Annual Report
For Calendar Year 2021

for

Westchester Power

Community Choice Aggregation Program

SUSTAINABLE WESTCHESTER

Westchester Power OUR COMMUNITY. OUR CHOICE.

40 Green Street
Mount Kisco, NY 10549
(914) 242-4725

Westchester Power 2021 Annual Report

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Commission Order

Per General CCA Order 14-M-0224, we are to report annually "the number of customers served, number of customers canceling during the year, commodity prices paid and value-added services, if any, and administrative costs collected." Below we have assembled this information for 2021 from January through the end of the year.

Program Retention History

Overall Program Gain/Attrition (2021)

Utility Territory	Start of Year Count	End of Year Count	Net Gain/Attrition in 2021	
			Accounts	Percentage
Con Ed*	94,628	101,302	+6,674	+7.1%
NYSEG**	7,530	6,829	-701	-9.31%
Westchester Power Total	**102,158**	**108,131**	**5,973**	**5.85%**

*The Start of Year Count for Con Ed excludes the count for the Village of Tuckahoe, which launched as a participating municipality in April 2021 and not at the start of the year

**The End of Year Count for NYSEG was the month of November, as the last month of full participation in NYSEG before our pause in services in that territory, which began in December of 2021

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Attrition by Municipality (2021): Con Ed Territory

Municipality	Start Count	End of Year Count	Net Change in 2021	
			Accounts	Percentage
Ardsley	1,094	1,022	-72	-6.6%
Bedford	523	550	27	5.2%
Croton-on-Hudson	2,101	2,078	-23	-1.1%
Dobbs Ferry	2,702	3,163	461	17.1%
Greenburgh	11,371	10,800	-571	-5.0%
Hastings-on-Hudson	2,275	2,424	149	6.5%
Irvington	1,744	1,744	0	0.0%
Larchmont	1,281	1,285	4	0.3%
Mamaroneck,Town	3,555	3,522	-33	-0.9%
Mamaroneck,Village	5,073	5,086	13	0.3%
Mount Kisco	2,799	2,881	82	2.9%
New Castle	4,251	4,201	-50	-1.2%
New Rochelle	15,622	16,628	1,006	6.4%
Ossining, Town	1,356	1,362	6	0.4%
Ossining, Village	5,405	5,634	229	4.2%
Peekskill	4,944	5,159	215	4.3%
Pelham, Village	1,659	1,634	-25	-1.5%
Pleasantville	2,121	2,136	15	0.7%
Rye	3,754	4,470	716	19.1%
Rye Brook	2,435	2,482	47	1.9%
Sleepy Hollow	1,854	1,958	104	5.6%
Tarrytown	3,247	3,344	97	3.0%
Tuckahoe	-	1,912	-	-
White Plains	13,462	15,827	2,365	17.6%
Grand Total	**94,628**	**101,302**	**+6,674**	**+7.1%**

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Attrition by Municipality (2021): NYSEG Territory

Municipality	Start Count	End of Year Count	Net Change in 2021	
			Accounts	Percentage
Town of Bedford	1874	1,805	-69	-3.68%
Town of Lewisboro	1394	1,385	-9	-0.65%
Town of North Salem	918	762	-156	-16.99%
Town of Pound Ridge	744	701	-43	-5.78%
Town of Somers	2600	2176	-424	-16.31%
NYSEG Grand Totals	**7530**	**6,829**	**-701**	**-9.31%**

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Account Counts by Month (2021): Con Ed Territory

