



REQUEST FOR INFORMATION

PWC 2122027 - Demand Response Aggregation, Installation, and Related Services

Release Date: November 22, 2021

Due Date: January 7, 2022, 5:00PM

Section 1 - Background

I. Introduction

The Fayetteville Public Works Commission (hereafter referred to as PWC) is conducting market research to identify vendors who can perform services described in this Request For Information (RFI) and learn about the vendor's knowledge and approaches to provide device aggregation and installation services for devices located behind the residential or commercial customer's electric meter. These devices include:

- Thermostats (Honeywell/Resideo, Nest/Google, Ecobee, Emerson, Amazon, and others if applicable)
- Electric HVAC Units (Air Conditioners, Heat Pumps, Gas Packs, Ductless Mini-Splits)
- Smart Water Heaters and Water Heater Controls (Aquanata and others)
- Load Control Devices
- Electric Vehicle Chargers (Level 1, 2 or 3) – These include Charge Point, Tesla, EVGo, Blink, SemaConnect or any other EV Charging Systems that you work with.

PWC's goal is to control these devices in most of our approximately 80,000 electric customer locations. PWC's power supply contract does not allow for PWC to control devices installed behind customer's meter that inject energy into our electric systems such as batteries, solar arrays, or other generation sources. We are seeking a vendor or team of vendors to make participation in our Demand Response Program as seamless and easy as possible. We encourage vendors to partner with others to provide a wide range of services.

II. Background Information

PWC was created on March 4, 1905, through an act of the state legislature to manage, operate, and supervise the three utilities – electric, water, and sanitary sewer services. The PWC operates as a public authority owned by the City of Fayetteville, and is governed by four Commissioners appointed by the Fayetteville City Council. The PWC serves more than 113,000 customers daily and is committed to implementing sustainability efforts that benefit the community at-large. Listed below are a few key facts about our utility:

- Total Electric Customers: 81,608
- Total Water Customers: 89,577
- Points of Delivery: 3
- Electric System Transmission/Distribution Lines: 1,300+ miles
- # Substations: 32
- Water and sewer infrastructure: 2,700 miles
- # Lift Stations/Collection Sites: 90
- Water treatment facilities: 2
- Water reclamation facilities: 2

- Water distribution sites (Elevated Storage Tanks and Booster Pump Stations): 12

Section 2 - Response Procedure

I. RFI Inquiries

Clarification questions will be accepted until Friday, December 10, 30,2021, 5:00 p.m. EST. All questions should be submitted electronically to tanga.anderson-solomon@faypwc.com. An addendum to this RFI containing any general clarification questions and their answers will be issued. Respondents shall acknowledge receipt of any addenda that is issued.

II. Submission of Responses - Due Date

PWC must receive the entire response no later than Friday, January 7, 2022, 5:00 pm. The response will be incomplete if the entire electronic copy response documents are not received by the submission deadline above.

Respondents will provide their written response to this RFI – including all attachments – to Tanga Anderson-Solomon, Senior Procurement Advisor, via email: tanga.anderson-solomon@faypwc.com.

Please note that PWC has an email attachment size limitation of 20 MB. If the Respondent's submittal will be larger than that, please contact Tanga Anderson-Solomon for instructions on how to submit.

The submittal shall include all requested information outlined in this RFI, including the Executive Summary, default service, targeted geographic deployment, opt-in programs, and various services described herein. The entire submittal shall be attached to an email. The subject line of the email shall include the respondent's name and RFI Title. The body of the email shall contain the following information:

1. RFI Title
2. Name of Respondent, and
3. Name, address, email, phone, and fax number of the contact person for any questions concerning the response.

The entire submittal shall be limited to a maximum of 40 pages. Interested parties may respond to any or all of the sections of this RFI. PWC may request interviews with respondents for discussion during the review of responses.

III. Cost to Prepare Response

PWC Recognizes that considerable effort will be required in preparing a response to this RFI. **Please note this is a request for information only, and not a request for services.** All costs associated with Respondent's work in the preparation of its response are the responsibility of

Respondent. PWC will not reimburse Respondent for response preparation and associated costs incurred by the Respondent as a result of this RFI.

IV. General Terms and Conditions

PWC reserves the right at its sole discretion to determine not to proceed with presentations/demonstrations, and/or future potential business initiative/competitive bid; or to issue one or more further RFIs and/or expression of interest without cost or penalty. No award shall be made from this RFI. Firms may respond to any or all items in the RFI and that any pricing provided is purely information.

