


Quarterly Report

December 2025 Milestones



\$205 million
in lifetime bill savings



\$138 million
in lifetime program
funding allocation

Quarterly Report

December 2025 Milestones

630

EV charger ports installed

2,978

customers engage
with Go Electric
Advisor service

\$4.2M

in home rebates
distributed in 2025

Quarterly Report

Active Programs

See Glossary for program descriptions. Title links to program homepage (if available).

Name	Budget	Potential Impact	Cumulative Impact To-Date	Last Quarter (Update)	Next Quarter (Target)
Multifamily Retrofits (TE and BE)	\$12.5M	300 to 1,000 MF AH units electrified	<ul style="list-style-type: none"> 1 site completed (120 units) 2 multifamily sites in construction (130 units) 	Prepared for permit submission at 2 sites.	Start construction at 2 sites. Start outreach to enroll 2 more sites.
EV Charging Incentives	\$11.4M	<ul style="list-style-type: none"> 80 MUDs with EVI (720 ports) 4,000 L1/L2 chargers at affordable housing 	<ul style="list-style-type: none"> 28 sites completed (264 L1/L2 ports) 30 MUD active reservations (269 ports) 	Prepared for program expansion and previewed budget reallocation proposal to the Executive Committee.	Expand program to include workplace and public charging, simplified rebates.
Full-Service Home Upgrades	\$11.4M	600 single-family homes electrified	Completed installations in 20 homes	<ul style="list-style-type: none"> Completed 5 installations. 33 projects signed in Q4 due to expiring tax credits. 	Start door-to-door canvassing to increase program awareness and participation.
Home Rebates	\$14.45M	2,800 homes fully/partially electrified	2,942 homes fully/partially electrified	Exceeded target for the quarter. Continued Salesforce transition.	Hit 3,400 claims. Launch Los Altos and Sunnyvale rebates; relaunch Mountain View rebates.
Electrification Rate Discount	\$9.5M	5,000 customers enrolled	5,500 enrolled in pilot, before SVCE closed v1 in July 2025 (v2 coming in 2026)	E-ELEC 2.0 rate pilot program development. Board approved EV rate pilot program with \$1.5M budget.	Finish pilot program rate schedules and bring to Board. Develop pilot design and implement.
Member Agency Grants	\$6.5M	21 member agency projects focused on community engagement and decarb	Selected 8 projects for competitive grant and 12 noncompetitive grant projects	Executed 8 grant agreements for competitive grant, and approved 12 noncompetitive grant projects	Execute grant agreements with remaining agencies
Zero Interest Financing Pilot	\$5.2M	200 customers finance electrification	All target customers contacted and 5 executed loan agreements	First batch of loan agreements executed. Merged customer journey with FSHU to improve customer experience	40 new loan agreements executed & launch solar/storage offering
Community Energy Resilience	\$5.15M	13 agencies complete projects, 15 total projects	9 completed agency projects	4 projects in progress, 2 shelved	Closeout remaining projects
C&I Decarbonization Program	\$5M	8,000 metric tons of CO2e removed through carbon saving measures	16 customers enrolled	Hosted workshop #3.	Finish M&V and energy models for projects. Host workshop #4.