Municipality	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ardsley	1,035	960	947	1,021	1,010	1,006	985	976	966	1,037	1,031	1,031
Bedford	505	477	479	534	530	524	521	520	519	552	548	550
Croton	2,000	1,859	1,839	2,004	1,990	1,980	1,955	1,937	1,916	2,101	2,096	2,078
Dobbs Ferry	2,232	2,437	2,417	3,082	2,305	3,104	2,641	2,587	2,528	2,811	2,348	3,163
Greenburgh	10,313	10,138	9,917	11,417	10,582	10,689	10,498	10,330	10,190	10,867	10,757	10,800
Hastings	2,095	2,131	2,105	2,399	2,180	2,370	2,250	2,225	2,186	2,363	2,220	2,424
Irvington	1,658	1,596	1,584	1,727	1,705	1,702	1,676	1,656	1,631	1,780	1,750	1,744
Larchmont	1,199	1,165	1,145	1,323	1,285	1,280	1,254	1,232	1,209	1,310	1,303	1,285
Mamaroneck, T	1,880	1,792	1,783	1,770	1,754	1,751	1,729	1,708	1,682	1,656	1,650	1,642
Mamaroneck, V	4,893	4,636	4,591	5,134	5,051	5,012	4,818	4,866	4,755	5,179	5,126	5,086
Mt Kisco	2,718	2,615	2,632	2,859	2,825	2,800	2,774	2,738	2,699	2,931	2,905	2,881
New Castle	4,068	2,058	5,681	4,188	4,159	4,133	4,079	4,028	3,978	4,244	4,226	4,201
New Rochelle	14,728	14,231	14,043	16,319	15,221	15,899	15,241	15,050	14,805	16,556	15,888	16,628
Ossining, T	1,301	1,207	1,211	1,345	1,331	1,315	1,314	1,299	1,277	1,380	1,374	1,362
Ossining, V	5,243	5,011	4,931	5,521	5,441	5,373	5,323	5,264	5,173	5,766	5,678	5,634
Peekskill	3,949	4,506	4,386	5,758	4,959	4,876	4,815	4,756	4,692	5,331	5,249	5,159
Pelham	1,575	1,239	1,785	1,634	1,614	1,606	1,579	1,560	1,532	1,670	1,655	1,634
Pleasantville	1,860	226	3,722	2,356	2,146	2,114	2,096	2,063	2,033	2,182	2,161	2,136
Rye	2,917	3,450	3,373	4,470	3,065	4,426	3,674	3,683	3,536	3,882	2,998	4,470
Rye Brook	2,387	2,310	2,219	2,421	2,415	2,384	2,366	2,450	2,308	2,420	2,367	2,482
Sleepy Hollow	1,826	1,767	1,701	1,938	1,907	1,896	1,870	1,859	1,821	1,814	1,980	1,958
Tarrytown	3,157	3,034	2,917	3,341	3,303	3,259	3,216	3,161	3,099	3,121	3,355	3,344
Tuckahoe	-	-	-	1,974	1,949	1,900	1,878	1,847	1,799	1,956	1,940	1,912
White Plains	11,069	12,502	12,144	15,654	11,319	15,398	13,071	12,876	12,667	13,981	11,615	15,827
Grand Total	**86,145**	**82,799**	**88,988**	**101,960**	**91,798**	**98,542**	**93,341**	**92,363**	**90,672**	**98,809**	**94,112**	**101,302**

Account Counts by Month (2021): NYSEG Territory

Municipality	Start	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Bedford	1874	1,845	1,833	1,868	1,862	1,833	1,818	1,869	1,853	1,847	1,829	1,805	NA
Lewisboro	1394	1,385	1,382	1,405	1,402	1,394	1,389	1,428	1,424	1,417	1,393	1,385	NA
North Salem	918	780	784	787	789	771	774	773	783	784	767	762	NA
Pound Ridge	744	766	761	776	766	749	745	735	728	721	714	701	NA
Somers	2600	2,226	2,219	2,249	2,219	2,204	2,195	2,264	2,231	2,225	2,199	2,176	NA
Grand Total	**7530**	**7,002**	**6,979**	**7,085**	**7,038**	**6,951**	**6,921**	**7,069**	**7,019**	**6,994**	**6,902**	**6,829**	NA

Electricity Usage

Total Usage During Reporting Period (2021), kWh

	Standard Supply	Green Supply	Total Usage
NYSEG	28,918,489	58,130,597	87,049,086
ConEdison	29,286,485	701,807,058	731,093,543
Total Usage	**58,204,974**	**759,937,655**	**818,142,629**

