	2	17%	1	13%	1	8%	7	13%
0% to 25%	6	32%	5	42%	3	38%	6	46%	20	38%
25% to 50%	2	11%	2	17%	2	25%	0	0%	6	12%
50% to 75%	0	0%	2	17%	0	0%	0	0%	2	4%
75% to 100%	1	5%	0	0%	0	0%	1	8%	2	4%
100%	3	16%	0	0%	0	0%	1	8%	4	8%
Don't Know	4	21%	1	8%	2	25%	4	31%	11	21%
Total	19	100%	12	100%	8	100%	13	100%	52	100%

**What percentage of your questions has your PA answered in one interaction? For instance, one phone call, one email exchange, or one meeting?**

D3E	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
0%	4	21%	0	0%	0	0%	0	0%	4	8%
0% to 25%	3	16%	2	17%	0	0%	0	0%	5	10%
25% to 50%	3	16%	2	17%	3	38%	2	15%	10	19%
50% to 75%	2	11%	4	33%	1	13%	4	31%	11	21%
75% to 100%	2	11%	1	8%	1	13%	2	15%	6	12%
100%	2	11%	2	17%	1	13%	2	15%	7	13%
Don't Know	3	16%	1	8%	2	25%	3	23%	9	17%
Total	19	100%	12	100%	8	100%	13	100%	52	100%

**What is the longest amount of time your PA has taken to RESOLVE an inquiry?**

D3F	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Within a DAY	0	0%	0	0%	0	0%	1	8%	1	2%
Within a WEEK	1	5%	3	25%	1	13%	3	23%	8	15%
Within 2 WEEKS	4	21%	1	8%	2	25%	1	8%	8	15%
Within a MONTH	2	11%	3	25%	2	25%	3	23%	10	19%
Within 3 MONTHS	2	11%	2	17%	0	0%	1	8%	5	10%
3 to 6 MONTHS	6	32%	2	17%	0	0%	1	8%	9	17%
6 to 12 MONTHS	1	5%	0	0%	1	13%	0	0%	2	4%
N/A	3	16%	0	0%	2	25%	2	15%	7	13%
Don't Know	0	0%	1	8%	0	0%	1	8%	2	4%
Total	19	100%	12	100%	8	100%	13	100%	52	100%



*On a scale of 1 to 5, where 1 is not satisfied and 5 is extremely satisfied, how satisfied are you with the timeliness of your PA's communications?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
D4										
1, not at all satisfied	10	37%	3	14%	1	8%	2	11%	16	21%
2	4	15%	1	5%	0	0%	0	0%	5	6%
3	6	22%	7	33%	3	25%	4	22%	20	26%
4	4	15%	2	10%	1	8%	4	22%	11	14%
5, extremely satisfied	2	7%	5	24%	3	25%	5	28%	15	19%
N/A	1	4%	1	5%	3	25%	3	17%	8	10%
Don't Know	0	0%	2	10%	1	8%	0	0%	3	4%
Total	27	100%	21	100%	12	100%	18	100%	78	100%

*How does your firm learn about changes made to the program?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
D8										
Mail Notifications	3	12%	2	10%	2	17%	4	22%	5	11%
Updates to website	18	69%	14	67%	9	75%	9	50%	24	52%
Email	16	62%	17	81%	12	100%	17	94%	34	74%
Webinars	4	15%	4	19%	3	25%	6	33%	7	15%
Quarterly workshops	5	19%	4	19%	3	25%	3	17%	6	13%
SGIP handbook	8	31%	6	29%	4	33%	5	28%	12	26%
Updates from other organizations	3	12%	4	19%	2	17%	4	22%	7	15%
Other	1	4%	0	0%	0	0%	0	0%	1	2%
Don't Know	1	4%	0	0%	0	0%	0	0%	1	2%
Total	26	100%	21	100%	12	100%	18	100%	46	100%

*How many of the SGIP quarterly workshops hosted by the program administrators have you attended either in-person?*

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
WK1IP										
0, never attended any	19	70%	17	81%	9	75%	9	50%	34	72%
One	2	7%	0	0%	0	0%	3	17%	4	9%
Two	4	15%	2	10%	2	17%	2	11%	4	9%
More than three	1	4%	1	5%	1	8%	1	6%	1	2%
Don't Know	1	4%	1	5%	0	0%	3	17%	4	9%
Total	27	100%	21	100%	12	100%	18	100%	47	100%



