

1. CALL TO ORDER

The Joint Meeting of the Board of Directors and Technical Advisory Committee was called to order at 1:00 p.m. by Chairman Ben Benoit on the Zoom virtual platform.

2. PLEDGE OF ALLEGIANCE

Director Russ Brown led members and guests in the Pledge of Allegiance.

3. ROLL CALL

Board of Directors present:

Todd Rigby, City of Eastvale
Russ Brown, City of Hemet
Chris Barajas, City of Jurupa Valley
Ted Hoffman, City of Norco
Rita Rogers, City of Perris
Ben Benoit, City of Wildomar (Chair)

Technical Advisory Committee Members present:

Bryan Jones, City of Eastvale
Rod Butler, City of Jurupa Valley
Andy Okoro, City of Norco
Clara Miramontes, City of Perris

4. PUBLIC COMMENTS

There were no public comments.

5. CONSENT CALENDAR – *(Jurupa Valley / Hemet) 6 yes; 0 no; 0 abstention. Items 5.A through 5.G were approved. A representative from the City of Canyon Lake was not present.*

A. Summary Minutes from the October 14, 2020, Joint Meeting of the Board of Directors and Technical Advisory Committee are Available for Consideration.

Action: *I. Approved the Summary Minutes from the October 14, 2020, Joint Meeting of the Board of Directors and Technical Advisory Committee.*

B. Financial Report Summary Update

Action: *I. Received and filed.*

C. Program Schedule Update

Action: *I. Received and filed.*

D. Regulatory and Legislative Activities Update

This item was pulled for discussion by Director Ted Hoffman who expressed concerns with the financial impact and next steps with regard to the root causes of the August heat storm events, and asked staff how this

will impact WCE going forward.

Tyler Masters, Director of WCE, indicated that many of the next steps, which were included in the California Public Utilities Commission's analysis on the causes of the heat event which occurred on Tuesday, October 6, 2020, are also included in WCE's Integrated Resources Plan. Staff will bring this back for discussion in greater detail in December.

Director Hoffman indicated that if the December agenda is heavy this item can be brought back in early 2021.

Action: 1. *Received and filed.*

(Norco / Wildomar) 6 yes; 0 no; 0 abstention. Item 5.D was approved. A representative from the City of Canyon Lake was not present.

E. Non-Residential Client Engagement and Outreach Update

Action: 1. *Received and filed.*

F. Approval of the 2021 Joint Meetings of the Board of Directors and Technical Advisory Committee Schedule

Action: 1. *Adopted Resolution No. 2020-19; A Resolution of the Board of Directors of Western Community Energy adopting its regular Joint meetings of the Board of Directors and Technical Advisory Committee for calendar year 2021.*

G. Membership in the Solar Valley Consortium

Actions: 1. *Directed the Executive Director, or his delegate, to join the Solar Valley Consortium as an Advisory Leadership Council member.*
2. *Adopted Resolution No. 2020-20; A Resolution of the Board of Directors of Western Community Energy Recognizing the UCR Solar Valley Consortium and the importance of solar energy to Western Community Energy.*

6. REPORTS / DISCUSSION

A. WCE Bill Comparison Tool Demonstration

Tyler Masters, Director of WCE, reported that with the direction of the Board, Calpine, WCE's consultant, has developed an online Bill Comparison Tool, which will be live on WCE's website by November 30, 2020.

Barbara Lopez, Business Analyst with Calpine, provided a demonstration of the online Bill Comparison Tool, which will soon be made available on WCE's website. The Tool can show the breakdown of usage for multiple tiers and provides a high-level comparison of WCE rates versus Southern California Edison rates on the various plans.

Mr. Masters indicated that staff are working on a press release and social media posts to inform the customers of this Tool.

Chairman Ben Benoit asked if the Tool can be placed on a beta site, for example, that WCE members can test before releasing it to the public.

Action: 1. *Received and filed.*

B. Bill Collection and Bad Debt Update: Request to Adopt Resolution Related to Delinquent Accounts, Collections, and Bad Debt Policy

Andrew Ruiz, WRCOG Chief Financial Officer, reported that this Board adopted a Delinquent Accounts, Collections, and Bad Debt Policy back in November 2019. This Policy was revised and adopted in May 2020

due to the impacts of COVID-19. Policy revisions included an increased allowance of non-payment to 180 days for both non-residential and residential accounts.

Staff are requesting extension of an addendum currently set to expire in April 2021 to align with the State and utilities policies regarding protections and moratorium of utility disconnects due to non-payment.

There are currently 4,483 delinquent residential accounts and 210 non-residential delinquent accounts. These numbers represent a 4.06% bad debt percentage. WCE had originally estimated a 1.0% allowance for bad debt and current numbers do not factor in customers who are on a payment plan or customers planning on participating in Southern California Edison's (SCE) Arrearage Management Plan. A budget amendment for the 2nd Quarter will be presented in the future to reflect this change.

Other CCAs have also experienced an increase in customer delinquencies over the past few months, and many of the CCAs will be doubling, even quadrupling allowances.

Director Ted Hoffman asked if notices are being sent to customers who are delinquent.

Mr. Ruiz responded that SCE is sending notices, WCE has not sent any notifications. Once WCE is closer to the lifting of the moratorium in April 2021, WCE will begin sending notices to customers requesting payment on delinquent accounts.

Technical Advisory Committee (TAC) member Andy Okoro asked if partial payments are made by the customer, does SCE provide WCE a pro-rated amount.

Mr. Ruiz responded that SCE's portion of the bill is prioritized; WCE's portion of the bill is considered a 3rd party payment, and there is a waterfall appropriation in that for additional payments.

TAC member Clara Miramontes asked if a majority of the delinquent accounts are pre- or post-COVID-19.

