



Community Advisory Committee

July 13, 2026

6:00 pm

In Person:

Board Room

Ava Community Energy

1999 Harrison St, Ste 2300

Oakland, CA 94612

Or from the following remote locations:

4563 Meyer Park Circle, Fremont, CA 94536

1234 W Oak St., Stockton, CA 95204

1531 El Pinal Dr, Stockton, CA 95205

1021 West Acacia St., Stockton, California 95203

2277 Pyrenees Ave., Stockton, CA 95210

Via Zoom:

<https://us02web.zoom.us/j/84794506189>

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 929

205 6099 or +1 301 715 8592 or +1 312 626 6799 or 877 853 5257 (Toll Free)

Webinar ID: 847 9450 6189

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials, should contact the Clerk of the Board at least 2 working days before the meeting at (510) 906-0491 or cob@avaenergy.org.

If you have anything that you wish to be distributed to the Committee, please email it to the clerk by 5:00 pm the day prior to the meeting.

Public comment letters received for Ava Community Energy meetings are posted at <https://app.box.com/v/avapubliccomment>.

C1. Welcome & Roll Call

C2. Public Comment

This item is reserved for persons wishing to address the Committee on any Ava Community Energy-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. As with all public comment, members of the public who wish to address the Committee are customarily limited to two minutes per speaker and must complete an electronic [speaker slip](#). The Committee Chair may increase or decrease the time allotted to each speaker.

C3. CAC Chair Report

C4. Minutes from June 15, 2026 meeting

C5. Ava Bike Electric Extension (BOD Action Item)

Approving a Resolution to add funding and extend the e-bike rebate program for one additional year

C6. EcoBlock Grant (BOD Action Item)

Approving a Resolution Authorizing Funding for the EcoBlock Neighborhood Electrification Project

C7. Ad Hoc Discussion (CAC Informational Item)

C8. CAC Member and Staff Announcements including requests to place items on future Community Advisory Committee Meeting Agendas

C9. Adjourn

The next Community Advisory Committee meeting will be held on Monday, September 14, 2026 at 6:00 pm.

Notes from June 17 BOD meeting

The BOD meeting consisted of a closed session to discuss the performance evaluation of the CEO and convene with labor negotiators.

The focus of these notes is on the Regular Agenda.

I want to direct you to the CEO Report (Caity do you want to include it in the CAC package?) The CEO Report included a summary of the Executive Meeting held on June 3, 2026, Finance, Administration, and Procurement Subcommittee meeting held on May 27, 2026, and the Marketing, Regulatory, and Legislative Subcommittee Meeting held on June 12, 2026. Of note, Ava once again received a Great Place to Work Certification.

Summary of the CEO's Report

The following long-term projects have reached commercial operation:

SunZia North 74.6 MW share of a larger wind facility in San Miguel County, NM

SunZia South 175.4 MW share of a larger wind facility in Lincoln County, NM

Alpaugh project 5 MW solar facility paired with a 5 MS/20 MWh battery energy storage system in Tulare County, CA

Tumbleweed - 8hr expansion of a 50 MW battery energy storage system in Kern County, CA

Rosamond Central was Ava's first long-term agreement to reach commercial operation in late 2020. Since then, Ava's portfolio of online projects has grown to 890 MW of solar and wind generation, and 395 MW of battery storage capacity.

On June 5th, Ava held a ribbon-cutting ceremony in East Oakland to celebrate a new community solar project designed to bring clean, affordable energy to local residents. It is the first of 5 projects developed in partnership with Prologis via California's Disadvantaged Communities Green Tariff and marketed to Ava customers as a Solar discount.

From May 2020 to March 2025, Ava partnered with BayREN, StopWaste, and other Bay Area CCA's on the Contractor Heat Pump Water Heater Incentive Program. Providing \$1,000 post-installation rebates.

Ava is also exploring:

- Alternative permit streamlining
- Contractor incentive program
- Direct-to-customer rebates
- Financing solutions

Howard also listed 7 events held in June 2026 to raise awareness in Ava's service territory, support the community, and connect customers to Ava's offerings.

The major focus of the BOD meeting was the Action Item FY 2026-2027 Annual Budget.

Indira Balkissoon, CAC Vice Chair presented the CAC Report from our June 15, 2026 Meeting. Our recommendations were presented. Specifically,

1. In light of the fact that Ava revenues recovered to a \$130 million deficit v the predicted \$250 million deficit predicted back in December 2025. The CAC felt that the \$10 million reduction in the local development fund budget should be restored.

The CAC recommendation - Since the revenue deficits are not as dire as were projected back in December 2025, the CAC recommends that the BOD approve of the Annual FY2026-2027 budget contingent on the restoration of the \$10 million to the local development fund.

There were many public comments supporting this recommendation

2. Secondly, there was concern that funding projections showed 0 funding for Local Development Funding in FY2027 budget. This sends the wrong message to our communities as was reflected in many public comments on this topic. To this end the CAC proposes a second recommendation.

The CAC recommendation - The BOD develop a policy for a minimum dollar amount for local development each year based on some percentage of Ava's net revenues.

The BOD asked if the CAC was aware of the \$83 million balance in the local development budget with \$14 million untapped so far. Ms. Balkissoon mentioned that this was presented to the CAC.

The BOD asked if there wasn't already a waterfall policy related to some funding going to reserves and some to rate stabilization. Howard mentioned that we don't have a waterfall policy; the budget is decided each year.

There was a great deal of discussion amongst the BODs, and it was decided to approve the FY2026-2027 Annual Budget. The logic in this decision was based on the concern that Ava is not adding to the rate stabilization fund but is using it to address the **budget deficit**. Ava is using \$24 million of our reserve to fund a projected deficit and make it zero. The CCA's are maturing overall, and that is lending us to be more conservative and trying to guide the organization for long-term success. The words fiscally disciplined came up. Also, affordability was mentioned as a big issue, and there was a request that we come back to this question about Ava's value proposition related to that.

The BOD observed that the budget process, especially this year, is getting much more complex than it has in the past. There has been so much budget variability. There have been many swings, and the regulatory elements have gotten more complex. This has

been an exceptionally difficult budget year. Many jurisdictions are dealing with budgetary shortfalls.

There was concern that even if we funded the \$10 million, Ava would be removing even more money from a different reserve. There was concern that the money would be moved around but could not be deployed in the fiscal year with the budget shortfalls. The funding that is committed is already committed. By keeping the \$10 million in the rate stabilization, it keeps it available to fund local development.

The BOD stated that they remain committed to local development, and it is a priority.

The BOD chair stated as a point of order:

“All of us are proud of the work that has been done and is being done with respect to local development. So we are all on the same page thinking local development is a good thing and proud of our agency for the prior board’s allocation of dollars and resources to local development. The question was asked if we should talk about this question of restoring the \$10 million to the local development when we are discussing our potential surplus from the 2025-2026 year because the \$10 million was potentially taken away from the 2025-2026 allocation. In the fall, the BOD will have the audited budget. This year, the BOD was more conservative than we realized, so that might be the time to revisit whether or not we want to refund those monies to local development or do we want to do something else with those monies? So as a point of order, it may line up year over year budget-wise to have that conversation in the fall”.

BOD Motion: Adopt staff recommendation and that we discuss in the Fall with respect to the surplus that considers the ask of the public members. Passed unanimously.

The BOD indicated that they want to develop a policy for local development funding but that was not an agenda item. This will need to be included in the Fall budget discussions.

My take aways from the budget discussion is that the BOD is well aware of the need to fund local development funding. They however are very concerned about Ava’s deficit and long term financial impacts.



**Board of Directors Meeting
Wednesday, June 17, 2026**

6:00 pm

In Person:

Board Room
Ava Community Energy
1999 Harrison St, Ste 2300
Oakland, CA 94612

Or from the following locations:

- Clipper Club – 5 Captain Dr. Emeryville, CA 94608
- 4917 Knowlson Terrace, Fremont, CA 94555
- 35653 Scarborough Dr Newark, CA 94560
- 1100 Webster St, 2nd Floor Conference Room, Oakland, CA 94607
- 501 W Weber Ave Building 1 Stockton CA 95203

Via Zoom:

<https://avaenergy-org.zoom.us/j/87023071843>

Or join by phone:

Dial(for higher quality, dial a number based on your current location): US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 929 205 6099 or +1 301 715 8592 or 888 475 4499 (Toll Free) or 877 853 5257 (Toll Free)
Webinar ID: 870 2307 1843

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials, should contact the Clerk of the Board at least 2 working days before the meeting at (510) 906-0491 or cob@avaenergy.org.

If you have anything that you wish to be distributed to the Board of Directors, please email it to the clerk by 5:00 pm the day prior to the meeting.

1. Welcome & Roll Call

2. Pledge of Allegiance

3. Public Comment

This item is reserved for persons wishing to address the Board on any Ava-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. As with all public comment, members of the public who wish to address the Board are customarily limited to two minutes per speaker and must complete an electronic speaker slip. The Board Chair may increase or decrease the time allotted to each speaker.

4. Closed Session Public Comment**5. Closed Session**

- a. PUBLIC EMPLOYEE PERFORMANCE EVALUATION Pursuant to Government Code Section 54957. Title: Chief Executive Officer
- b. CONFERENCE WITH LABOR NEGOTIATORS Pursuant to Government Code Section 54957.6. Agency Representatives: Inder Khalsa, Jonathan Tedesco, Betsy Andersen, and González. Unrepresented employee: Chief Executive Officer.

6. Report Out of Closed Session**CONSENT AGENDA****7. Approval of Minutes from May 20, 2026****8. Contracts Entered Into (Informational Item)****9. FY 2025-2026 Q3 Financial Statements (Informational Item)**

Ava's third quarter financial statements for fiscal year 2025-2026

10. PFM Financial Advisors Contract (Action Item)

Authorize staff to retain PFM Financial Advisors LLC for consulting services related to prepayment bond transactions.

11. Fourth Amendment Renewing SmartBidder Master Agreement with Ascend Analytics LLC (Action Item)

Authorize CEO to negotiate and sign a fourth amendment renewing the Agreement for a new one-year term.

REGULAR AGENDA

Pursuant to Board direction, any agenda item not started by 9:00 p.m. will be continued to a future meeting unless the Board, by majority vote, elects to hear the item that evening. The Board may also determine an alternate disposition of the item at its discretion.

12. CEO Report

13. CAC Report

14. FY 2026-2027 Annual Budget (Action Item)

Approve the FY 2026-2027 budget

15. Prepay Financings (Action Item)

Authorize staff to enter into all agreements necessary to transact and close two to three Prepay Bond transactions

16. Board Member and Staff Announcements including requests to place items on future Board of Directors Meeting Agendas

17. Adjourn

The next Ava Board of Directors meeting will be held on Wednesday, July 15, 2026 at 6pm.



CEO Report Item 12

TO: Ava Community Energy Board of Directors

FROM: Howard Chang, Chief Executive Officer

SUBJECT: CEO Report (Informational Item)

DATE: June 17, 2026

Recommendation

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

Executive Committee Meeting

An Executive Committee Meeting was held on Wednesday, June 3, 2026. Members received an overview of energy prepayment financing, an introduction to asset ownership, and an update on the FY 2026-2027 draft budget. The meeting also included a closed session on the CEO's annual performance evaluation. The next Executive Committee meeting will be held on Wednesday, July 3, 2026 at 3 pm.

Finance, Administration and Procurement Subcommittee Meeting

A Finance, Administration and Procurement Subcommittee Meeting was held on May 27, 2026. Members received updates on the FY 2025-2026 Q3 financial statements and on energy prepayment financing, and a preview of the FY 2026-2027 budget. The next Finance, Administration and Procurement Subcommittee meeting will be held on Wednesday, September 9, 2026 at 3:30 pm.

Marketing Regulatory and Legislative Subcommittee Meeting

A Marketing Regulatory and Legislative Subcommittee Meeting was held on Friday, June 12, 2026. Members received a mid-session review of the 2026 California legislative session, an update on the results of the Health-e Communities pilot, and an overview of the power content label. The next Marketing, Regulatory and Legislative Subcommittee meeting will be held on Friday, September 18, 2026, 2023 at 10 am.

GPTW Recognition

Ava has once again earned a [Great Place To Work Certification](#), marking our third consecutive year of recognition since we began participating in the program three years ago. Great Place To Work is a globally recognized authority on workplace culture and is locally based, with its headquarters in the same building as Ava's office. The certification process evaluates employee experience through a trust index survey and a culture questionnaire. This year, 85% of Ava employees said Ava is a great place to work, compared with 57% of

employees at a typical U.S.-based organization. This continued recognition reflects Ava's ongoing commitment to building a high-trust, inclusive, and mission-driven workplace.

Long Term Project Online Date Announcement

The following projects under contract with Ava have reached commercial operations.

1. **SunZia North:** The SunZia North project is a 74.6 MW share of a larger wind facility located in San Miguel County, New Mexico delivering clean energy into California via the SunZia Transmission project. SunZia North achieved its Commercial Operation Date on May 29, 2026.
2. **SunZia South:** The SunZia South project is 175.4 MW share of a larger wind facility located in Lincoln County, New Mexico delivering clean energy into California for via the SunZia Transmission project. SunZia South achieved its Commercial Operation Date on May 29, 2026.

SunZia Wind North and South are part of a larger 3,500MW 'SunZia Wind' wind facility spanning across Torrance, Lincoln, and San Miguel counties in central New Mexico. The SunZia Transmission project is a 550-mile, ± 525 kV high-voltage direct current (HVDC) transmission line between central New Mexico and south-central Arizona, with the capacity to transport 3,000 MW of clean, renewable energy. Together, the full SunZia Wind facility and the SunZia Transmission project comprise one of the largest renewable energy infrastructure projects in U.S. history with an expectation of supplying 1 million American homes with clean power. The SunZia project is developed and operated by Pattern Energy. Ava is using SunZia North and South to support compliance with 2026 Mid-Term Reliability obligations.



1 SunZia North wind turbines, Lincoln County, NM



2 Transmission lines connecting to the SunZia project, Central New Mexico

3. **Alpaugh:** The Alpaugh project is a 5 MW solar facility paired with a 5 MW / 20 MWh battery energy storage system ("BESS") located in Tulare County, California, approximately across 277 acres. The Alpaugh project is developed and operated by RWE Clean Energy. The Alpaugh facility achieved its Commercial Operation Date on May 29, 2026. Ava will receive Resource Adequacy from the Alpaugh facility, supporting compliance with 2026 Mid-Term Reliability obligations.



3 Alpaugh Solar Facility, Tulare County CA



4. **Tumbleweed-8hr:** The Tumbleweed 8-hr expansion is a 50 MW battery energy storage system (“BESS”) located in Kern County, California, developed by REV Renewables. Tumbleweed’s expansion doubled the facility’s energy discharge from 200 MWh (4 hours) to 400 MWh (8 hours) maintaining 50 MW of capacity. This unique expansion is a first-of-its-kind effort and California’s first utility-scale 8-hour lithium-ion long-duration storage facility. The Tumbleweed 8-hr battery expansion became operational for Ava on June 1, 2026, and fulfills Ava’s compliance obligation for a long-duration storage resource under the Long-Lead Time (LLT) requirements of the Mid-Term Reliability decision.