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Usage During Reporting Period by Municipality (2021): Con Ed Territory

Municipality	Renewable	Standard	Grand Total
Ardsley	9,130,522	91,851	9,222,373
Bedford	11,107,000	123,522	11,230,522
Croton	14,690,935	118,347	14,809,282
Dobbs Ferry	19,348,065	211,121	19,559,186
Greenburgh	82,986,454	5,257,265	88,243,719
Hastings	15,394,994	51,376	15,446,370
Irvington	15,983,637	87,726	16,071,363
Larchmont	13,914,822	247,630	14,162,452
Mamaroneck, T	33,158,487	245,811	33,404,298
Mamaroneck, V	37,682,701	364,640	38,047,341
Mt Kisco	113,816	18,841,149	18,954,965
New Castle	54,847,556	595,549	55,443,105
New Rochelle	105,904,707	672,412	106,577,119
Ossining, T	10,403,657	126,809	10,530,466
Ossining, V	29,636,729	187,816	29,824,545
Peekskill	27,834,294	131,809	27,966,103
Pelham	12,297,367	146,289	12,443,656
Pleasantville	14,153,591	173,895	14,327,486
Rye	46,213,605	520,658	46,734,263
Rye Brook	23,763,112	190,591	23,953,703
Sleepy Hollow	10,820,950	62,274	10,883,224
Tarrytown	19,473,868	126,917	19,600,785
Tuckahoe	7,732,778	45,329	7,778,107
White Plains	85,213,411	665,699	85,879,110
Grand Total	**701,807,058**	**29,286,485**	**731,093,543**

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Usage During Reporting Period by Municipality (2021): NYSEG Territory

Municipality	Green Supply	Standard Supply	Total Usage
Bedford	21,478,474	1,600,205	23,078,679
Lewisboro	16,341,741	1,423,157	17,764,898
North Salem	7,918,075	650,569	8,568,644
Pound Ridge	11,551,365	274,947	11,826,312
Somers	840,942	24,969,611	25,810,553
Total NYSEG Usage	**58,130,597**	**28,918,489**	**87,049,086**

Complaints Received

Complaint Category	Count
a. Enrolled without notice	3
b. Difficulty enrolling or dropping	9
c. Dissatisfied with price/program	6
Submitted to NY Dept. of Public Service	*

*Reported by Dept. of Public Service staff

Commodity Prices Paid

CCA Pricing - $/kWh

	Con Ed Territory		NYSEG Territory	
	Residential	Small Commercial	Residential	Small Commercial
100% Renewable	0.07405	0.07100	0.0719	0.0719
Standard	0.06749	0.06445	0.0672	0.0672

