

*Serving our customers*



# Customer Energy Solutions

Board Update March 2026

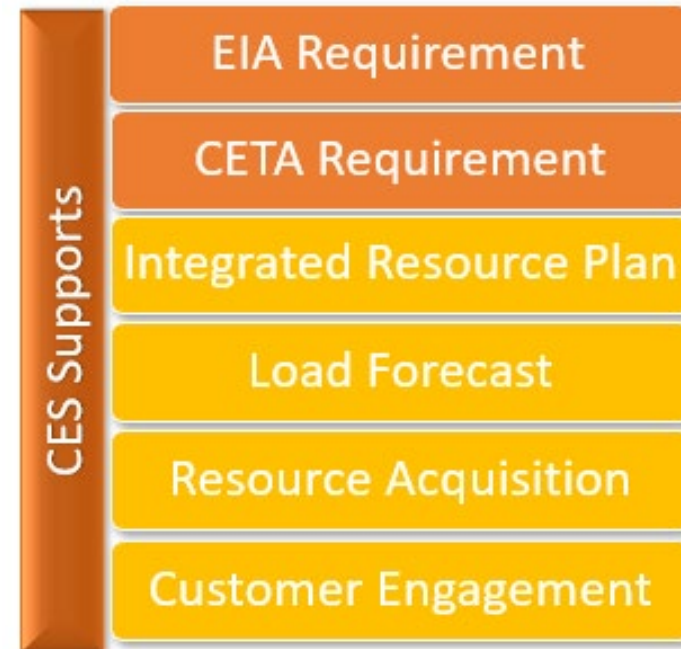
# Today's Agenda

- Customer Energy Solutions Overview
- 2024/25 Biennium Program Updates
- Looking Forward

# CES Overview

# CES Overview

- Customer Energy Solutions (CES) sits within Power Management
- Served over **86,000 customers** with projects, programs, and energy reports
- Total 2024/25 energy savings **81,320 MWh**
- Portfolio of about 30 Programs:
  - Conservation
  - Electrification
  - Peak Load Management
  - Customer Renewables
  - Electric Vehicle Enablement
  - Community Programs



# Power Management

## Customer Energy Solutions

Residential Programs

Business Programs

E-Mobility Programs

CES Ops & Compliance

Research & Development

## Energy Resource Planning & Evaluation

IRP & Analytics

Bulk Power & Transmission Contracts

Markets Initiatives & Policy

## Resource Operations & Trading

Resource Ops

PM System Engineering & Scheduling

Real-Time Energy Trading

Day-Ahead & Term Trading

Organized Markets Ops

## Administration

# 2024/25 Biennium Program Updates

# Residential Conservation

## Program Impact (2024–2025)

- 2,382 conservation projects completed
- 19,328 MWh reported in energy savings
- Around \$200/yr in customer household bill savings

## Key Program Investments

- \$2.5M HEAR Electrification Grant
  - Incentives for central heat pumps and heat pump water heaters
- Home Energy Reports Impact
  - Around 81,000 customers received Home Energy Reports
  - 89.6% positive customer response

## Customer Experience

- Over 500 customers responded to the program completion survey
- 94% of residential respondents rated Excellent or Good

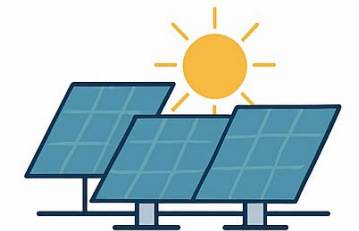
## 19 GWh of Energy Savings is Equivalent to:



