

Dear Ava Board,

We want to express our appreciation for the efforts of the staff on Ava's "Customer Programs Strategic Roadmap." The CAC considers this program to be a high priority. This work encompasses critical projects, including:

1. Ava Bike Electric Rebate Program
2. Ava SmartHome Charging – Managed Sharing Program
3. Ava Charge (DC fast charging sites)
4. Critical Municipal Facilities
5. Health-e Communities Pilot
6. Building Efficiency Accelerator
7. SmartHome Battery (solar and storage incentive program)
8. The Resilience Hub initiative
9. Any new programs that will come out of the public workshops

We support the BOD's decision to not move forward with the proposed contractor. The CAC feels that this is the best course of action for Ava customers and the community.

The CAC supports the overall goals of the Customer Program Strategic Roadmap which is structured to attract customers and encourage community input and ownership of Ava's programs. We also agree with the idea of developing a policy or a framework of policies and actions that promote no fear in support of future requests for proposals.

Our clear intention is to get the Customer Programs Strategic Roadmap back on track as quickly as possible with an organization that respects immigrants as a core constituent. If Ava cannot find a contractor, Ava could consider developing the program in-house.

We would like to present this matter as an action item for the greater CAC, serving as an adjunct to the original proposal offered by staff during the November 2025 CAC meeting.

Thank you for your attention to this urgent matter.

Best regards.

The CAC

Energy Affordability Ad Hoc Committee Meeting Summary - November 18, 2025

Attendees: Davis Harper, Jim Lutz, and Indira Balkissoon. Mickey Souza set up the meeting.

Topics discussed:

1. How can the CAC assist Ava with being drawn down by the utility death spiral.
2. Identify a role for this Ad Hoc Committee in support of Ava's mission.

Discussed:

1. There was a concern that Ava will be impacted by increasing prices because of the gap between Ava and PG&E. When Ava provides a service that cuts electricity use (bills outside the meter) it saves the customer money. The bulk kwhr Ava buys 5 to 6 cents per kwhr the rest of the charges D&T .50 cents. Ava savings from not buying electricity are overwhelmed because the mark up is so high.
2. Discussion at the last CAC meeting related to solar and batteries storage shows that Ava is aware of the importance of doing outside the meter/energy efficiency actions that support the customer and communities. Reducing energy use will reduce the customers overall energy bill.
3. A need for structured education on cost benefit analysis and need for community engagement was identified.
4. Ava needs to invest in community leaders. The committee recommended activities including quarterly meetings with community leaders to continue to provide information on "What is a CCA?" Also to seek input on program design. This is especially important in Ava's new service territories where the community is learning about Ava. The goal is to prevent opt outs.
5. Also recommended that Ava should go to the different communities for Board and CCA meetings periodically.

Suggested Role for

1. Energy affordability ad hoc committee wants Ava to succeed and be healthy and could support Ava by reviewing CCA policies and programs for an affordability check and for impacts on vulnerable customers.
2. Energy affordability ad hoc committee could assist Ava by communicating with community leaders to prevent opt outs.