If subsequent competitive bidding opportunities are issued, PWC is under no obligation to notify any vendor responding to this RFI. Vendors are advised to monitor PWC's website <https://www.faypwc.com/purchasing/> for any opportunities, which will be open to all vendors regardless of whether or not a response to this RFI has been submitted. In the event only one interested vendor responds to this RFI, PWC does reserve the right to, but is not required to, consider negotiating and directly awarding an agreement to that sole vendor.

Section 3 - Response Format

PWC expects concise, detailed, point-by-point responses to each of the items identified within the sections below. Responses should clearly define how the vendor's approaches would meet PWC business requirements.

Any concerns with PWC's request should be identified and explained. The response should define all services that would be required by the approach(s) that could be used to include equipment, software, and incidentals. The response should show the vendor's understanding of the project and services by specifically addressing PWC's request. The response should also show a rough order of magnitude cost of ownership for any identified approaches including compliance with any applicable industry standards. Additionally, the proposed solution's ability to expand and evolve to serve other areas of growth within PWC's service area should be explained.

I. Coversheet

List RFI title; the name of your firm; and the name, address, e-mail, fax, and telephone number of a contact person for questions concerning this response.

II. Executive Summary

Respondent must limit this section to three (3) pages or less. The intent of this section is to provide an overview of the proposed services and customer program and outline the respondent's ability to create and implement such a program that will meet the requirements outlined in this RFI.

III. Description of Implemented Customer Program to Control Devices – Customer Program Overview

Submittals should include responses to the items as outlined below.

PWC would like to implement a customer program to control these devices using one platform that is device agnostic. There are three different applications of the demand response capabilities.

1. Coincident Peak Load Reduction – One hour every month the power PWC purchases from our wholesale supplier has a significant demand charge. All other hours of the month PWC purchases power at low variable prices.
2. These expensive hours differ seasonally. In the winter months (November through March) the hour nearly always occurs at hour ending 8:00 a.m. on non-holiday weekdays. It occasionally occurs between 6:00 a.m. and 10:00 a.m. It is nearly always associated with the coldest part of that month. In the summer months, (April through October), it usually occurs between 3:00 p.m. and 5:00 p.m. on non-holiday weekdays. Other months it may occur between 4:00 p.m. and 6:00 p.m. on non-holiday weekdays. During the shoulder months it may occur in the morning hours or later evening hours. Occasionally, the summer and winter expensive periods can occur on weekends. We have pilot programs that have provided experience that shows that we typically declare demand response events 6 to 8 times in any month.
3. Maximum Demand Load Management – With the expected significant increase in the electric vehicle market share over the next few years, PWC would like to consider a future customer program that allows PWC to reduce the charging consumption of EV chargers in homes and businesses during the overnight hours, when we expect our lower electric prices to drive EV owners to charge during the hours 8:00 p.m. through 6:00 a.m., to avoid potential overloads of our existing distribution transformers. Ideally, the EV chargers shall be identified in groups tied to the transformer that serves their location and the combined demand in kW over any 15-minute period shall be restricted to a pre-established maximum level. We are interested in your experience working with both closed and open EV charging systems.
4. Customer Time of Use (TOU) Rate Consumption Management – This program shall control devices in the home or business based on PWC mandatory TOU rates for residential and small business customers. PWC's TOU rates are seasonal and have two rate charges:

Summer

On Peak - Non-holiday Weekdays 3:00 p.m. to 7:00 p.m.

Price approximately \$.13 per kWh

Off Peak – All other hours price approximately \$.08 per kWh

Winter

On Peak - Non-holiday Weekdays 6:00 a.m. to 10:00 a.m.

Price approximately \$.13 per kWh

Off Peak – All other hours price approximately \$.08 per kWh

The concept is that through a combination of adjustments to the temperature settings, pre-cooling or pre-heating, control of water heating, pool pumps, EV chargers, HVAC, and other load control devices, PWC could reduce the customer use during on-peak hours and if possible, reduce their total energy consumption, resulting in significantly lower bills.

