



COVID-19 Impacts to Energy Efficiency and Demand Response

May 19, 2020

Agenda

- Safety
- Energy Waste Reduction
- Demand Response

Necessary steps have been taken to safeguard customers, employees, and contractors throughout the COVID-19 crisis

- Paused in-person program delivery, including energy audits and direct installation, interruptible air conditioning maintenance, SmartCurrents direct installations
- DTE energy efficiency personnel are working from home
- Energy efficiency contractors are conducting safety training consistent with CDC guidance and best practices, and on a daily basis upon returning to the field, they will:
 - Practice safe social distancing, remote starts, and staggered schedules
 - Conduct daily pre-job briefs
 - Conduct more frequent full-facility sanitization
 - Utilize proper PPE including nitrile gloves, protective eyewear, masks, etc.
 - Practice frequent handwashing and use of hand sanitizer
 - Implement sanitizing processes established for products and vehicles
 - Screen for illness (e.g., daily temperature checks) and implement escalation protocols
 - Conduct preemptive calls with customers to verify if anyone in the residence is exhibiting COVID-19 symptoms



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Residential energy efficiency programs have implemented countermeasures to address COVID-19 impacts and are on track to achieve energy saving targets. Forecasted savings assume a June 1st return to work

Residential Energy Savings Status

	Status	Target	Forecast	% of Target
Residential Electric	●	262 GWh ¹	272 GWh	104%
Residential Gas	●	896 MMcf	930 MMcf	104%

Residential Countermeasures

- Continued Programs
 - Rebate programs continuing to accept applications, point-of-sale purchases, trade ally incentives (especially for emergency replacement/repair), etc.
 - Behavior programs (Home Energy Report and DTE Insight) continuing with adjusted messaging
 - Energy efficiency kits delivered to customer homes
- Program Adjustments
 - Customer-facing programs will resume work June 1st with adjustments. For example, appliance recycling will offer curbside pickup as an option
 - Offering virtual delivery options (e.g., video assessments, online energy audits)
 - Creating new delivery content for teachers through e-learning lab; mailing kits to students' homes
- Adjusting the Messaging
 - Emphasizing online marketplace
 - Pushing content related to behavioral tips and education resources for kids
 - Providing tips that intersect both health and energy (e.g., washing hands and reducing hot water usage using aerators)
- Post Shutdown
 - Exploring how to strengthen program delivery and service
 - Developing online trainings for contractors to build workforce skillset so that post shutdown work is efficient
 - Implementation contractors are exploring go-to-market plans and other tools to help make up for lost time

C&I energy efficiency programs have implemented countermeasures to address COVID-19 impacts and are on track to achieve energy saving targets. Forecasted savings assume a June 1st return to work

C&I Energy Savings Status

	Status	Target	Forecast	% of Target
C&I Electric	●	439 GWh ¹	456 GWh	104%
C&I Gas	●	925 MMcf	949 MMcf	103%

C&I Countermeasures

- Incentive Adjustments
 - Temporarily suspended \$1M incentive cap
 - Temporarily suspended rebate deadlines and 90-day completion requirement
 - Eliminated simple payback requirement for electric projects
 - Implemented incentive bonuses (e.g., contractor bonus, exterior LED bonus, and trade ally reward program)
- Commercial Inspections
 - Conducting virtual post-inspections to close out projects that were in progress pre-shutdown
 - Exploring virtual delivery options (e.g., video assessments, online energy audits)
 - Completing online assessments or in-person assessments while buildings are not operational
- Adjusting the Messaging
 - Increasing emphasis on online/digital tools
 - Developing post-COVID marketing plan
 - Offering online engagement, webinars, and video messaging
- Post Shutdown
 - Exploring how to strengthen program delivery and service
 - Developing “shovel-ready” projects that will be ready to install immediately after shutdown is lifted
 - Developing online trainings for contractors and staff to build workforce skillset so that post-shutdown is efficient

DTE ¹Includes increased savings target to be filed in the Amended 2020-2021 EE Plan filing on June 1, 2020.

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Residential Demand Response programs have implemented countermeasures to address COVID-19 impacts while the expectation remains that large customers will be able to achieve their contracted demand reduction.

Residential Programs

- The Interruptible Air Conditioning Switch Replacement Program was suspended on March 23 and is scheduled to resume on May 19th following appropriate safety guidelines
- SmartCurrents (Programmable Communicating Thermostat Program) stopped all scheduled marketing until the effects of the “Stay Home, Stay Safe” order could be analyzed
 - Customers who had an in-home installation scheduled during order had the option to be put on a waitlist or participate in a virtual install
 - Tentatively scheduled to resume in-person installs on June 1st following appropriate safety guidelines
- The Company did not stop marketing SmartSavers (Bring-Your-Own-Device program) as it does not have an impact on customer rates and does not have any in-person interaction associated with the program

C & I Programs

- Most programs are an all-or-nothing approach, so the expectation is that customers will still be able to reduce their load to zero during events
- Expectation is that customers on targeted reduction programs will be able to achieve their contracted MW reduction

The Company takes a conservative approach when entering MWs into the MISO market to allow for variations in available load due to unforeseen circumstances. Furthermore, the MISO daily and hourly entries will take this decreased activity into account since these entries are done in more real time.