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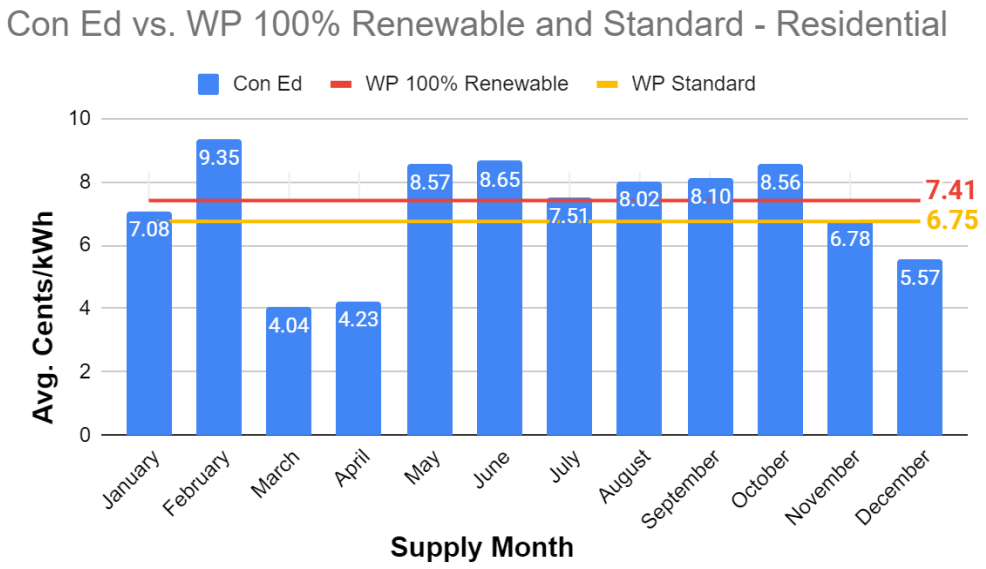
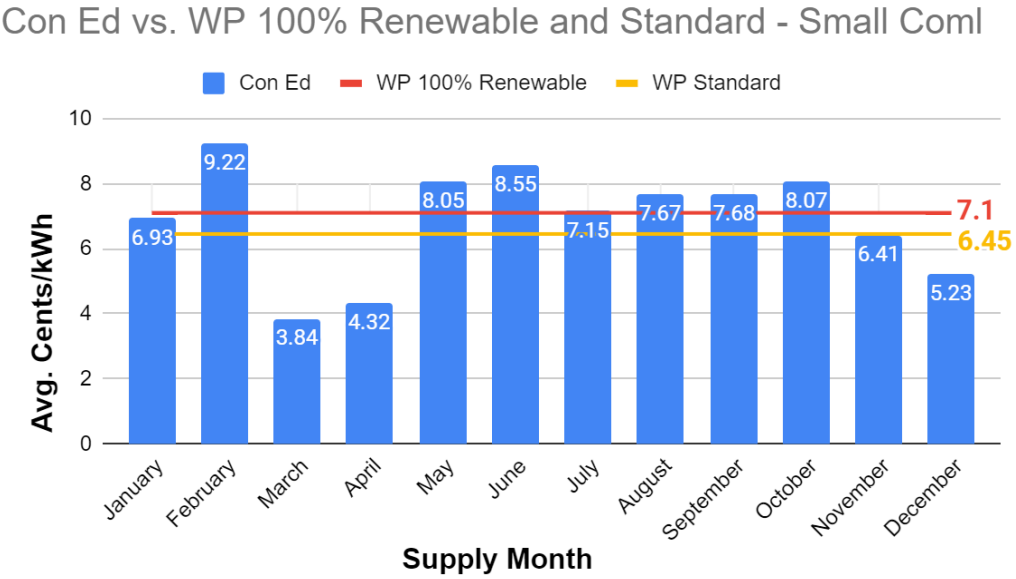
CCA Prices vs. Utility Rates (2021): Con Ed Territory