Active Programs

Name	Budget	Potential Impact	Cumulative Impact To-Date	Last Quarter (Update)	Next Quarter (Target)
Decarbonization Demonstration Grants	\$3.2M	7 local public facing electric projects	2 projects complete	2 projects shelved due to logistical constraints and staffing constraints.	Monitor and reimburse remaining 3 projects as they move to completion.
Permit Modernization	\$3.2M	13 member agencies improve electrification permitting	Permitting agencies have action plans. All agencies have reduced barriers for heat pump water heaters and many offer expedited permitting.	All 13 agency action plans in place. Work underway in many agencies: expediting permitting, training staff, and educating customers on prewiring.	Continue deploying resources in all member agencies. Begin laying groundwork for a contractor certification program.
Emergency Water Heater Replacement	\$2.6M	700 emergency water heaters upgraded	12 emergency water heater installations completed	6 emergency water heater installations completed.	Implement program process improvements and start marketing.
CALeVIP 1.0	\$2.5M	<ul style="list-style-type: none"> 85 DCFC installed 1,100 L2 installed 	<ul style="list-style-type: none"> 26 DCFC installed 338 L2 installed 	One reserved application remains. Program end date extended to July 2026.	Make payments for 1 project when completed. Final report.
Customer Resource Center (eHub)	\$2.1M	<ul style="list-style-type: none"> 800K email opens 100K unique web visits 	<ul style="list-style-type: none"> 1M email opens (50% open rate) 345K unique web visits 	13K Unique Visits, 172K Unique Opens.	75K Unique Visits, 250K Unique Opens. Launch Appliance Marketplace promotion.
Existing Building Policy Experimentation	\$1.9M	Spur action on building electrification and reduce building gas combustion	Existing building policies are now understood and momentum is building for implementing various activities to address them.	Four additional agencies adopted existing building code amendments.	Support two more agencies with ordinances for adoption. Consider other ordinances as needed such as local building performance standards.
Contractor Training	\$1.7M	<ul style="list-style-type: none"> 300 contractors trained 500 graduate incentives 	<ul style="list-style-type: none"> 371 contractors completed training 476 approved graduate incentive claims 	Completed 25 more trainings and gave out 157 bonuses.	Update modules to reflect more rates education and more email marketing tactics.
EV Rebates	\$1.5M	600 EV purchase incentives for income qualified customers	339 rebates paid	Sponsored EV Expo at La Ofrenda in Gilroy and attended Sunnyvale Frunk-or-Treat event.	Continue EV education campaigns and events. Continue dealership outreach and engagement.
Programs Marketing Fund	\$1M	4,500 new program participants	Marketing for 12 programs. Nearly 4,000 program participants added. Analytics dashboard completed.	Customer.io tested. Nativa multilingual campaign executed. Citizen Group Kick-off.	Annual survey distribution and analysis. First CG marketing campaign for ZIF. Start website refresh.