**Over 1,600 Homes**  
powered for  
**one year**  
(assumes 12,000 kWh)



**Over 56 million**  
EV miles driven  
(assumes 0.34 kWh  
per mile driven)



**Over 38,000**  
400W solar panels  
operating for  
**one year**  
(assumes 500 kWh  
per solar panel)

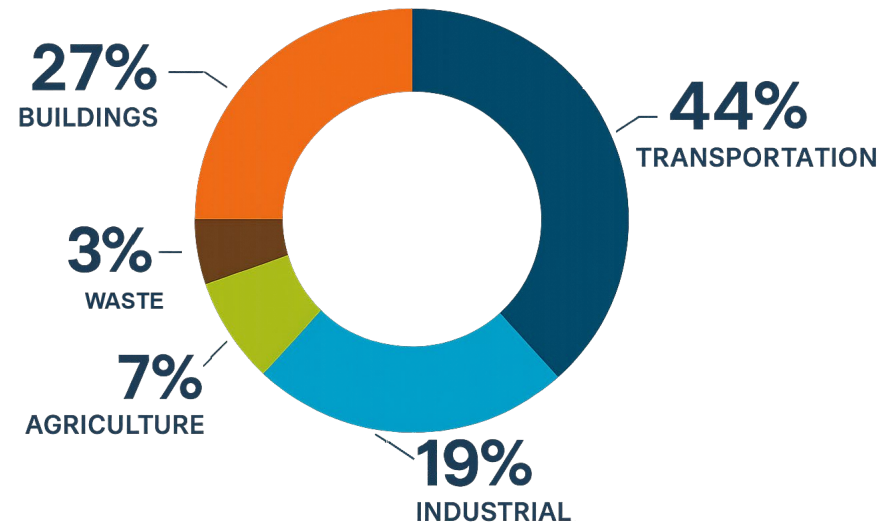
## Program Impact (2024–2025)

- 206 business projects completed
- 37,387 MWh in energy savings
- 66% of total portfolio savings



## Key Program Investments

- New Construction Early Design Assistance with 8 participating customers
- Clean Buildings Performance Standard:
  - 550 customer buildings enrolled in ENERGY STAR Portfolio Manager
  - Over 10,000 unique meters connected!



Buildings are the second largest source of greenhouse gas emissions in Washington (Dept. of Commerce 2015)

# Income-Qualified Programs

## Program Impact (2024–2025)

- 14% of conservation projects served income-qualified households
- 24% of the conservation portfolio budget supported low-income customers
- Customer household bill savings range per program from \$160/yr - \$250/yr
- 80% of community EV funding invested in low- and very-low opportunity areas

## Key Program Investments

- Income Qualified Renters Program
- PSE Electrification Partnership
- DHP Repair Program
- Increased Deferred Loan funding



# Electric Vehicle Programs

## Program Impact (2024–2025)

- Supported over 800 res customers with EV chargers
- Community Charging Program:
  - 50% multifamily, 50% publicly accessible
  - 34 projects, 21 in low-equity areas.
- TPU-owned
  - 62 Level 2 chargers and 4 DC fast chargers (DCFC)
  - Over 15,000 charging sessions recorded
  - Over 4,000 unique vehicles charged
  - Total electricity sold: 244,000 kWh



## Key Program Investments

- Secured and deployed \$1,000,000 in federal grant funding for EV programs.
- \$1,725,000 awarded to support a zero-emission electric dump truck + charging

# Community Programs

## Program Impact (2024–2025)

- Tree Coupon Program:
  - 2,269 coupons distributed (2023/24)
  - 2,143 distributed (2024/25)
- Customer-Sited Renewables: 545 installations
- Evergreen Options:
  - \$77,778 in customer contributions (2024)



## Customer Experience

- Participated in 111 outreach events with over 4,400 customer interactions
- NEEA Market Transformation:
  - ENERGY STAR
  - Load Flex Products Project
  - Whole Buildings



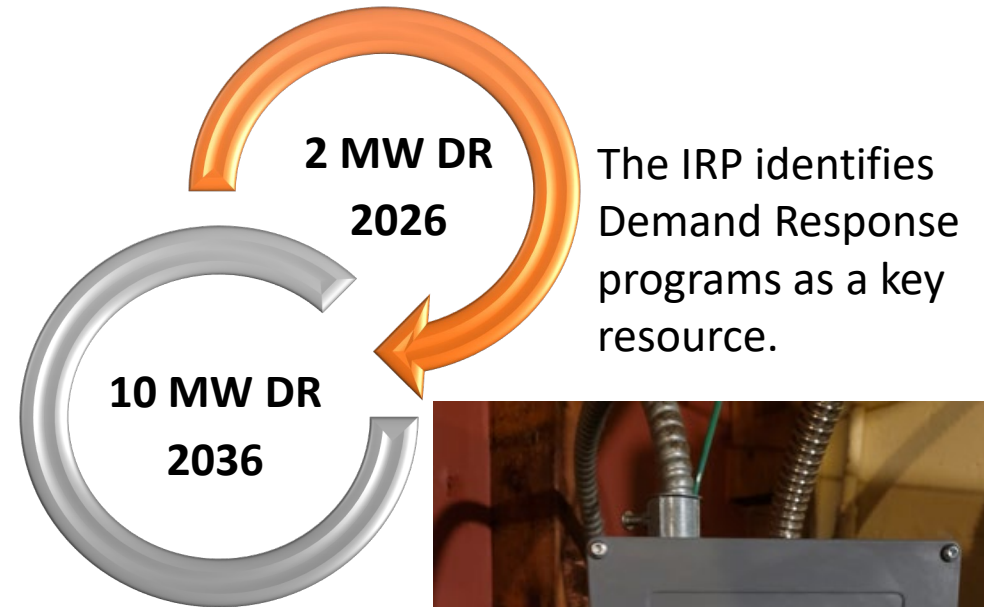
# Peak Load Management

## Program Impact (2024–2025)

- Water Heater Control Pilot
  - 255 customers took part in the program
  - 0.16 – 0.33 kW shifted per device
  - 88% Positive Satisfaction Score