PWC views the total Demand Response Program as a combination of related services. We are interested in knowing which of these services you offer and how your offering will work in conjunction with the other services. We recognize that very few, if any, vendors offer all these services. Therefore, the lack of a service offering is not a reason for not selecting a proposal. However, a key decision factor is how seamless your services integrate with other service providers and provides value-added service to our customers. The services are:

1. Installation of devices – We are interested in a single point of contact for installing the demand response devices. This shall include wi-fi connected smart thermostats, programmable thermostats, smart water heater controls, smart water heaters, and load control switches for pool pump, water heaters, and compressors. We are interested in pricing options for this service. All these devices, except load control switches and programmable thermostats, require the customer to have internet service and to allow the installer to connect the devices to their internet service at the time of installation. We are interested in pricing options that will be based on group installation in the same neighborhood, multi-family residential complex, business complex or development, as well as pricing based on individually scheduled appointments for residential or business installation in different parts of our service area.
2. Customer Training on the Use of the Devices – This includes thermostats, water heater controls, and other load control devices. This training shall be done at the time of installation.
3. Device Enrollment – This include registering or assisting the customer in registering the devices with the manufacturer’s load control program, the demand response aggregation platform and with PWC staff/systems, as well as ensuring that the smart devices are connected to the customer’s internet access.
4. Device Procurement – This includes the purchase of any devices that are most effective with the selected platform, the cost of providing each type of device whether it is your preferred device.
5. Demand Response Platform Services – This includes providing various grouped load control options for all integrated devices, with reporting that includes participation rate, communication failure, and kW/kWh savings for each demand response event. Service may be or may not be integrated with meter data and therefore, must be capable of using API runtime data or other approved form of Measurement and Validation. Reporting shall include net dollar value of load reduction response to include cost of all services and incentives associated with Demand Response Program. It also includes the ability to control existing PWC Demand Response devices such as Conservation Voltage Control, Utility Scale Batteries. This work involves coordination with PWC’s SCADA system.
6. Program Call Center Services – This includes scheduling installation appointments, handling customer calls regarding the operation of their device(s) and dispatching technicians at the customer’s request to provide service for the installed device. The service calls shall be at the customer’s expense.
7. Options for Handling Customer Incentive Payments – Currently, PWC offers monthly bill credits for program participants. We will consider options that will provide incentive payments upon enrollment in other forms including gift cards, checks, same-day service evaluation, and bill credits automatically applied through an integration with PWC’s C2M billing system. We

will consider incentive options that offer upfront incentive payments at the time of enrollment in lieu of monthly incentives. We are interested in any experience the vendor may have in handling upfront incentives when the customer moves, and a new person moves in.

8. Troubleshooting services – This includes assisting the customer over the phone or through a Chat application or other similar customer contact mechanism. These off-site services shall be included in the cost of the service to PWC. This includes dispatching of service personnel to the customer’s location at the customer’s request to make any necessary repairs or modifications. The cost of the dispatching service shall be included in the cost of service to PWC. The cost of the service call and any necessary repairs or modifications shall be at the customer’s expense with their consent.
9. Marketing Services – This includes any marketing efforts to encourage customers to participate in the PWC program. We are especially interested in your ability to recruit customers with existing smart thermostats into the PWC program.
10. Information Platform Integration Services – Demand response platforms can operate independently without direct integration into PWC’s C2M customer billing and meter data management system. These platforms can also create additional value by completely integrating with C2M. The integration of the demand response platform with C2M involves both PWC resources and resources from the provider of the demand response platform. This area involves the services provided by the platform provider and the resource requirements for PWC during this integration.
11. Additional Service Offerings – This includes other services that you might offer PWC customers participating in the demand response programs. These can either be provided to participating customer at their expense, offered instead of incentive payments or in conjunction with incentive payments. Examples of these services are:
 - a. Home Warranty Services
 - b. Equipment Maintenance Services
 - c. Equipment Financing Plans
 - d. Equipment Repair Services

PWC is considering several different approaches to increasing the number of customers.

These approaches use different combinations of opt out programs, marketing programs and customer incentives. We are interested in each vendor’s approach to handling these approaches outlined below:

1. Default Service – Participation in the Demand Response Program shall be a default service that requires the customer to opt out. Under this scenario, PWC shall plan installation for large groups of participating customers in a geographic area in the same time frame. Customers with existing devices shall enroll through the platform service or be assisted by the Call Center Service. New customers starting service shall be scheduled for installation or request shall be made to enroll existing device through platform service. We shall expect up to 80,000 installations or enrollments.

