



Reporting Item

BOARD OF DIRECTORS

January 18, 2022

ITEM

Customer Owned Generation (COG) Program Update

PURPOSE

To provide an update on the COG Program.

FACTS

- a. OPPD implemented significant improvements to the COG application and interconnection process in April 2020 and continues to use feedback from customers, contractors, employees and other stakeholders to improve the process.
- b. Since April 2020, OPPD has implemented information campaigns to provide accurate COG information for the benefit of our customers.
- c. The COG annual application volume has increased rapidly growing from 20 in 2019 to 544 in 2021. This growth is not expected to slow in 2022.
- d. A COG Trade Ally Program is being rolled out this month to improve alignment and education among key external stakeholders.

RECOMMENDED:

APPROVED FOR REPORTING TO BOARD:

DocuSigned by:

Juli A. Comstock

29595D99434647A...

Juli A. Comstock
Vice President – Customer Service

DocuSigned by:

L. Javier Fernandez

AC399FDCE50247E...

L. Javier Fernandez
President and Chief Executive Officer

Attachment: Presentation



OPPD Customer-Owned Generation (COG) Trade Ally Program

Prepared for OPPD All Committees Meeting

Delivered by Kirk Estee – Customer Alternative Energy Solutions Manager

January 18, 2022

COG Process Improvements to Date

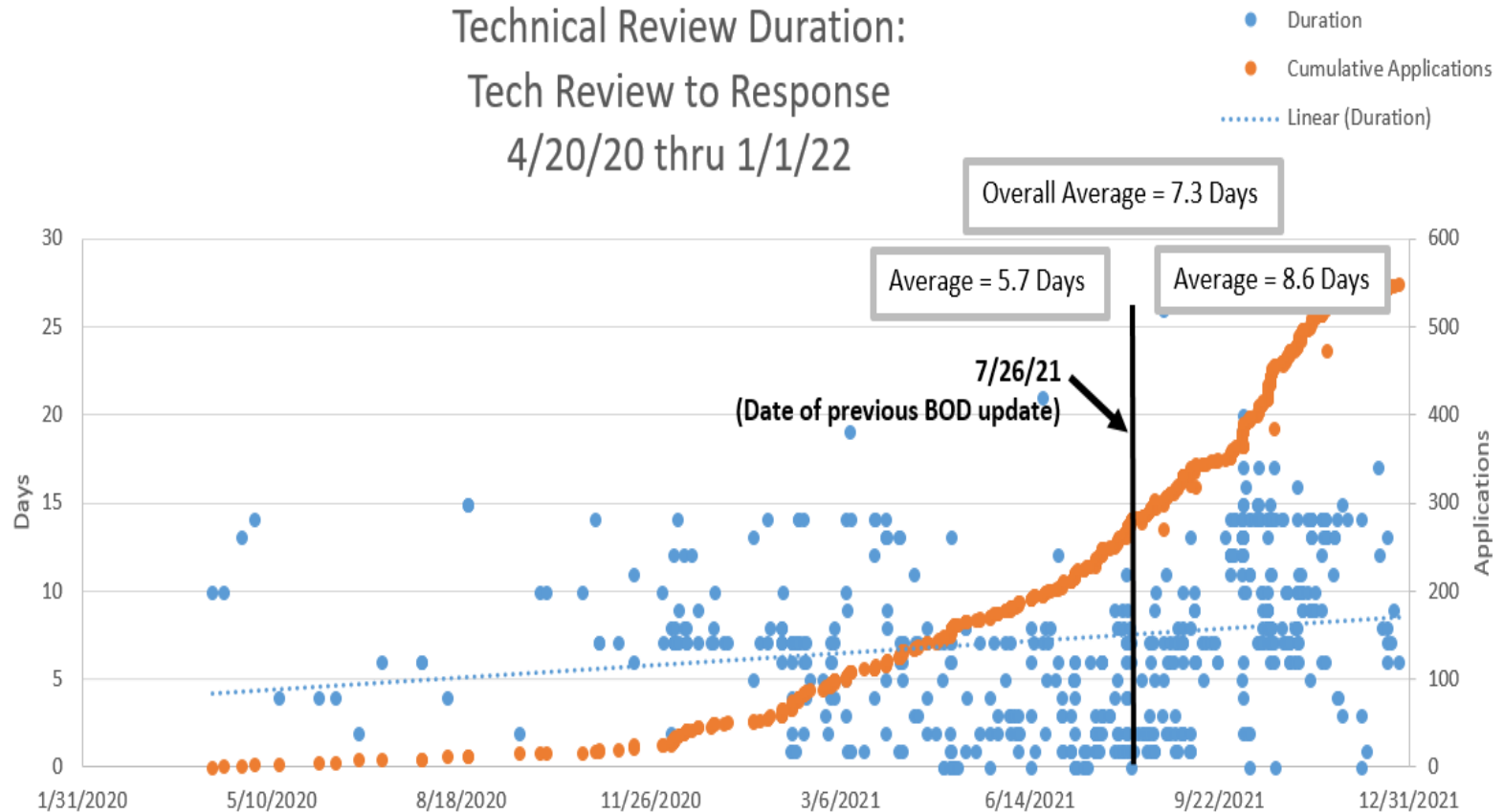
- Continuously evolving website and FAQ's
- Simplified documents
- Simplified online application
- Improved communication with customers and contractors
- Added Business option to Solar Calculator
- Streamlined internal technical reviews
- Improved internal process reporting
- Improved internal communications to reduce errors and improve efficiency

Summary of Key Process Metrics

Metric	Definition	Current Average (days)	Benchmark (days)
Technical Review Duration	time from application submittal to response to contractor	7.3	7-14
Witness Test Duration	time from electric permit received to final witness test	12.2	7-14

Key Process Metric: Technical Review Duration

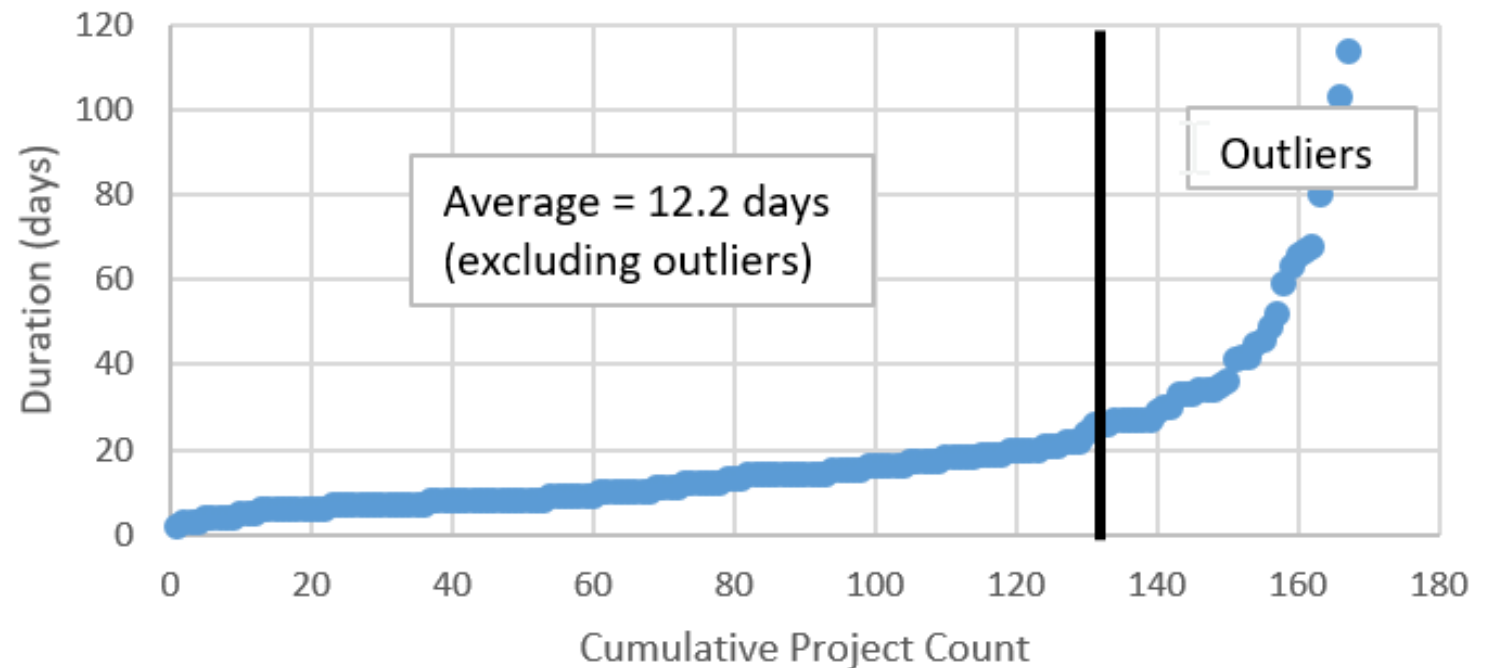
- 2020 Application Volume = 59
- 2021 Application Volume = 544
- Before the OPPD Online Application Process, COG Technical Review duration was weeks not days
- Average Technical Review Duration = 7.3 days
- Performance benchmark was 7 to 14 days
- Technical Review Duration is increasing with large volume of applications



Key Process Metric: Witness Test Duration

- 167 COG projects completed since April 2020
- Average Witness Test = 12.2 Days
- Performance benchmark is 7-14 days
- Summary of Reasons for outliers:
 - Contractor no-show (18 in Oct/Nov)
 - Installation didn't match application
 - Safety issues found in meter socket
 - Contractor requested re-schedule
 - Nearly all with one solar provider

Total Witness Test Duration for All 167 Completed COG Projects Since April 2020



COG Trade Ally (TA) Program

- Goal: Improve alignment and education among key external stakeholders such as solar contractors, electrical inspectors and engineers
 - Periodic training sessions including education on SolarApp
 - Option to participate as COG Trade Ally if they meet qualifications
- Future program enhancement: Annually recurring solar rebate as incentive for contractors to become TA's and follow the terms of the agreement

Next Steps

- Improve contractor quality and behavior with evergreen solar rebates
- Improve duration of the COG experience for customers
- Improve efficiency of processing large COG applications
- Improve access to COG information for technicians in the field
- Monitor signposts from Integrated Energy Marketplace Initiative
 - Costs of solar and batteries
 - Market research to follow customer DER interest
 - Regulatory impacts (i.e. FERC 2222)
 - OPPD rates and reliability