Mr. Ruiz responded that since WCE launched at the beginning of COVID-19, the delinquent accounts have mostly occurred during the COVID-19 pandemic.

Director Hoffman asked if customers will have their bill forgiven each month, how would this affect WCE.

Mr. Masters responded that SCE's Arrearage Management Plan is a cost recovery mechanism for income-qualified customers and provides for payments to the CCA; both SCE and WCE are then made whole.

Action: I. *Adopted Resolution No. 2020-21; A Resolution of the Board of Directors of Western Community Energy adopting an amended Policy No. 013: Delinquent Accounts, Collections, and Bad Debt Policy related to COVID-19.*

(Perris / Hemet) 6 yes; 0 no; 0 abstention. Item 6.B was approved. A representative from the City of Canyon Lake was not present.

C. WRCOG's Western Riverside County Energy Resiliency Plan

Daniel Soltero, WRCOG Senior Analyst, reported that in November 2019, the Bay Area Council, a business-sponsored public policy advocacy organization, announced a California Resilience Challenge (CRC). The CRC is a statewide effort to build local climate resiliency in the face of increasing climate threats. In January 2020, this Board adopted a resolution supporting submittal of a proposal by the Western Riverside Council of Governments (WRCOG) to the Bay Area Council to develop a Western Riverside County Energy Resiliency Plan. WRCOG was notified in April 2020 that it was awarded the maximum grant funding of \$200,000.

Western Riverside County is known for its hot and dry climate. Eleven of WRCOG's member jurisdictions are located at the base of mountain areas labeled as high fire-threat areas. Extreme heat days and wildfires are anticipated to increase in the region, along with an increased demand for energy due to anticipated growth.

The Plan will identify energy resiliency goals and objectives for each member jurisdiction and will identify, analyze, and prioritize jurisdictions' critical facilities and infrastructure. The Plan will also identify strategies, projects, and/or technologies to maintain power at critical facilities. A financing plan will be developed for identified proposed projects. The Plan will be presented for approval to both the WRCOG Executive Committee and this Board, as well as to the Bay Area Council.

A Request for Proposal was released in September 2020 and staff are in the process of reviewing submittals and interviewing proposers. It is anticipated that a firm will be selected in December 2020.

CCAs are uniquely positioned to mitigate impacts of power outages by rapidly advancing local energy resilience initiatives. There are currently 12 CCAs which have resiliency initiatives.

Director Hoffman asked what types of resiliency plans staff have in mind.

Mr. Soltero responded that options include solar plus storage, fuel cells, and microgrids for a long-term solution. There is also turbine energy, and combined heat and energy options.

Action: *1. Received and filed.*

D. Marketing and Outreach Activities Update

Avie Barron, WCE Senior Analyst, reported that during the month of October staff launched a social media series entitled "Frequently Asked Fridays" to increase customer engagement and provide responses to the most frequently asked questions received by staff and call center staff. This series has been well received by the public.

This Board had previously expressed interest in a "recapture campaign" for those customers who have opted out of WCE services. Staff have reached out to other CCAs and have learned that the overall response to these efforts were negative and resulted in an increase of negative social media activity.

Campaign approaches include email / physical letter outreach, telephone outreach to all customers, and/or telephone outreach to commercial only customers. Physical letters would be the most expensive approach, and other CCAs have indicated that this approach is the least approach recommended. Staff recommends telephone outreach to commercial customers only.

Director Hoffman suggested waiting until the Bill Comparison Tool is online.

Director Russ Brown suggested that a script be prepared if telephone calls will be made.

Action: *1. Received and filed.*

E. Program Launch Update

Tyler Masters, Director of WCE, reported that as of October, opt-outs are beginning to decline and stabilize. All eligible WCE customers have had the opportunity to opt-out. Participation rate is at 93%. WCE's opt-out rates compared to CalCCA members is average.

Net Energy Meter (NEM) enrollments occur on a quarterly basis and October 2020 was the last enrollment phase. NEM customers have asked why their bill and payment is different under WCE. Southern California Edison's (SCE) default rate is an annual true-up; whether the customer has generated rates or charges, SCE rolls over rates and charges every month and then the at the end of the 12-month cycle the account is trued-up. WCE's cycle is a monthly settlement policy, which is reflective of all the CCAs across the state, in which credits roll over to the next month and is then trued-up at the end of the 12-month cycle; however, generation charges must be settled on the next monthly billing statement.

The Public Safety Power Shutoff (PSPS) event which occurred in October 2020 were impacted nine circuits

within the Cities of Eastvale and Jurupa Valley, which were under high-wind warning. Approximately 3,000 WCE customers were affected in the City of Jurupa Valley. SCE notifies WCE when a PSPS is scheduled.

Action: 1. *Received and filed.*

7. REPORT FROM THE EXECUTIVE DIRECTOR

Rick Bishop indicated that a number of important bills were put on hold this year due to COVID-19 and that may very well be the case next year, and WCE should spend significant time working with CalCCA to find out if it has a handful of legislative proposals it wants to prioritize during the upcoming legislative session.

8. ITEMS FOR FUTURE AGENDAS

The Board asked that the Regulatory and Legislative Activities Consent item be agendaized as a Report for a future agenda in early 2021 and a financial budget update be returned for discussion in December.

9. GENERAL ANNOUNCEMENTS

There were no general announcements.

10. CLOSED SESSION

There were no reportable actions.

11. NEXT MEETING: The next Joint Meeting of the Board of Directors and Technical Advisory Committee is scheduled for Wednesday, December 9, 2020, at 1:00 p.m., on the Zoom platform.

12. ADJOURNMENT: The Joint Meeting of the Board of Directors and Technical Advisory Committee adjourned from Closed Session at 3:33 p.m.