

Q. For Duke/Asheville - how are you working with local contractors to help you "sell" energy efficient/energy storage equipment and utility DSM programs?

Having enough local contractors is a challenge. We started to see a decline in local installers, which led the Energy Innovation Task Force to ask if we had enough local contractors to meet an increase in customer participation in energy efficiency and demand-side management programs. We are planning to hold a workshop for local contractors to better understand why some are leaving the program and if there are opportunities to have them get back into the program. We hope that we can find a way to increase the number of local contractors supporting the work. In short, we know this as a challenge and we're looking for ways to help promote greater participation.

Energy audits are great first steps - was there a way that the identified measures were ensured to be implemented? (budget directive, requirement, etc.)?

SLC had to balance our desire for an ordinance with the knowledge that any mandates would likely be struck down through statewide legislation. Our benchmarking ordinance requires the measurement of building energy efficiency, and buildings with an Energy Star score under 50 are required to meet with our utilities and investigate upgrades. If we had mandated upgrades, we knew that our legislature would have passed a law prohibiting any requirements of this kind. But we also know that when building owners meet with the utilities to determine upgrades and then understand the payback, they will likely implement the improvements.

Given that gas is not renewable, why does the energy solution in NC include a growing amount of gas?

Natural gas plays a key role in the ongoing transformation to a cleaner, lower-carbon energy future. In addition to lower carbon emissions than coal, a key benefit of natural gas-fired power plants is their ability to stabilize the grid and meet energy demand 24/7 with increasing amounts of renewables. While energy storage helps to mitigate the intermittent nature of renewables, storage alone cannot address the energy deficiency that would exist during the winter months if natural gas-fired power plants were not available.

What programs have you integrated to improve and implement Energy resilience policy/projects/ programs?

Duke Energy has a diverse suite of energy efficiency and demand-side management programs available to customers. In the region, we noticed significantly less participation in these programs than other regions. That was a driver for a targeted community effort – The Blue Horizons Project. The work will serve as a one-stop-shop for customers to learn about the plethora of Duke Energy programs and city/county

programs as well. Doubling participation in one demand-side management program – EnergyWise Home – could help reduce 100 megawatts of on-peak demand.

If a city is close to making a decision on 100% renewable electricity, are there any cautions or reasons for them to delay on this? Is committing sooner better than waiting?

SLC believes the sooner, the better. It takes time to create a path to meeting goals such as this, so by setting a clear goal that everyone can work towards will start the conversations and create actions to meet the goal.

For SLC - how did the utility implement "automated benchmarking" - providing customer data directly to Portfolio Manager. Very few utilities offer this service.

Rocky Mountain Power was able to simply take building energy use and export it to Portfolio Manager for owners. They said it was a simple program for them to implement that did not take much effort at all. Owner and operators simply go onto their web site and sign up for the service.