

San Diego Community Power

2020 Policy Matrix

Purpose:

This matrix reflects the broader Implementation Timeline while focusing on an abbreviated overview of the policies staff is working on through 2020.

Notes:

1. Policies listed below are drawn from the most recent Implementation Timeline adopted at the January 30th Board of Directors meeting and 11 California CCAs¹
2. Policies are intended to guide SDCP operations and procedures rather than set future or aspirational goals.
3. SDCP may wish to consider blending (or bundling) specific policies within general policy categories to reduce the number of individual policies it manages. It may also wish to consider additional policies not included here as its program develops and operational needs evolve.

POLICY CATEGORY/SUBJECT	DESCRIPTION	2020 TIMING/STATUS
ADMINISTRATIVE & OPERATIONS		
SDCP Conflict of Interest Code	Standard C of I policy for seated Board members and relevant SDCP staff members.	Q1
CEO Spending Authority	Authorizes CEO signing authority without prior Board approval; SDCP may consider two policies – one for operational contracts and one for power supply contracts. Describes Board reporting requirements.	Q1;Q3
Delegation of Authority to CEO for Regulatory and Legislative Matters	Authorizes CEO to respond timely to requests for regulatory and legislative action that directly impact CCA and SDCP operations. Includes Board reporting requirement.	Q1
Enterprise Risk Management	Describes how operational/business risk is determined and mitigated; may also include energy risk management as a component.	Q2
Agency Vendor and Contracting Practices	Describes procurement/vendor contracting guidelines including but not limited to: issuance of RFPs and bid evaluation, local hire, diversity, sustainable and ethical vendor preferences, signing authorities, reporting etc.	Q1-Q2
Records Retention; Public Access	Compliant with state and federal law, the length of time records of various types will be retained and/or discarded; includes guidelines for public access to SDCP records.	Q2
Information Technology Security	Policies and standards developed by IT security team to manage regulatory compliance, ensure proper staff training and customer satisfaction and minimize legal and criminal risk related to data and information breach. Could also include the AMI data policy described below.	Q3-Q4
Advance Metering Infrastructure (AMI) Data Security and Privacy	Ensures the privacy and security of AMI data and customer usage information pursuant to Attachment B of the California Public Utilities Commission Decision 12-08-045; could be part of a broader information technology/customer data policy.	Q3-Q4
Social Media	Describes purpose of using these channels and defines rights/reasons for comment or post removals.	Q3
JPA Expansion/New Members	Considerations when exploring program expansion to areas outside original service area and method of approving new JPA members.	Q3

¹ Clean Power Alliance, Clean Power SF, East Bay Community Energy, Monterey Bay Community Energy, MCE Clean Energy, Peninsula Clean Energy, Redwood Coast Energy Authority, San Jose Clean Energy, Silicon Valley Clean Energy, Sonoma Clean Power, Valley Clean Energy.

Process for Amending/Adopting Agency Policies and JPA Agreement Amendments	Procedures to review/adopt new or amend Agency policies and JPA Amendments. This could also be part of the bylaws.	Q2
PERSONNEL/WORKFORCE		
Employee Handbook/Personnel Policies	Describes all legally required elements of an employee policy including fair employment practices, non-discrimination, standard business hours, paid and personal time off, holidays, sick leave, etc.	Q2-Q3
Other Personnel Policies: Travel and expense reimbursement, laptop/cell phone usage, work from home, etc.	Could be included in the employee handbook or handled as separate policies.	Q2-Q3
Sustainable and Diverse Workforce Policy	Describes SDCP goals and requirements related to sustainable workforce practices, local hire preferences, livable wages, union engagement/project labor agreements, gender and ethnic diversity, etc.	Q2-Q3
CUSTOMER AND COMMUNITY		
Prohibition Against Dissemination of Untrue or Misleading Information	Prohibits dissemination, by SDCP or other organization, of SDCP rates, terms and conditions of service, or other operational elements that are untrue or misleading.	Q3
Customer Data Confidentiality	How customer data is to be treated and how to deal with any privacy or security breaches. States that personal customer shall not be shared unless necessary to conduct specific Agency business. Could also become part of a broader information technology/AMI data policy as described above.	Q3-Q4
Terms and Conditions of Service	Publicly posted customer service policy that provides information on rates, billing, enrollment process, opting out, opting in and failure to pay.	Q4
Terms and Conditions of Service for Early Adopters	If applicable; articulates process for customers who wish to voluntarily enroll in the 100% renewable product in an earlier phase than otherwise scheduled.	Q4
Customer Billing, Enrollment, Delinquent Accounts and Collections	Outlines procedures for customer billing and enrollments, physical address changes, and handling customer accounts that are past due.	Q4
FINANCIAL POLICIES		
Budget and Accounting Policy	Describes process, reporting and principals for a balanced annual budget and its oversight; may also include Agency reserve policy, debt management and accounting policies or other financial policies within this general category.	Q2-Q3
Rate Setting Procedures	Describes rate setting principals, goals and general process.	Q4
Bad Debt	A set percentage revenue reserve to cover bad debt; usually reviewed annually. Could be included in general budget policy.	Q4
Surplus Income Policy - Operating Reserve, Debt Repayment, and Programs	Budgeting policy to allow for long-term financial stability, debt reduction and/or funding of new programs and projects.	Q3
Accounts Receivable Reserves	Estimation procedure for reporting accounts receivables, net assets and earnings using historical data; could also be part of a general budget or reserve policy.	Q4
Signatories on SDCP checks and financial documents	Describes who is authorized to sign checks and legally binding financial documents on behalf of the Agency; could be part of the budget and finance policy.	Q1-Q2
Investment Policy	If needed; provides guidelines to consider Agency investments in real property or other investment vehicles.	Q4

POWER SUPPLY		
Energy Risk Management Policy/ Procedures and Controls for Supply Management and Transactions	Developed in partnership with power services vendor; Describes energy market strategy and processes to regularly monitor, report and manage risk such as credit, liquidity and market risk. Outlines participation in CAISO markets and monitoring transactions. Provides general overview of procurement approach, criteria and practices including open season RFOs and signing authorities. Could also be part of the overall energy risk management policy.	Q2-Q3
Power Content Guidelines	Provides description of renewable and carbon free content targets as well as types of power that may or may not be procured by SDCP	Q3
Net Energy Metering Policy	Describes NEM rates, credits and participation process for NEM customers.	Q4