

CUSTOMER PROGRAMS AND SERVICES

CPA’s strategic investments in customer programs deliver tangible benefits to the communities we serve by helping them become more resilient, reduce energy use, lower greenhouse gas emissions and decrease monthly electricity bills.

CPA programs are designed to serve the diverse needs of our customers, remove barriers to accessing clean energy solutions and promote equity across the communities we serve. From programs focusing on energy efficiency and electrification upgrades to local solar battery access, backup systems and infrastructure, customers and communities

can participate in a variety of ways to help advance a cleaner, more affordable and sustainable California. In fiscal year 2025–26, CPA dedicated \$14.4 million to customer programs and expanded offerings serving partner communities, residential and commercial customers. These new and enhanced

programs drove record engagement, with more than 16,000 customers participating in programs that help save energy and lower monthly bills. In 2025, we expanded existing offerings in three programmatic areas: 1) grid management and resilience; 2) electrification; and 3) local energy procurement. The expanded programs offered incentives and benefits to residential customers and businesses of all sizes, with additional support specifically designed for customers in disadvantaged and underserved communities. CPA’s programs continued to be responsive to evolving community needs in Los Angeles and Ventura counties. Following the Eaton and Palisades fires that impacted more than 7,000 CPA customers, CPA expanded customer programs to aid local recovery and advance resiliency and mitigation investments.



POWER RESPONSE

Power Response is a demand response program available to all CPA customers. The program helps our communities save energy by providing participants with financial incentives for reducing their electricity use when demand is high, and the grid may become stressed. Power Response includes three distinct areas: Home, for residents who can manually adjust appliances to conserve; Smart Home, which allows residents to register networked smart devices that are auto-adjusted during energy saving events; and Commercial Leaders, a way for businesses and public sector customers to receive incentives for their environmental leadership. In 2025, 3,549 homes and four businesses participated in Power Response, including over 1,420 households that are income qualified or located in disadvantaged communities. There were 12 energy saving events called during the year, resulting in a reduction of nearly 80,000 kilowatt hours.

PEAK MANAGEMENT PRICING (PMP)

Peak Management Pricing (PMP) is a demand response rate option that encourages participating CPA customers to voluntarily reduce energy use during peak heat days. In 2025, CPA expanded program eligibility to offer the PMP program to residential customers, in addition to commercial customers. Participants receive summer bill credits in exchange for the application of a surcharge

on energy consumed during demand response events—typically called on peak heat days. In 2025, two event days were called, resulting in approximately 2,800 kilowatt hours of electricity reduced. during Time-of-Use (TOU) peak periods. Installed in 161 residential housing units at affordable multifamily community properties in Ventura County, the devices display on-screen messages and light indicators that alert residents when energy costs are highest, encouraging reduced energy use. Smart light switches help customers save money, reduce greenhouse gas emissions and strengthen resiliency by reducing demand on the grid. In January, CPA launched the Smart Light Switch Pilot program. This program helps customers reduce their electricity use and save money on their monthly bills via a Flick smart light switch that gives visual cues to adjust usage



EV SMART CHARGE

EV SmartCharge launched in January 2025 to help customers save money on their electricity bills by charging their vehicles at the most cost-effective time. The program works by managing a vehicle's charging schedule, automatically charging during off-peak periods when electricity demand and costs are lower.

In 2025, EV SmartCharge delivered measurable environmental benefits while expanding customer participation across the region with more than 1,800 vehicles participating in the program, collectively avoiding an estimated 70,463 pounds of CO₂ emissions.

This is equivalent to approximately 37.9 pounds of CO₂ avoided per enrolled EV, or 528 tree seedlings grown for 10 years. Additionally, 94% of EV charging through the program occurred during off-peak hours, meaning nearly all charging happened when electricity demand and cost is lower and cleaner energy is more readily available.

INSTANT AC SAVINGS

CPA launched the Instant AC Savings program for income-qualified residential customers on California Alternative Rates for Energy (CARE) and Family Electric Rate Assistance (FERA) rates. The program offers \$300 instant coupons to purchase ENERGY STAR® certified room air conditioners. This \$300 coupon* for CARE and FERA customers is offered in partnership with Golden State Rebates (GSR), which is a statewide rebate that offers savings on high-efficiency water heaters, space heating systems and smart thermostats for residential customers served by San Diego Gas & Electric (SDG&E), Pacific Gas & Electric Company (PG&E) or Southern California Edison (SCE). CPA allocated \$3,150,000 in coupons over the three-year term of the program. Since launching in March 2025, over 150 AC units have been redeemed and more than 550 are currently reserved.