**How many of the SGIP quarterly workshops hosted by the program administrators have you attended either online?**

WK10L	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
0, never attended any	13	48%	9	43%	5	42%	4	22%	24	51%
One	4	15%	3	14%	0	0%	4	22%	7	15%
Two	5	19%	4	19%	3	25%	4	22%	7	15%
More than three	4	15%	4	19%	4	33%	5	28%	6	13%
Don't Know	1	4%	1	5%	0	0%	1	6%	3	6%
Total	27	100%	21	100%	12	100%	18	100%	47	100%

**Why did you attend the quarterly workshop(s)?**

WK2	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
to ask a specific question directly to a program administrator	3	21%	1	9%	1	14%	2	13%	4	17%
to learn about changes to the program	10	71%	9	82%	7	100%	13	87%	18	78%
to hear questions and answers from other applicants	5	36%	3	27%	1	14%	3	20%	8	35%
to build a personal relationship with the program administrator	3	21%	2	18%	2	29%	2	13%	3	13%
to learn general program information	9	64%	9	82%	5	71%	10	67%	16	70%
to voice a concern or issue with the program administrator	2	14%	1	9%	1	14%	1	7%	2	9%
Total	14	100%	11	100%	7	100%	15	100%	23	100%

**On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the quarterly workshop(s) overall (including the format, information presented, and timing)?**

WK3	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	3	20%	1	9%	0	0%	0	0%	3	13%
2	1	7%	0	0%	0	0%	1	7%	2	8%
3	4	27%	3	27%	3	43%	3	20%	5	21%
4	4	27%	3	27%	2	29%	5	33%	6	25%
5, extremely satisfied	3	20%	3	27%	2	29%	4	27%	6	25%
Don't Know	0	0%	1	9%	0	0%	2	13%	2	8%
Total	15	100%	11	100%	7	100%	15	100%	24	100%



**How would you compare the 2018 quarterly workshops that you attended to the quarterly workshops in past program years?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Wk3c										
I did not attend any quarterly workshops in past years	3	75%	1	100%	0	0%	1	100%	4	80%
Don't Know	1	25%	0	0%	0	0%	0	0%	1	20%
Total	4	100%	1	100%	0	0%	1	100%	5	100%

**Why did you decide not to attend any quarterly workshops?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Wk4										
I didn't know about them	8	73%	4	44%	3	60%	2	100%	12	60%
I wanted to, but my schedule didn't allow	0	0%	1	11%	1	20%	0	0%	1	5%
I didn't think they were relevant to my role as an applicant	2	18%	2	22%	0	0%	0	0%	4	20%
7	1	9%	1	11%	1	20%	0	0%	2	10%
Don't Know	0	0%	1	11%	0	0%	0	0%	1	5%
Total	11	100%	9	100%	5	100%	2	100%	20	100%

**On a scale of 1 to 5, where 1 is not at all helpful and 5 is extremely helpful, how helpful was your PA in 2018 in their role as SGIP administrator?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
C7										
1, not at all helpful	9	33%	2	10%	1	8%	0	0%	12	15%
2	4	15%	0	0%	0	0%	2	11%	6	8%
3	3	11%	6	29%	2	17%	1	6%	12	15%
4	8	30%	4	19%	2	17%	5	28%	19	24%
5, extremely helpful	2	7%	7	33%	4	33%	9	50%	22	28%
Don't Know	1	4%	2	10%	3	25%	1	6%	7	9%
Total	27	100%	21	100%	12	100%	18	100%	78	100%

**On a scale of 1 to 5, where 1 is not at all accessible and 5 is very easily accessible, how accessible was your PA in 2018 in their role as SGIP administrator?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
C8										
1, not at all accessible	10	37%	1	5%	1	8%	0	0%	12	15%
2	2	7%	0	0%	0	0%	0	0%	2	3%
3	6	22%	9	43%	1	8%	1	6%	17	22%
4	6	22%	2	10%	3	25%	8	44%	19	24%
5, very easy accessible	2	7%	6	29%	4	33%	8	44%	20	26%
Don't Know	1	4%	3	14%	3	25%	1	6%	8	10%
Total	27	100%	21	100%	12	100%	18	100%	78	100%



*On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how would you rate your experience with your PA overall, in relation to their role as an SGIP administrator in 2018?*