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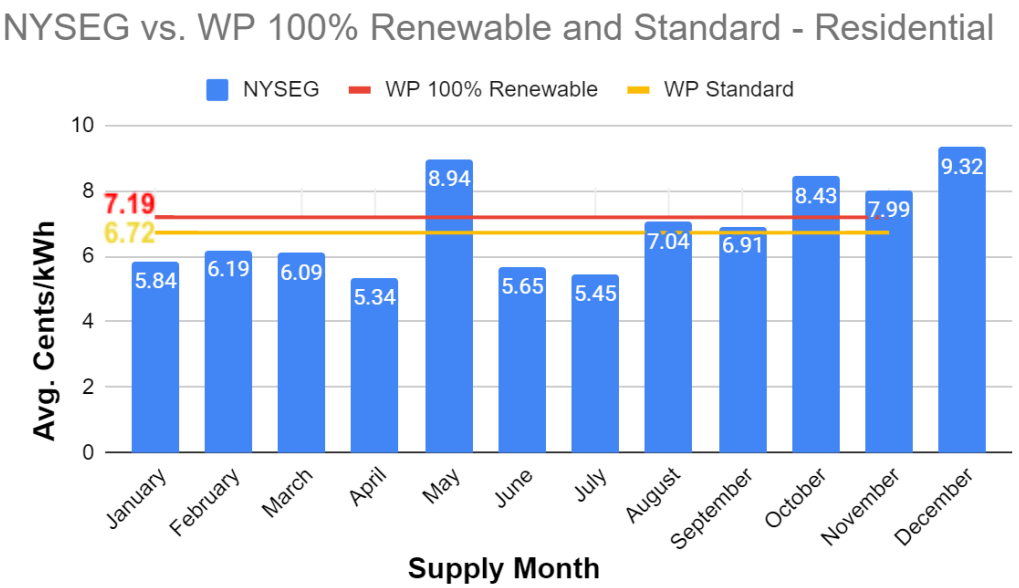
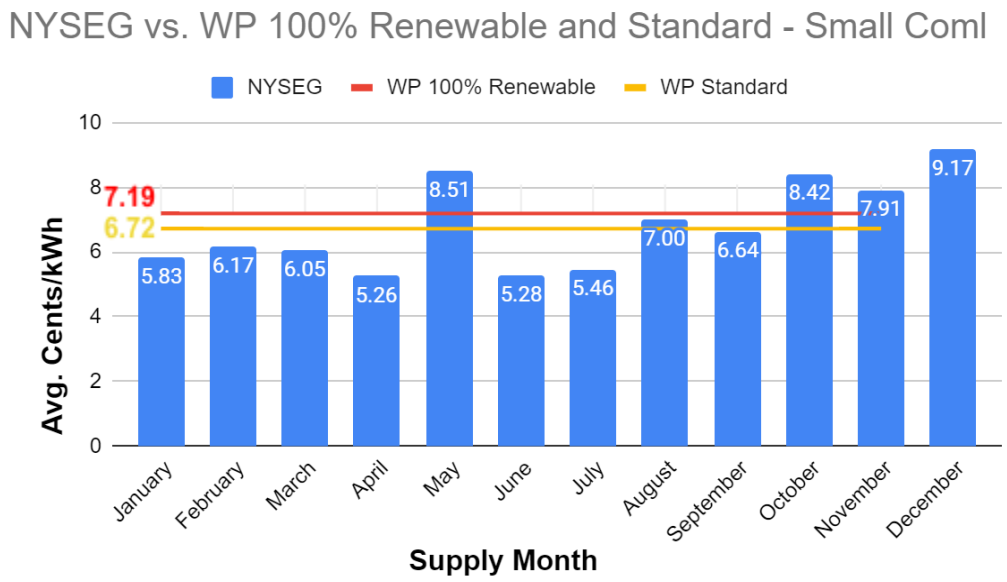
CCA Prices vs. Utility Rates (2021): NYSEG Territory





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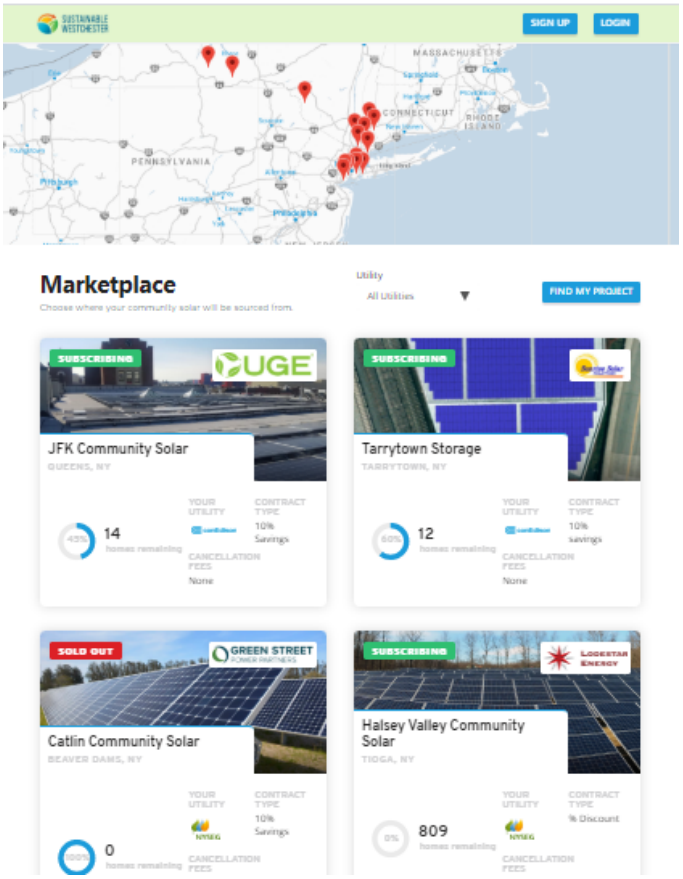
Value-added Services: Installation of DER, Clean Energy Services