2. Targeted Geographic Deployment – This is an opt-in approach. PWC shall schedule device deployments within targeted geographic areas in conjunction with offering customers the opportunity to participate in the Demand Response Program. Customers with existing devices shall enroll through the platform service or be assisted by the Call Center Service. Most of the devices deployed shall be deployed in targeted geographic areas in the same time frame.
3. Opt-in Programs – This is an Opt-in approach. Participation in the Demand Response Program will remain opt-in with a renewed effort to recruit customers. Customers with existing devices shall enroll through the platform service or be assisted by the Call Center Service. PWC shall attempt to target geographic areas tied to our marketing efforts. However, devices deployed may not be concentrated in geographic areas.

PWC is looking for proposals for providing some or all the following services as described above:

1. Installation of devices
 - a. Provide a list of all device types and manufacturers that your staff is qualified to install.
 - b. Provide an estimate of the rate at which you can install each device based on the following scenarios:
 - i. All devices installed at the same time at the customer location
 - ii. Each device type installed at separate times at the customer location
 - iii. For the two scenarios above differentiate between the rate in targeted geographic areas and the rate at individual locations.
 - c. Provide indicative prices for each of the scenarios above.
 - d. Describe the qualifications of the personnel doing the installation work.
 - e. Describe how you would identify what devices a customer had that would be eligible for the program. For example:
 - i. Electric Water Heater
 - ii. Electric Baseboard Heating
 - f. Describe how your staff would handle any permitting and inspection required by the City of Fayetteville, the Town of Hope Mills, Cumberland County, or any other local government in PWC's electric service territory with permitting and inspection requirements.
 - g. Are any of your staff located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
 - h. Describe the qualifications of project management staff working on the project.
 - i. If your installation services include connecting the devices with interactive voice response systems such as Amazon, Alexa, Apple, Siri, and Google, please describe any additional cost associated with this service.
 - j. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:

- i. Customer Training
- ii. Device Enrollment
- iii. Device Procurement
- iv. Demand Response Platform Services
- v. Options for Handling Customer Incentive Payments
- vi. Call Center Services
- vii. Troubleshooting Services
- viii. Marketing Services

2. Customer Training on the Use of the Devices

- a. Provide a list of all the device types and manufacturers for which your staff is qualified to provide training.
- b. Describe the scope of the training your staff shall provide for each device.
- c. Estimate the amount of time required to conduct the training on each type of device on which your staff is qualified to train.
- d. Provide a list of the training options, in person, call center, virtual etc. you are capable of offering.
- e. Provide an estimate of the rate your staff could provide training using each training option and describe how the following deployment schedules shall affect that rate.
 - i. All devices installed at the same time at the customer location
 - ii. Each device type installed at separate times at the customer locations
 - iii. For the two scenarios above differentiate the between the rate in targeted geographic areas and the rate at individual locations.
- f. Provide indicative prices for each device for which you shall provide training for each option and scenario you shall offer.
- g. Describe the qualifications of the personnel doing the training.
- h. Describe the qualifications of staff managing the training.
- i. Are any of your staff located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- j. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Device Enrollment
 - iii. Device Procurement
 - iv. Demand Response Platform Services
 - v. Troubleshooting Services
 - vi. Marketing Services

3. Device Enrollment

- a. Provide a list of all the device types and manufacturers your staff is qualified and able to enroll in the Demand Response Platform.
- b. Estimate the amount of time required to enroll each type of device your staff is qualified to enroll.

- c. Provide an estimate of the rate your staff would enroll each device describe how the following deployment schedules shall affect that rate.
 - i. All devices installed at the same time at the customer location
 - ii. Each device type installed at separate times at the customer locations
 - iii. For the two scenarios above differentiate the between the rate in targeted geographic areas and the rate at individual locations.
- d. Provide indicative prices for each device you shall enroll for each option and scenario you shall offer.
- e. Describe the qualifications of the personnel doing the enrollment.
- f. Describe the qualifications of the staff managing the enrollment.
- g. Are any of your staff located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- h. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Procurement
 - iv. Demand Response Platform Services
 - v. Options for Handling Customer Incentive Payments
 - vi. Call Center Services
 - vii. Troubleshooting Services
 - viii. Marketing Services