C9	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	9	33%	1	5%	0	0%	0	0%	10	13%
2	3	11%	1	5%	1	8%	2	11%	7	9%
3	4	15%	7	33%	1	8%	1	6%	13	17%
4	5	19%	4	19%	2	17%	5	28%	16	21%
5, extremely satisfied	5	19%	6	29%	5	42%	9	50%	25	32%
Don't Know	1	4%	2	10%	3	25%	1	6%	7	9%
Total	27	100%	21	100%	12	100%	18	100%	78	100%

*Our records show that you submitted applications to the SGIP in 2018 and in prior years. How satisfied are you with the timeliness of the SGIP program administrator's communications since the beginning of 2018 in comparison to prior years?*

C10	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
More Satisfied in 2018	2	20%	3	27%	3	27%	2	17%	3	17%
Less Satisfied in 2018	1	10%	1	9%	1	9%	2	17%	3	17%
No Change	4	40%	4	36%	4	36%	5	42%	8	44%
I did not submit any applications prior to 2018	2	20%	2	18%	2	18%	2	17%	3	17%
Don't Know	1	10%	1	9%	1	9%	1	8%	1	6%
Total	10	100%	11	100%	11	100%	12	100%	18	100%

*How HELPFUL were the SGIP program administrators since the beginning of 2018 in comparison to prior years?*

C11	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
More Helpful in 2018	3	43%	3	38%	3	38%	3	33%	3	21%
No Change	4	57%	5	63%	5	63%	6	67%	11	79%
Total	7	100%	8	100%	8	100%	9	100%	14	100%

*How ACCESSIBLE were the SGIP program administrators since the beginning of 2018 in comparison to prior years?*

C12	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
More accessible in 2018	3	30%	3	27%	3	27%	3	25%	3	17%
Less accessible in 2018	0	0%	1	9%	1	9%	1	8%	1	6%
No Change	4	40%	4	36%	4	36%	5	42%	10	56%
N/A	2	20%	1	9%	2	18%	1	8%	2	11%
Don't Know	1	10%	2	18%	1	9%	2	17%	2	11%
Total	10	100%	11	100%	11	100%	12	100%	18	100%





**How satisfied are you with your experience with the SGIP program administrator(s) overall performance since the beginning of 2018, in comparison to prior years?**

C13	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
More satisfied in 2018	4	40%	4	36%	4	36%	4	33%	4	22%
No Change	3	30%	4	36%	4	36%	5	42%	10	56%
Don't Know	3	30%	3	27%	3	27%	3	25%	4	22%
Total	10	100%	11	100%	11	100%	12	100%	18	100%

**Which of the following SGIP related websites have you visited in 2018?**

W1	Total	
	n	%
The CPUC SGIP website www.selfgenca.com	45	96%
PG&E's SGIP website	15	32%
SCE's SGIP website	13	28%
SCG's SGIP website	4	9%
CSE's SGIP website	8	17%
Don't Know	1	2%
Total	47	100%

**Generally, why do you visit the SGIP website?**

W2	CPUC		PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
To submit project application forms	36	80%	4	27%	5	38%	0	0%	2	25%	47	55%
To check project status	26	58%	4	27%	4	31%	0	0%	2	25%	36	42%
To use the generation or storage calculators	7	16%	0	0%	3	23%	0	0%	3	38%	13	15%
To find the SGIP Handbook	17	38%	4	27%	2	15%	0	0%	2	25%	25	29%
To learn information about quarterly workshops schedules/location	9	20%	1	7%	0	0%	0	0%	2	25%	12	14%
To learn more about the program structure (through FAQs & summarized info)	18	40%	6	40%	6	46%	3	75%	6	75%	39	46%
Links to CPUC Rulings related to SGIP	7	16%	2	13%	1	8%	0	0%	2	25%	12	14%
To monitor availability of funds	3	7%	0	0%	0	0%	0	0%	0	0%	3	4%
Other	1	2%	3	20%	2	15%	0	0%	3	38%	9	11%
Don't Know	4	9%	2	13%	2	15%	1	25%	2	25%	11	13%
Total	45	100%	15	100%	13	100%	4	100%	8	100%	85	100%



**How frequently do you visit the SGIP website?**

	CPUC		PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
<b>W3</b>												
Every day	7	16%	0	0%	0	0%	0	0%	0	0%	7	8%
A few times a week	11	24%	2	13%	2	15%	0	0%	0	0%	15	18%
Once a week	9	20%	3	20%	0	0%	0	0%	1	13%	13	15%
Once a month	10	22%	2	13%	4	31%	0	0%	1	13%	17	20%
Once a year	3	7%	6	40%	6	46%	3	75%	4	50%	22	26%
Don't Know	5	11%	2	13%	1	8%	1	25%	2	25%	11	13%
Total	45	100%	15	100%	13	100%	4	100%	8	100%	85	100%

**Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate each SGIP website in terms of its usefulness?**

	CPUC		PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%	n	%
<b>M1</b>												
1, not at all useful	2	5%	1	6%	1	17%	0	0%	0	0%	4	5%
2	0	0%	6	33%	1	17%	2	15%	1	13%	10	12%
3	6	15%	4	22%	1	17%	2	15%	0	0%	13	15%
4	11	28%	2	11%	0	0%	4	31%	2	25%	19	22%
5, extremely useful	16	40%	2	11%	1	17%	2	15%	3	38%	24	28%
Don't Know	5	13%	3	17%	2	33%	3	23%	2	25%	15	18%
Total	40	100%	18	100%	6	100%	13	100%	8	100%	85	100%

**Please rate your satisfaction with each aspect on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the application submission process in 2018**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
<b>M1</b>										
1, not at all satisfied	6	22%	3	14%	1	8%	3	17%	9	19%
2	6	22%	4	19%	2	17%	4	22%	9	19%
3	6	22%	3	14%	2	17%	1	6%	8	17%
4	6	22%	4	19%	2	17%	5	28%	11	23%
5, extremely satisfied	3	11%	6	29%	4	33%	4	22%	8	17%
Don't Know	0	0%	1	5%	1	8%	1	6%	2	4%
Total	27	100%	21	100%	12	100%	18	100%	47	100%



Please rate your satisfaction with each aspect on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the paperwork for the proof of project milestones

M1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	1	33%	1	17%	1	20%	2	33%	2	29%
3	0	0%	1	17%	0	0%	0	0%	1	14%
4	0	0%	1	17%	1	20%	1	17%	1	14%
5, extremely satisfied	1	33%	2	33%	2	40%	2	33%	2	29%
Don't Know	1	33%	1	17%	1	20%	1	17%	1	14%
Total	3	100%	6	100%	5	100%	6	100%	7	100%

Please rate your satisfaction with each aspect on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the paperwork for the incentive claim stage

M1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	2	13%	1	8%	1	13%	3	21%	4	17%
2	3	20%	2	17%	2	25%	3	21%	4	17%
3	3	20%	1	8%	1	13%	2	14%	4	17%
4	5	33%	2	17%	0	0%	2	14%	6	25%
5, extremely satisfied	2	13%	6	50%	4	50%	4	29%	6	25%
Total	15	100%	12	100%	8	100%	14	100%	24	100%

Please rate your satisfaction with each aspect on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the inspection scheduling process

M1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	0	0%	0	0%	0	0%	1	7%	1	4%
2	4	27%	1	8%	1	13%	1	7%	4	17%
3	3	20%	2	17%	2	25%	2	14%	3	13%
4	6	40%	4	33%	3	38%	6	43%	9	38%
5, extremely satisfied	2	13%	5	42%	2	25%	3	21%	6	25%
Don't Know	0	0%	0	0%	0	0%	1	7%	1	4%
Total	15	100%	12	100%	8	100%	14	100%	24	100%



Please rate your satisfaction with each aspect on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the time it takes to receive the upfront-incentive

M1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1, not at all satisfied	5	33%	3	25%	2	25%	4	29%	6	25%
2	1	7%	1	8%	1	13%	1	7%	1	4%
3	4	27%	1	8%	1	13%	1	7%	4	17%
4	2	13%	1	8%	1	13%	3	21%	3	13%
5, extremely satisfied	1	7%	4	33%	3	38%	3	21%	4	17%
N/A	2	13%	1	8%	0	0%	2	14%	5	21%
Don't Know	0	0%	1	8%	0	0%	0	0%	1	4%
Total	15	100%	12	100%	8	100%	14	100%	24	100%

Please rate your satisfaction with each aspect on a 1 to 5 scale, where 1 is not at all satisfied and 5 is extremely satisfied. How satisfied you are with the Performance-Based Incentive payment process

M1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
2	1	33%	1	33%	1	33%	1	33%	1	33%
5, extremely satisfied	1	33%	1	33%	1	33%	1	33%	1	33%
Don't Know	1	33%	1	33%	1	33%	1	33%	1	33%
Total	3	100%	3	100%	3	100%	3	100%	3	100%



