



CEO Report Item 7

TO: Ava Community Energy Board of Directors

FROM: Howard Chang, Chief Executive Officer

SUBJECT: CEO Report (Informational Item)

DATE: November 19, 2025

Recommendation

Accept Chief Executive Officer (CEO) report on update items below.

Executive Committee Meeting

An Executive Committee Meeting was held on Wednesday, November 5, 2025. Members received updates on proposed JPA amendments, the SmartHome Battery and Resilience Hub Programs, and a review of the selection process for the Customer Programs Roadmap consultant. The next meeting will be held on Wednesday, December 3, 2025 at 3 pm.

Financial, Administrative and Procurement Subcommittee Meeting

A Financial, Administrative and Procurement Subcommittee Meeting was held on Friday, November 7, 2025. A quorum was not present for this meeting and items were presented on an informational basis. The next Financial, Administrative and Procurement Subcommittee meeting will be held on Wednesday, January 28, 2026 at 3:30 pm.

Community Sponsorship Deadline – November 30

To encourage and support community engagement, Ava awards local organizations with community sponsorships. Funding areas include, but aren't limited to, sports, art, music, and STEM. The maximum award amount is \$2,500 per organization per award round, with as many as 20 recipients funded per round, depending on the number of qualified applicants. Applications for the latest round of funding close on November 30. [Learn more and apply for a sponsorship on the Ava Community Energy website.](#)

New Employees

Ellen Kwok – Machine Learning & Operations Associate Engineer

Ellen joined Ava on October 16th, 2025, as the Machine Learning & Operations Associate Engineer. She will be supporting the EAS team by taking ownership of various data pipelines and improve overall operations to align with machine learning operations best practices.

Prior to Ava, Ellen worked as a software engineer at Wells Fargo for 3 years, where she led refactoring and optimization of legacy data processing workflows and developed natural language processing models to streamline complaint processing. During this time, Ellen also obtained the Google Cloud Digital Leader certificate. Before Wells Fargo, Ellen explored several disciplines and worked in an EdTech non-profit and a fintech SaaS, where she contributed to various workflow optimization.

Ellen holds a bachelor's degree in Cognitive Science with a concentration on computational modelling and data science from the University of California, Berkeley.

Nadiyah Helal – Power Resources Analyst

Nadiyah joined Ava on November 13, 2025, as a Power Resources Analyst. She will be supporting Renewable Electricity Credit (REC) commodity portfolio management, procurement, and compliance.

Prior to Ava, Nadiyah worked on supply chain risk modeling for energy technologies at the Lawrence Berkeley National Laboratory. She also has experience in critical minerals research, sustainability consulting, and climate resilience planning. She maintains pro bono involvement with Engineers Without Borders USA in the San Francisco Professional Chapter.

Nadiyah holds an M.S. in Civil Engineering with a concentration in Energy, Civil Infrastructure, and Climate from the University of California, Berkeley, and a B.S. in Civil Engineering from the University of California, Davis.

Local Development Update

Given the high number of local development activities and varied status of design, implementation, and operations, we will aim to provide a summary update of all programs and services on a quarterly basis via the CEO report. The purpose is to keep the Board apprised of Local Development Programs and activities at a summary level. Action items and deep dives will continue to be brought forth on an as needed basis.

Program Name	Status	Description	Key Metrics	Key Upcoming Dates
Planning				
Customer Programs Roadmap	In Development	Define Ava's customer programs roadmap for 2027-2032	N/A	Consultant Contract authorization request at November Board Meeting
Transportation Electrification				
Ava Charge	Operational	Developing portfolio of EV fast charging sites on City land across Ava's service territory with a focus on locating near underserved multi-family dwellings	Oakland City Center West garage with 31 chargers is now in operation	Ribbon cutting November 19 Additional sites to launch in 2026/27
Ava SmartHome Charging	Operational	Program to shift home EV charging away from peak hours while helping customers lower their cost of home EV charging.	>2,200 EVs enrolled, VPP KPIs are being met	Additional enrollment ongoing
Ava Bike Electric	Operational	Program to provide incentives for customers to purchase electric bikes, CARE customers receive higher incentives and 40% of allocated funds	Over 12,000 applications received, 6,716 vouchers distributed, and 1,440 e-bikes purchased. CARE customers redeeming 2.5x faster than non-income qualified customers	Drawing on 4th Tuesday of each month. Ava will not proceed with a lending program and has allocated all funds to the incentive program
Building Electrification				
Health-e Communities Pilot	Operational	Direct installation program to replace gas stoves with induction for CARE customers and complete indoor air quality monitoring to evaluate air quality impacts.	Installed 162 induction cooktops	Ava is reviewing the results of the pilot and will come back to the Board with a recommendation. Applications closed in September
Building Efficiency Accelerator	Operational	CPUC funded program to complete energy efficiency and building electrification projects on commercial and industrial customers, like LED lighting and heat pump water heaters	On target to reduce consumption by 13 GWh, 14 customers engaged in 48 unique projects	Program enrollment ends April 2026

SolarApp Heat Pump Water Heater permitting	Canceled	Contract with SolarApp to add heat pump water heaters to their online permitting application	Solar App will deliver lessons learned from permitting departments, HPWH installers and manufacturers on the value of expedited permitting	Contract cancelled due to Federal withdrawal of IRA funding and SolarApp needing to focus on core solar permitting business. Ava collaborating with BAAD and other CCAs on pending HPWH regulations.
Resilience				
Critical Municipal Facilities	In Development	Program to provide resilience on critical municipal sites. Eight projects across four cities will provide bill savings	Installing 258kW of PV and 1.34MWh of batteries generating 778k kWh of clean energy in year 1.	On target to achieve mechanical completion by the April 15, 2026th NEM2.0 deadline
SmartHome Battery	In Development	Program to provide \$15M in upfront and ongoing incentives for residential solar and storage projects and community resilience hubs	Enroll and manage 21MW of solar paired batteries for residential and low- income customers and community resilience hubs.	Action item to the November Board meeting to approve the budget and program design
Community Grants				
EV Charging	Operational	Both parties have identified multiple sites and are evaluating feasibility studies.	2 grants of \$300k over 3 years Green the Church has installed their first project at Glad Tidings Church in Hayward	Interfaith Power and Light and Green the Church continues to work on identifying sites to build community owned level 2 EV charging stalls.
Youth Training	Operational	Rising Sun Center for Opportunity and AGAPE (a partnership between Cypress Mandela Training Center and Revalue.io)	Grant of \$300k over 3 years trained over 150 youth in electrification trades	Students are beginning to matriculate into the job market. Rising Sun is developing an online jobs platform to help graduates find work in the trades
Community Resilience Hubs	Operational	Emerald Cities Collaborative	Grant of \$300k over 1.5 years completed three community workshops with over 170 participants and 26 unique community-based organizations	ECC and Ava staff have developed a definition and eligibility criteria for Community Resilience Hubs that we will present to the Ava Board in November.