Active Programs

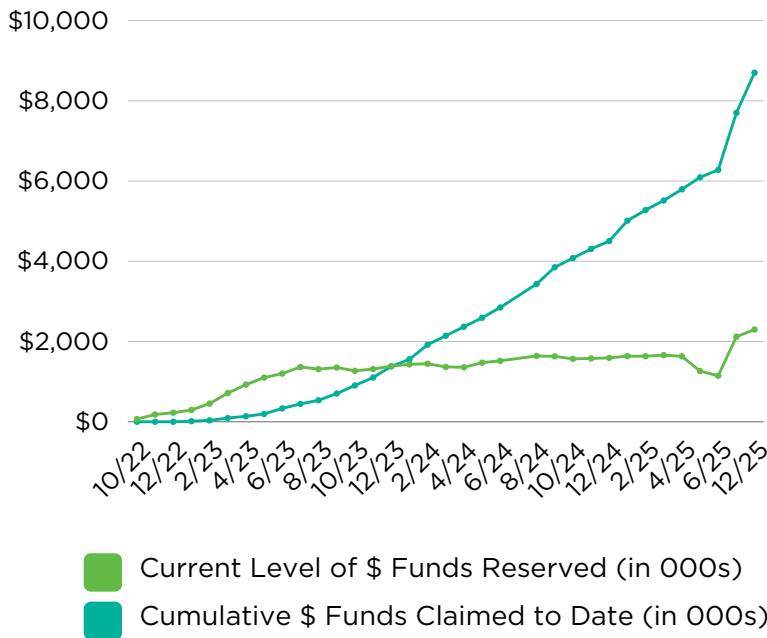
Name	Budget	Potential Impact	Cumulative Impact To-Date	Last Quarter (Update)	Next Quarter (Target)
GridShift EV Charging and Rebates	\$973K	Bill/emissions savings and load shifting capacity	<ul style="list-style-type: none"> 1,616 EVs enrolled (incl. ChargeWise) 83 charger rebates 	Sunset GridShift, ChargeWise, and EV charger rebate program December 2025. Started EM&V.	Continue EM&V work.
Go Electric Advisor	\$892K	3,600 customers use hotline, 1,200 use tech assistance, 350 use electrification plans	2,978 customers use service	581 new contacts. 77 non-program inquiries.	Add 600 new inquiries. Add 75 non-program contacts.
Business Rebates	\$750K	20-30 SMBs electrified	10 SMBs fully/partially electrified	Completed 15 Site Assessments. Awarded 1 new rebate.	Complete Site Assessment Pilot Program. Award 2-4 new rebates.
EM&V	\$640K	Evaluate 80% of SVCE programs within 2 years of launch	11 reports completed	Began residential programs EM&V customer survey.	Define EM&V scope for 4 additional programs.
SV Building Electrification Stronger Together	\$600K	Educate stakeholders about building electrification	42 stakeholders engaged to date	Hosted fourth contractor focus group. Program design working group set to meet in next quarter.	Select new contractor focus group participants and host first meeting.
Decarbonization Engagement Grants	\$442K	5 communities engage residents on climate action topics	3 projects complete	2 remaining projects closing out.	Monitor and reimburse remaining 2 projects as they move to completion.
Natural Gas Phaseout Feasibility	\$300K	Complete 2 whitepapers to inform local, regional, and statewide policies	1 whitepaper (funding requirements) completed, technical feasibility study shared with Air District	Air District planning exemptions in alignment with study's recommendations.	Post study on website, monitor exemption updates.
Fleet Electrification	\$300K	Complete fleet electrification and charger install planning for 15 fleets	15 fleets in the program.	8 agencies have completed the planning program. Remaining 7 agencies are actively proceeding.	Two more fleets complete process.
Assisted Home Upgrades (Rock Rabbit)	\$190K	Pilot web app to help homeowners/contractors to apply for multiple incentives simultaneously	110 projects created, 60 claims processed	Scaled enrollment. Integration is operational with Salesforce.	Reach 100 claims. Get this tool in front of a bigger audience.
Innovation Onramp (EV Charging Pilot)	\$1M	Demonstrate innovative and scalable solutions to reduce the cost of EV charging for MF residents.	3 multifamily sites with charging installed	All three vendors have completed at least 1 EVSE installation. Two vendors are completing the MDMA software process.	Complete MDMA process with PG&E. Begin implementation of software for pilot users by the end of Q1.

Planning

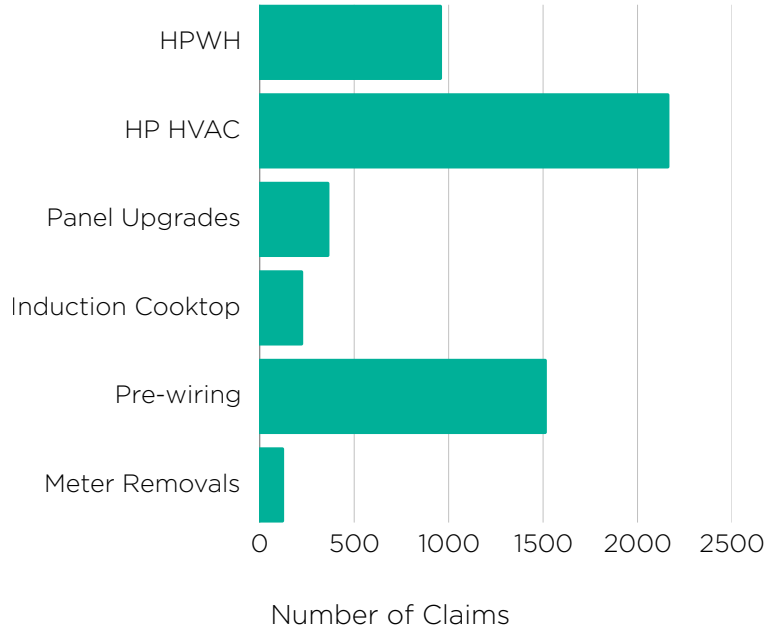
Name	Budget	Potential Impact	Last Quarter (Update)	Next Quarter (Target)
Community Grants	\$3.5M	Fund resiliency, engagement, and decarbonization projects for schools, community groups, and non-profits	Fellow onboarded to design and develop the grant and released RFP for technical assistance for grantees.	Select technical assistance provider.
Neighborhood Electrification	\$1.5M	Test model to electrify buildings within a community. Electrify 15 homes and set plans for 24 homes	Hosted meeting for prospective resident hosts; collected additional program feedback	Co-host an Amp the Block! event with resident hosts.
Workforce Development Partnerships	\$1.3M	Increase capacity to coordinate and train skilled workforce for residential electrification jobs	Continued workforce stakeholder engagement.	Create new program design with contractor focus group and stakeholder input.
Demand Flexibility and Virtual Power Plant programs	\$1M	Connectivity to flexible, customer-sided loads to enable bill savings, avoided generation and capacity costs, reliability and carbon benefits	Battery energy storage program design underway. Completed internal stakeholder workshop, and valuation assessments of batteries.	Complete outreach with manufacturers and aggregators, draft program design documents, develop contracts for storage and C&I DR.
E-Bike Rebates	\$500K	450 e-bikes	Program to be designed; progress paused due to other priorities.	Begin program design process; target launch in Q3 2026.

Home Rebates

Provide incentives to residents for heat pump water heaters (HPWH), heat pump HVAC systems, service panel upgrades, induction cooktops, and pre-wiring to replace gas appliances.

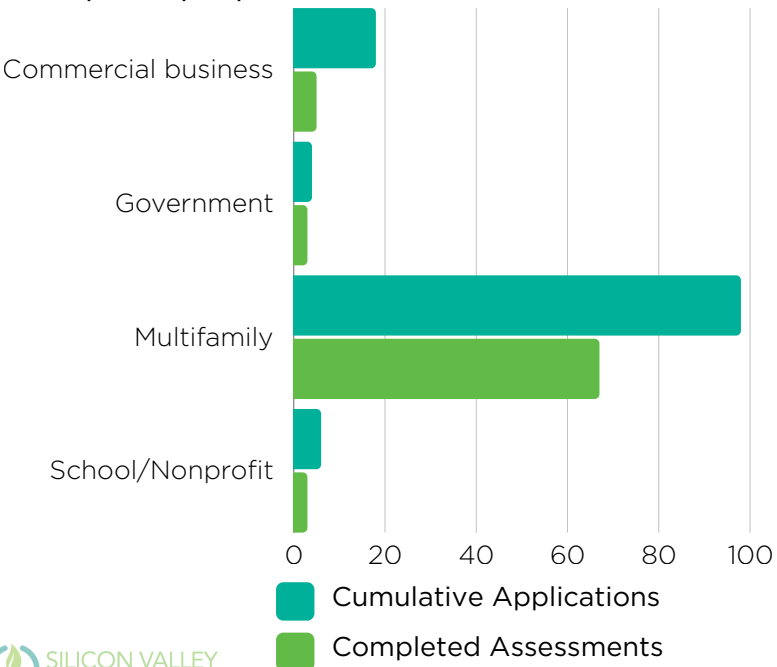


Rebates claimed: \$8.7M
Rebates reserved: \$2.3M



EV Charging Planning

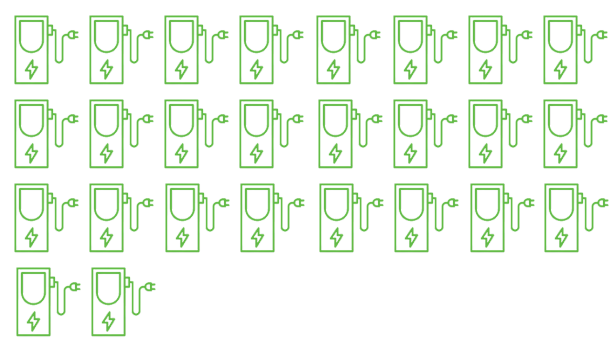
Assistance in site assessment, preliminary design, and applying to rebates for charging at multifamily housing and small and medium workplace properties.