4 Tumbleweed Solar Facility, Kern County, CA



Longterm Renewable Portfolio Update

Rosamond Central was Ava’s first long-term Agreement to reach commercial operations in late 2020. Since then, Ava’s portfolio of online projects has grown to 890 MW of solar and wind generation, and 395 MW of battery storage capacity. The table below lists the online projects in Ava’s portfolio of long-term wholesale energy agreements, providing renewable generation and storage capacity to California for Ava customers.

Ava’s Online Renewable Generation & Storage Projects	Technology	Start of Delivery	Generation Capacity (MW)	Storage Capacity (MW)
--	------------	-------------------	--------------------------	-----------------------

Rosamond Central	Solar	2020	112	
Altamont	Wind	2021	54.8	
Tecolote	Wind	2021	100	
Henrietta	Storage	2022		10
Luciana	Solar	2022	55.83	
Daggett	Solar + Storage	2023	50	12.5
Oberon	Solar + Storage	2024	125	125
Scarlet I	Solar + Storage	2024	100	30
Kola	Storage	2025		125
Sun Pond	Solar + Storage	2026	42.5	42.5
SunZia North	Wind	2026	74.6	
SunZia South	Wind	2026	175.4	
Tumbleweed-8hr	Storage	2026		50

Launch of First Prologis Solar Project under Ava Solar Discount Program

A ribbon-cutting event was held on June 5th in East Oakland to celebrate the launch of a new community solar project designed to bring clean, affordable energy to local residents. This is the first of five projects developed in partnership with Prologis through California's Disadvantaged Communities Green Tariff (DAC-GT) program and marketed to Ava's customers as Solar Discount. Together, the five solar projects represent 7 MW of capacity and will serve roughly 3,000 customers. The program supports renewable energy development in underserved communities and provides income-qualified customers with access to 100% renewable energy at a 20% discount on their electricity bills. By activating existing industrial rooftops, this partnership expands access to clean energy in disadvantaged communities, strengthens local grid resilience through distributed generation, and delivers long-term economic and environmental benefits. Additional projects are in development in San Leandro, Hayward, and Tracy, continuing to scale impact across the region.

Heat Pump Water Heater (HPWH) Technology Support

From May 2020 – March 2025, Ava in partnership with BayREN, StopWaste, and other Bay Area CCAs, administered the Contractor Heat Pump Water Heater Incentive Program to provide \$1,000 post-installation rebates to contractors to increase HPWH market penetration. While the program incentivized 663 HPWH installations in Ava's service area over the program term, the last year of implementation saw a sharp decline in demand, leaving approximately \$880K in unclaimed incentives. This represented 44% of total installations of 1,500 installed throughout the Bay Area Air District. During the Program average HPWH installation costs increased from \$5,500 in 2020 to just over \$9,000 in 2024, a ~60% increase. With rising install costs effectively offsetting program incentives, Ava is exploring other approaches to lower HPWH costs for customers.

On a regular basis, Ava staff meets with the other Bay Area CCAs to discuss potential program collaboration opportunities to provide support for potential impacts related to the Bay Area Air District's ("Air District") Regulation 9, Rule 6 ("Rule 9-6"). This regulation would establish a zero nitrogen oxides (NOx) appliance standard for water heaters across the Bay Area in 2027.

Topics discussed include the following:

- **Alternative permit streamlining effort** – With SolarAPP+ Foundation not delivering on the contract with Ava to deliver a HPWH permit streamlining service, Ava staff is exploring working directly with interested Ava member jurisdictions to provide technical support for streamlining HPWH permitting in advance of Rule 9-6.
- **Contractor Incentive Program** - Bay Area CCAs are coordinating on a new incentive offering specific to qualified local contractors that are not currently installing Heat Pump Water Heaters. The offering would incentivize new contractors to add HPWH installations to their business and increase the number of qualified contractors in Ava's service area.
- **Direct to customer rebates**– Taking learnings from past rebate program efforts, staff is evaluating the effectiveness of a HPWH rebate program that would run in coordination with other CCA rebate programs.
- **Financing solutions** – CCAs are additionally evaluating various financing solutions related to billing solutions and financing providers to consider how they can help drive HPWH installations by helping customers spread payments over time.

Staff is preparing to make program recommendations to Ava leadership in advance of the go-live date for Rule 9-6. The Air District will meet in October to discuss further rulemaking details, including a revision to rule effective date.

Ava in the Community - June

To raise awareness of Ava's service, support our community, and connect customers to our offerings, Ava sponsors and staffs events throughout our service territory all year long. Additionally, we also deliver presentations to community groups. Below is a list of upcoming events we'll be attending between 6/17 and 7/30. Learn more at <https://avaenergy.org/about-ava/meetings-events/events/>

Date	Event	Type	Location
6/20/2026	Hayward Juneteenth	Sponsoring & Tabling	Mt Eden High School
6/20/2026	Stockton Juneteenth	Sponsoring	San Joaquin County Fairgrounds
6/27/2026	E Bike Test and Ride	Sponsoring & Tabling	Oakland Coliseum BART
7/1/2026	Lathrop Celebration	Sponsoring & Tabling	Lathrop Generations Center
7/10/2026	San Leandro Pride	Sponsoring & Tabling	Downtown Butterfly Plaza
7/9/2026	Lincoln Summer Nights July Circus Theme	Tabling only	Lincoln Square Park
7/18/2026	Family Fun Festival	Tabling and Sponsoring	3700 Pacific Ave, Stockton, CA 95204
7/24/2026	Dublin Leprechauns Title Night	Tabling and Sponsoring	Fallon Sports Park

San Joaquin County Launch

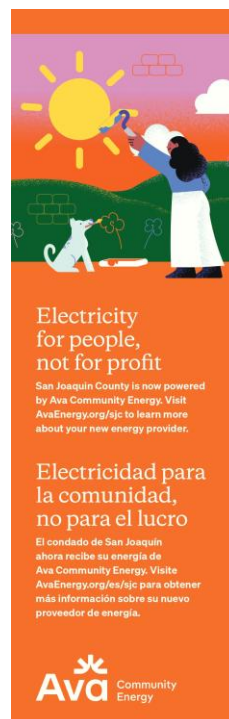
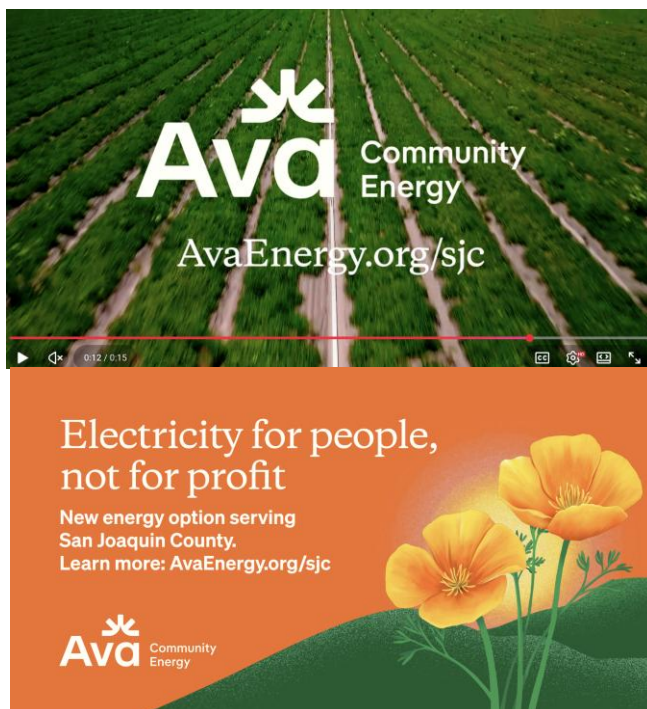
Customers in unincorporated San Joaquin County are now receiving both their final required enrollment notice from Ava and PG&E bills that include Ava generation charges. These charges appear on the first page of the bill and typically again on page 3.

The current participation rate is 92%, consistent with last month. Customer activity is following the expected pattern, with opt-out activity increasing during the initial notice period and then leveling off during the enrollment month. Previous community enrollments have demonstrated a similar trend. Consistent with prior enrollments, staff anticipates a modest increase in opt-out activity following customers' first bill, as some customers may not have engaged with earlier notices or outreach efforts.

Solar customers with a true-up in May and June are starting enrollment with Ava this month and will see their first bill in July. Solar customers will be enrolled throughout the year, aligned with their solar true-up month; the final group will enroll in April 2027.

Ava continues to engage residents in unincorporated San Joaquin County through participation in local community events and advertising across multiple channels. In June, Ava continued running digital advertisements featuring updated creative that reflects the launch of service in the area. These ads are currently running on Google, Meta, YouTube, and AudioGO. In addition, Ava maintains a presence in local print publications, including the Latino Times, San Joaquin Magazine, and Tracy Press.

The unincorporated San Joaquin County service launch campaign is scheduled to conclude on June 30, following the completion of all required customer notices to non-solar residential and commercial customers. After the launch campaign ends, Ava will continue reaching San Joaquin County residents through ongoing brand awareness and customer engagement efforts.





Draft Minutes
Community Advisory Committee
June 15, 2026
6:00 pm

In Person:
Board Room
Ava Community Energy
1999 Harrison St, Ste 2300
Oakland, CA 94612

Or from the following remote locations:
4563 Meyer Park Circle, Fremont, CA 94536
1234 W Oak St, Stockton, CA 95204
2277 Pyrenees Ave., Stockton, Ca 95210

Via Zoom:
<https://us02web.zoom.us/j/84794506189>

Or join by phone:
Dial(for higher quality, dial a number based on your current location):
US: +1 669 900 6833 or +1 346 248 7799 or +1 253 215 8782 or +1 929
205 6099 or +1 301 715 8592 or +1 312 626 6799 or 877 853 5257 (Toll Free)
Webinar ID: 847 9450 6189

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation to participate in this meeting, or who have a disability and wish to request an alternative format for the meeting materials, should contact the Clerk of the Board at least 2 working days before the meeting at (510) 906-0491 or cob@avaenergy.org.

If you have anything that you wish to be distributed to the Committee, please email it to the clerk by 5:00 pm the day prior to the meeting.

C1. (0:042) Welcome & Roll Call

Present: Members: Bierce, Riley, Edmunds, Swaminathan, Lakshman, DeFranco, Harper, Raj, Roberts, Vice-Chair Balkissoon and Chair Souza
Not Present: Members: Halaufia and Knodt

Member Lakshman joined the meeting at 6:15pm.

C2. Public Comment

This item is reserved for persons wishing to address the Committee on any Ava Community Energy-related matters that are not otherwise on this meeting agenda. Public comments on matters listed on the agenda shall be heard at the time the matter is called. As with all public comment, members of the public who wish to address the Committee are customarily limited to two minutes per speaker and must complete an electronic [speaker slip](#). The Committee Chair may increase or decrease the time allotted to each speaker.

(3:09) Public Comment - Jim Lutz, former CAC member, urged that the Community Advisory Committee be involved early in Ava's local development planning process and upcoming local development workshop. He stated that early CAC participation and community input would help inform long-term planning and improve the effectiveness of local development initiatives.

(5:41) Public Comment - Jessica Tovar spoke about the importance of continued community engagement in Ava's local development efforts and highlighted the Community Advisory Committee's role in advising on energy and investment decisions.

C3. (7:56) CAC Chair Report

Chair Souza reported on the May 18, 2026 Board of Directors meeting and related activities, and answered questions from the Committee.

There were no speakers for public comment.

C4. (8:17) Minutes from April 13, 2026 and May 18, 2026 meetings

There were no speakers for public comment.

Vice-Chair Balkissoon motioned to approve the minutes. Member Bierce seconded the motion, which was approved 9/0/1/0/3

(yes/no/abstain/recuse/not present):

Yes: Members: Bierce, Riley, Edmunds, Swaminathan, DiFranco, Harper, Raj, Roberts and Chair Souza

No: none

Abstain: Vice-Chair Balkissoon

Recuse: none

Not Present: Members: Lakshman, Halaufia and Knodt

C5. (28:47) FY 2026-2027 Annual Budget (BOD Action Item)

Approve the next fiscal year budget

Senior Finance Manager Jason Bartlett presented the proposed FY 2026–2027 annual budget and answered questions from the Committee.

Public Comment

(1:47:22) Jenna Rafia-Yuan

(1:49:41) Avi Wong

(1:51:49) Jessica Tovar

(1:55:19) Alice Sung

Four speakers urged the Community Advisory Committee to recommend restoring funding to the Local Development Fund, including replacing the previously removed \$10 million, and expressed concern that allocating no new funding would weaken Ava's long-term local development efforts. Speakers spoke in favor of directing investments toward equitable community programs, resilience, workforce development, grants for community organizations, and clean energy initiatives that benefit underserved communities.

- 1. Vice-Chair Balkissoon moved to approve the FY 2026–2027 Annual Budget contingent on restoring the \$10 million to the local development fund that was removed in December 2025. Member Bierce seconded the motion, which was approved 11/0/0/0/2 (yes/no/abstain/recuse/not present):**

Yes: Members: Bierce, Riley, Edmunds, Swaminathan, Lakshman, DiFranco, Harper, Raj, Roberts, Vice-Chair Balkissoon and Chair Souza

No: none

Abstain: none

Recuse: none

Not Present: Members: Halaufia and Knodt

- 2. Member Bierce moved to recommend the development of a policy establishing a a minimum dollar amount for local development plus some percentage of net revenues for local development every year. The motion was seconded by Member DiFranco, and was approved 11/0/0/0/2 (yes/no/abstain/recuse/not present):**

Yes: Members: Bierce, Riley, Edmunds, Swaminathan, Lakshman, DiFranco, Harper, Raj, Roberts, Vice-Chair Balkissoon and Chair Souza

No: none

Abstain: none

Recuse: none

Not Present: Members: Halaufia and Knodt

C6. (2:43:30) Rosenberg's Rules of Order (CAC Informational Item)

Review Rosenberg's Rules of Order

***Chair Souza** announced that the review of Rosenberg's Rules of Order would be deferred to the July 2026 meeting.*

C7. (2:46:43) CAC Member and Staff Announcements including requests to place items on future Community Advisory Committee Meeting Agendas

Chair Souza recognized former CAC member Jim Lutz and presented him with a token of appreciation from the Committee for his ongoing engagement.

Member Brodie Roberts requested that the topic of small community organization grants be placed on a future agenda. Chair Souza suggested this topic could be the subject of an ad hoc committee, and Member Roberts indicated interest in leading that effort. The Committee discussed forming an ad hoc to explore small grants structure and policy, with the understanding that this would be formally agendized at a future meeting.

Jessica Tovar (Local Clean Energy Alliance) announced a Resilience Hub Workshop to be held on June 25, 2026 at Glad Tidings Church in South Hayward, funded by Ava Community Energy and co-hosted by the Local Clean Energy Alliance, Emerald Cities Collaborative, and the City of Hayward.

Member Brodie Roberts announced a community meeting hosted by Coalition No Coal in Oakland on June 25, 2026 at 7:00 PM at La Peña Cultural Center in Berkeley, focused on informing the public about federal funding directed toward coal operations in Oakland.

Clerk Bankhead reminded members that all written public comment would be placed in the public comment Box folder at <https://app.box.com/v/avapubliccomment>. Members were encouraged to keep that folder favorited and open during meetings.