*Golden State Rebates coupon

POWER READY

Power Ready is a community benefit program offered to CPA's member agencies and critical community sites. The program enhances energy and community resiliency by

installing solar-plus-storage systems as a clean energy backup source that is available when a power outage occurs. Power Ready provides several unique offerings, including a guarantee that a portion of the battery will be available for planned and unplanned power outages for critical loads at facilities.

Power Ready Round 1 projects made significant progress during 2025. All eight participating member agencies have approved site lease agreements for eleven projects in total, with the developer, Coast Energy. Projects include the development of engineering designs, permit applications, interconnection applications and equipment procurement. Construction is anticipated to start in the first quarter of 2026 and the projects are slated to become operational by the fourth quarter of 2026.

The annual solar generation in the first year of the program is estimated at two million kilowatt hours (kWh) with the Power Ready portfolio anticipated to reduce emissions by 661,387 pounds of carbon dioxide equivalent (CO₂e) annually, equivalent to 4,950 trees planted and grown for 10 years.

ENERGY TEAM

The Energy Team is a no-cost service featuring energy experts that are available



via phone, email or chat to provide personalized energy solutions on energy efficiency and electrification upgrades to residents and small businesses. The Energy Team helps customers find financial rebates to save money, offers tips to lower monthly electric bills, provides links to resources to find a contractor to complete a project and helps evaluate contractor bids before customers begin any modifications. The service provides free virtual energy assessments and customized electrification plans to help guide customer decisions about which upgrades to pursue and how to maximize cost savings from local, state, and federal rebates. Homeowners, renters, multifamily property managers and small business owners can receive help on topics such as installing EV chargers and electric heat pump water heaters, finding a contractor and assistance with tax credits and

referrals to CPA programs. In addition to live expert support, customers can access online tools to estimate energy and bill savings from switching to electric appliances or vehicles to help with their decision-making process.

In 2025, the Energy Team provided electrification consultations to over 240 CPA customers. In November 2025, CPA launched an additional service providing home hardening support for CPA customers with single family and 2–4-unit multifamily properties to improve wildfire resilience. Energy Team's home hardening support provides guidance on available rebates, interpreting contractor bids and virtual assessments to help customers develop a custom resiliency plan to prepare for wildfire events. This service helps identify options for retrofits that improve safety and efficiency of customers' homes.



ENERGIZED COMMUNITIES

The Energized Communities program supports CPA member agencies by providing funding to implement sustainability projects that benefit local communities. The program is structured around two elements:

Pathways to Electrification, which helps accelerate building and vehicle electrification, and an Innovation Fund that enables creative, community-driven decarbonization projects.

A three-year funding commitment will provide technical assistance and incentives to advance

“The City of Carson is excited to offer the EV Charging Wallet Pilot Program to our residents and encourage use of the extensive EV charging network in the community. CPA’s funding is instrumental for Carson to develop and implement this program that accelerates the transition to electric vehicles and reduces costs for our residents.”

- Cedric Hicks

Mayor Pro Tempore, City of Carson

decarbonization while supporting community resiliency, grid management capabilities, electrification initiatives and local procurement in partner communities.

All CPA member agencies are eligible to receive up to \$250,000 to implement one of three Pathways to Electrification

options, Building Electrification Assistance, Electric Fleet Transition and Community EV Charging.

Nineteen partner communities are currently implementing projects across these pathways. In 2025, the City of Hermosa Beach and the City of Camarillo became the first agencies to

complete building electrification and electric fleet projects, respectively.

CPA’s Innovation Fund provides competitive funding for projects that align with CPA’s program pillars and fall outside the scope of the Pathways to Electrification. In 2025, CPA awarded the \$2 million Innovation Fund to 10 communities.

Four member agencies are participating in Round 1, with projects including:

- Heat pump technologies for renters in Santa Monica
- A portable battery fleet to replace gas generators for community events in Culver City
- Equitable building electrification for affordable

housing units in West Hollywood

- An EV Charging Wallet pilot to offset charging costs in the City of Carson

CPA’s Board of Directors selected six additional proposals for Round 2 in December 2025. CPA will work with these agencies to execute program participation agreements in early 2026.