EV Charging Incentives

Incentive program for L1 and L2 EV charging infrastructure at multifamily properties

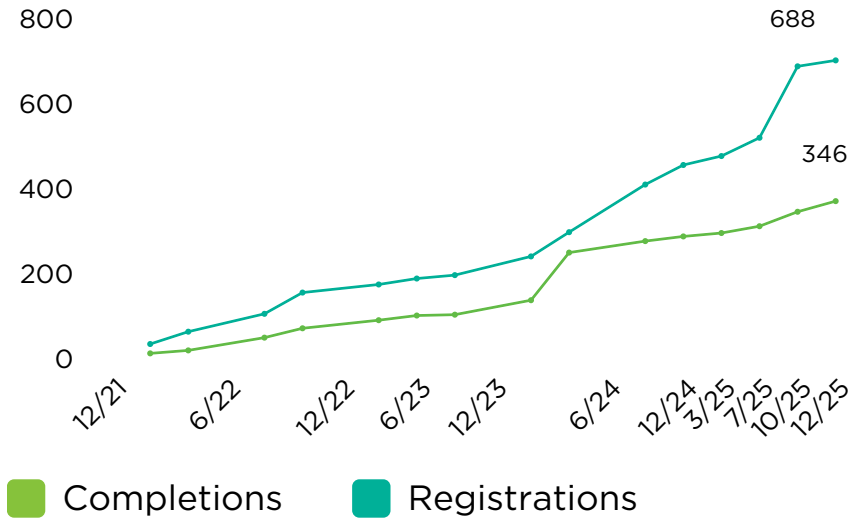
Funds Reserved: \$1.5M
Funds Claimed: \$1.15M
Ports Installed: 257 L1/L2



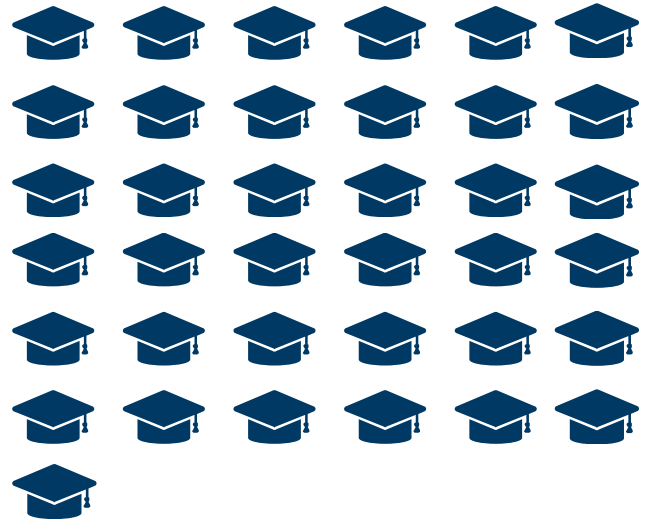
= 10 Installed EVSE Ports

Contractor Training

Provide financial relief to contractors by expanding their knowledge of electrification technologies.



