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June 22, 2022

TO: All Prospective Bidders
FROM: Trent Ensley, Procurement Manager
SUBJECT: **ADDENDUM NO. 2**

PWC2122051 – AGGREGATION AND IMPLEMENTATION IN SUPPORT OF FAYETTEVILLE PUBLIC WORK COMMISSION DEMAND RESPONSE PROGRAM

1. The Specifications and Bid Documents are hereby modified or clarified per the attached documents.
2. The foregoing changes or clarifications shall be incorporated in the original Bid Documents and a signed copy of this Addendum No. 2 shall accompany the bid to acknowledge the bidder’s receipt and familiarity with the changes and/or clarifications.
3. The originally scheduled Response Submission due date has been changed from June 30, 2022 at 5:00 PM to July 5, 2022 at 5:00 PM. Sealed Proposals should be sent to the originally scheduled location: PWC Procurement Office, 1st floor, PWC Administration Building, 955 Old Wilmington Road, Fayetteville, NC 28301.

TE: tke

Acknowledgement:

Company _____

By _____

Date _____

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QUESTIONS AND RESPONSES FOR
PWC 2122051 - DEMAND RESPONSE AGREGATION SERVICES
AND DEMAND RESPONSE IMPLEMENTATION SERVICES

1. Our team also wanted to clarify whether a DERMS provider can submit a response specific to the aggregator sections of the RFP only vs. submitting a joint response with an implementer?

PWC requests a separate response for Aggregation Services and a separate response for Implementation Services. Separate Agreements for these Services will be issued.

2. Where is customer interval meter data stored within FPWC? Is there a meter data management system in place, and, if so, who is the vendor? Customer interval meter data is an important component of demand response for both calculations of baselines and performing measurement and verification after an event. As such, an interface to the system of record for customer meter data is important.

Meter interval data is stored in Oracle Utilities C2M. Integration with this system is not requested as part of this response. Baselines and hourly response to called events shall be calculated using device runtime data and measurement methodology acceptable to PWC. However, integration with meter data may be considered as part of a future iteration for M&V and should be an available option.

3. Are bidders required to submit three hard copies of our proposal? The RFP instructions make brief mention of this requirement but also seem to state only electronic versions are required. If so, can you please advise what address you would like them sent to?**Bidders shall submit an electronic version of their response and three (3) hard copies by 5:00 pm, July 5, 2022 to Carla Wint, PWC Procurement, 955 Old Wilmington Road, Fayetteville, North Carolina 28302-1089 and carla.wint@faypwc.com.**

4. Can you please advise what the planned incentives are for each measure in the program?**Current plans are for \$120 bill credit incentive for the Market Based thermostat implementation through March 2023; Afterwards an \$80 incentive bill credit (or gift card) for BYOT and previously installed thermostats or \$120 towards a new thermostat plus free installation and a \$4 monthly bill credit per household for thermostat participation; free water heater controller and installation plus \$40 bill credit (or gift card); free load control device and installation plus \$40 bill credit (or gift card) during Geographic and Default service deployment. A financial analysis will be performed prior to establishing the final incentive package.**

5. Please elaborate on your expectations for an e-Gift Card Marketplace. Are you expecting the choice of gift cards for specific stores, electronic cash card or ones that can be spent anywhere, or other? Would the gift cards replace on-bill credits for ongoing participation incentives and upfront enrollment incentives, or would customers still be able to receive incentives on their utility bills or via check?

This is only an option to consider in replacement of one-time bill credits for participation. The expectation is that customers would have several choices of e-gift

cards from which to select. Intent is to utilize monthly bill-credits for on-going participation in thermostat program.

6. Does PWC expect the Implementation Service partner call center to field customer calls to support DR events?

The Implementation Service Partner shall have Customer Call Center which will field a variety of calls to include potential support for DR events. These events will be called by PWC and event notification will be issued at the direction of PWC; however, customers having concern about the operation of auxiliary heat, pre-cooling, event curtailment, etc., may call either PWC or Implementation Partner's Customer Service.