## Studies

- \$412,250 Grant funding for Virtual Power Plant Feasibility Study
- \$79,100 Grant funding Solar + Storage study for Evergreen Options grant recipients

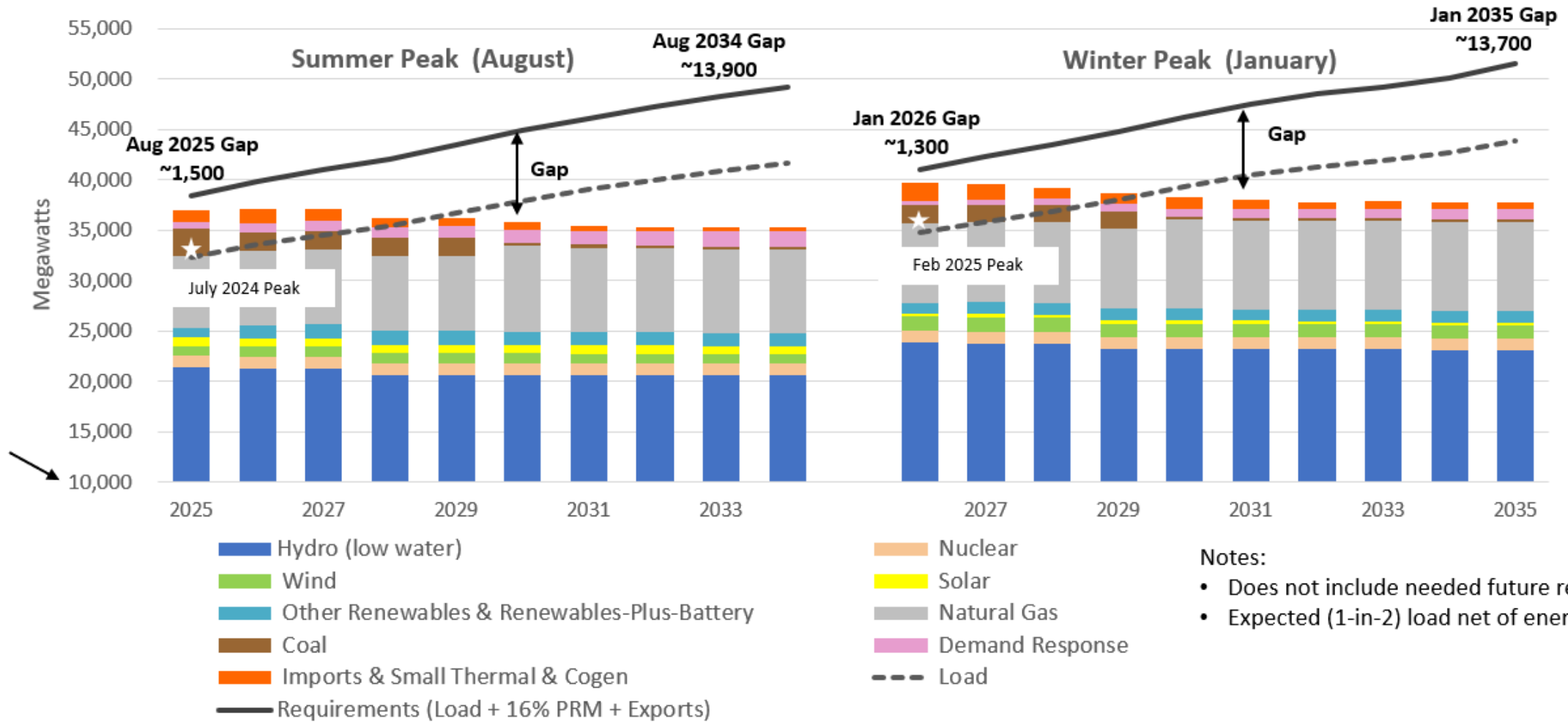


The IRP identifies Demand Response programs as a key resource.



# Looking Forward

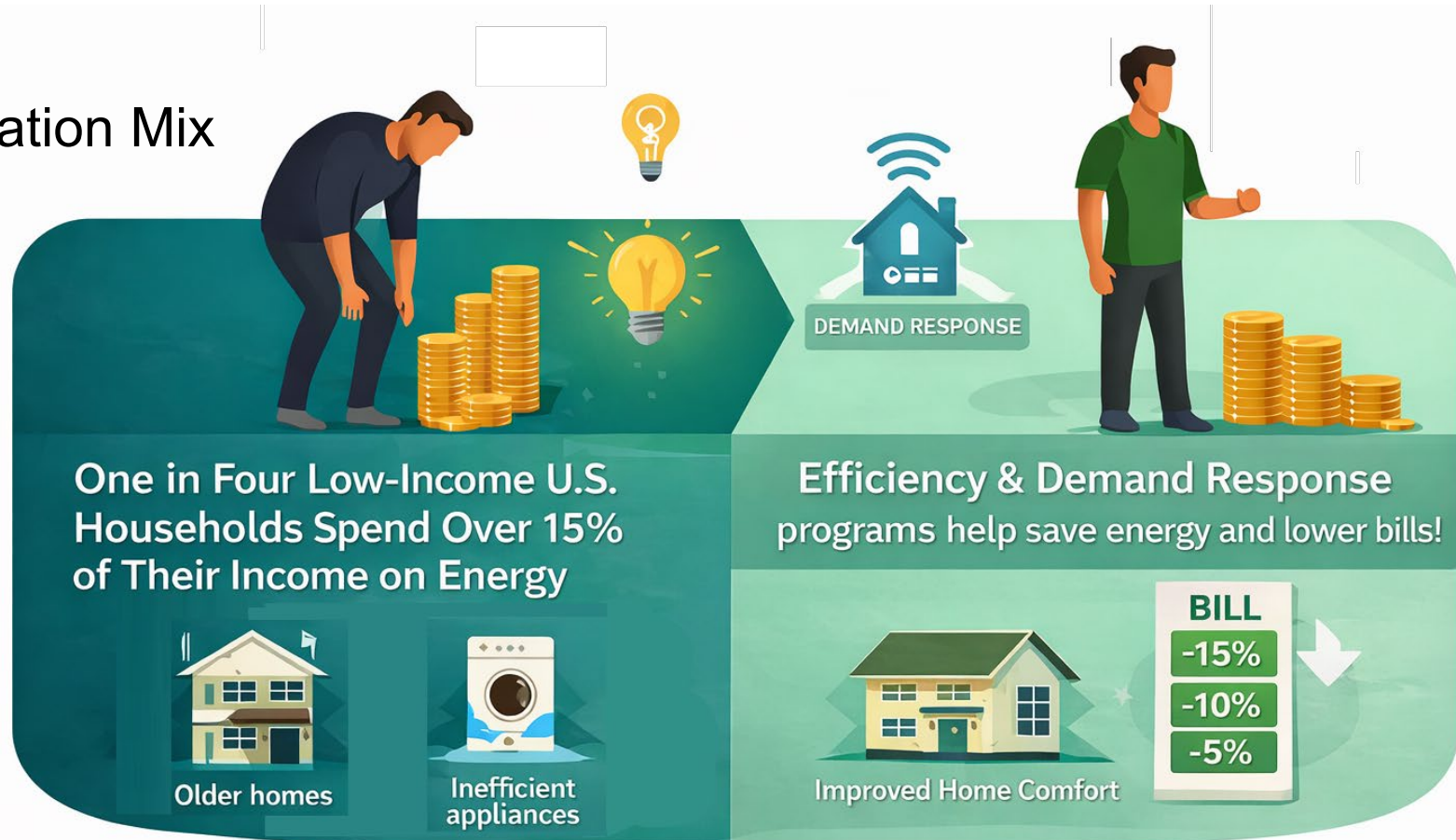
# Regional Load Forecasted



# Key Drivers

## Key Drivers for a Changing CES Portfolio

- Load Growth
- Climate Change
- Changing Regional Generation Mix
- Achieved Conservation
- Customer Affordability



# CES Strategy

- Refresh CES portfolio, strategy, and roadmaps
- Align programs to address peak demand, load, and customer affordability
- New demand response programs in design



## Commercial & Industrial

- Event Based Shut-Off Demand Response
- Industrial or Commercial Curtailment Program
- Retrocommissioning with Demand Response



## Residential

- Direct Load Control Electric Resistance Water Heating
- Connected Residential Thermostats
- Direct Load Control Customer Batteries