“Clean Power Alliance’s Building Electrification program made a vital contribution to our Clark Building renovation project. It helped us implement important environmental goals and mitigate the inevitable cost increases that agencies are experiencing on such projects. CPA staff was knowledgeable and accommodating in the process, showing they truly want their member agencies to succeed and further the energy efficiency goals that drive CPA’s mission.”

- Douglas Krauss, Environmental Programs Manager, City of Hermosa Beach



ELECTRIC VEHICLE CHARGER INCENTIVES

CPA continues to drive the expansion of electric vehicle infrastructure locally, contributing \$1.53 million to EV charging projects in Los Angeles and Ventura counties through California’s CALeVIP program. The combined CALeVIP investment to date of \$4.8 million in Ventura County represents the largest EV investment in the county’s history at that time.

These funds supported the purchase and installation of publicly accessible EV chargers, with at least 50% of the investment in Ventura County and 60% in Los Angeles County allocated to disadvantaged or low-income communities. Through this program, CPA has directly funded 42 new Level 2 ports in LA County, and 84 Level 2 ports in Ventura County. These publicly available charging ports support drivers across CPA’s service territory. CALeVIP and the Ventura County Air Pollution Control District (VCAPCD) are also funders for Level 2 ports installed in Ventura County.



REACH CODE PROGRAM

Through its Reach Code program, CPA helps member agencies to adopt advanced building and transportation electrification standards that drive climate action to make Southern California more sustainable. The program helps member agencies to achieve their policy goals of transitioning buildings to clean

electricity, improving energy efficiency, installing solar and battery systems and installing electric vehicle (EV) charging infrastructure.

In 2025, CPA provided technical support to six member agencies for existing building reach codes, one member agency for new construction reach codes, and two member agencies for building performance standards. The City of Ojai was the first of this group to adopt an existing building reach code in August 2025.



SUN STORAGE REBATE

In 2025, CPA expanded the Sun Storage Rebate program, which incentivizes residential customers to install battery storage systems paired with solar photovoltaic (PV) panels. The program offers residential customers a rebate of \$750 for installing an eligible battery storage system. Customers who are on an income-based assistance rate (CARE or FERA) are able to receive an additional rebate of \$250. Customers living in areas affected by high fire hazard severity zones are eligible for an additional rebate of \$1,250 through the Reliability+ incentive. CPA has distributed \$103,750 in rebates to 132 customers and reserved \$288,000 in rebates for customers to install battery systems. By incentivizing customers to add battery storage to their solar systems, Sun Storage Rebate anticipates providing CPA with reduced resource adequacy and energy costs.

SOLAR AND BATTERY ACCESS PROGRAM

CPA launched the Solar and Battery Access program in the spring of 2025 to provide income qualified customers with a no upfront cost solar PV and battery storage system. The program is available for CPA homeowners who are at or below 80% area median income. In 2025, the program installed 10 systems and those customers will benefit from added resilience and up to 70% savings on their electric bills. The newly installed battery storage systems will be operated as a virtual power plant to help customers reduce peak electricity demand charges while lowering CPA's resource adequacy costs.



GREEN LEADER

CPA's Green Leader program recognizes and highlights commercial customers that choose 100% Green Power for their operations.

Participants are featured in CPA's online directory and receive complimentary promotional toolkits to showcase their Green Leader status and commitment to sustainability.

The program has now grown to include a total of 39 commercial customers in CPA's service area.

BUILDING ELECTRIFICATION

CPA was awarded nearly \$1 million in grant funding from the California Energy Commission's (CEC) Equitable Building Decarbonization (EBD) program in partnership with Los Angeles County and the Southern California Regional Energy Network to help support local electrification needs for residential communities in CPA territory.

The first initial community focus areas that are covered will be Bassett Avocado Heights Advanced Energy Community, Carson, Hawaiian Gardens, Hawthorne, and Paramount.

POWER SHARE

The Power Share program provides income eligible customers living in disadvantaged communities with 100% renewable energy and a 20% monthly bill discount.

CPA expanded the program in 2025, serving over 10,000 customers with additional solar capacity awarded by the California Public Utilities Commission (CPUC).

The 20% bill discount, above-market costs for the incremental cost of energy for Power Share projects, marketing, and program management are covered by CPUC funding. CPA also incorporated auto-

enrollment for Power Share, prioritizing customers who are at high risk of disconnection. Power Share has provided over \$5.25M in bill savings to customers since inception.