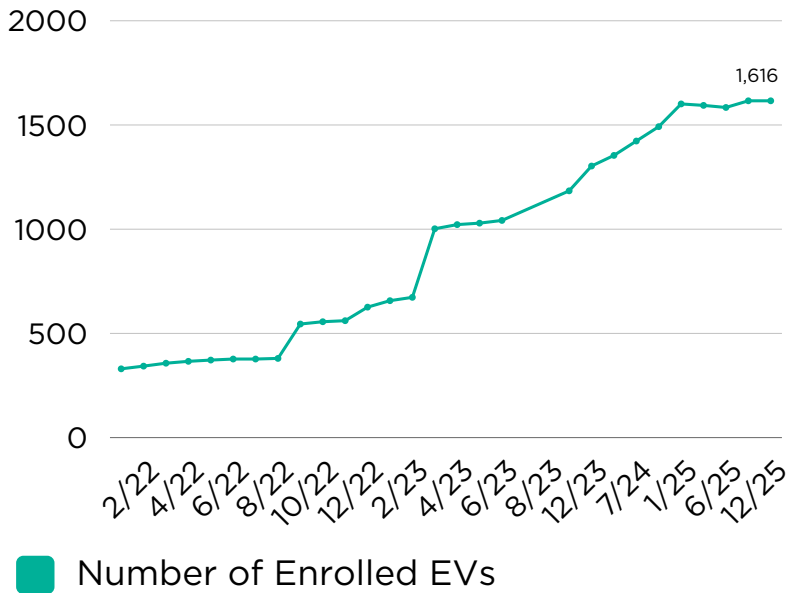
Funding: \$1.5M
Goal: 300 Participants Complete the Course (Phase 2)



🎓 = 10 Participants Complete Course

GridShift EV Charging

Managed EV charging app that optimizes charging to reduce associated costs and emissions.



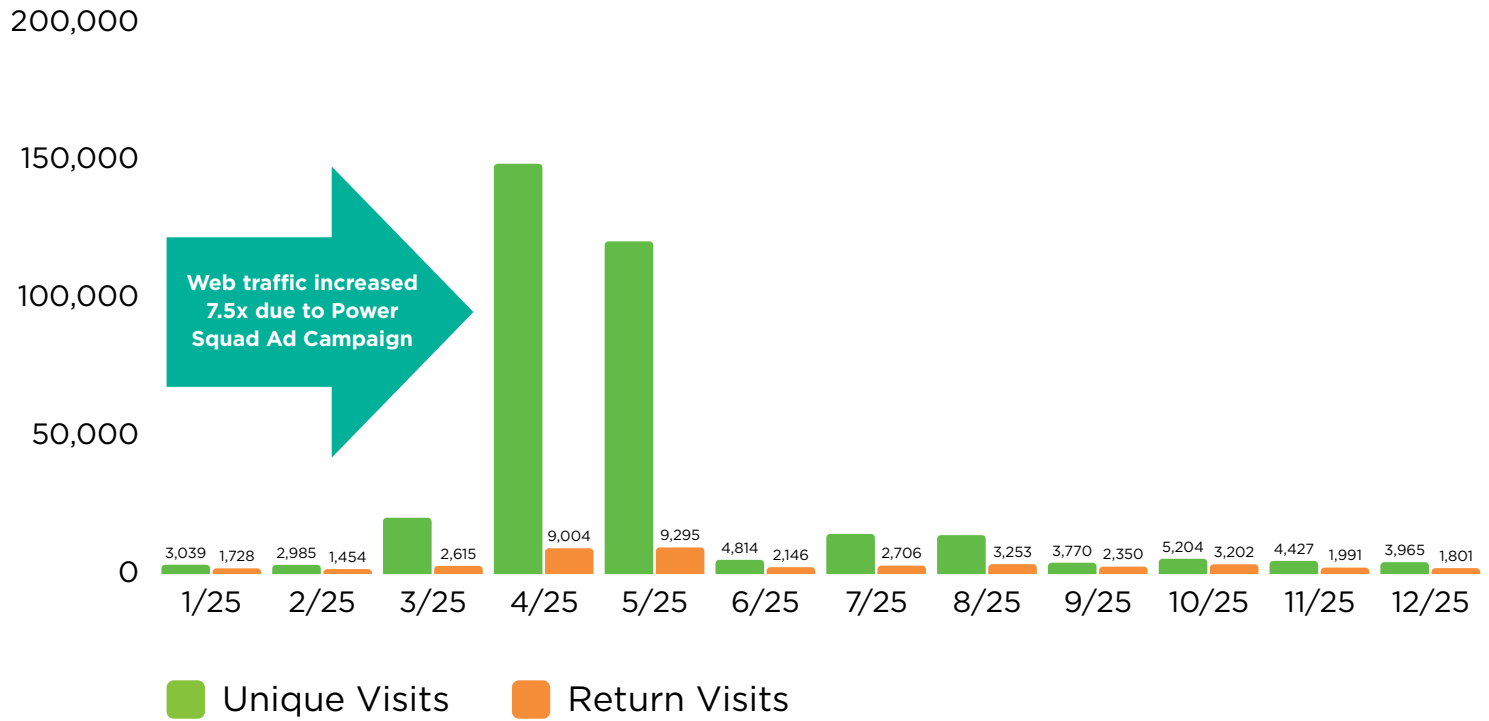
Rebate Goal: \$30K
Goal: 120 EV Chargers added to fleet



