



SMUD's low income decarbonization efforts

2018

SMUD identifies that decarbonization efforts will not be successful without the consideration of low income customers (30% of customer base).

2019



Launch full scale electrification (heating and air, water heater, ranges) overlaid into low income Energy Saver Program.

2020

Transition to virtual assessments and energy education.

- Introduce virtual energy education (VEE) as a way to reach out to customers about assistance and reducing their bills while on COVID lockdown.
- Allowed our vendors more decision making ability in the field while we assessed virtually.
- Assess need to get electrification into the hands of renters who fall outside the scope of homeowner programs.
- Introduce new technology and provide alternative for gas appliance renters.
- Change primary messaging from "efficiency" to "cleaner, safer, healthier homes."

2021

Reduce costs on electrification installs.

- Leverage our non-profit partnerships to assist customers.
- Provide low voltage appliances and circuit sharing devices to reduce need for panel upgrades.
- Install no cost level 2 EVSE for customers with EV and EV circuit for all homes without EV (infrastructure).



2022

Include TECH Incentives (state electrification incentives) as part of funding for additional electrifications.

- Add electric dryers to the list of appliances for full electrification retrofits.
- Pilot Neighborhood Electrification of 150 homes to show overall benefits and cost realization as well as terminate a gas pipeline (*in progress*).



 Average cost of complete electrification **\$23k**

- 628 Electrifications
- 15k Tonnes CO₂ Reduction
- 193 EVSE

- 86 EV Circuit
- 28 GWh Savings
- 1,678 kWh Increase



Lessons, challenges, advice

- Avoid panel upgrades when possible – circuit sharing, emerging technologies.
- Leverage budgets with community organizations.
- Use in-house electrician for contract work.