C8. (2:56:27) Adjourn

The meeting was adjourned at 8:59pm.

The next Community Advisory Committee meeting will be held on Monday, July 13, 2026 at 6:00 pm.

6/15/26 – Ava Community Advisory Committee
AI Generated Courtesy Summary - not official minutes
This summary has not been reviewed for accuracy

June 15, 2026, 6:00 PM

C1. Welcome & Roll Call

Chair Lorraine Souza called the Community Advisory Committee meeting to order at 6:03 PM on Monday, June 15, 2026, at Ava Community Energy headquarters, 1999 Harrison Street, Suite 2300, Oakland, California. Chair Souza noted that members of the public wishing to comment could use the raise hand function in Zoom or dial star 9 if joining by telephone.

Board Clerk Adrian Bankhead conducted the roll call. Members Lachman and Halufia were absent or did not respond. A quorum was confirmed.

Present: Member Beers, Member Riley, Member Evans, Member Swaminathan, Member De Franken, Member Harper, Member Raj, Member Ray, Member Roberts, Vice Chair, Chair Lorraine Souza

Absent: Member Lachman, Member Halufia

C2. Public Comment

Two members of the public provided comment during the general public comment period.

Jim Lutz, identifying himself as an Ava Community Energy customer and former CAC member, urged the Committee to ensure it is included early in Ava's local development planning process, which had been discussed at recent executive and legislative committee meetings. He emphasized that the CAC is specifically constituted to advise staff on local development issues and that early community input is critical to avoid problems that could otherwise be mitigated before the planning process advances too far. He noted that the local development plan would guide Ava's direction for the next five to ten years.

Jessica Guadalupe Tovar of the Local Clean Energy Alliance reiterated her organization's commitment to community choice energy as a racial justice issue and stressed the importance of the public having a meaningful say in how energy dollars are invested. She highlighted the value of the community advisory governance structure and called for investments that create clean energy jobs, reduce pollution, and open the clean energy economy to historically excluded communities. She invited new members to contact her at jessica@localcleanenergy.org.

No additional public comment was received online or by telephone.

C3. CAC Chair Report

Chair Souza provided a summary of key items discussed at the most recent Ava Board of Directors meeting, held two days prior.

Cal CCA Conference: Ava was prominently represented at the California CCA conference, held in Sacramento. CEO Howard and staff members Maria Fontenot, Dan Buraldi, and Dominic Prias participated as speakers. Multiple board members also attended. The conference was reported as a significant and successful event showcasing the benefits of CCAs.

San Joaquin County Launch: Howard reported that San Joaquin County service has been brought online, covering approximately 92 percent of the region. Work on solar customers remains ongoing due to the additional complexity of those accounts.

Power Charge Indifference Adjustment (PCIA): Chair Souza provided background on the PCIA, the mechanism by which PG&E recovers stranded costs from its legacy generation portfolio when customers depart to CCAs. The PCIA was unexpectedly extended by the CPUC last year, creating significant budget pressure for Ava. Ava's legislative team is pushing back, seeking verification of the value of PG&E's underlying resources. Chair Souza noted that members will frequently hear references to PCIA, market price benchmarks (MPB), and brown power in the context of Ava's finances.

Budget Update: Chair Souza noted that Ava's financial outlook has improved significantly. The originally projected \$150 million shortfall was substantially reduced due to PG&E's rates not falling as sharply as anticipated and favorable market conditions. The GASB 62 rate stabilization fund is being used to normalize the budget. Total reserves stand at approximately \$330 million, with \$162.5 million in the rate stabilization fund untouched and approximately \$83 million allocated across community and local development programs, including resiliency hubs, an e-bike program, and electrification initiatives.

Integrated Resource Planning (IRP): Chair Souza briefly described the CPUC's IRP process, which assesses whether Ava can supply sufficient electricity at peak demand while staying within emissions limits. She noted that Ava's emission factor has already dropped from 577 (in 2022) to 455 (in 2024), and that geothermal energy has emerged as a potentially attractive option in Ava's modeling.

San Leandro Default Rate Change: The City of San Leandro has requested that its default enrollment tier be changed from Renewable 100 to Bright Choice, in contrast to communities like Fremont, which have opted for a Renewable 100 default.

Chair Souza also reminded members of the importance of connecting with their respective Board representatives and briefly introduced the concept of ad hoc committees. Clerk Bankhead clarified that ad hoc committees are informal working groups of fewer than a quorum of members, convened for a limited time to research a specific question, and are not public meetings subject to noticing or recording requirements.

C4. Minutes from April 13, 2026 and May 18, 2026 meetings

Clerk Bankhead noted that a minor spelling correction had been made to the minutes of a prior meeting and that the corrected version had been posted to the public meetings page and included in members' agenda packets. One member noted for the benefit of newer members that two sets of minutes exist: the clerk's abbreviated record and a more detailed AI-assisted summary. A member abstained from the vote, citing non-attendance at the prior meetings.

A motion to approve the minutes of the April 13, 2026 and May 18, 2026 Community Advisory Committee meetings was made by Chair Souza and seconded by Member Bierce. The motion carried, with one abstention.

C5. FY 2026-2027 Annual Budget (BOD Action Item)

Senior Finance Manager Jason Bartlett presented the proposed FY 2026–2027 annual budget, which is scheduled for Board of Directors approval on Wednesday, June 17, 2026. The budget had previously been reviewed by the Executive Committee, the Finance Administrative and Procurement Committee, and presented in draft form to the Board in May.

Current Year (FY 2025-2026) Context: The current fiscal year, which began with a projected \$150 million deficit, is now expected to close with approximately \$80 million in net revenues. This improvement resulted from PG&E's rates not declining as sharply as feared following its ERA filing of May 15, 2026, along with other favorable market developments.

Revenue Outlook: Energy prices continue to soften, and Ava's generation rates for the next fiscal year are projected to decline approximately 11 percent — a benefit for ratepayers. The CPUC's Track 1 PCIA reform is considered to be at steady state for FY 2027, with no additional PCIA changes currently anticipated for the budget year, though Tracks 2 and 3 remain in scoping and present future uncertainty. Approximately \$24 million from the rate stabilization fund (GASB 62 deferred revenues) will be drawn upon to keep the budget at or near breakeven.

Energy Costs and Operations: Energy operations represent approximately 94 percent of total expenses. Despite higher load, total energy costs are projected approximately 7.4 percent lower than the prior year, reflecting softer energy prices. Long-term power purchase agreements (PPAs), hedges, and resource adequacy contracts form the basis of Ava's supply portfolio. Staff noted that approximately 40 percent of supply remains in an open (unhedged) position, partly by design to provide a natural hedge against PCIA movements, with hedging ramping up as delivery months approach.

Overhead and Personnel: The budget includes five new FTE hires, with two previously approved positions having been deferred. Overhead categories include personnel, marketing and communications, legislative and legal services, professional services, and general and administrative expenses. Bartlett noted a reclassification of approximately \$1.7 million in credit facility interest costs from non-operating to operating expenses due to an accounting treatment change under GAAP.

Local Development Fund: VP of Local Development JP Ross presented the status of the local development fund. The current balance stands at approximately \$83.6 million, of which approximately \$69.4 million is earmarked for specific programs. No new funding contribution to the local development fund is proposed in the FY 2027 budget. The \$12 million planned for FY 2027 spending will commit Ava to approximately \$29 million in additional future obligations. Key programs include AVACharge (EV fast charging), smart home battery, smart home charging, building electrification, and community grants. Ross noted that enrollment-based programs are difficult to forecast given the volatility of customer participation rates. Member Swaminathan raised the presentation concern that the \$0 budget line for local development funding may be misleading to the public, and suggested either rewording the line item or adding clarifying language, such as "contribution to the local development fund." Bartlett acknowledged the feedback and committed to raising it with the leadership team ahead of the Board meeting.

Reserves and GASB 62: The reserve fund balance is approximately \$330.8 million, representing 39.2 percent of projected next-year operating expenses, within the board-approved range of 25 to 75 percent (target: 50 percent). The rate stabilization fund holds \$162 million in deferred revenues. Bartlett confirmed that approximately \$18–19 million from the rate stabilization fund will be recognized to offset the forecasted budget deficit and stabilize customer rates.

Five-Year Forecast: A new directional five-year forecast was presented, projecting modest net revenue growth in subsequent fiscal years, contingent on no material changes to PCIA methodologies, stable market conditions, and continued load growth.

Member Questions and Discussion: Committee members asked substantive questions covering a range of topics, including: the volatility of the energy price forward curve; the timeline and spend-down trajectory of local development fund earmarks; the relationship between electrification program enrollment and revenue impacts; the basis for and governance of reserve fund policies; the structure of the waterfall allocation process for surplus revenues; and the rationale for holding reserves rather than returning funds to ratepayers or programs. Bartlett and Ross provided detailed responses. Kelly Birdwell Brezovec, Senior Director of Account Services, referenced the updated Financial Reserve Policy approved January 20, 2021, available on the Ava Community Energy website, as the governing document for reserve management. Member Thomas Edmunds inquired whether El Niño conditions had been factored into energy price models; Bartlett acknowledged this as a source of forecast uncertainty.

Public Comment on Agenda Item C5: Four members of the public spoke during the public comment period for this agenda item.

Jenna Rafia-Yuan called on the CAC to recommend the Board allocate a meaningful contribution to the local development fund for FY 2026–2027, arguing that without new funding the remaining balance can only support existing commitments for a limited time and that many current programs remain inaccessible to low-income community members.

Avi Wong of the People's Clean Power Alliance supported prioritizing local development funding, cautioning against the \$0 allocation setting a concerning precedent. He recommended the CAC advocate for net revenue contributions to the local development fund, for expanded mid-sized community grants (in the \$50,000–\$100,000 range), and for exploring creative financing mechanisms such as social impact bonds and revolving funds.

Jessica Guadalupe Tovar of the Local Clean Energy Alliance underscored that not only is no new money being added to the local development fund, but that the Board's December 2025 vote also removed \$10 million that had previously been allocated. She characterized the \$0 line item alongside increased marketing expenditures as

"insult to injury" and urged the CAC to press the Board to do more, citing the need for capacity grants to support grassroots organizations, particularly in the context of disaster resilience.

Alice Sung of Green Bank Associates called on the CAC to explore restoring at least the \$10 million removed in December 2025, pointing to the improved budget outlook presented that evening, including the reduction of the expected deficit, the improved PCIA trajectory, and the significant interest income generated by Ava's holdings.

CAC Action — Motion 1: Restore \$10 Million to Local Development Fund

Following public comment, discussion turned to the December 2025 Board decision to remove \$10 million in unearmarked local development funds as part of deficit mitigation measures. Several members expressed the view that, given the substantially improved financial outlook, the CAC should recommend restoration of those funds. Bartlett confirmed that it would be technically feasible to restore the funds, for instance from rate stabilization fund savings, and that any such action would be a Board decision. A member noted that doing so was consistent with Ava's obligations as a Joint Powers Authority committed to community benefit.

A motion to recommend that the Board approve the FY 2026–2027 budget contingent upon the restoration of the \$10 million that was removed from the local development fund in December 2025, with the basis being that the GASB 62 rate stabilization fund draw has been reduced by approximately \$14.2 million due to the improved financial outlook, was made by a Committee Member and seconded by a Committee Member. The motion carried unanimously.

CAC Action — Motion 2: Draft Surplus Allocation Policy Framework

Member Katharine Bierce raised a broader concern about the absence of a consistent, written policy governing how net revenues are allocated among reserves, local development, and customer bill relief. Several members expressed concern that the absence of such a framework results in ad hoc decisions that can disadvantage community programs when budgets are tight. Bartlett acknowledged that while operational prudence generally guides a waterfall approach — working capital first, then rate stabilization, then reserve replenishment, then local development, then customer credits — no explicit written rubric exists. He suggested the CAC recommend that some defined percentage of net revenues be allocated to local development as a consistent policy. Member Swaminathan proposed the addition of a minimum floor amount, independent of net revenue volatility. The Committee agreed that both a minimum base and a percentage of net revenues should form the structure of any future policy.

A motion to recommend that the Board direct staff to develop a surplus allocation policy framework that establishes a minimum annual dollar amount for the local development fund plus a percentage of net revenues to be allocated to local development on a yearly basis, with the floor amount and percentage to be determined by the Board, was made by Member Katharine Bierce and seconded by Member Rachel DiFranco. The motion carried unanimously.

C6. Rosenberg's Rules of Order (CAC Informational Item)

Chair Souza announced that, due to the time expended on the budget item, the review of Rosenberg's Rules of Order would be deferred to the July 2026 meeting. Members were asked to obtain a copy of the rules from the Box folder circulated by Clerk Bankhead and to review them in advance of the next meeting. Clerk Bankhead noted he would recirculate the folder link and was developing a simplified, easy-to-remember URL for the CAC's shared materials.

C7. CAC Member and Staff Announcements including requests to place items on future Community Advisory Committee Meeting Agendas

Chair Souza recognized former CAC member Jim Lutz and presented him with a token of appreciation from the Committee for his ongoing engagement, including attending the Cal CCA conference at his own expense. Lutz expressed that, based on the evening's discussion, he felt Ava is in good hands.

Future Agenda Items: Member Brodie Roberts requested that the topic of small community organization grants be placed on a future agenda, noting it had been raised both in public comment and in Member Bierce's original motion language. Chair Souza suggested this topic could be the subject of an ad hoc committee, and Member Roberts indicated interest in leading that effort. The Committee discussed forming an ad hoc to explore small grants structure and policy, with the understanding that this would be formally agendaized at the next meeting.

Announcements:

Jessica Tovar announced a Resilience Hub Workshop to be held on June 25, 2026 at Glad Tidings Church in South Hayward, funded by Ava Community Energy and co-hosted by the Local Clean Energy Alliance, Emerald Cities Collaborative, and the City of Hayward. She invited CAC members to attend and to share information with resilience hub organizations in their communities.

Member Brodie Roberts announced a community meeting hosted by Coalition No Coal in Oakland on June 25, 2026 at 7:00 PM at La Peña Cultural Center in Berkeley, focused on informing the public about federal funding directed toward coal operations in Oakland.

Clerk Bankhead reminded members that all public comment submitted via the Google Form during meetings, as well as written submissions, would be placed in the public comment Box folder. Members were encouraged to keep that folder favorited and open during meetings. A member raised the question of how to share informational articles with the broader Committee without violating the Brown Act; Clerk Bankhead suggested either routing such materials through the Chair's report as an agenda item or submitting them as public comment for the shared folder.

C8. Adjourn

Chair Souza adjourned the meeting at 8:59 PM. The next Community Advisory Committee meeting is scheduled for Monday, July 15, 2026 at 6:00 PM.



CAC Item C5
Staff Report Item 16

To:	Ava Community Energy Authority
From:	Brett Wiley, Program Manager
Subject:	Authorizing CEO to negotiate and execute an Amendment to the Consulting Services Agreement with Aptim to extend and expand the Ava Bike Electric Program
Date:	July 15, 2026

Summary/Recommendation

Adopt a Resolution authorizing the Chief Executive Officer to negotiate and execute an Amendment to the Consulting Services Agreement (“CSA”) with Aptim to extend the Ava Bike Electric Program through 2027.

