

THE BAYREN ENERGY CONCIERGE

ENERGY GUIDANCE FOR LOCAL GOVERNMENTS

Program Overview

The Bay Area Regional Energy Network (BayREN) offers a comprehensive **Energy Concierge** to help local governments and special districts across the Bay Area navigate the complexities of energy efficiency, demand response, decarbonization, and energy resilience projects. Designed to facilitate energy improvements in public buildings, this service is a vital resource for public agencies looking to reduce costs, optimize energy use, and meet sustainability goals.

BayREN's Energy Concierge helps local governments and special districts access regional, state, and federal energy programs, ensuring that they know how to take full advantage of the resources available to them. The service addresses common barriers such as the lack of centralized information on available energy programs and the complexity of those programs' application processes.

BayREN's Energy Concierge provides a single point of contact for agencies to find relevant programs, access technical assistance, and secure financing and incentives for energy improvements. Launched in November 2024, the Energy Concierge service is ready to help local governments achieve their energy and resilience goals.

What Does the Energy Concierge Offer?



Help from a Human

BayREN acts as a one-stop impartial resource, guiding agencies to the energy programs (including incentives, financing, and technical support programs) that suit them best. Our streamlined approach and human touch make finding and participating in energy programs a little less daunting.



Custom Information Tailored to Participant Needs

The Energy Concierge offers customized program referrals based on each agency's unique climate goals, building portfolios, and energy priorities. Our individualized support ensures agencies can make informed decisions about energy-saving measures.



Expert Technical Guidance

The Energy Concierge provides high-level assistance with energy program applications to ensure that all eligibility requirements are met. It can be difficult for public agencies to keep track of differing requirements of various energy programs, but the Energy Concierge helps agencies avoid issues such as disqualification due to "double dipping" into overlapping incentive programs.



How Will The Energy Concierge Support the Bay Area?

BayREN's Energy Concierge will help the Bay Area's 500+ eligible local governments and special districts to participate in energy programs. Our goals are to:

- Make it easy for local governments to find and access energy programs that fit their needs.
- Increase the number of completed energy projects in the region.
- Help local governments understand the eligibility criteria to participate in energy programs and complete the necessary steps for enrollment.
- Cut through red tape for both local governments and program administrators by acting as a single point of contact.

BayREN's Energy Concierge also maintains an online guide that provides the public with the latest information on all the energy programs and opportunities available to local governments and special districts. This guide ensures agencies have easy access to up-to-date information on energy incentives and resources.

Program Success

BayREN is committed to continuous improvement and measuring program success. We will track and report quarterly on the following metrics and indicators of success:

- Number of agencies accessing energy program information and receiving assistance through the Energy Concierge.
- Number of local government staff who receive help from the Energy Concierge to apply for energy programs.
- Number of energy projects supported through the Energy Concierge"
- Survey feedback from participating agencies on program benefits and opportunities to improve.



How the Energy Concierge Works



Request Support

Local government or special district staff can easily request support online at bayren.org/energy-concierge. Then, our team will screen for eligibility and respond within three business days.

If the agency is served by a local government partnership (LGP), we will refer the participant to their [LGP representative](#) for more tailored support.



Initial Assessment

During an intake call, the Energy Concierge will discuss the agency's project scope, energy goals, and specific support needs. Based on this information, we'll provide personalized program referrals, high-level program application assistance, and advice on avoiding overlapping incentive program issues.



Concierge Guidance

The Energy Concierge is available to help local governments navigate program compliance requirements for their energy upgrade projects. For example, we help agencies avoid issues like "double dipping."



Ongoing Support

BayREN's Energy Concierge offers monthly office hours for local public agencies to ask questions and get help. We also maintain an online, publicly-accessible resource guide for energy-related programs. Even after receiving initial support, staff can contact the Concierge team via email for additional assistance at any time.

Is Your Local Government Eligible for the Energy Concierge?

- ✓ Receive electric and/or gas distribution services from Pacific Gas & Electric (PG&E), including through a community choice aggregator (CCA). Agencies with municipally owned or publicly owned utilities may also be eligible for certain services and can reach out to concierge@bayren.org to confirm their eligibility.
- ✓ Local jurisdiction or special district located in one of the following nine BayREN counties: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, or Sonoma.



Get Started

The BayREN Energy Concierge simplifies the process of energy efficiency upgrades for local governments. With help from the Energy Concierge, participants will save on energy costs and gain access to crucial incentives.

For more information or to get started, visit bayren.org/energy-concierge or contact the BayREN team at concierge@bayren.org.