Charger Rebates Issued: 83

eHub 2.0 Report

Online customer resource center to enable engagement, education and action related to clean electricity, EVs and home electrification.



Incentives Finder Recommendations Email Campaign on Customer.io

Goal: Send customers a personalized and educational email that includes their specific electrification goals, recommended electrification actions, and SVCE offers and services tailored to the filters they provided or neglected to indicate on the Incentives Finder.

Customer Experience Impact: This personalized email nurture campaign is designed to meet customers at their electrification journey's current stage. When customers opt in for recommendations, we gain valuable insights into their interests. Leveraging this data allows us to deliver relevant resources directly aligned with their needs. This strategy fosters customer engagement and builds trust. By providing tailored support, we enhance their experience and satisfaction during the education and consideration phases of their decision-making process.

Incentives Finder

Get personalized recommendations based on your goals.

The screenshot shows the Incentives Finder interface. On the left, there are filter sections: 'Personalize Recommendations' with a 'Reset' button, 'Home Type' (Single Family Home), 'Household Income' (Between \$157,801 and \$169,500), 'Household Size' (2 people), and 'Interested in' (checked: Home Upgrades, Energy Efficiency & Bill Assistance; unchecked: Electric Vehicles). The main content area features two recommendation cards: 'Up to \$13,000 in Rebates for Home Appliances' and 'Home Upgrade Services', each with a 'Learn More' button. At the bottom, there is an 'Email me recommendations' section with an input field and a 'Sign up' button.

The screenshot shows the Customer.io interface. At the top, it says 'SEARCH BY' with 'email address' selected and 'adding filters'. Below is a search input field with 'Find by email address...' and a 'Need search tips?' link. The 'RESULTS' section shows 'pwcislo@sbcglobal.net'. Below that, it indicates an event 'svce_ehub_recommendations_email' occurred 5 days ago. The 'incentive_url' is provided. A JSON payload is shown for 'recommendations':

```
{  "gross_income": "102300",  "home": "single-family-home",  "household_size": "2",  "interest": {    "Electric Vehicles": false,    "Energy Efficiency & Bill Assistance": true,    "Home Upgrades": true  },  "support": "medium"}
```

The screenshot shows the top portion of the email. It includes the header 'From: SV Clean Energy <svcleanenergy@svcea.ca.gov>', 'To: pwcislo@sbcglobal.net', and 'Subject: Your eHub Incentives Finder Recommendations'. The main content features a teal header 'Your Recommendations from the eHub Incentives Finder' with a 'Review My Recommendations' button. Below this is a personalized message: 'Hello Christine Oliver! Whether you're looking for next steps on upgrading or need more time to decide, we've personalized your recommendations based on your search on our Incentives Finder tool.'