Community Solar



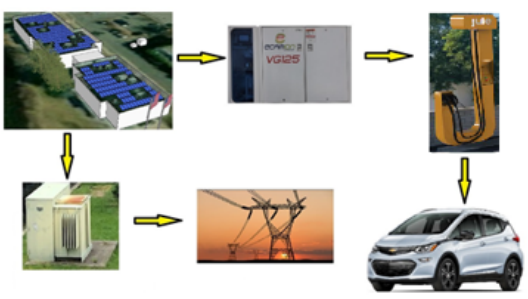
Since the launch of Sustainable Westchester's Community Solar program in 2018, over 2,200+ residents and local organizations, and 11 municipalities have joined as subscribers in 30+ community solar projects. In 2021, Sustainable Westchestercontinued to build on its experience in coordinating and facilitating dozens of local Community Solar campaigns to broaden access and awareness of the benefits of Community Solar, namely a guaranteed savings on electric bills and support of local renewable energy. Such campaigns have also secured nearly $100,000 in grant funding for clean energy initiatives in local municipalities through NYSERDA's Clean Energy Communities (CEC) program.

Sustainable Westchester's approach to Community Solar is a natural extension of the community campaign model begun in the Solarize Westchester rooftop solar program (2015-2018) and continued throughout the Community Solar program. The Community Solar outreach and public education efforts also benefit from the skills and emphasis on customer service that is fundamental to five years of Westchester Power operations. This ensures that Community Solar subscribers are well-informed about how the program works and how they earn savings through the program.

With utility consolidated billing now scheduled for final utility testing and full implementation in 2022, Sustainable Westchester will be planning for this change and is developing its plan for incorporating the community solar credit distribution on an opt-out basis through Westchester Power's Solar Credit offering.

Solar + Storage

Battery storage of renewable energy plays a critical role in maximizing renewable energy utilization. Sustainable Westchester has worked to create a model of Sunshine-to-EV (electric vehicle) which will combine a Solar PV system (a solar installation), a battery and a high speed EV charging at its headquarters in Mount Kisco. The model has a community solar component for better economics and a community



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benefit in the form of savings for subscribers to the project through the Community Solar program.

The goal is for this project to serve as a very visible educational tool, in addition to the concrete financial and environmental benefits it offers.

Demand Response

In 2021, Sustainable Westchester continued its demand response program, GridRewards, for residential accounts in ConEd territory, a first of its kind in the Northeast. This program uses an aggregation technology platform that takes advantage of the Advanced Metering Infrastructure (AMI) and allows individuals to access utility demand response programs through a smartphone application. During the 2021 season, there were close to 2,000 participants. On average, participants were paid $68 for their usage reductions during peak periods, with the most responsive customers earning up to $700. These earnings were acquired over 5 demand response events, lasting between two and four hours long. In addition to financial savings for community members, Sustainable Westchester is pleased to offer important services to the grid through our aggregation, minimizing the need for peaker plants and easing grid constraints. In 2022 the program is adding a Refer-a-Friend program.