Financial Impact

Increases the not to exceed (“NTE”) for the CSA by \$2,000,000, for a total NTE of \$12,000,000. The initial program funding consists of \$6,000,000 from Ava and \$4,000,000 from a grant by the Alameda County Transportation Commission, and the initial program funding is expected to be fully utilized by December 2026. The additional funding of \$2,000,000 will utilize Board-approved but unspent and uncommitted Vehicle Electrification program funds, which currently total \$3.6 million.

Analysis and Context

The Ava Bike Electric Program (“Ava Bike Electric” or “Program”) smooths the path to shift commutes, errands, outings, and recreation to clean electric transportation without increasing road congestion. Ava’s Program is the largest e-bike program in the U.S., along with the City of Portland. Since launching last July, it has been Ava’s most popular program in agency history with over 26,000 eligible applicants and 5,783 e-bikes purchased as of May 2026.

Program interest has been rising with the past 4 months having more than 2x the number of applicants (avg ~3,500/month) compared to Aug 2025 to Feb 2026 (avg ~1700/month). Ava co-hosted an e-bike test and ride event on June 27 attended by 500+, exceeding expectations. Program interest and rebate redemption are throughout Ava’s service area. Participation is fairly proportional to the percentage of residential accounts in most jurisdictions served by Ava in Alameda County. There is growing participation within our four San Joaquin County jurisdictions, aided by Ava’s targeted marketing efforts, as evidenced by over 1,800 applicants and over 330 rebate redemptions but has lagged behind Alameda County likely due to differences in biking access from more sparse biking infrastructure and far fewer local businesses that sell e-bikes.

Ava Bike Electric educates and engages our community on e-bikes and biking with local partners. Participants 18 years and older apply to be entered in a random selection for a rebate that can be used at point-of-sale at one of our local, participating brick-and-mortar bike shops in Alameda and San Joaquin counties. All eligible e-bikes meet industry standards, have UL certified batteries, and require pedal assistance. E-motorcycles are not allowed in the Program. Income-qualified customers (e.g. residents living in a household on Ava’s CARE or FERA rate) receive at least 40% of the incentive budget, get a larger e-bike rebate as well as a safety equipment rebate to be used on helmets, locks, & lights. 86% of the Program budget goes directly to customers through incentives through e-bike & safety equipment rebates. Rebates typically don’t cover the full cost of the e-bike, and even when they do, the participant still must pay sales tax. Ava sends a survey 30 days after someone gets their e-bike, and also surveys participants who do not redeem their rebate to understand and improve Program participation and satisfaction.

The additional proposed funding would mean an estimated 1,600 new e-bikes purchased by participants – 656 of those from income qualified participants - while keeping all existing program rules and assumptions the same.

The Program has increased affordability and access to clean, electric transportation, as 96% of surveyed participants said the rebate was the primary reason they bought an e-bike. The Program is making e-bikes more accessible and reducing upfront costs for participants while also investing in local businesses. Every \$1 in rebates redeemed by a participant has resulted in \$1.71 in new sales for 31 local, brick-and-mortar bike shops, which in turn contribute to local tax revenue.

After the first month with their new e-bike, participants were averaging 58 miles of biking, while 62% reported driving less and 89% biking more. The Program has shown a high impact in mode

shift, reducing Vehicle Miles Traveled, and increasing equitable access to active transportation, directly contributing to our local jurisdictions' Climate Action Plans (CAPs)¹, while bridging delivery gaps noted in those CAPs with a scaled solution and measurable outcomes.

The Program has also elevated Ava's brand awareness and customer satisfaction. The Program webpages represent 3 of the top 4 most visited pages on Ava's website, with 83,800 new users visiting Ava's website since launch. During that same time, Ava's customer satisfaction scores have increased from 62% to 73%, while not entirely from Ava Bike Electric, 65% of all positive sentiments are directly attributed to the Program.

Ava Bike Electric is currently on track to end in December 2026 as planned. Ava is currently developing a customer programs roadmap, which is underway and will not be completed by December 2026. Extending Ava Bike Electric continues a popular program and advances the transition to clean electric mobility options for our customers. A 12-month extension is a short-term bridge to meet ongoing & rising Program demand in parallel with completion of the customer programs roadmap to strategically research, design, & plan our transportation electrification programs beyond 2027.

This extension will add time to the Program so that the team can coordinate a thoughtful wind-down in partnership with participating bike shops so that the end of the Program and associated reduction in sales do not negatively impact participating bike shops.

Funding Request and Budget Source:

There is flexibility in the budget allocated for this Program extension. Staff recommends adding \$2 million to the Program, as this would allow the Program to extend for an additional year at a lower but reasonable run rate that responds to applicant demand and that local bike shops can easily support while supporting them with a longer window to stabilize their businesses before the program winds down. The proposed \$2M extension would generate approximately \$3.4M in additional revenue to local bike shops, supporting local jobs. If Ava is to increase funding, the minimum recommended budget is \$1.5 million, since administrative fees would increase if the budget fell below this amount, thereby reducing the value delivered directly to customers. Alternatively, the Board could authorize additional funding, with staff recommending a cap of \$3 million based on the available Vehicle Electrification funds.

Ava has over \$83 million allocated to the Local Development fund, as reported to the Board at the Board meeting on June 17, 2026. Staff recommends using \$2M of the un-earmarked vehicle electrification balance of \$3.6 million to extend the Bike Electric Program. This proposal would not draw funding from other categories, like Building Electrification, that Ava plans to utilize to support heat pump water heater market development. We recognize that there are many ways Ava could use these approved yet un-earmarked funds towards vehicle electrification Programs.

¹ Analysis derived from Berkeley, Hayward, Dublin, Oakland, San Joaquin County, San Leandro, Union City, Pleasanton, & Fremont CAPs. Each CAP calls for mode shift, reduced driving, increased biking, & equitable access.

However, staff capacity is limited over the next year to develop and launch new initiatives, which will also require direction from the customer programs roadmap that is under development. Therefore, staff proposes to continue this existing, successful program while we develop the customer programs roadmap.

Draft Budget: Local Development Fund Balance*

	Program Area	Balance	Earmarked
	Local Development	\$2,800,000	\$2,600,000
BE+EE	Building Electrification	\$14,600,000	\$8,500,000
	Building Efficiency Accelerator	\$1,300,000	\$1,000,000
TE	Vehicle Electrification	\$8,100,000	\$4,500,000
	Ava Charge	\$15,900,000	\$15,900,000
	Bike Electric	\$2,200,000	\$2,200,000
	SmartHome Charging	\$5,700,000	\$1,700,000
Resilience	Critical Municipal Facilities (CMF)	\$5,800,000	\$5,800,000
	SmartHome Battery	\$10,900,000	\$10,900,000
	Resiliency Hubs	\$5,600,000	\$5,600,000
BE+TE	Virtual Power Plant DERMS Platform	\$1,900,000	\$1,900,000
Grants	Community Investment Grants	\$8,800,000	\$8,800,000
	Total	\$83,600,000	\$69,400,000

[Local Development Fund Reconciliation Board Item from March 2025](#)

*Fund balance as of 1/31/26

Attachments

- A. Resolution of the Board of Directors of Ava Community Energy Authority
Authorizing the CEO to Negotiate and Execute an Amendment to the Consulting Services Agreement with Aptim for the Ava Bike Electric Program
- B. Consulting Services Agreement Amendment
- C. Presentation

RESOLUTION NO. R-2026-XX
A RESOLUTION OF THE BOARD OF DIRECTORS
OF AVA COMMUNITY ENERGY AUTHORITY AUTHORIZING THE CEO TO
NEGOTIATE AND EXECUTE AN AMENDMENT TO THE CONSULTING SERVICES
AGREEMENT WITH APTIM FOR THE AVA BIKE ELECTRIC PROGRAM

WHEREAS Ava Community Energy Authority (“Ava”) was formed as a community choice aggregation agency (“CCA”) on December 1, 2016, under the Joint Exercise of Powers Act, California Government Code sections 6500 *et seq.*, among the County of Alameda, and the Cities of Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Piedmont, Oakland, San Leandro, and Union City to study, promote, develop, conduct, operate, and manage energy-related climate change programs in all of the member jurisdictions. The cities of Newark and Pleasanton, located in Alameda County, along with the City of Tracy, located in San Joaquin County, were added as members of Ava and parties to the Joint Powers Agreement (“JPA”) in March of 2020. The city of Stockton was added as a member to Ava in September of 2022. The city of Lathrop was added as a member to Ava in October of 2023. San Joaquin County was added as a member to Ava in July 2024. On October 24, 2023, Ava legally adopted the name Ava Community Energy Authority, where it had previously used the name East Bay Community Energy Authority since its inception; and

WHEREAS Ava seeks to support the adoption of electric bikes (e-bikes) across its service area to reduce vehicle miles traveled, greenhouse gas, and particulate emissions that disproportionately impact lower income and disadvantaged communities; and

WHEREAS Ava and Aptim entered into a Consulting Services Agreement dated July 26, 2024 (“Agreement”) to implement the Ava Bike Electric Program (“Program”) and increase e-bike usage and adoption in Ava’s service area; and

WHEREAS the Program is an incentive program that provides instant rebates to help Ava customers purchase new electric bicycles from local bike shops; and

WHEREAS the Program launched on July 8, 2025 and has been Ava's most demanded program, with over 26,000 eligible applicants and 5,783 new e-bikes purchased with 29 currently participating brick and mortar bike shops in Alameda and San Joaquin counties as of May 2026; and

WHEREAS the Program was scheduled to end in December 2026; and

WHEREAS Ava desires to extend the Agreement through December 2027 to continue to support Program demand and minimize economic impact to participating bike shops; and

WHEREAS Ava and Aptim desire to update the scope of services and increase the Agreement by an amount not to exceed \$2,000,000 for a total not-to-exceed amount of \$12,000,000.

NOW, THEREFORE, THE BOARD OF DIRECTORS OF AVA COMMUNITY ENERGY AUTHORITY DOES HEREBY RESOLVE AS FOLLOWS:

Section 1. The Chief Executive Officer, in consultation with staff and legal counsel, is hereby authorized to negotiate and execute an amendment to the Consulting Services Agreement to extend the term through December 31, 2027, update the scope of services, and increase the not-to-exceed amount by \$2,000,000 for a total not-to-exceed amount of \$12,000,000.

ADOPTED AND APPROVED this 15th of July, 2026.

Betsy Andersen, Chair

ATTEST:

Adrian Bankhead, Clerk of the Board

June 2026 Amendment to the Consulting Services Agreement

Ava Community Energy Authority	Signature:	
	By:	
	Date:	
	Approval as to Form:	
	Address:	1999 Harrison Street, Suite 2300 Oakland, CA 94612
	Notice Emails (all are required):	bwiley@avaenergy.org legal@avaenergy.org
Aptim Environmental & Infrastructure, LLC	Signature:	
	By:	
	Date:	
	Notice Attn:	
	Notice Address:	12000 Brickyard Lane, Suite 202, Baton Rouge, Louisiana 70802, United States
	Notice Email:	
Agreement	Consulting Services Agreement for Services By and Between Ava Community Energy Authority and Aptim Environmental & Infrastructure, LLC originally effective as of July 26, 2024	

May 2026 template.

This Amendment to the Agreement ("June 2026 Amendment") is made by and between Ava Community Energy Authority, a Joint Powers Agency formed under the laws of the State of California ("Ava") and Aptim Environmental & Infrastructure, LLC ("Consultant") as of the date executed by Ava (the "Effective Date," above), for the purposes of amending the Agreement as set forth below.

Recitals

- I. Ava and Consultant entered into that certain Consulting Services Agreement for Services By and Between Ava Community Energy Authority and Aptim Environmental & Infrastructure, LLC dated July 26, 2024 ("Agreement"), in which the parties agreed that compensation would not exceed \$10,000,000; and
- II. Ava and Consultant now desire to amend the Agreement to add additional compensation, increasing the not-to-exceed amount by \$2,000,000, to update the scope of services, and to extend the term.
- III. Ava and Consultant wish to amend the Agreement as set forth below.

Now therefore, for good and valuable consideration, the amount and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. Subsection 3.4 is added to Section 3 of the Agreement (“Scope of Work/Compliance with Laws and Regulations”) to read as follows: “Consultant further represents and warrants that, to the best of the Consultant’s knowledge upon reasonable diligence, the Consultant has not contracted to provide Data Brokerage or Extreme Vetting services to the United States Immigration and Customs Authority since January 2025. Consultant agrees not to provide such services during the Term of the Agreement. For the purposes of this provision, (i) “Data Brokerage” means (A) the collection of information, including information about consumers, from multiple sources for the purpose of reselling that information to private-sector businesses and government agencies; and (B) the aggregation of data that was collected for another purpose from that for which it is ultimately used; and (ii) “Extreme Vetting” means data-mining, threat modeling, predictive risk analysis, or other similar service.”
2. Section 2 of the Agreement (“Term”) is amended to extend the term of the Agreement through December 31, 2027.
3. Section 6.1 of the Agreement (“Compensation and Payment”) is amended in part to increase the total compensation of the Agreement by \$2,000,000 for a total amount not to exceed \$12,000,000.
4. Section 6.2 of the Agreement (“Compensation and Payment”) is amended in part by deleting the reference to “\$8,000,000” and replacing it with “\$9,600,000.”
5. Section 14.7 of the Agreement (“Notices”) is amended in part to include Legal@avaenergy.org as a required additional recipient for Ava and to update Consultant’s contact information to Alex Scott, VP of Energy Transition, Alex.Scott@APTIM.com, and (504) 717-9171.
6. Exhibit A (“Scope of Work”) of the Agreement is replaced in its entirety by Exhibit A, attached hereto.
7. Exhibit E (“Compensation/Budget”) of the Agreement is replaced in its entirety by Exhibit E, attached hereto.
8. All other terms and conditions in the Agreement not otherwise modified by this June 2026 Amendment will remain in full force and effect.

Exhibit A**SCOPE OF WORK****Ava Bike Electric Incentive Program****Task 1: Program Establishment**

CONSULTANT will submit a program design and supporting documentation consistent with our existing, successful e-bike rebate programs. The program design may include, but is not limited to, the following components, with a launch date no later than 120 days after contract execution.

- A. **Kick-off meeting.** CONSULTANT will facilitate a kickoff meeting to establish the plan and schedule for pre-launch activities. The meeting will include the following:
 - a. **Review communication and project management approach.** This will include meeting cadence, decision making, documentation, collaboration, and communication approaches.
 - b. **Schedule overview and major milestones.** This will include a high-level, draft schedule, highlighting critical path decision, approval and deliverable dates needed to maintain the proposed timeline.
 - c. **Review rebate program process overview.** CONSULTANT will conduct a live portal demo that illustrates the core portal design configured for Ava. The demo will review the workflow of applicants and bike retailers through the portal as well as report templates that will be available to Ava and expectations for the necessary application software interface (API) to send and receive data from Ava's system. The purpose of this review will be to determine if there are any gaps or roadblocks for Ava related to the core portal design for follow up and ensure that both parties have the same expectations for data exchanges. This is a critical step since changes to the core portal design that require new coding or workflow changes will impact the proposed launch timeline and require a change order and level of effort determination.
 - d. **Introduce configuration playbook.** The playbook is used to document recommendations and approved decisions for all necessary program design attributes. The attributes to be reviewed and defined include all portal attributes related to the portal experience, workflow and rules.

The goal of the playbook exercise and documentation is to define the program such that design documentation and development may proceed in a timely manner. To manage change control and maintain program schedule, approved decisions within the playbook will be considered final.

Changes to previously approved decisions or requested design attributes that require significant solution engineering may lead to a change control process where scope, schedule and cost impacts will be reviewed, options considered and agreed upon prior to implementation. CONSULTANT and Ava will work closely and transparently to resolve any such barriers.

B. Finalize program portal configuration. CONSULTANT will work with Ava to review portal configurations, program attributes and data exchanges through the use of APIs. Once Ava approves these configurations, a workflow validation session will review the end-to-end applicant and bike retailer experience for final approval of configurations. Final decisions and approvals will be critical to maintaining the launch schedule. Activities will include:

- a. **Finalize applicant participation rules, product eligibility definitions and recommended terms & conditions (T&Cs).** CONSULTANT will provide these for review and approval by Ava.
 - i. Participant rules will include information for applicants that define key process requirements, timelines for completing a valid application and redeeming a rebate for a qualifying e-bike with a qualified bike retailer.
 - ii. Clear product eligibility definitions of bike types and equipment types eligible for rebates.
 - iii. CONSULTANT will provide a draft of participant terms and conditions for Ava's review and approval of the terms and conditions document that each applicant must electronically sign to participate in the program. CONSULTANT legal will be required to approve any changes suggested by Ava.
 - iv. Update existing Agreements for customers, e-bike manufacturers, and e-bike retailers to account for any changes in the program implementation model (PIM) and their ability to participate in the program
- b. **Finalize bike retailer participation rules, eligibility guidelines and recommended terms & conditions (T&Cs).** CONSULTANT will provide these for review and approval by Ava.
 - i. Bike retailer rules will include information for bike retailers that define qualification requirements, transaction requirements, and timelines for becoming qualified and redeeming a rebate for a qualifying e-bike with an applicant.
 - ii. CONSULTANT will provide bike retailer eligibility guideline recommendations on acceptable documents to qualify for participation, applying definitions provided by Ava. Upon Ava's review and approval, these will be finalized into the program design.

- C. **Engage, contract, and manage relationships with manufacturers and local e-bike retailers.** Engage all publicly known bike shops in Ava's service area on the program with the goal of 22 shops contracted ahead of the launch that reflects the geographic diversity of Ava's service area. Ongoing engagement and contracting with additional bike shops through the duration of the program, including in new member communities ahead of their launch into Ava's service. Ongoing training of retailer staff and evaluating that participating providers are meeting program requirements, including incentive verification and on-site signage, will be conducted.
- D. **Create portal workflow validation.** Once all configuration decisions have been made and approved, CONSULTANT will review and finalize for final approval by Ava. Upon approval, this will be the source document for the implementation of all configurable elements of the portal and operations.
- E. **Validate program design.** We will review the program design to ensure it meets required specifications.
- F. **Provide marketing review and experience-based knowledge to assist Ava's marketing team.** Review and provide suggestions to assist Ava Marketing Team's development of marketing materials for the E-Bike program, leveraging CONSULTANT experience from other successful programs.
- G. **Finalize bike retailer requirements and registration.** CONSULTANT will prepare materials and lead bike retailer recruitment and training, while providing guidance for Ava and other stakeholders to support this effort. Ava may utilize these materials and integrate them into Ava's website's landing page for the program to provide access to the bike retailers.
 - a. **Conduct bike retailer enrollment.** Open and monitor bike retailer enrollments on the portal. Approve or provide feedback to bike retailers upon receipt of their registrations.
 - b. **Develop bike retailer instructions.** Develop clear instructions for bike retailers to access, enter information and use the rebate administration portal in a training presentation in PowerPoint to be uploaded to Ava's website. Additionally, develop a one-page reference document for bike retailers to utilize at the point of purchase to remind them of requirements to complete a rebate redemption properly.
 - c. **Conduct bike retailer webinar.** Deliver one live kick-off webinar presenting the retailer instructions PowerPoint to retailers. This webinar will be recorded and uploaded to Ava's website to provide ongoing access to bike retailers. This webinar will also be provided on the program portal, together with the training presentation. Future webinars will be conducted ahead of the launch of meaningful program changes.

- d. **Create applicant and retailer contact plan.** Advise Ava and other stakeholders on how to recruit approved bike retailers and participants. This will include development of a recommended outreach timeline and email templates to, if necessary, be sent by Ava to retailers.
- H. **Develop and implement automated email participant communications during the customer journey.**
 - a. Provide a participant communications plan for Ava approval aligned with the customer journey to ensure a participant receives key information and reminders at key stages in the journey. CONSULTANT owns all participant communication after a participant is deemed eligible through the second to last stage of a customer journey pathway, while Ava owns participant communication at all other stages.
- I. **Advise Ava's Marketing team about:**
 - a. Transfer relevant knowledge from previous programs to educate Ava marketing team on program communication and marketing best practices, both to drive demand and manage expectations with stakeholders
 - b. Understanding interest and participation volume expectations for marketing campaign deployment that aligns with program goals and bike retailer capacity
 - c. Benchmarks to determine whether marketing channels are performing as intended from peer programs
 - d. Uncovering unique channels to engage potential Ava Bike Electric participants
 - e. As requested, provide feedback on Ava developed marketing material within five (5) business days of receipt
 - f. Marketing acumen that could contribute to performance of marketing activities, conversion rates, and appropriately setting expectations for a high demand program
 - g. Regular meetings (weekly in the two months prior to launch and one per month after. Can be adjusted after this point by mutual agreement) to review and align marketing activities, customer support and feedback, and program performance.
- J. **Update Program Implementation Manual.** CONSULTANT to update the existing PIM to ensure it is consistent with program designs and contains the following information:
 - a. Rules and requirements for program customers, vendors, and other participants. This includes in-store signage and training requirements for participating retail locations.
 - b. Mitigation plans for the unauthorized reselling of e-bikes
 - c. Process for returned incentive funds
 - d. Incentive Program oversubscription and wait lists
 - e. Customer Journey

- f. Customer segmentation analysis
- g. E-bike technical specifications
- h. Qualified Product List (QPL)
- i. Program Participation Agreements and T&Cs
- j. Eligible e-bikes on Qualified Product List (“QPL”) – ongoing updates, especially considering UL standards. Data to be tracked and reported to Ava.
- k. Data Exchange Methods and Protocols (APIs)

Task 2: Configuration of the Rebate Administration Portal

Configure CONSULTANT’s proprietary application system, to match the configuration requirements and funding streams for the program. CONSULTANT assumes this program will make use of pre-configured, existing program layouts, workflows, rules, dashboards, survey tools, design materials, and reporting dashboards; pricing is based upon use of the existing designs, program, and design materials, reporting templates and program parameters.

- A. **Configure the program portal.** Prepare and test an online portal to allow qualified participants to apply for vouchers. The portal will:
 - a. Ensure each budget stream remains within required limits
 - b. Make available a customer portal that’s accessible on a desktop and mobile device (iOS and Android) and create a point-of-sale e-bike incentive that uniquely applies to an eligible participants’ purchase and subsequently redeemed by a bike retailer. Ideally, the incentive would be universally applied to any participating bike shop.
 - c. Allow for follow up if applications are deemed incomplete
 - d. Allow for random selection of participants
 - e. Issue a Standard or California Alternate Rates for Energy (CARE)/Family Electric Rate Assistance Program (FERA) incentive voucher via random selection to purchase a standard, cargo, or adaptive e-bike for purchase at a participating retailer
 - f. Upon approval, email the participant a voucher code to approved participants that can be redeemed at approved e-bike retailers
 - g. Utilize google translate function to offer translations of portal screens to users
 - h. Provide an online mechanism to allow bike retailers to determine if vouchers are active
 - i. Provide an online mechanism to allow retailers to submit voucher redemption requests for payment processing
- B. **Provide program introduction content.** Create landing page content (text and hyperlinks) for program based upon brand requirements on Ava’s website that will direct

residents and approved retailers to CONSULTANT's application portal. Ava will integrate this content into its website.

Task 3: Establish a Customer Service Help Desk

CONSULTANT will establish a dedicated program email address and inbox. CONSULTANT will provide contact center staffing to respond to applicant and bike retailer emails and phone calls.

- A. **Establish contact center email and phone number.** Create a dedicated phone number and email address to assist with applicant and bike retailer questions. Available during participating bike shop hours to reduce the likelihood that contacts will reach a non-response, with available hours as defined below.
- B. **Manage phone and email inquiries.** CONSULTANT will review and respond via phone and email to applicants in a first come-first served basis, with an objective to respond to and resolve applicant and bike retailer questions, issues and/or barriers to participation as quickly as possible per Exhibit E. Customer Service representatives will be available 9am-5pm PST, Monday to Friday and able to handle calls and emails in English, Spanish, and Simplified Chinese.
- C. **Escalate complex email inquiries as needed.** CONSULTANT may escalate customer or bike retailer inquiries to Ava, with recommendations, in cases where the resolution is not clear based on program rules or may require special consideration.
- D. **Direct customer response.** In some cases, if more convenient than email-only communication, CONSULTANT contact center staff may work to resolve customer or bike retailer emails by phone.
- E. **Document process.** Provide Ava with the process to document customer issues, escalations, and resolutions for CONSULTANT to resolve.

Task 4: Rebate Application Processing

CONSULTANT will establish dedicated staff to actively review submitted rebate redemptions from bike retailers (with adequate time to ensure payment within 15 business days). These staff will review and respond to applicants with scripted or customized feedback to assist their progress through the rebate redemption processes. CONSULTANT processing staff will:

- A. **Notifications.** Notify applicants of status once a voucher has been issued.
- B. **Review rebate redemption requests.** Review rebate redemptions submitted by bike retailers to confirm program requirements are met. When requirements are met, notify the bike retailer and process payment to the bike retailer for payment within 15 business days. When requirements are not met, notify the bike retailer and advise on how to meet the requirements within 2 business days.

- C. **Monitor and manage rebate approvals and redemptions.** Continuously assess the number of rebates approved and redeemed to help ensure the budgets are not exceeded or at risk.

Task 5: Rebate Distribution

CONSULTANT will distribute rebate payments to bike retailers in accordance with the approved program design. Tasks will include:

- A. **Issue rebate checks.** Paper rebate checks will be sent to bike retailers. These retailers will have the option to enroll for electronic payment (ACH) for faster receipt of checks. Printed materials, including but not limited to stationery and paper checks related to the Incentive Program shall bear the desired program or Ava's logo, to be provided to CONSULTANT. Use of the logo is limited to the e-bike Incentive Program.
- B. **Issue 1099s.** CONSULTANT will be responsible for issuing 1099s to bike retailers.

Task 6: Reporting and Database

Administer the program, track, and analyze key metrics, and report program budgets and status.

- A. **Conduct ongoing Administration.** Provide ongoing management of the program and coordination with Client in the following:
 - a. Schedule, facilitate, lead, and report out from weekly project management meetings with Ava during the Start Up Phase and no less than bi-weekly project management meetings after the Go Live Date. A draft agenda will be sent no later than 1 business day prior to the meeting and assign next steps no later than 1 business day after meetings in the mutually agreed upon project management software, with a preference for Asana.
 - b. Train all staff in project management software and ensure ongoing and active use for effective program delivery.
 - i. Provide Ava with the ability to access reports and download raw data directly through web-based views of the data tracking. Specific data to be tracked will be mutually decided via email and will be described in the PIM.
- B. **Regularly weekly marketing report of the following to the Client:**
 - a. Email Metrics: including emails sent within Vendor-managed portion of customer journey, open rate, bounce rate, and click-through rates.
 - b. Azure Telemetry/Insights: related to any customer engagement with CONSULTANT's owned/managed program web properties, including: page views, demographics, campaign source, site duration, and bounce rate.
- C. **Establish a monthly report** format and key performance indicators (KPI) with Ava in the PIM to track Program performance, including Program updates, outreach status compared to Response Times, customer Information updates, any customer complaints, feedback, escalations, and Scheduled Uptime (as described in attached SLA), budget

status, milestone activities, risks/issues/resolutions, incentives, and e-bikes delivered, and a line-item invoice. Monthly reports will provide the following, but not limited to, information, including,

- a. Total Incentive budget spent compared to funds allocated to-date
 - b. Total percent of the Incentive Budget spent on CARE/FERA customers, to be measured no sooner than 3 months after Program Launch
 - c. Number of e-bikes delivered to non-CARE/FERA and customers, to be measured immediately upon Program Launch, and then monthly thereafter
 - d. Total number of participants per customer journey stage, zip code, and percentage of those by CARE/FERA participants
 - e. Bike purchase statistics by retailer, type, make, and model
 - f. Program budget status, including invoices paid out to retailers compared to what's been requested
- D. **Establish Quarterly Reports.** Provide Ava with quarterly reports including data listed in monthly reports with additional narrative and graphical representations of accomplishments, trends, and market intel, program activity, and proposed Program enhancements, improvements, and areas of concern. Quarterly Report will include the following, but not limited to, metrics:
- a. Number of customer calls, emails
 - b. Number of customer experience escalations, and time to resolution
 - c. # of additional e-bike SKUs added to QPL, if applicable
 - d. # of additional Participating Retailers added, if applicable
- E. **Annual Reports.** Provide Ava with annual reports summarizing Program results and accomplishments in narrative and numerical format, including summary of progress and highlights for the year and any significant changes in strategies or services and indirect savings acquisition activities, and program design recommendations for the upcoming Program year, as applicable.
- F. **Reporting Dashboards.** Each dashboard described below has an option to be emailed in PDF form. A direct link to the live, Power BI version will be provided to Ava. Using the Power BI version, the recipient will be able to filter the report on available fields and export the report data to Excel, PowerPoint, or PDF. The data fields available in these reports, as illustrated by the example dashboards below, may be customized by change order process only.
- G. **E-Bike Rebate Status Dashboard.** This dashboard will summarize the current total of redeemed, expired/canceled and valid (unredeemed but still redeemable) rebate vouchers.
- a. Application Status Dashboard will summarize the current total of redeemed, expired/canceled and valid (unredeemed but still redeemable) rebate vouchers.
 - b. Pre-Application Status Dashboard will summarize the current total of pre-applications the program has received. Pre-applications represent all of the

applicants seeking a rebate voucher through the random selection process. Some of these pre-applicants may be selected to receive a voucher through the random selection process after this step.

- c. Date rebate voucher
- d. Date issued
- e. Date rebate voucher redeemed (if purchase made)
- f. Date rebate voucher expired (if applicable)
- g. If rebate was redeemed:
 - i. Manufacturer, model, and serial number of e-bike purchased
 - ii. Total Cost of e-bike purchased
 - iii. Rebate amount paid
 - iv. Bike retailer that redeemed rebate
- h. Bike retailer data collected
 - i. Bike retailer contact information (address, email, and phone number)
 - ii. Bike retailer business information (Business name, tax ID)
 - iii. Bike retailer W9
- i. Rebate redemption payment details

Task 7: Invoicing

CONSULTANT will establish an escrow account for rebate funds. After the first quarter of implementation and every quarter thereafter, CONSULTANT will send an incentive invoice to Ava for the incentive amount paid in the previous quarter (net 45-day terms) such that the account is intended to always have at least three months' worth of projected incentive payments available at any given time until the program winds down. If the incentive bank account balance is reduced where there are insufficient funds to pay the next batch of incentive payments, the payments will be held until the account is sufficiently funded.