4. Device Procurement

- a. Provide a list of all the device types and manufacturers your staff can procure
- b. Estimate the delivery time required for each type of device your staff can procure. Please include any possible effects of supply chain interruption due to COVID 19 of which you are aware.
- c. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Device Enrollment
 - iii. Device Procurement
 - iv. Demand Response Platform Services
 - v. Options for Handling Customer Incentive Payments
 - vi. Call Center Services
 - vii. Troubleshooting Services
 - viii. Marketing Services

5. Demand Response Platform Services

- a. Provide a list of all the device types and manufacturers your platform can control.
- b. Please describe the Measurement and Validation (M&V) services you can provide.
- c. Please describe the minimum and maximum, if applicable, number of devices that you are willing and able to manage through your platform.

- d. Please describe the reporting options available through your platforms.
- e. Please describe your platform's ability to integrate with the control of PWC's Batteries. This involves integration with PWC's SCADA system. Please discuss the nature of the work involved and describe any costs associated with this work.
- f. Provide a list of the different control operations your platform can perform. For example:
 - i. Changing Thermostat Settings
 - ii. Cycling HVAC Units
 - iii. Turning Load Control Devices On and Off
 - iv. Limiting the Rate of Charging of Electric Vehicle Chargers
 - v. Managing Customer TOU and Total Consumption
- g. Please describe the possible methods your platform can use to calculate the savings in terms of kW, kWh and dollars saved during declared demand response events.
- h. Provide all the fees involved with using your platform services.
- i. Provide the fees involved with the connection of various device types and manufacturers to your platform that PWC would need to pay in addition to your platform costs.
- j. Provide references of utilities that use your platform.
- k. Describe the qualifications of your staff managing the platform.
- l. Please describe your preferred method, as well as other possible methods of transferring data between your system and PWC, if the systems are not integrated.
- m. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Enrollment
 - iv. Device Procurement
 - v. Options for Handling Customer Incentive Payments
 - vi. Call Center Services
 - vii. Troubleshooting Services
 - viii. Marketing Services

6. Program Call Center Services

- a. Provide the locations of any call centers that shall be used to support the Demand Response Program.
- b. Please describe any multilingual representatives you can provide.
- c. Are any of your staff located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- d. Are you willing to use or establish a call center in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- e. Will you provide 24/7 365 call center services?
- f. Provide a list of the call center services you shall provide. For example:
 - i. Installation appointment scheduling

- ii. Training appointment scheduling
- iii. Troubleshooting services in support of load control devices
 - 1. Please specify which device types and manufacturers you could support with troubleshooting services.
- iv. Dispatching technicians to assist customers with issues related to the installed load control devices.
- g. Provide the fee structure for your call center services.
- h. Provide references of utilities that use your call center services.
- i. Describe the qualifications of your staff working in the call center(s).
- j. Describe the qualifications of your staff managing the call center(s).
- k. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Enrollment
 - iv. Device Procurement
 - v. Demand Response Platform Services
 - vi. Options for Handling Customer Incentive Payments
 - vii. Troubleshooting Services
 - viii. Marketing Services

7. Options for Handling Customer Incentive Payments

- a. Describe the options you provide for implementing customer incentive payments. Please include:
 - i. Monthly Payments
 - ii. Initial Payments
 - iii. Annual Payments
 - iv. Same-day Service Evaluation
- b. Describe the forms of customer incentive payments you offer. For example:
 - i. Checks
 - ii. Gift Cards
 - iii. Smart Phone Apps
 - iv. Bill Credits
 - v. Same-day Service Evaluations
- c. Provide the fee structure for providing customer incentive payments.
- d. Reference utilities that use your services to provide customer incentive payments.
- e. Describe the qualifications of your staff managing the customer incentive payments.
- f. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Enrollment
 - iv. Device Procurement

- v. Demand Response Platform Services
- vi. Program Call Center Services
- vii. Troubleshooting Services
- viii. Marketing Services