## Appendix C: Host Customer Survey Response Frequencies

*Are you aware that you or your applicant company applied for an incentive from California's Self-Generation Incentive Program?*

A1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Yes	199	100%	130	100%	25	100%	129	100%	483	100%
Total	199	100%	130	100%	25	100%	129	100%	483	100%

*Our records show that you applied for an SGIP incentive for a technology intended for use at your home, is this correct?*

A0	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Yes, for use in my home or the home of a family member	197	99%	127	100%	25	100%	126	98%	475	99%
Don't Know	1	1%	0	0%	0	0%	2	2%	3	1%
Total	198	100%	127	100%	25	100%	128	100%	478	100%

*A3. Our records show that you applied for an SGIP incentive for a technology intended for use at your organization's location, is this correct?*

A3	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Yes, for use at my organization's location- which is not is not a home	1	100%	3	100%	0	0%	1	100%	5	100%
Total	1	100%	3	100%	0	0%	1	100%	5	100%

*A4. How did you first learn about the Self-Generation Incentive Program?*

A4	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Through ANSWERFROM(APPLICANTNOSELF_OR_LIST)	142	71%	102	78%	17	68%	94	73%	355	73%
Online research	31	16%	12	9%	4	16%	22	17%	69	14%
Family and Friends (Word of Mouth)	16	8%	6	5%	0	0%	6	5%	28	6%
Through a vendor or installer	4	2%	5	4%	2	8%	5	4%	16	3%
I was not aware of the Self-Generation Incentive Program before taking this survey	2	1%	0	0%	0	0%	0	0%	2	0%
Other (please specify)	2	1%	3	2%	2	8%	1	1%	8	2%
Don't Know	2	1%	2	2%	0	0%	1	1%	5	1%
Total	199	100%	130	100%	25	100%	129	100%	483	100%



**Why did you install or plan to install the incentivized generation technology at your home or organization?**

A5_GEN	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
To save money on my electric bill	0	0%	2	100%	0	0%	0	0%	2	25%
To become less grid-dependent for my electricity consumption	0	0%	1	50%	0	0%	0	0%	1	13%
To reduce global greenhouse gas emissions	0	0%	2	100%	0	0%	0	0%	2	25%
To satisfy corporate goals/initiatives regarding on-site electricity generation	0	0%	1	50%	0	0%	0	0%	1	13%
To increase reliability and resiliency of electricity supply	0	0%	2	100%	0	0%	0	0%	2	25%
Total	0	0%	2	100%	0	0%	0	0%	8	100%

**Why did you install or plan to install the incentivized storage technology?**

A5_STOR	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
To save money on my electric bill	144	72%	96	75%	18	72%	113	88%	371	77%
To become less grid-dependent for my electricity consumption	149	75%	91	71%	22	88%	110	85%	372	77%
To reduce global greenhouse gas emissions	108	54%	63	49%	15	60%	73	57%	259	54%
To satisfy corporate goals/initiatives regarding on-site electricity generation	1	1%	0	0%	0	0%	0	0%	1	0%
To improve the functionality of an existing onsite solar PV or other renewable generation system	46	23%	34	27%	6	24%	44	34%	130	27%
To justify a potential solar PV or other renewable generation system investment	29	15%	16	13%	3	12%	20	16%	68	14%
To use as backup in the event of a grid outage	157	79%	98	77%	24	96%	102	79%	381	79%
Because of the incentives	72	36%	45	35%	8	32%	56	43%	181	37%
Load Shifting	34	17%	22	17%	3	12%	33	26%	92	19%
To help with EV charging	0	0%	1	1%	0	0%	0	0%	1	0%
Other	3	2%	3	2%	0	0%	3	2%	9	2%
Total	199	100%	128	100%	25	100%	129	100%	483	100%



*In 2018, through what channels did you hear from the program administrator [*<PA\_or\_List>*] regarding the status of your application(s) with the Self-Generation Incentive Program? Select all that apply.*

C1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Email	172	87%	117	90%	23	92%	118	91%	430	89%
Postal mail	19	10%	10	8%	0	0%	7	5%	36	7%
Phone	21	11%	10	8%	0	0%	8	6%	39	8%
Quarterly Workshop	0	0%	0	0%	0	0%	1	1%	1	0%
In-person Meeting	4	2%	2	2%	0	0%	4	3%	10	2%
Other	1	1%	0	0%	0	0%	0	0%	1	0%
Through Installer or Third Party	2	1%	1	1%	1	4%	2	2%	6	1%
n/a – I never heard from PA regarding the program	11	6%	5	4%	1	4%	5	4%	22	5%
Don't Know	2	1%	2	2%	1	4%	3	2%	8	2%
Total	198	100%	130	100%	25	100%	129	100%	483	100%