- A. CONSULTANT will invoice monthly for our administrative fees.
- B. Administrative fees will be billed as follows:
 - a. \$180,000.00 upon delivery of the portal and successful launch of program, 120 days after contract execution
 - b. Payment processing and issuance for e-bike rebates = 12.5% of every \$1 processed
 - c. Payment processing and issuance for safety equipment rebates = \$14.50 per rebate redeemed
- C. CONSULTANT will submit the following invoice components to Ava for each invoice, whether for rebate reimbursement or for our administrative fees. With each of these components submitted, the invoice will be considered complete, and Ava will process payment for each invoice per the terms of the contract, to be paid within 45 days of invoice date.

- D. **Invoice.** The monthly invoice will include project details as shown below in the invoice cover page and invoice detail page.
- a. Invoice cover page will provide the total amount of charges and the information in the blue headings shown below, such as Project Number, Date, Invoice Number, etc.
 - b. Invoice detail page will provide a breakdown of current month's rebate counts and billed amounts and summarize CONSULTANT fees separately from rebate amounts.
 - c. Rebate Transaction Report will detail each rebate check issued to BikeRetailers on behalf of program applicants and the total sum of rebates issued during the previous calendar month. This report will be submitted as a PDF attachment to the invoice.

Task 8: Refund of all Remaining Funds

CONSULTANT will be responsible for returning any unused funds upon cessation of the program.

- A. CONSULTANT will be responsible for adhering to all escheatment requirements
- B. At the end of the agreement term, the balance left unspent in the incentive account will be returned to Ava

Task 9: Technology Requirements

CONSULTANT will follow all required guidelines and protocols for technology used for this program.

- A. **Data Model:** CONSULTANT will follow Ava's guidelines with the development of a data model that both parties will work from in order to enable data exchanges.
- B. **Data transfers.** CONSULTANT will use the Ava API to retrieve participant leads and will also use it to push notifications related to customer status. Data to include in these transfers could include but is not limited to updates to customer statuses, dates, addresses, and any other fields related to customer eligibility as it relates to e-bike incentives.
- C. **UAT Plan.** CONSULTANT will present a UAT plan to evaluate and test all specified technical requirements towards the full implementation of a customer journey and platform integration. CONSULTANT will lay out a plan for independent UAT to test different aspects of the customer journey, and a joint UAT plan (with Ava) where both parties are updating statuses and other criteria along the customer journey. Independent UAT, however, should also allow for testing of data transfers without needing external files or support from Ava staff. The latter might require the use of toy data, test users and other mechanisms.

Independent means that CONSULTANT is leading UAT without the need of Ava to be involved in the UAT process.

- D. **Test Data.** CONSULTANT will develop a minimal viable product (MVP) of the products specified in this document with schematics of the customer journey, system data flows, data schemas (i.e., data expected but don't have yet) and complete system testing with sample data.

Optional Scope: Ava Bike Electric Lending Program

Task 1: Program Establishment

If Ava issues a notice to proceed to CONSULTANT, CONSULTANT will submit an e-bike lending rebate program design and supporting documentation consistent with our existing, successful e-bike rebate programs. Issuance of a Notice to Proceed with the Optional Lending Program and Ava agrees to provide CONSULTANT with at least 60 days notice prior to launch of the Lending Program Development (i.e., 60 days before “Day 0” in the Lending Program Schedule, see Exhibit B). The program design may include, but is not limited to, the following components.

- A. **Kick-off meeting.** CONSULTANT will facilitate a kickoff meeting to establish the plan and schedule for pre-launch activities. The meeting will include the following:
 - a. **Review communication and project management approach.** This will include meeting cadence, decision making, documentation, collaboration, and communication approaches.
 - b. **Schedule overview and major milestones.** This will include a high-level draft schedule, highlighting critical path decision, approval and deliverable dates needed to maintain the proposed timeline.
 - c. **Review e-bike lending rebate program process overview.** CONSULTANT will review the workflow of applicants and e-bike lenders/retailers through the portal as well as report templates that will be available to Ava and expectations for the necessary application software interface (API) to send and receive data from Ava’s system. The purpose of this review will be to determine if there are any gaps or roadblocks for Ava related to the core portal design for follow up and ensure that both parties have the same expectations for data exchanges. This is a critical step since changes to the core portal design that require new coding or workflow changes will impact the proposed launch timeline and require a change order and level of effort determination.
 - d. **Introduce configuration playbook.** The playbook is used to document recommendations and approved decisions for all necessary program design attributes. The attributes to be reviewed and defined included all portal attributes related to the portal experience, workflow and rules.

The goal of the playbook exercise and documentation is to define the program such that design documentation and development may proceed in a timely manner. To manage change control and maintain program schedule, approved decisions within the playbook will be considered final. Changes to previously approved decisions or requested design attributes

that require significant solution engineering may lead to a change control process where scope, schedule and cost impacts will be reviewed, options considered and agreed upon prior to implementation. CONSULTANT and Ava will work closely and transparently to resolve any such barriers.

- B. Finalize program portal configuration.** CONSULTANT will work with Ava to review portal configurations, program attributes and necessary data exchanges through the use of API. Once Ava approves these configurations, a workflow validation session will review the end-to-end applicant and e-bike lender experience for final approval of configurations. Final decisions and approvals will be critical to maintaining the launch schedule. Activities will include:
- a. **Finalize applicant participation rules, product eligibility definitions and recommended terms & conditions (T&Cs).** CONSULTANT will provide these for review and approval by Ava.
 - i. Participant rules will include information for applicants that define key process requirements, timelines for completing a valid application and redeeming a rebate for a qualifying e-bike with a qualified e-bikelender.
 - ii. Clear product eligibility definitions of e-bike types eligible for rebates.
 - iii. CONSULTANT will provide a draft of participant terms and conditions for Ava's review and approval of the terms and conditions document that each applicant must electronically sign to participate in the program. CONSULTANT legal will be required to approve any changes suggested by Ava.
 - iv. Update existing Agreements for customers, e-bike manufacturers, and e-bike lenders to account for any changes in the program implementation model (PIM) and their ability to participate in the program
 - b. **Finalize e-bike lender participation rules, eligibility guidelines and recommended terms & conditions (T&Cs).** CONSULTANT will provide these for review and approval by Ava.
 - i. E-bike lender rules will include information for e-bike lenders that defines qualification requirements, transaction requirements, and timelines for becoming qualified and redeeming a rebate for a qualifying e-bike with an applicant.
 - ii. CONSULTANT will provide e-bike lender eligibility guidelines recommendations on acceptable documents to qualify for participation, applying definitions provided by Ava. Upon Ava's review and approval, these will be finalized into the program design.
- C. Engage, contract, and manage relationships with manufacturers and local e-bike lenders.** Engage all publicly known bike shops in Ava's service area on the program with the goal of 8 shops contracted ahead of the launch that reflect the

geographic diversity of Ava's service area. Ongoing engagement and contracting with additional e-bike lenders through the duration of the program, including in new member communities ahead of their launch into Ava's service. Ongoing training of e-bike lender staff and evaluating that participating e-bike lenders are meeting program requirements, including incentive verification and on-site signage, will be conducted.

- D. **Create portal workflow validation.** Once all configuration decisions have been made and approved, CONSULTANT will review and finalize for final approval by Ava. Upon approval, this will be the source document for the implementation of all configurable elements of the portal and operations.
- E. **Validate program design.** We will review the program design to ensure it meets required specifications.
- F. **Provide marketing review and experience-based knowledge to assist Ava's marketing team.** Review and provide suggestions to assist Ava Marketing Team's development of marketing materials for the E-Bike program, leveraging CONSULTANT experience from other successful programs.
- G. **Finalize e-bike lender requirements and registration.** CONSULTANT will prepare materials to lead e-bike lender recruitment and training, while providing guidance for Ava and other stakeholders to support this effort. Ava may utilize these materials and integrate them into Ava's website's landing page for the program to provide access to the e-bike lenders.
 - a. **Conduct e-bike lender enrollment.** Open and monitor e-bike lender enrollments on the portal. Approve or provide feedback to e-bike lenders upon receipt of their registrations.
 - b. **Develop e-bike lender instructions.** Develop clear instructions for e-bike lenders to access, enter information and use the rebate administration portal in a training presentation in PowerPoint to be uploaded to Ava's website. Additionally, develop a one-page reference document for e-bike lenders to utilize at the point of purchase to remind them of requirements to complete a rebate redemption properly.
 - c. **Conduct e-bike lender webinar.** Deliver one live kick-off webinar presenting the e-bike lender instructions PowerPoint to lenders. This webinar will be recorded and uploaded to Ava's website to provide ongoing access to e-bike lenders. This webinar will also be provided on the program portal, together with the training presentation. Future webinars will be conducted ahead of the launch of meaningful program changes.
 - d. **Create applicant and lender contact plan.** Advise Ava and other stakeholders on how to recruit approved e-bike lenders and participants. This will include

development of a recommended outreach timeline and email templates to, if necessary, be sent by Ava to lenders.

H. Develop and implement automated email participant communications during the customer journey.

- a. Provide a participant communications plan for Ava approval aligned with the customer journey to ensure a participant receives key information and reminders at key stages in the journey. CONSULTANT owns all participant communication after a participant is deemed eligible through the second to last stage of a customer journey pathway, while Ava owns participant communication at all other stages.

I. Advise Ava's Marketing team about:

- a. Transfer relevant knowledge from previous programs to educate Ava marketing team on program communication and marketing best practices, both to drive demand and manage expectations with stakeholders
- b. Understanding interest and participation volume expectations for marketing campaign deployment that aligns with program goals and e-bike lender capacity
- c. Benchmarks to determine whether marketing channels are performing as intended from peer programs
- d. Uncovering unique channels to engage potential Ava Bike Electric participants
- e. As requested, provide feedback on Ava developed marketing material within five (5) business days of receipt
- f. Marketing acumen that could contribute to performance of marketing activities, conversion rates, and appropriately setting expectations for a high demand program
- g. Regular meetings (weekly in the two months prior to launch and one per month after. Can be adjusted after this point by mutual agreement) to review and align marketing activities, customer support and feedback, and program performance.

J. Update Program Implementation Manual. CONSULTANT to update the existing PIM to ensure it is consistent with program designs and contains the following information:

- a. Rules and requirements for program customers, vendors, and other participants. This includes in-store signage and training requirements for participating lending locations.
- b. Process for returned incentive funds
- c. Incentive Program oversubscription and wait lists
- d. Customer Journey
- e. Customer segmentation analysis
- f. E-bike technical specifications
- g. Qualified Product List (QPL)

- h. Program Participation Agreements and T&Cs
- i. Eligible e-bikes on Qualified Product List ("QPL") – ongoing updates, especially considering UL standards. Data to be tracked and reported to Ava.
- j. Data Exchange Methods and Protocols (APIs)

Task 2: Configuration of the Rebate Administration Portal

Configure CONSULTANT's proprietary application system, to match the configuration requirements and funding streams for the program. CONSULTANT assumes this program will make use of pre-configured, existing program layouts, workflows, rules, dashboards, survey tools design materials, and reporting dashboards; pricing is based upon use of the existing designs, program, and design materials, reporting templates and program parameters.

- A. **Configure the program portal.** Prepare and test an online portal to allow qualified participants to apply for vouchers. The portal will:
 - a. Ensure each budget stream remains within required limits
 - b. Make available a customer portal that's accessible on a desktop and mobile device (iOS and Android) and create a point-of-sale e-bike incentive that uniquely applies to an eligible participants' purchase and subsequently redeemed by an e-bike lender. Ideally, the incentive would be universally applied to any participating e-bike lender.
 - c. Allow for follow up if applications are deemed incomplete
 - d. Allow for random selection of participants
 - e. Issue a Standard or California Alternate Rates for Energy (CARE)/Family Electric Rate Assistance Program (FERA) incentive voucher via random selection to borrow a standard, cargo, or adaptive e-bike for purchase at a participating lender
 - f. Upon approval, email the participant a voucher code to approved participants that can be redeemed at approved e-bike lenders
 - g. Utilize google translate function to offer translations of portal screens to users
 - h. Provide an online mechanism to allow e-bike lenders to determine if vouchers are active
 - i. Provide an online mechanism to allow e-bike lenders to submit voucher redemption requests for payment processing
- B. **Provide program introduction content.** Create landing page content (text and hyperlinks) for the program based upon brand requirements on Ava's website that will direct residents and approved retailers to CONSULTANT's application portal. Ava will integrate this content into its website.

Task 3: Establish a Customer Service Help Desk

CONSULTANT will establish a dedicated program email address and inbox. CONSULTANT will provide contact center staffing to respond to applicants and e-bike lender emails and phone

calls.

- A. **Establish contact center email and phone number.** Create a dedicated phone number and email address to assist with applicant and e-bike lender questions. Available during participating e-bike shop hours to reduce the likelihood that contacts will reach a non-response, with available hours as defined below.
- B. **Manage phone and email inquiries.** CONSULTANT will review and respond via phone and email to applicants in a first come-first served basis, with an objective to respond to and resolve applicant and e-bike lender questions, issues and/or barriers to participation as quickly as possible, per Exhibit E. Customer Service representatives will be available 9am-5pm PST, Monday to Friday and able to handle calls and emails in English, Spanish and Simplified Chinese.
- C. **Escalate complex email inquiries as needed.** CONSULTANT may escalate customer or e-bike lender emails to Ava, with recommendations, in cases where the resolution is not clear based on program rules or may require special consideration.
- D. **Direct customer response.** In some cases, if more convenient than email-only communication, CONSULTANT contact center staff may work to resolve customer or e-bike lender emails by phone.
- E. **Document process.** Provide Ava with the process to document customer issues, escalations, and resolutions for Contractor to resolve.

Task 4: Rebate Application Processing

CONSULTANT will establish dedicated staff to actively review submitted rebate redemptions from e-bike lenders (with adequate time to ensure payment within 15 business days). These staff will review and respond to applicants with scripted or customized feedback to assist their progress through the rebate redemption processes. CONSULTANT processing staff will:

- A. **Notifications.** Notify applicants of status once a voucher has been issued.
- B. **Review rebate redemption requests.** Review rebate redemptions submitted by e-bike lender to confirm program requirements are met. When requirements are met, notify the e-bike lender and process payment to the e-bike lender for payment within 15 business days. When requirements are not met, notify the e-bike lender and advise on how to meet the requirements within 2 business days.
- C. **Monitor and manage rebate approvals and redemptions.** Continuously assess the number of rebates approved and redeemed to help ensure the budgets are not exceeded or at risk.

Task 5: Rebate Distribution

CONSULTANT will distribute rebate payments to e-bike lenders in accordance with the approved program design. Tasks will include:

- A. **Issue rebate checks.** Paper rebate checks will be sent to e-bike lenders. These

lenders will have the option to enroll for electronic payment (ACH) for faster receipt of checks. Printed materials, including but not limited to stationery and paper checks related to the Incentive Program shall bear the desired program or Ava's logo, to be provided to CONSULTANT. Use of the logo is limited to the e-bike Incentive Program.