## Transportation

- Fleet Direct Load Control Incentives
- Residential Charge Off Peak Synthetic Time-of-Use
- Fleet Charge Off Peak Synthetic Time-of-Use

# Key Takeaways



## VALUE

Programs deliver measurable value to customers and the utility



## COMMUNITY BENEFIT

Portfolio supports reliability, affordability, and equity



## FUTURE READINESS

New programs address emerging system needs and evolving industry trends

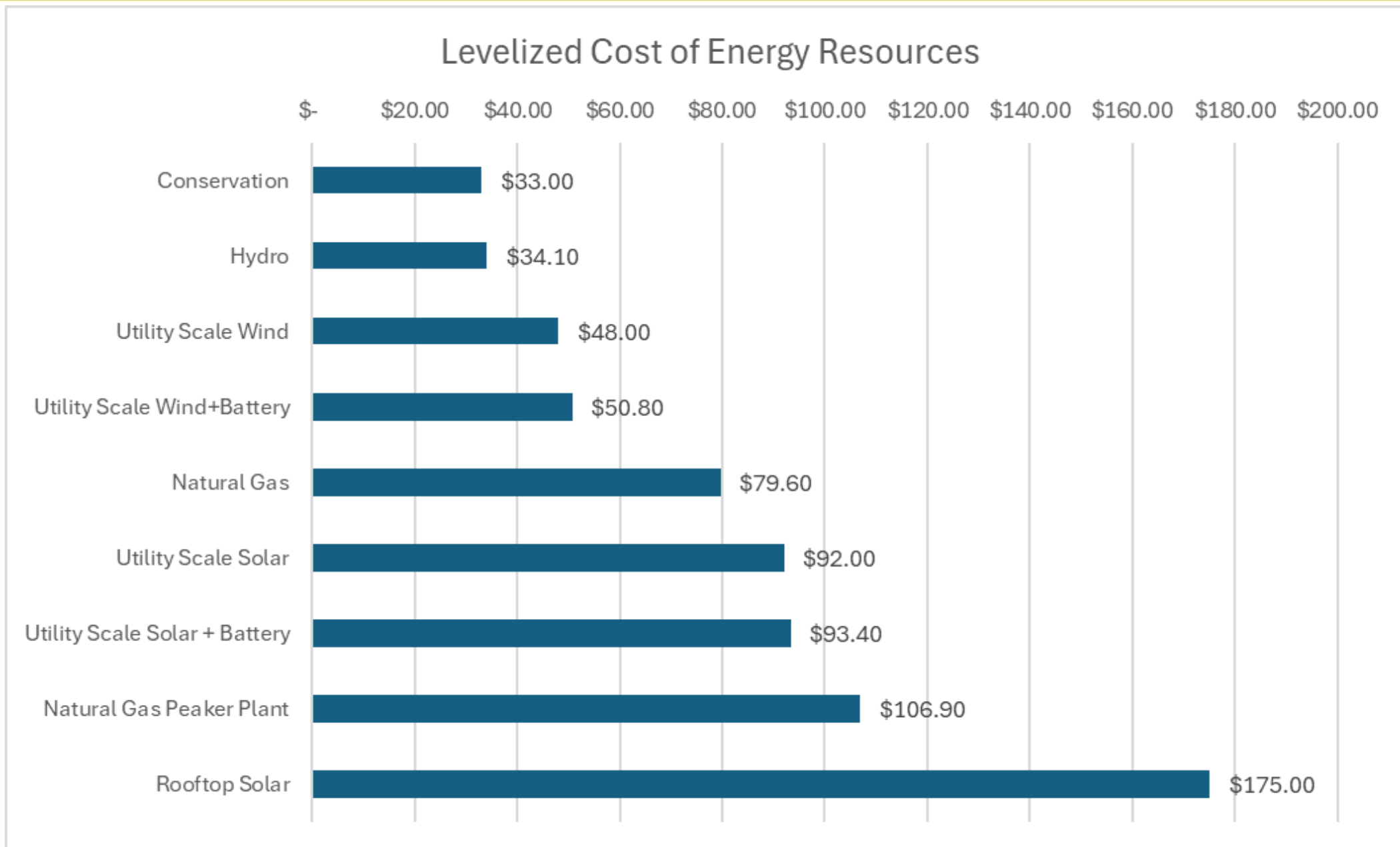


## STEWARDSHIP

Team manages risk and public funds responsibly

# Appendix

# Levelized Cost Of Energy



# TPU Cumulative Conservation