*On a scale of 1 to 5, where 1 is not at all clear and 5 is extremely clear, how clear were the program technical requirements?*

C2A	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all clear	25	13%	16	12%	1	4%	14	11%	56	12%
2	21	11%	10	8%	5	20%	9	7%	45	9%
3	46	23%	32	25%	5	20%	33	26%	116	24%
4	45	23%	27	21%	5	20%	22	17%	99	21%
5 - extremely clear	35	18%	27	21%	4	16%	43	33%	109	23%
N/A	5	3%	6	5%	1	4%	1	1%	13	3%
Don't Know	19	10%	12	9%	4	16%	7	5%	42	9%
Total	196	100%	130	100%	25	100%	129	100%	480	100%



*On a scale of 1 to 5, where 1 is not at all clear and 5 is extremely clear, how clear were the project documentation requirements?*

C2B	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all clear	26	13%	16	12%	4	16%	18	14%	64	13%
2	19	10%	9	7%	4	16%	16	12%	48	10%
3	51	26%	35	27%	7	28%	22	17%	115	24%
4	46	23%	31	24%	2	8%	21	16%	100	21%
5 - extremely clear	32	16%	22	17%	3	12%	39	30%	96	20%
N/A	4	2%	5	4%	1	4%	3	2%	13	3%
Don't Know	18	9%	12	9%	4	16%	10	8%	44	9%
Total	196	100%	130	100%	25	100%	129	100%	480	100%

*On a scale of 1 to 5, where 1 is not at all clear and 5 is extremely clear, how clear were the program timelines?*

C2C	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all clear	44	22%	22	17%	5	20%	30	23%	101	21%
2	25	13%	10	8%	5	20%	22	17%	62	13%
3	40	20%	28	22%	4	16%	19	15%	91	19%
4	33	17%	32	25%	2	8%	31	24%	98	20%
5 - extremely clear	32	16%	26	20%	4	16%	21	16%	83	17%
N/A	3	2%	2	2%	1	4%	1	1%	7	1%
Don't Know	19	10%	10	8%	4	16%	5	4%	38	8%
Total	196	100%	130	100%	25	100%	129	100%	480	100%

*On a scale of 1 to 5, where 1 is not at all clear and 5 is extremely clear, how clear were the status of your SGIP application(s)?*

C2D	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all clear	32	16%	11	8%	1	4%	15	12%	59	12%
2	24	12%	10	8%	1	4%	14	11%	49	10%
3	44	22%	23	18%	6	24%	26	20%	99	21%
4	41	21%	43	33%	6	24%	31	24%	121	25%
5 - extremely clear	41	21%	36	28%	8	32%	37	29%	122	25%
N/A	1	1%	1	1%	1	4%	1	1%	4	1%
Don't Know	13	7%	6	5%	2	8%	5	4%	26	5%
Total	196	100%	130	100%	25	100%	129	100%	480	100%





*On a scale of 1 to 5, where 1 is not at all clear and 5 is extremely clear, how clear were the division of responsibility between you and the applicant?*

C2E	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all clear	31	16%	23	18%	4	16%	17	13%	75	16%
2	19	10%	9	7%	3	12%	10	8%	41	9%
3	31	16%	23	18%	3	12%	15	12%	72	15%
4	35	18%	22	17%	4	16%	26	20%	87	18%
5 - extremely clear	67	34%	48	37%	7	28%	54	42%	176	37%
N/A	1	1%	0	0%	2	8%	1	1%	4	1%
Don't Know	12	6%	5	4%	2	8%	6	5%	25	5%
Total	196	100%	130	100%	25	100%	129	100%	480	100%

*Please select which of the following websites you visited in 2018*

E1	Total	
	n	%
SelfGenCA.com	71	15%
PGE.com/SGIP	131	27%
EnergyCenter.org/SGIP	51	11%
SCE.com/SGIP	90	19%
SoCalGas.com/for-your-business/power-generation/self-generation-incentive	17	4%
None of the above	210	43%
Total	483	100%