- B. **Issue 1099s.** CONSULTANT will be responsible for issuing 1099s to e-bike lenders.

Task 6: Reporting and Database

Administer the program, track, and analyze key metrics, and report program budgets and status.

- A. **Conduct ongoing Administration.** Provide ongoing management of the program and coordination with Client in the following:
- a. Schedule, facilitate, lead, and report out from weekly project management meetings with Ava during the Start Up Phase and no less than bi-weekly project management meetings after the Go Live Date. A draft agenda will be sent no later than 1 business day prior to the meeting and assign next steps no later than 1 business day after meetings in the mutually agreed upon project management software, with a preference for Asana.
 - b. Train all staff in project management software and ensure ongoing and active use for effective program delivery.
 - i. Provide Ava with the ability to access reports and download raw data directly through web-based views of the data tracking. Specific data to be tracked will be mutually decided via email and will be described in the PIM.
- B. **Regular weekly marketing report of the following to the Client:**
- a. Email Metrics: including emails sent within Vendor-managed portion of customer journey, open rate, bounce rate, and click-through rates.
 - b. Azure Telemetry/Insights: related to any customer engagement with CONSULTANT's owned/managed program web properties, including page views, demographics, campaign source, site duration, and bounce rate.
- C. **Establish a monthly report** format and key performance indicators (KPI) with Ava in the PIM to track Program performance, including Program updates, outreach status compared to Response Times, customer Information updates, any customer complaints, feedback, escalations, and Scheduled Uptime (as described in attached SLA), budget status, milestone activities, risks/issues/resolutions, incentives, and a line-item invoice. Monthly reports will provide the following, but not limited to, information, including,
- a. Total Incentive budget spent compared to funds allocated to-date
 - b. Total percent of the Incentive Budget spent on CARE/FERA customers, to be measured no sooner than 3 months after Program Launch
 - c. Number of e-bikes lent to non-CARE/FERA and CARE/FERA customers, to be measured immediately upon Program Launch, and then monthly thereafter
 - d. Total number of participants per customer journey stage, zip code, and percentage of those by CARE/FERA participants

- e. Bike lending statistics by retailer, type, make, and model
- f. Program budget status, including invoices paid out to lenders compared to what's been requested

Please note that other metrics will be negotiated later based upon available information from lenders.

- D. **Establish Quarterly Reports.** Provide Ava with quarterly reports including data listed in monthly reports with additional narrative and graphical representations of accomplishments, trends, and market intel, program activity, and proposed Program enhancements, improvements, and areas of concern. Quarterly Report will include the following, but not limited to, metrics:
 - a. Number of customer calls, emails
 - b. Number of customer experience escalations, and time to resolution
 - c. # of additional e-bike SKUs added to QPL, if applicable
 - d. # of additional Participating Retailers added, if applicable
- E. **Annual Reports.** Provide Ava with annual reports summarizing Program results and accomplishments in narrative and numerical format, including summary of progress and highlights for the year and any significant changes in strategies or services and indirect savings acquisition activities, and program design recommendations for the upcoming Program year, as applicable.
- F. **Reporting Dashboards.** Each dashboard described below has an option to be emailed in PDF form. A direct link to the live, Power BI version will be provided to Ava. Using the Power BI version, the recipient will be able to filter the report on available fields and export the report data to Excel, PowerPoint, or PDF. The data fields available in these reports, as illustrated by the example dashboards below, may be customized by change order process only.
- G. **E-Bike Lending Rebate Status Dashboard.** This dashboard will summarize the current total of redeemed, expired/canceled and valid (unredeemed but still redeemable) lending rebate vouchers.
 - a. Application Status Dashboard will summarize the current total of redeemed, expired/canceled and valid (unredeemed but still redeemable) lending rebate vouchers.
 - b. Pre-Application Status Dashboard will summarize the current total of pre-applications the program has received. Pre-applications represent all of the applicants seeking a lending rebate voucher through the random selection process. Some of these pre-applicants may be selected to receive a voucher through the random selection process after this step.
 - c. Date lending rebate voucher
 - d. Date issued
 - e. Date lending rebate voucher redeemed (if used for lending session)

- f. Date lending rebate voucher expired (if applicable)
- g. If rebate was redeemed
 - i. Manufacturer, model, and serial number of e-bike
 - ii. Total Cost of e-bike lending session
 - iii. Rebate amount paid
 - iv. E-bike lender that redeemed rebate
- h. E-bike lender data collected
 - i. E-bike lender contact information (address, email, and phone number)
 - ii. E-bike lender business information (Business name, tax ID)
 - iii. E-bike lender W9
 - iv. Rebate redemption payment details

Task 7: Invoicing

CONSULTANT will establish an escrow account for rebate funds. After the first quarter of implementation and every quarter thereafter, CONSULTANT will send an incentive invoice to Ava for the incentive amount paid in the previous quarter (net 45-day terms) such that the account is intended to always have at least three months' worth of projected incentive payments available at any given time until the program winds down. If the incentive bank account balance is reduced where there are insufficient funds to pay the next batch of incentive payments, the payments will be held until the account is sufficiently funded.

- A. CONSULTANT will invoice monthly for our administrative fees.
- B. Administrative fees will be billed as follows:
 - a. \$35,000.00 upon Lending Program Launch and Portal Configuration, 8 months after contract execution; assumes current workflows and reimbursement process.
 - b. Payment processing and issuance for CARE Customers = 12.5% of every \$1 processed
 - c. Payment processing and issuance for Non-CARE customers = 12.5% of every \$1 processed
- C. CONSULTANT will submit the following invoice components to Ava for each invoice, whether for rebate reimbursement or for our administrative fees. With each of these components submitted, the invoice will be considered complete, and Ava will process payment for each invoice per the terms of the contract, to be paid within 45 days of invoice date.
- D. **Invoice.** The monthly invoice will include project details as shown below in the invoice cover page and invoice detail page.
 - a. Invoice cover page will provide the total amount of charges and the information in the blue headings shown below, such as Project Number, Date, Invoice Number, etc.
 - b. Invoice detail page will provide a breakdown of current month's rebate counts and billed amounts and summarize CONSULTANT fees separately from rebate amounts.

- c. Rebate Transaction Report will detail each rebate check issued to Bike Lenders on behalf of program applicants and the total sum of rebates issued during the previous calendar month. This report will be submitted as a PDF attachment to the invoice.

Task 8: Refund of all Remaining Funds

CONSULTANT will be responsible for returning any unused funds upon cessation of the program.

- A. CONSULTANT will be responsible for adhering to all escheatment requirements
- B. At the end of the agreement term, the balance left unspent in the incentive account will be returned to Ava.

Task 9: Technology Requirements

CONSULTANT will follow all required guidelines and protocols for technology used for this program.

- A. **Data Model:** CONSULTANT will follow Ava's guidelines with the development of a data model that both parties will work from in order to enable data exchanges.
- B. **Data transfers.** CONSULTANT will use the Ava API to retrieve participant leads and will also use it to push notifications related to customer status. Data to include in these transfers could include but is not limited to updates to customer statuses, dates, addresses, and any other fields related to customer eligibility as it relates to e-bike incentives.
- C. **UAT Plan.** CONSULTANT will present a UAT plan to evaluate and test all specified technical requirements towards the full implementation of a customer journey and platform integration. CONSULTANT will lay out a plan for independent UAT to test different aspects of the customer journey, and a joint UAT plan (with Ava) where both parties are updating statuses and other criteria along the customer journey. Independent UAT, however, should also allow for testing of data transfers without needing external files or support from Ava staff. The latter might require the use of toy data, test users and other mechanisms. Independent means that CONSULTANT is leading UAT without the need of Ava to be involved in the UAT process.
- D. **Test Data.** CONSULTANT will develop a minimal viable product (MVP) of the products specified in this document with schematics of the customer journey, system data flows, data schemas (i.e., data expected but don't have yet) and complete system testing with sample data.

Additional Services Scope of Work

For either Incentive or Lending, CONSULTANT and/or Ava may incorporate additional services beyond the originally defined scope of the Program. These must be mutually agreed upon in writing, as necessary, to fulfill substantial changes unforeseen after establishing core parameters in the development & design of the program prior to launch. The additional scope request, sent by either Ava or CONSULTANT, for review and approval, must include objectives, deliverables, any relevant timelines, and cost. These services are deemed necessary to fulfill project requirements and achieve desired outcomes. The terms and conditions outlined in the original agreement shall apply to these additional services.

Otherwise, Consultant will not provide additional services outside of the services identified in Exhibit A, unless it obtains advance written authorization from the project manager or lead Ava representative prior to commencement of any additional services.

Exhibit E**COMPENSATION/BUDGET**

The maximum compensation under this Agreement is \$12,000,000.

Incentive Program

Program and Portal Launch	\$ 180,000	Due upon delivery
Voucher Processing	\$1,221,055	or 12.5% of every incentive dollar paid to retailers
Total Administrative Cost	\$1,391,055	
Incentives - CARE Customer (40%)	\$4,326,796*	
Incentives - Non-CARE Customer (60%)	\$5,261,793	
Total Budget	\$10,979,644	

* Assumes 14,000 vouchers issued, of which 8,200 will be redeemed. CONSULTANT will work to surpass the minimum requirement that 40% of incentive funds go to CARE/FERA customers, targeting up to 50% of incentive funds going to CARE/FERA customers across approximately 3,945 vouchers. Voucher numbers assume 60% of CARE/FERA qualified participants redeeming vouchers will select regular and 40% cargo, e-bikes. These figures reflect what CONSULTANT has seen by income customers in their existing programs but may not be reflective of choices made by Ava's program participants.

Equipment Vouchers

Voucher Processing	\$ 50,454	\$14.50 per voucher processed
Total Administrative Cost	\$ 50,454	
Incentives - CARE/FERA Customers	\$ 869,902*	\$100/voucher
Total Budget	\$ 920,356	
Note: If implemented, the funding for the equipment voucher would reduce the overall incentive and/or lending budget.		

*Assumes 3,000 vouchers redeemed by CARE/FERA customers, based upon assumptions above about breakdown of regular and cargo e-bike selections and 50% of funds flowing to CARE/FERA customers.

Additional Services Budget

Determined based on mutually agreed upon scope	\$ 100,000	Structured upon mutual agreement
Total Budget	\$ 100,000	
Note: Contingency funds are set aside for any costs associated with the Additional Services Scope of Work. Any contingency funds unspent by June 2027 will be redistributed through participant incentives in the latter half of that year.		

Ava Bike Electric: Extension Proposal

Board of Directors | July 15, 2026



Table of Contents & Recommendation

1. Program Overview
2. Impact & Value
3. Extension Proposal

Recommendation: Extend Aptim contract and add \$2M from Vehicle Electrification program funds that have not been earmarked for any Programs to Ava Bike Electric to operate through CY27

Program Overview



Current Program Overview

Ava Bike Electric continues to shift commutes, errands, outings, and recreation to affordable, safe, fun, and clean electric transportation while decreasing road congestion.

Target Segment: Ava customers and any resident of Alameda County over 18 years old

Enrollment Goal: incentivize 7,700 - 8,200 e-bikes, with at least 40% of e-bike incentive funds and 100% of safety equipment incentive funds to income qualified participants

Launch Date: July 8, 2025; last monthly drawing Sept '26 with a scheduled program end date of Dec '26

Program Budget: \$10M, with \$6M from Ava and \$4M from Alameda County Transportation Commission (Alameda CTC). 86% of program budget dedicated to incentives with remaining 14% toward program admin costs.

Operational Partners: Program Admin Co-Funder Inclusion of City of Alameda



Alameda County
Transportation Commission



Adaptive Marketing Tactics



Offline Marketing

- Earned Media and PR
- Community Partner Promotion
- Bike Shop Signage and Promotion
- Outreach at In-Person Events



Digital Marketing

- Organic Social Media
- Website updates and SEO Optimization
- Newsletter
- Community Partner Promotion
- Ava email marketing - targeted only

NOTE: In Oct 2025, Ava started email marketing with targeted audiences to boost awareness & participation in jurisdictions where it was lacking compared to proportion of residential customers served: Stockton, Tracy, Lathrop, Fremont, & Unincorporated San Joaquin County (at the start of their inclusion).

Impact & Value



Outcomes through 5.31.26



Recognition: 26K+ applicants, program page #1 on Ava's website and drawing 35% more visits than Ava home page, & ongoing engagement over 3-9 months for each participant



Local business investment & participation: Every \$1 in rebates = \$1.71 in new sales at brick & mortar bike shops that in turn contributes to local tax revenue; 29 participating bike shops and at least 1 shop in every Jurisdiction that has one. Note: Emeryville, Piedmont, Union City, Newark, Lathrop, & Unincorporated San Joaquin County don't have a qualifying bike shop.



Delightful user experience: no outages, every drawing has occurred on-time, & consistent praise about ease to apply & redeem rebate. Made improvements to eligible e-bike list, income qualifying period, & auto emails responding to user challenges.



Access & Affordability: available to ALL customers regardless of housing type or income level; 96% wouldn't have gotten an e-bike without rebate; Fuel cost: \$5.50* = ~1,833 miles on e-bike or ~57 miles in a Toyota Prius Source: avg price for gallon of gas across Ava's service area. [AAA](#), 6.24.26



Reducing congestion & GHG: Net Mode shift: 62% driving less and 89% biking more. Avg 417 lbs lower CO₂ for every e-bike on road in first 12 months or annual GHG equivalent of 1 fossil fuel car taken off the road for every 23 e-bikes purchased.



Brand Awareness & Customer Satisfaction (cSat): 44 media hits; program webpages represent 3 of 4 most visited pages on Ava's website; 83,800 *new* users have visited Ava's website.

Since program launch, Ava cSat scores 62% → 73% (not entirely from program) *and* 65% of all positive sentiments directly related to Ava Bike Electric

Additional Program Value



Climate Action Plans (CAP) alignment in Ava jurisdictions: every CAP Attachment Staff Report Item 16G* calls for mode shift, reducing driving, increased biking, & equitable access but few specify *how*. Our program bridges delivery gaps with scaled solution & measurable outcomes toward those equity-aligned goals.

CAP Measures	Key takeaway related to e-bikes
Reduce Vehicle Miles Traveled (VMT)	E-bikes directly operationalize VMT reduction targets that are central across all CAPs.
Increase Active Transportation Mode Share	CAPs invest in bike infrastructure — Ava Bike Electric ensures more people actually use it .
Enable Transportation Demand Management (TDM)	E-bikes are one of the few TDM strategies that directly replace commute trips .
Improve Transit Access (First/Last Mile)	Transit investments depend on access — e-bikes unlock that access and reduce car dependency for first/last mile .
Advance Equity & Mobility Access	E-bikes are one of the fastest ways to deliver visible equity & access outcomes tied to CAP goals.
Deliver Measurable GHG Reductions	E-bikes provide near-term, scalable emissions reductions , especially where EV adoption is slower.