From: SV Clean Energy <svcleanenergy@svcea.ca.gov>
To: bhola825@gmail.com
Subject: Your eHub Incentives Finder Recommendations

The screenshot shows the bottom portion of the email. It features a teal header 'Your Recommendations from the eHub Incentives Finder' with a 'Review My Recommendations' button. Below this is a personalized message: 'Hello Valued Customer! If you need more time to choose the upgrades that best fit your needs, as your local not-for-profit electricity provider, we've prepared a comprehensive guide to help you with the process.' Below the message is a section titled 'Interested In: Home Upgrades' with an image of a woman in a kitchen. The text continues: 'To help fight climate change and reduce the reliance on fossil fuels, transitioning to efficient electric equipment is crucial. Installing an electric heat pump water heater is a cost-effective choice, while upgrading to an energy-efficient heat pump HVAC system can help reduce high energy bills by providing both heating and cooling year-round. Additionally, consider switching to an induction cooktop to improve air quality in your kitchen and home. Each upgrade not only creates a healthier home but can also receive up to \$8,750 in rebates, with income-qualified customers potentially receiving an extra \$1,250.'

Built Environment

Community Energy Resilience: Resources (grants) and tools for member agencies to increase individual and collective capacity to adapt to future power outages.

Electric Showcase Awards 2.0: Award program to recognize residential, commercial, and non-profits who are early adopters of existing building electrification.

Decarbonization Demonstration Grants: Grants to encourage member agencies and other key groups an opportunity to electrify their facilities. Focus on projects with public visibility for education/awareness purposes.

Decarbonization Engagement Grants: Grants for member agencies and other key groups to work on smaller electrification engagement initiatives to engage their communities.

Electrification Rate Discount: Custom rate to promote building electrification.

Existing Building Policy Experimentation: Assess and support potential policy levers that member agencies can explore to mitigate emissions from existing buildings.

Natural Gas Phaseout Feasibility: Feasibility study to identify technical, legal, and economic barriers and opportunities for phasing out natural gas service by 2045 in SVCE's service territory.

Contractor Training: Training and financial incentive program for contractors to expand their knowledge and installation of electrification technologies.

Go Electric Advisor: Comprehensive one-on-one phone or web assistance to SVCE customers to assist them in applying for electrification incentives, technical assistance, or developing a whole-home electrification plan.

Home Rebates: Incentives for various building electrification technologies for single- and small multi-family residential customers. Includes major appliances as well as eventual gas meter removal.

Business Rebates: Incentives for projects at a handful of small and medium business properties.

Multifamily Retrofits (BE Direct Install): Comprehensive building electrification retrofits with a direct installer for multifamily affordable housing sites.

Permit Modernization: Benchmark and streamline member agency permitting and inspection processes to identify barriers and opportunities to electrification.

Reach Codes 2.0: Provide model building energy codes supportive of all-electric design and EV infrastructure to member agencies along with consultant support.

Built Environment

SVBEST: Regular regional stakeholder convenings to coordinate program alignment across building decarbonization workstreams.

Tariffed On Bill (TOB) Financing: Equitable financing pilot program for electrification for low-moderate income residents focusing cost recovery through on-bill charges that are lower than bill savings.

Mobility

CALeVIP: Incentives for L2 and DCFC publicly-accessible EV chargers funded by California Energy Commission and SVCE as part of a regional collaboration.

EV Charging Incentives: Incentive program for L1 and L2 EV charging at hard-to-reach multifamily properties.

Fleet Electrification Program: Competitive application for SVCE's fleet electrification planning support and funding for site upgrades targeting a broad set of fleet types.

Multifamily Retrofits (TE Direct Install): Comprehensive transportation electrification retrofits with a direct installer for multifamily affordable housing sites.

SVTEC: Regional stakeholder meetings focused on information sharing, solving critical issues, and attracting external funding to the SVCE community in support of EV infrastructure deployment.

Power Supply

Lights On Silicon Valley: Provide incentives for enrolling solar and battery systems in the SVCE grid services program.

Medical Battery Program: Pilot program to deploy ~50 portable batteries to qualified customers who rely on power for medical equipment.

Education & Outreach

Customer Resource Center (eHub): Online customer resource center and marketplace to enable engagement, education, and action related to clean electricity, EVs, and home electrification.

Grid Integration

GridShift EV Charging: Managed EV charging phone app that optimizes charging to reduce associated costs and emissions. Includes incentives for reducing grid peak demand.