**Why did you visit these websites in 2018?**

E2	Total	
	n	%
To learn more about the program structure (through FAQs & summarized info)	175	36%
Links to SGIP Handbook	68	14%
To check project status	117	24%
To submit project application forms	55	11%
To review online SGIP status reports	77	16%
Links to CPUC Rulings related to SGIP	13	3%
To use generation or storage calculators	20	4%
To learn information about quarterly workshops schedules/location	6	1%
Other	8	2%
Don't Know	25	5%
Total	483	100%

**Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate SelfGenCA.com in terms of its usefulness?**

E3A	Total	
	n	%
1 Not at all Useful	4	6%
2	4	6%
3	16	24%
4	22	33%
5 Extremely Useful	18	27%
N/A	2	3%
Total	66	100%



*Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate PGE.com/SGIP in terms of its usefulness?*

E3B	Total	
	n	%
1 Not at all Useful	4	3%
2	21	16%
3	41	32%
4	35	27%
5 Extremely Useful	21	16%
N/A	6	5%
Total	128	100%

*Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate EnergyCenter.org/program/self-generation-incentive-program in terms of its usefulness?*

E3C	Total	
	n	%
1 Not at all Useful	2	4%
2	4	8%
3	12	24%
4	14	27%
5 Extremely Useful	17	33%
N/A	2	4%
Total	51	100%

*Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate SCE.com/SGIP in terms of its usefulness?*

E3D	Total	
	n	%
1 Not at all Useful	2	2%
2	3	3%
3	26	29%
4	44	49%
5 Extremely Useful	14	16%
N/A	1	1%
Total	90	100%



Using a 1-to-5 scale, where 1 means Not at all Useful, and 5 means Extremely Useful, how would you rate SoCalGas.com/for-your-business/power-generation/self-generation-incentive in terms of its usefulness?

E3E	Total	
	n	%
2	1	6%
3	6	35%
4	5	29%
5 Extremely Useful	4	24%
N/A	1	6%
Total	17	100%

On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the inspection scheduling process (in 2018)?

H1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
4	0	0%	1	25%	0	0%	0	0%	1	20%
5 - extremely satisfied	1	100%	3	75%	0	0%	0	0%	4	80%
Total	1	100%	4	100%	0	0%	0	0%	5	100%

On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the time it takes to receive the upfront incentive (in 2018)?

H2	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all satisfied	13	10%	5	6%	2	25%	7	11%	27	9%
2	12	9%	7	8%	1	13%	11	17%	31	11%
3	33	24%	22	26%	2	25%	21	32%	78	27%
4	31	23%	25	29%	2	25%	14	22%	72	24%
5 - extremely satisfied	25	19%	17	20%	0	0%	9	14%	51	17%
N/A	10	7%	4	5%	1	13%	1	2%	16	5%
Don't Know	11	8%	6	7%	0	0%	2	3%	19	6%
Total	135	100%	86	100%	8	100%	65	100%	294	100%



*On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the performance-based-incentive payment process (in 2018)?*

H3	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Don't Know	0	0%	1	100%	0	0%	0	0%	1	100%
Total	0	0%	1	100%	0	0%	0	0%	1	100%

*On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the information provided in the written communications from PGE regarding the Self-Generation Incentive Program (in 2018)?*

H4	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all satisfied	17	9%	5	4%	3	12%	8	6%	33	7%
2	22	12%	7	6%	0	0%	11	9%	40	9%
3	59	32%	32	26%	4	16%	22	18%	117	25%
4	42	23%	42	34%	5	20%	40	32%	129	28%
5 - extremely satisfied	25	14%	29	23%	9	36%	32	26%	95	21%
N/A	8	4%	1	1%	2	8%	2	2%	13	3%
Don't Know	12	6%	9	7%	2	8%	9	7%	32	7%
Total	185	100%	125	100%	25	100%	124	100%	459	100%

*On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the information provided by the Applicant regarding the Self-Generation Incentive Program (in 2018)?*

H5	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all satisfied	20	10%	11	8%	6	24%	15	12%	52	11%
2	15	8%	8	6%	1	4%	8	6%	32	7%
3	49	25%	22	17%	4	16%	16	12%	91	19%
4	45	23%	37	28%	6	24%	40	31%	128	27%
5 - extremely satisfied	55	28%	46	35%	5	20%	45	35%	151	31%
N/A	2	1%	1	1%	2	8%	1	1%	6	1%
Don't Know	10	5%	5	4%	1	4%	4	3%	20	4%
Total	196	100%	130	100%	25	100%	129	100%	480	100%



*On a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with your experience with PGE in relation to the Self-Generation Incentive Program (in 2018)?*