*analysis derived from Berkeley, Hayward, Dublin, Oakland, San Joaquin County, San Leandro, Union City, Pleasanton, & Fremont CAPs

Participation throughout Ava Service Area

Fairly proportional participation in most jurisdictions compared to proportional share of Ava's overall residential accounts, except in San Joaquin County despite heavier Ava marketing, likely due to differences in biking access from more dense infrastructure (e.g. 201 miles bikeways in Oakland vs. 181 miles in our service area in San Joaquin County*) and eligible e-bike businesses (29 shops in Alameda County vs. 2 in our service area of San Joaquin County)

Jurisdiction (as % of Ava residential accounts)	Rebates Redeemed (as % of total)
Alameda (0%)	4%
Albany (1%)	2%
Berkeley (7%)	14%
Dublin (4%)	2%
Emeryville (1%)	3%
Fremont (11%)	9%
Hayward (7%)	8%
Lathrop (1%)	1%
Livermore (4%)	4%
Newark (2%)	2%
Oakland (24%)	27%
Piedmont (1%)	1%
Pleasanton (4%)	3%
San Leandro (4%)	5%
Stockton (13%)	4%
Tracy (4%)	1%
Union City (3%)	3%
Total	5,783
Alameda County (80%)	94%
San Joaquin County (20%)	6%

Extension Proposal



Why extend? How much & how long?

- Continue providing a valuable, high-demand program while Ava is developing the Customer Programs Roadmap
- Propose \$2M from already approved but un-earmarked Vehicle Electrification budget, with range of \$1.5M-\$3M at Board's direction
- Extend contract with Aptim through CY27 to manage program and deliver an additional ~1,600 e-bikes purchased with at least 40% of incentive funds to income qualified participants
- Regardless of extension, thoughtful wind down of program by end date to ensure a soft landing for local bike shops and evergreen customer materials to still learn about e-bikes & resource across our service area



How will this proposal be funded?

Staff proposes to use funds from the Vehicle Electrification budget that were already Board approved but not earmarked for any program

Program Area		Balance	Earmarked
	Local Development	\$2,800,000	\$2,600,000
BE+EE	Building Electrification	\$14,600,000	\$8,500,000
	Building Efficiency Accelerator	\$1,300,000	\$1,000,000
	Vehicle Electrification	\$8,100,000	\$4,500,000
TE	Ava Charge	\$15,900,000	\$15,900,000
	Bike Electric	\$2,200,000	\$2,200,000
	SmartHome Charging	\$5,700,000	\$1,700,000
Resilience	Critical Municipal Facilities (CMF)	\$5,800,000	\$5,800,000
	SmartHome Battery	\$10,900,000	\$10,900,000
	Resiliency Hubs	\$5,600,000	\$5,600,000
BE+TE	Virtual Power Plant DERMS Platform	\$1,900,000	\$1,900,000
Grants	Community Investment Grants	\$8,800,000	\$8,800,000
	Total	\$83,600,000	\$69,400,000

Thank you!



Brett Wiley – bwiley@AvaEnergy.org

Online

AvaEnergy.org

Phone

833-699-3223

Email

customer-support@AvaEnergy.org

Social

[PoweredWithAva](#)

Additional Slides



Instant Rebate Amounts

Type of E-Bike	Base Instant Rebate	Income-Qualified* Instant Rebate
Standard	\$400	\$1,000
Cargo	\$900	\$1,500
Adaptive	\$900	\$1,500
Safety Equipment Rebate (helmet, locks, lights)	N/A	\$250

*To be eligible for the Income-Qualified Instant Rebate, household must be enrolled in California Alternate Rates for Energy (CARE), Family Electric Rate Assistance (FERA), or Energy Assistance Program (EAP).

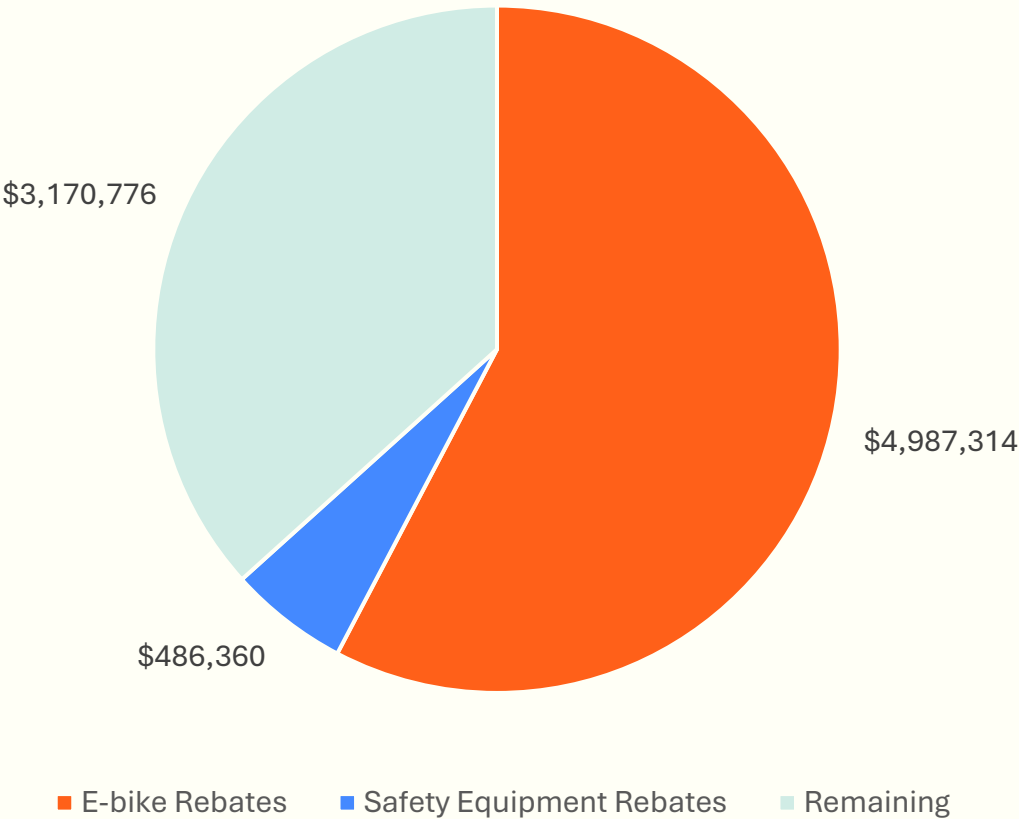
Outcomes through 5.31.26



E-bikes & Equity: At 63% incentive budget spent, 5,783 e-bikes purchased and 55% of rebate funds redeemed by Income Qualified participants.

Attachment Staff Report Item 16C

Incentive Budget Spend through 5/31/26



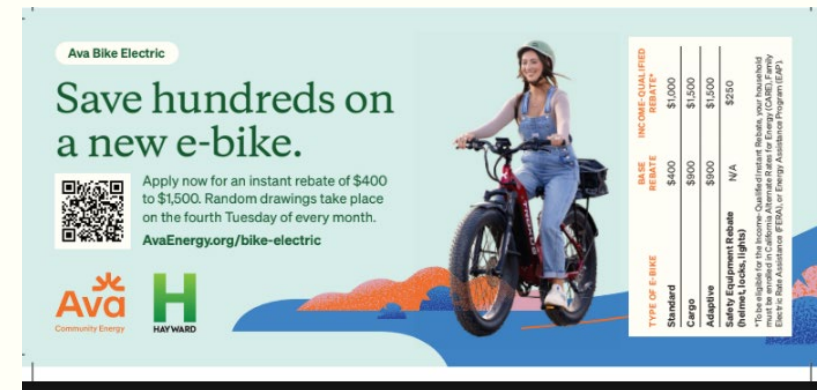
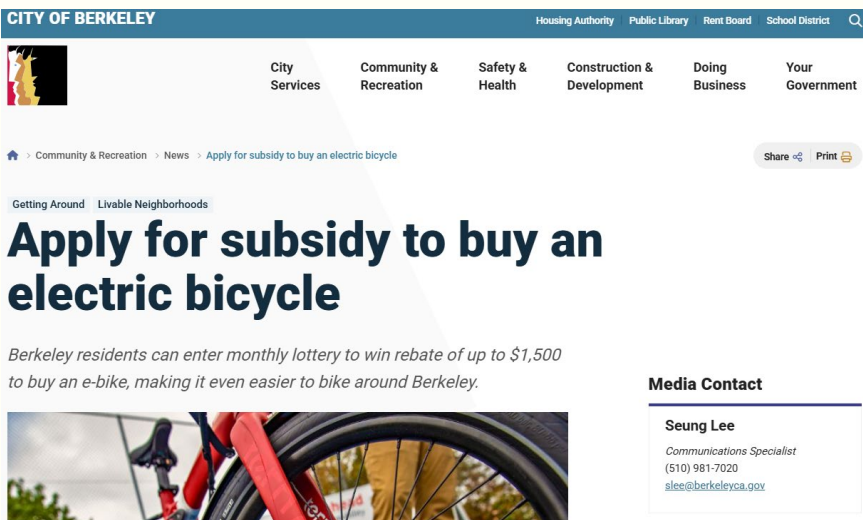
It's all about benefiting local residents...



Andrea and her two kids, who live in Oakland and rode 145 miles in their first 30 days

“...This addition to our family has been **life-changing. We go to the grocery store, local errands, parks and visit family.** On Monday, we rode through the Oakland hills to Roberts Regional Park. Our girls were mesmerized by the beautiful trees and winding roads. They **could not contain their excitement** as we rode downhill, weaving in and around some beautiful paths. My husband installed a bike bell for the girls to ring and they have enjoyed ringing it whenever we are riding. It **felt extra special to ride up the Oakland hills again** to Montclair yesterday for my older daughter's ballet class....Today, my younger daughter and I went to Emeryville on the Tern so that I could do some labs for an upcoming doctor's appointment. Riding our e-bike has been a great experience to navigate in the bay area!...**We are having a blast** and love this new e-bike!"

Marketing with Partners





CAC Item C6
Consent Item 11

To:	Ava Community Energy Authority
From:	JP Ross, VP Local Development
Subject:	Approving a resolution authorizing the CEO to negotiate and execute an Agreement with UC Berkeley to support the Oakland EcoBlock Project
Date:	July 15, 2026

Summary/Recommendation

Approve a resolution authorizing the Chief Executive Officer to enter into an Agreement with the University of California, Berkeley for the EcoBlock neighborhood electrification project (the “project”) for an amount not to exceed \$150,000 to close a critical funding gap, complete building electrification for participating Ava customers, and advance Ava's decarbonization and local development goals.

Financial Impact

Approval would authorize a grant of up to \$150,000 from the Community Grant Funds. This grant aligns with Ava's Community Empowerment and Research & Innovation grant category.

Analysis and Context

EcoBlock is a first-of-its-kind neighborhood-scale electrification and resilience demonstration project led by the California Institute for Energy and Environment (CIEE) at the University of California, Berkeley, in partnership with the City of Oakland and community members in Oakland's Fruitvale District. This pilot research project will retrofit 25 units (24 residential and one commercial) across 15 properties with building electrification, rooftop solar, and resilience improvements designed to create a scalable model for neighborhood decarbonization.

The pilot neighborhood is racially and economically diverse and is located within an AB 1550 Low-Income Community and within one-half mile of an SB 535 Disadvantaged Community. Nearly all participating homes were built before 1910 and largely uninsulated, with many relying on natural gas wall furnaces.

To date, EcoBlock has secured more than \$8.3 million in public and philanthropic funding, which have funded most of the major project improvements, including air sealing, insulation, electrification of space and water heating, upgraded electrical panels for all 25 units, rooftop solar installations on 15 participating properties, and stormwater and urban greening improvements.

However, during final project implementation, the project experienced an unexpected funding gap of approximately \$113,000. This shortfall occurred after a state grant program exhausted its available rebate funding, which EcoBlock was relying on to complete the remaining electrification work. Staff recommends awarding a grant of up to \$150,000 to UC Berkeley to cover the project's funding shortfall.

The Ava grant will directly support induction-related improvements, including induction ranges, induction cooktops, electrical circuit upgrades, induction-compatible cookware, and other electric appliance installations. The grant is expected to directly benefit 15 participating households, six of which are on the low-income CARE rate. Twelve households will receive additional electrification work, while three households will receive induction-compatible cookware. Once completed Ecoblock participants will have the option to discontinue natural gas service.

Additionally, Ava has participated on the EcoBlock Technical Advisory Committee during project development. The project will provide Ava with valuable insight to inform future collaborations with local governments, community-based organizations, and research institutions.

Attachments

- A. Resolution of the Board of Directors of Ava Community Energy Authority Authorizing the Chief Executive Officer to Negotiate and Execute a Grant Agreement with the University of California, Berkeley for the EcoBlock Project

RESOLUTION NO. R-2026-XX

A RESOLUTION OF THE BOARD OF DIRECTORS

**OF AVA COMMUNITY ENERGY AUTHORITY AUTHORIZING THE CHIEF
EXECUTIVE OFFICER TO NEGOTIATE AND EXECUTE A GRANT AGREEMENT
WITH THE UNIVERSITY OF CALIFORNIA, BERKELEY FOR THE ECOBLOCK
PROJECT**

WHEREAS Ava Community Energy Authority (“Ava”) was formed as a community choice aggregation agency (“CCA”) on December 1, 2016, under the Joint Exercise of Powers Act, California Government Code sections 6500 *et seq.*, among the County of Alameda, and the Cities of Albany, Berkeley, Dublin, Emeryville, Fremont, Hayward, Livermore, Piedmont, Oakland, San Leandro, and Union City to study, promote, develop, conduct, operate, and manage energy-related climate change programs in all of the member jurisdictions. The cities of Newark and Pleasanton, located in Alameda County, along with the City of Tracy, located in San Joaquin County, were added as members of Ava and parties to the Joint Powers Agreement (“JPA”) in March of 2020. The city of Stockton was added as a member to Ava in September of 2022. The city of Lathrop was added as a member to Ava in October of 2023. San Joaquin County was added as a member to Ava in July 2024. On October 24, 2023, Ava legally adopted the name Ava Community Energy Authority, where it had previously used the name East Bay Community Energy Authority since its inception; and

WHEREAS, the EcoBlock Project is a neighborhood-scale electrification and resilience demonstration project led by the California Institute for Energy and Environment at the University of California, Berkeley, in partnership with the City of Oakland and community members in Oakland's Fruitvale District; and

WHEREAS, EcoBlock has secured more than \$8.3 million in public and philanthropic funding and has completed substantial building electrification and energy improvements but requires additional funding to complete the remaining electrification work after anticipated rebate funding became unavailable; and

WHEREAS, Ava desires to enter into an Agreement with the University of California, Berkeley for an amount not to exceed \$150,000 to provide funding for the EcoBlock Project; and

WHEREAS, providing grant funding for the EcoBlock Project advances Ava's strategic goals by supporting building electrification, reducing greenhouse gas emissions, and demonstrating innovative neighborhood-scale decarbonization strategies within Ava's service territory.

**NOW, THEREFORE, THE BOARD OF DIRECTORS OF AVA COMMUNITY
ENERGY AUTHORITY DOES HEREBY RESOLVE AS FOLLOWS:**

Section 1. The Board of Directors authorizes the Chief Executive Officer, in consultation with staff and legal counsel, to negotiate and execute an Agreement with the University of California, Berkeley, for the EcoBlock Project.

Section 2. The total amount of the Agreement shall not exceed One Hundred Fifty Thousand Dollars (\$150,000).

ADOPTED AND APPROVED this 15th day of July, 2026.

Betsy Andersen, Chair

ATTEST:

Adrian Bankhead, Clerk of the Board