

Q1	What is the proposed timeline for this program?	R1	We'd like to the program to launch by Q1 2022 and run through Q1 2023 at a minimum. If the program is successful, we anticipate requesting additional administrative funding to keep it running.
Q2	Do you a ballpark of the number of customers you'd like to reach?	R2	This will be determined by how much equipment can be purchased, how long it is lent out, and how robus program participation is. We would like to see around 75-100 cooktops in circulation at a time.
Q3	How many types of equipment?	R3	Ideally, the bulk of the equipment will be standard residential induction hobs, but we would also like to see residential induction woks available. We are open to a small selection of commercial induction hobs as well.
Q4	What level of reporting are you interested in? And, what level of surveying of the customers?	R4	We will be seeking standardized monthly reports including metrics on program participation, waitlists, etc. Surveys are a key component of the program, as we hope to learn how customers are responding to the technology.
Q5	In regards to the non-English speaking communities, how much of an offering are we expected to provide, e.g. translated materials, educational videos?, etc.	R5	We expect all printed or text educational materials to be available in spanish and chinese; for in-person or virtual events, we request that a proportionate number of those events be made available in either spanish and / or chinese. (For reference, 17% of EBCE's service area speaks spanish and 9% speak chinese.)
Q6	Do you want the consultant to run a customer Q&A hotline to answer customer questions?	R6	We are interested in having support for customers who are borrowing cooktops and may have questions. We're not prescriptive as to how vendors would like to offer this support.
Q7	Do you anticipate offering ongoing rebates for residential customers buying induction cooktops? I'm wondering what the hook is for motivating customers to borrow the equipment.	R7	The Bay Area Regional Energy Network currently offers incentives for induction ranges. We do not anticipate offering additional rebates for residential customers at this time, but are seeking preferential pricing on induciton hobs from distributors in our area. If there is considerable interest in the technology, this may be a future program offering.
Q8	I'm assuming purchase of the acual equipment is part of the consultants task and is included in the \$75k budget?	R8	Yes, that is correct.
Q9	Regarding the minimum qualifications, Certified CAISO scheduling coordinator, could you please explain.	R9	This should not be a requirement of this RFP; staff will review the RFP and amend if necessary.