H6	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all satisfied	22	11%	11	8%	3	12%	11	9%	47	10%
2	19	10%	5	4%	0	0%	11	9%	35	7%
3	47	24%	25	19%	3	12%	24	19%	99	21%
4	42	21%	41	32%	7	28%	34	26%	124	26%
5 - extremely satisfied	46	23%	38	29%	9	36%	43	33%	136	28%
N/A	8	4%	3	2%	2	8%	1	1%	14	3%
Don't Know	12	6%	7	5%	1	4%	5	4%	25	5%
Total	196	100%	130	100%	25	100%	129	100%	480	100%

*If the SGIP incentivized technology has been installed at your home/organization, on a scale of 1 to 5, where 1 is not at all satisfied and 5 is extremely satisfied, how satisfied are you with the incentivized technology?*

H7	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
1 - not at all satisfied	5	3%	1	1%	0	0%	4	3%	10	2%
2	12	6%	2	2%	0	0%	1	1%	15	3%
3	18	9%	12	9%	3	12%	7	5%	40	8%
4	46	23%	35	27%	2	8%	24	19%	107	22%
5 - extremely satisfied	96	48%	65	50%	16	64%	79	61%	256	53%
The SGIP incentivized technology has not yet been installed	7	4%	9	7%	2	8%	1	1%	19	4%
Don't know	15	8%	6	5%	2	8%	13	10%	36	7%
Total	199	100%	130	100%	25	100%	129	100%	483	100%

*In 2018, did you experience any issues, problems, or delays with the Self-Generation Incentive Program process?*

B1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
Yes	66	33%	26	20%	11	44%	46	36%	149	31%
No	94	47%	76	58%	8	32%	51	40%	229	47%
N/A	9	5%	5	4%	1	4%	2	2%	17	4%
Don't Know	30	15%	23	18%	5	20%	30	23%	88	18%
Total	199	100%	130	100%	25	100%	129	100%	483	100%



**Who helped you work through any issues, problems, or delays?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
B3										
PG&E	16	24%	0	0%	0	0%	0	0%	16	11%
CSE	0	0%	0	0%	0	0%	11	24%	11	7%
SCG	0	0%	0	0%	2	18%	0	0%	2	1%
SCE	0	0%	5	19%	0	0%	0	0%	5	3%
Applicant	53	80%	17	65%	9	82%	37	80%	116	78%
Manufacturer	9	14%	6	23%	2	18%	5	11%	22	15%
No help was requested	1	2%	0	0%	0	0%	0	0%	1	1%
Contractor	6	9%	5	19%	2	18%	2	4%	15	10%
SGIP Staff	0	0%	1	4%	0	0%	0	0%	1	1%
Total	66	100%	26	100%	11	100%	46	100%	149	100%

**Were your issues, problems, or delays resolved?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
B5										
Yes	46	70%	14	54%	6	55%	34	74%	100	67%
No	9	14%	6	23%	3	27%	5	11%	23	15%
Some Yes/Some No	10	15%	4	15%	2	18%	6	13%	22	15%
Don't Know	1	2%	2	8%	0	0%	1	2%	4	3%
Total	66	100%	26	100%	11	100%	46	100%	149	100%

**How quickly were your issues, problems, or delays resolved?**

	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
B6										
Within one day	0	0%	1	6%	0	0%	0	0%	1	1%
Within 2 days	0	0%	0	0%	1	13%	3	8%	4	3%
Within 1 WEEK	3	5%	1	6%	1	13%	2	5%	7	6%
Within 2 WEEKS	2	4%	2	11%	1	13%	3	8%	8	7%
Within a MONTH	8	14%	2	11%	0	0%	3	8%	13	11%
More than a MONTH	40	71%	11	61%	3	38%	23	58%	77	63%
Don't Know	3	5%	1	6%	2	25%	6	15%	12	10%
Total	56	100%	18	100%	8	100%	40	100%	122	100%



*How satisfied are you with your experience with SGIP in 2018, in comparison to prior years?*

P1	PG&E		SCE		SCG		CSE		Total	
	n	%	n	%	n	%	n	%	n	%
No change	2	100%	2	100%	0	0%	1	50%	5	71%
Didn't participate in SGIP prior to 2018	0	0%	0	0%	1	100%	0	0%	1	14%
Don't Know	0	0%	0	0%	0	0%	1	50%	1	14%
Total	2	100%	2	100%	1	100%	2	100%	7	100%