

**APPENDIX A
VENDOR QUESTIONNAIRE**

**PG&E Home Area Network (HAN)
Phase 2.0**

CORPORATE / COMPANY HEADQUARTERS

Name of Company (full legal name)

Street Address City State Zip Code

Telephone Number

Facsimile Number

Website URL

1. GENERAL INFORMATION

Nature of Business:

Type of Business: Corporation Partnership Limited Liability
 Sole Proprietor Small Business Minority-Owned
 Woman-Owned Disabled Veteran Business

Company: Public Privately-held

State and Date of Incorporation/Founded:

Under Present Ownership since:

Number/Location of Facilities: Within U.S. Outside U.S.

Number of Employees: Within U.S. Outside U.S.

Parent Company (full legal name)

Subsidiaries:

Affiliates:

Recent Mergers, Acquisitions, IPOs, etc.

List any pending litigation:

2. FINANCIAL

Dun & Bradstreet (Duns) Number :

Tax Identification Number:

Annual Revenue (last 3 years): 2011 (estimate): \$ 2010: \$ 2009: \$

Annual Revenue (HAN Specific): 2011 (estimate): \$ 2010: \$ 2009: \$

Financial Responsibility Assumed By (Name of Entity):

Bank/Investor Reference:

Accounting Firm Reference:

Attach latest Annual Report, Form 10-K, or Certified Financial Statement

(Note: If your company is a start-up organization or is privately-held, or if the requested financial information is not available, attach letter from CFO or other company management executive specifying the financial stability of your company and provide any financial information that can be shared with PG&E.)

3. **PRINCIPAL OFFICERS**

CEO/President:

Chief Financial Officer:

Marketing Manager:

Head of Business/Operations:

Others:

4. **OPERATIONS**

- How would you describe the scale of your company's operations? Please detail geographical presence, service levels, service interruption history (if applicable), solution processes, and disaster recovery solutions.
- Please provide a brief company history or background.
- Describe the funding for your company (e.g. sales only, other forms of investment, etc.)
- What investment is the company making in relevant research and development?

5. **COMPETITION**

- How would you describe your company's pedigree in the commercial marketplace?
- How long has your company been in the industry?
- Based on your company's service offering, what is the size of your target market?
- What do you consider your company's competitive advantage in the Home Area Networking space that differentiates you in the marketplace?
- Who are your company's main competitors? Provide Top 5.

6. **EXPERIENCE**

Please summarize the ways in which Respondent's device is particularly appropriate for participation in the HAN Phase 2.0:

- Explain past product/service implementation experience in the utility (or comparable) industry.
- Please highlight other customers that have bought similar products/services for similar applications.
- How many years has your company been providing HAN devices and/or services?
- What relevant strategic alliances does your company have in place?

7. **RETAIL STRATEGY**

- How will the device or solution will be delivered to the customer (e.g. vendor website, other retail websites, big box retailer, etc)? At what scale, and when?
- What is the price point or range of the device or solution? Please explain your plan to offer devices through distribution channels, partnerships or agreements with retailers. Respondent should also indicate the current status of any distribution or retail agreements.

8. **INSTALLATION STRATEGY**

Please explain your plan to offer a simple plug-and-play installation for the customer, including the association, disassociation, and online self- registration processes.

9. **SUPPORT**

Given that many of the HAN technologies are in the early adoption market phase, PG&E anticipates the need for significant support from a customer service perspective. PG&E foresees the need for collaboration with Respondents in Tier 2 and above (T2+) troubleshooting and identifying the source causes of support requests. PG&E defines Tier 1 support as basic troubleshooting uniform to all devices – for example, confirming that the device is on, plugged into power source, and attempting a restart. Tier 2+ involves device-specific diagnostics and remedies.

PG&E envisions a partnership with Respondents, taking into consideration the need for ticket escalation, possible warm hand-offs from T1 to T2+, and for ensuring the timeliness of responses to customers. In such a partnership, PG&E expects the vendor will respond to both customer *and* PG&E requests in a timely manner.

- Please describe how the vendor will use or implement independently managed, customer facing Tier 2+ processes such as customer-facing phone support and online customer self-serve support (i.e. online FAQ).
- Explain the method for troubleshooting device issues, seamlessly handling escalated device issues from PG&E's Customer Support, and guaranteeing response time to customers.
- How do you track and escalate customer requests, questions, and/or issues?
- Does the vendor provide warranty for the device? If so, what are the terms and conditions of the warranty?

10. **DEVICE FUNCTIONALITY & FEATURES**

Respondents are asked to elaborate on the functionality & features of the proposed device(s)/ service for the HAN Phase 2.0. While these are not requirements for acceptance, PG&E is interested in the following areas:

- All documentation should be easy to understand for a non-technical user. Does the device packaging include:
 - i. quick start guide
 - ii. installation instructions
 - iii. a user manual
 - iv. Support information and company contact information (phone and web)
 - v. disposal or recycling instructions
- Is the device portable? If so, please describe how a customer can move the device around the premise.
- How can the device be upgraded by the consumer (e.g. wifi/ internet)? Note that there will be no utility OTA upgrades. Describe the device upgrade path from SE 1.0 devices to SE 1.1 and SE 2.0.
- Does the device support connection to other end devices (e.g. smart plugs, smart appliances, etc.)? If so, what functionality is supported (e.g. remote access and control, end device usage information, etc.)?
- Does the device support billing cycles? If so, how?
- Does the device support projections (tier or billing)? If so, how?
- PG&E will not provide pricing signals through the meter, but will work with vendors providing pricing info through other channels. If the vendor is providing price information, please describe:
 - i. what rates/tariffs or rate types (e.g. inclining block, TOU, CPP) can be supported
 - ii. the calculations used to provide accurate rates to customers
 - iii. accuracy of all pricing or cost information provided (e.g. + or - 5%).
 - iv. if the pricing information includes or excludes taxes, fees, surcharges, discounts, etc., or if it includes the energy component charges only
- For residential customers on an inclining block rates, describe how the following information is used to calculate a customer's price (\$/kWh):
 - i. bill cycle start date
 - ii. baseline calculations
 - iii. estimated cost projections

11. COST OF DEVICE OWNERSHIP FOR CUSTOMERS

Respondents are asked to summarize the total cost to customers of their proposed device(s)/ service for the HAN Phase 2.0. Please identify all costs associated with your device and/or service. A list of potential cost components can be found below:

- Hardware purchase cost
- Software and/or service fees – Initial and annual
- Implementation/conversion/other costs – Identify other major costs of implementation, such as products or services required for operation but outside of your response. Include cost estimates (ranges) if available and reliable
- Recurring service charges

12. CUSTOMERS

- List major customers who currently have installed or endorsed your HAN devices/ services.
- How many clients is your company currently serving? Is there any one client that represents 25% or more of your HAN device/ solution revenue?

13. REFERENCES

PG&E requires that the respondent produce a list of clients with the names and contact information of individuals who can vouch for the quality of the respondent's product(s) and/or service(s). Provide three references that PG&E may contact about your company's HAN devices/ solutions. Please include company name, contact name, title, and contact information.

Reference #1:

Reference #2:

Reference #3: