

NORTH ATTLEBOROUGH ELECTRIC DEPARTMENT
(NAED)

REQUEST FOR PROPOSALS (RFP)

Energy Efficiency Services

November 30, 2017

The North Attleborough (MA) Electric Department (NAED) is seeking proposals for professional services relating to providing NAED with energy conservation services for its residential and commercial/industrial customers.

The anticipated period for the contract is thirty six (36) months, commencing on January 1, 2018.

The selected vendor will provide a customized and comprehensive level of support in the administration, reporting, fulfillment and management of NAED's Residential Conservation Services Program (RCS) (225 CMR 4.00) requirements. RCS is designed to encourage residential energy consumers to conserve energy by providing them with information, energy conservation assistance and related services as practicable.

The selected vendor will provide NAED with a range of energy conservation services in a manner that is consistent with NAED's strategic goals, as well as applicable regulatory guidelines, most specifically the Massachusetts Division of Energy Resource's (DOER) 225 CMR 4.00 regulations.

The selected vendor, at a minimum, shall provide NAED with the following services

Residential - Tier I Services:

- Communications and community outreach support, including one workshop
- Customer inquiry management and handling of all customer inquiries
- Toll-free phone support and coordination with state resources
- Incentive program evaluation and coordination
- Fulfillment services, including energy conservation literature, energy conservation web site, and on-line audit assistance
- Call tracking
- Monthly customer report
- Regulatory filing and reporting services

Tier II Services:

- Special home visit services
- Home audits and customized energy audit reports
- Post-installation evaluation
- Field support implementation
- Incentive program development support, as required
- Installation of energy conservation measures as part of the home audit service

Commercial/Industrial

- Overall lighting efficiency audit providing relevant payback calculations for energy efficiency lighting upgrades.
- Bound report with the audit findings and recommendations
- Customer specific energy consumption profile & photos of facility and/or fixtures
- Review, processing (check writing), reporting, and tracking of all incentive program requests.
- Technical Energy Audits that review lighting systems, mechanical systems, HVAC, motors, and compressors. Includes an assessment of all major end uses, energy conservation measures, estimated energy savings, and payback calculations. Audit will also evaluate all fuel sources.
- Post audit inspections

Three (3) hard copies of the response to this RFP should be received by our offices by **December 12, 2017**. Proposals should be addressed to:

Michele Dobson, Administrative Assistant/HR
275 Landry Avenue
North Attleborough, MA 02760

If you have any questions about this Request for Proposals, please contact Michele Dobson at 508-643-6310 or by email at mdobson@naelectric.com.

Sincerely,

James C. Moynihan
General Manager

I. Information & Background:

The North Attleborough Electric Department (Department or NAED) is a public utility, established by a Special Act of the Massachusetts General Court in 1894. The Department operates under the provisions of Massachusetts General Law Part I, Title XXII, Chapter 164 “Manufacture and Sale of Gas and Electricity”.

NAED provides electrical utility services to the residents of the Town of North Attleborough, MA, located in Bristol County, MA with a population of 28,712 (2010 US Census).

The North Attleborough Board of Electric Commissioners provides policy direction for the department, as approval over rate and budgetary matters. The Board is comprised of three (3) residents of the Town who are elected to serve three (3) year staggered terms.

The department is overseen on a daily basis by its General Manager.

The Department supplies a combined residential, commercial, and industrial load of approximately **13,326** customers' meters (from 2015 DPU Report, p. 4).

There are over **12,000** residential customers that make up nearly 90% of the NAED customers. NAED System Peak for 2015 was **53.600 Megawatts (MW)** - higher than the 2014 "peak" (which was 50.992 MW, DPU Report, p. 57) “System Load By Circuit – 2015” summarizes circuit load and number of customers for each circuit at the time of the 2015 peak. The historical peak for the past 5 years is as follows:

2011	58.944 MW
2012	58.016 MW
2013	58.048 MW
2014	50.992 MW
2015	53.600 MW

As of December 31, 2015, the department had **13,305** accounts (per bills rendered, December, 2015), and **13,326** customers (DPU Report, P. 4).

Of the **13,305** accounts per bills rendered there were:

- 12,025** (approximately 90.4%) residential customers (rates 1 & 5).
- **1,119** "Commercial & Industrial" accounts (approximately 8.4%) (rates 6 & 7).
- **133** "Municipal" accounts (approximately 1%) (rates 11, 12, 13, 14 and 23).
- **28** Leased Lighting accounts (approximately .2%) (rate 15).

Note that the Leased Light accounts represents customer accounts with leased lighting only. There are approximately 840 leased lights (DPU Report, P. 71) with the majority being billed on existing electric customer accounts (metered kwhs and leased light charges).

With regards to municipal sales, the DPU Report (see pgs. 37 & 57) provides the following information re: Calendar Year **2015**:

Total Purchases: **237,153,977 kWh** (as compared to 237,080,032 kWh in 2014)

Total Sales: **229,901,251 kWh** (as compared to 229,852,908 kWh in 2014)

Sales by Customer Class	Kwh Sales	Percentage (rounded)
Residential:	112,060,253 (2015) 109,113,168 (2014)	48.74% 47.47%
Commercial & Industrial:	101,969,925 (2015) 105,116,445 (2014)	44.35% 45.73%
Municipal:	14,846,935 (2015) 14,706,636 (2014)	6.46% 6.39%
Miscellaneous (includes Leased Lighting):	1,024,138 (2015) 1,016,660 (2014)	0.45% 0.44%

II. Scope of Work & Deliverables

The selected vendor will be responsible to the General Manager and his designee, Michele Dobson, Administrative Assistant/HR who will serve as the Program Administrator.

Responsibilities include, but are not limited to the following:

Residential - Tier I Services:

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- Post audit inspections

In addition to the above the selected vendor will provide information and appropriate updates to NAED relative to any legislative or regulatory proposals/changes involving energy efficiency programs, generally and/or impacting NAED, specifically,

In addition to the above the selected vendor will provide an appropriate contact(s) for NAED to interact with relative to the above services.

III. Qualifications of Proposer

NAED requires information that demonstrates the technical capabilities and experience of proposers to undertake this work and to provide appropriate illustrative information, references, and information relative to the proposer's organizational structure, qualifications of its professional staff and experience/expertise to perform the responsibilities identified in this RFP.

The proposer shall demonstrate an ability to effectively present both verbally, and in writing information and recommendations as required by the Request for Proposal is a necessity.

IV. Price

Proposals should include the Total Monthly Fee based upon the following factors:

Monthly Administrative Fee:	Monthly
Special Home Visit:	Rate/Visit
Home Audit Fee:	Rate/Visit
Post Installation Evaluation Fee:	Rate/Visit

Fees associated with Special Home Visits, Home Visits and Post-Installation Evaluation shall apply on an as-assigned basis only.

Proposals should also identify any additional charges, i.e. One Time Set Up Fee".

V. Consultant Selection Process

Selection of a consultant will be based on evaluation by NAED of consultant qualifications, work plan, references, and cost proposal.

NAED will select the consultant which it deems to be in the best interest of NAED and its rate payers.