8. Troubleshooting services

- a. Are any of your staff located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- b. Are you willing to use businesses in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- c. Provide a list of the troubleshooting services you shall provide. For example:
 - i. Thermostat Repair or Replacement
 - ii. Water Heater Repair or Replacement
 - iii. HVAC Equipment Repair or Replacement
 - iv. Load Control Device Repair or Replacement
 - v. Electric Vehicle Charger Repair or Replacement
- d. Provide a list of the device manufacturers for which you will provide troubleshooting services.
- e. Provide the fee structure for your troubleshooting services.
- f. Provide references of utilities that use your troubleshooting services.
- g. Describe the qualifications of your staff performing troubleshooting services.
- h. Describe the qualifications of your staff managing troubleshooting services.
- i. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Enrollment
 - iv. Device Procurement
 - v. Demand Response Platform Services
 - vi. Options for Handling Customer Incentive Payments
 - vii. Program Call Center Services
 - viii. Marketing Services

9. Marketing Services

- a. Provide the qualifications of your staff providing marketing services.
- b. Provide information on how your marketing staff would work marketing to landlords and rental properties.
- c. Provide a list of the various marketing services you provide.
- d. Please provide a list of additional marketing channels you can provide.
- e. Describe how you might assist PWC in identifying customers with existing thermostats or other load control devices that could be enrolled in our Demand Response Program.
- f. Are any of your staff located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?

- g. If you offer an online Energy Marketplace or store, please describe what products your offer for sale.
- h. If you offer an online Marketplace or store, please explain the option for PWC to brand the items offered and the site.
- i. If you offer an online Marketplace of store, please describe the options for PWC to offer discounts on the items offers.
- j. If you offer an online Marketplace or store, is it possible for PWC to offer additional PWC branded items such as clothing, coffee cups, thermos, etc.
- k. Can you offer PWC branded prepaid credit cards, or gift cards for use as demand response incentives or offered for sale on at the online store.
- l. Provide the fee structure for your marketing services.
- m. Provide references of utilities that use your marketing services.
- n. Describe how your staff will coordinate this effort with other vendors if your staff does not offer or is not selected to perform the following work:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Enrollment
 - iv. Device Procurement
 - v. Demand Response Platform Services
 - vi. Options for Handling Customer Incentive Payments
 - vii. Program Call Center Services
 - viii. Troubleshooting Services

10. Integration Services

- a. Describe the additional services and value added provided by integration of your demand response platform into PWC's C2M system.
- b. Please provide the typical schedule and time frame required to integrate your platform with PWC's C2M system.
- c. Please provide the resource requirements from PWC's IT staff to support the integration.
- d. Please provide the estimated cost to PWC of integrating your platform into PWC's C2M system.
- e. Please provide any ongoing costs associated with the integration of your platform into PWC's C2M system.
- f. Please describe how your solution will support Multifactor Authentication for any PWC employee access.
- g. Please describe how you will work with the PWC IT team to ensure that any integrations to any system PWC operates can meet or exceed PWC's security standards, primary end to encryption.
- h. Please describe how you will ensure that any access to or from PWC's networks supports PWC's Multifactor Authentication Solution.

11. Additional Service Offerings

- a. Describe each service offering including terms and conditions and indicative pricing.
- b. Please provide the terms and conditions for your additional services.
- c. Identify whether the customer or PWC would pay for the service.
- d. Please describe how, if possible, that the home warranty can be associated with the premise and not the resident.
- e. Describe how you would position each service in connection with incentive payments for participation.
- f. If you offer Home Warranty Services, please discuss the selection of replacement equipment that is available for warranty programs that involve water heaters and HVAC equipment.
- g. If you offer Home Warranty Services, is it possible for PWC work with your team to specify what water heaters and HVAC equipment is used to replace that equipment under the terms of your Home Warranty equipment?
- h. If you offer Home Warranty Services, is it possible for the replacement to include load control devices to allow PWC control those devices for the purposes of demand response?
- i. Are any of your staff providing these services located in the City of Fayetteville, or Cumberland, Hoke, or Harnett Counties?
- j. If you offer customer weatherization services, please describe the types of efficiency actions that are included in your offering.
- k. If you offer weatherization services, please describe any information you can provide to establish transparent criteria for identifying eligibility for participation by low-income customers.
- l. If your additional services require coordination with the other sections of this RFI, please discuss how you will coordinate with:
 - i. Equipment Installation
 - ii. Customer Training
 - iii. Device Enrollment
 - iv. Device Procurement
 - v. Demand Response Platform Services
 - vi. Options for Handling Customer Incentive Payments
 - vii. Program Call Center Services
 - viii. Troubleshooting Services
 - ix. Marketing Services

Please provide information on any other services you offer related to Demand Response Programs.