7. In Table 5, the RFP notes that the load control switch will be purchased by PWC. However, Pricing Table D requests device costs for load control switches. Does PWC want the Installation Service partner to price and procure Entek devices or does PWC have a contracted rate with Entek that we can use?

Procurement of load control switches and device type will be negotiable. Only pricing for installation of a load control switch needs to be provided at this time.

8. Related to the default service deployment (RFP Section 4.3), please provide an estimate of the number of new accounts PWC adds monthly. What percentage of customers does PWC expect to opt out?

On average, there are 60 requests for starts/transfer per day, approximately 1,300 starts/transfers per month; geographic deployment is expected to obtain the bulk of the installations with 7 % customer base installed year 1 up to 25% customer base installed by end of year 4; default service is expected to capture approx. 15% of new starts/transfers in year 1 and 2 then 27% by years 3 & 4 (in addition to the geographical deployment installs).

9. What SCADA vendor does Fayetteville use?

PWC currently uses Advanced Control System (ACS) for SCADA; this is scheduled to migrate to OSI, in the near future. For this project, integration will eventually need to occur with both the SCADA system and the OSI Advanced Distribution Management System (ADMS) that PWC utilizes.

10. What does Fayetteville intend to achieve with an integration between an aggregator and a SCADA system?

PWC intends to consolidate the control and monitoring of the DR customer resources, with the centralized control and monitoring of the existing Conservation Voltage Reduction, and Battery Energy Storage Systems.

11. Table 5 Part B Description of Features/Functions: Please provide additional clarity on your vision around the two strategies for installation of devices listed in RFP Table 5 Part B Description of Features/Functions:

- a. Do you envision the customer paying for any portion of the equipment or installation services for Marketing Based Deployment through a marketplace or Geographic Deployment?

In the first few months of the Marketing Based Deployment, PWC will offer a bill credit or rebate customer purchased/installed devices that integrate with the Aggregation Platform; thereafter, the customer will not pay for any portion of the equipment, unless they opt to purchase an upgraded device which exceeds the rebate offered. PWC selected load control switches and water heater control devices will be provided and installed, at no charge to the customer.

- b. Are you envisioning a free option and opportunity to have upgraded devices with installation service provided as one seamless customer experience?

It is our desire to have a seamless customer experience offering both device and installation services.

- c. Are you asking about implementation vendor capabilities to procure devices to support enrollment across participation channels?

How devices are procured has not been fully defined. We would like to know how the bidders envision efficient procurement.

12. Table 3 Installation Goals: Please provide your estimate of installation methods for the 35,154 thermostats and 7,586 smart water heater controllers specified in RFP Table 3 Installation Goals. How many devices do you expect will require vendor installation services and how many will be installed by customers?

We anticipate that BYOT and previously installed thermostats are approx. 20% of the total 35,154 thermostats which will be enrolled within the first five years, with the balance being installed by the Implementation Provider; all water heater and load control devices are expected to be installed by the Implementation Provider.

13. Assuming PWC includes the optional Marketplace in the final scope-of-work, how many enrollments do you expect through:

- a. **BYOD – If a Marketplace is chosen, thermostats could be purchased through the Marketplace or on the open market (load control switches and water heater devices may be PWC-supplied)**
- b. **Geographic – potentially, all thermostats could be purchased through the Marketplace**
- c. **Canvassing – potentially, all thermostats could be purchased through the Marketplace**
- d. **Online / Marketplace - all thermostats could be purchased through the Marketplace**

14. Please clarify your requirements for proposal submission (RFP page 20). Are paper copies required? If so, would PWC consider an extension of the due date for the submission of the paper copies as long as the electronic version is submitted by June 30 at 5:00 p.m.?

Bidders shall submit an electronic version and three (3) hard copies of their response by 5:00 pm, July 5, 2022 to Carla Wint, PWC Procurement, 955 Old Wilmington Road, Fayetteville, North Carolina 28302-1089 and carla.wint@faypwc.com.