Clean Transportation

Sustainable Westchester continued to promote the transition to clean electrified transportation in 2021, by helping consumers access information, discounts, and incentives on both electric vehicles and charging stations. Sustainable Westchester partnered with a charging station company in order to greatly accelerate the deployment of charging station infrastructure in Westchester County. Sustainable Westchester support to member municipalities has resulted in the installation of dozens of charging stations across the County.

Sustainable Westchester also won a Phase I of the New York Clean Transportation Prize competition for a Bee Line On Demand proposal for a $7 million prize that it will submit in June 2022. Sustainable Westchester is partnering with Via, the County, the City of Peekskill and Tris-State Transportation on this proposal.

Landscaping

Passenger car emissions will continue to decrease due to industry‘s improved emissions controls in cars, increasing adoption of electric cars and as well as growing share of renewables in the energy portfolio. According to reports published by California’s Air Resource Board, by 2031, emissions from small engines such as those primarily used for lawn, garden, and other outdoor power equipment, will be more than twice those from passenger cars.

Sustainable Westchester promotes the benefits of converting to electric landscaping equipment as part of the “electrify everything” imperative, and is working to establish a model to promote low emissions, low impact and sustainable landscaping practices. Sustainable Westchester will continue to identify opportunities to pilot and scale clean energy initiatives in transportation and landscaping.

Residential Home Energy Efficiency & Clean Heating and Cooling

Sustainable Westchester's residential energy efficiency and clean heating and cooling program, EnergySmart Homes Westchester promotes weatherization, electrification via air source and ground source heat pumps and heat pump hot water heaters, with funding from a NYSERDA grant. Through the EnergySmart Homes Westchester Program (ESH), Sustainable Westchester assists Westchester County residents and local communities in offering high quality, competitively priced Clean Heating and Cooling (CH&C) installations from vetted contractors, and energy efficiency solutions to homeowners through a series of local community campaigns. They also provide access to complementary clean energy solutions including GridRewards.

Heating and cooling energy expenditures are responsible for one third of the carbon emissions in Westchester and New York State. The options offered to homeowners in EnergySmart Homes Westchester, provide a proven way for individuals and communities as a whole to improve local sustainability, save on heating and cooling costs, gain positive returns on investment with incentive programs and tax credits, and create a beneficial impact to air quality, family and public health, and the environment. The program offers resources such as a robust website featuring local testimonials, case studies, webinar recordings, video interviews, community volunteers profiles and more. Homeowners are equipped with a list of vetted contractors, informational sheets explaining utility, state and federal rebate and incentive programs, in-depth presentations recordings, technology overview sheets and customized information based on their style of home.

In 2021, the ESH program operated community campaigns in the Town and Village of Pelham, Town and Village of Ossining, Village of Briarcliff and the Rivertown Villages of Tarrytown, Sleepy Hollow, Irvington, with support to residents across Westchester County. Throughout the course of the year issued an RFP to partner contractors, onboarded four new contractors to the ESH partner installer list, trained over 20 community volunteers, produced 10 homeowner interview videos, hosted 15+ webinars engaging 900 participants and generated over 1,500 homeowner leads. The team provides both email and phone support to interested homeowners, tables at local events and stragailly adveritses throughout the community with the support of a network of volunteer partners.

Clean Energy Communities Support

Sustainable Westchester has continued, with the support of the Regional Clean Energy Communities Coordinator, to provide guidance and documentation for municipalities seeking to submit to the program. 23 Westchester Municipalities have obtained credit for Community Choice Aggregation under the program. With 48 community campaigns in progress and a total of 24 community campaigns having been run and awarded for demand response, clean heating and cooling and community solar - helping to connect electrification and demand management to the transition to clean energy that Community Choice Aggregation underpins. Sustainable Westchester is proud to have assisted so many municipalities in their Clean Energy Community campaigns, Westchester is home to the top three communities on the Clean Energy Communities statewide leaderboard.

Plans for Renewal

March of 2022 saw both the relaunch of the NYSEG aggregation after a 3-month pause, and the launch of Yonkers. Those two contracts end on November 30, 2023, so there will be no renewal activity in 2022. The Con Edison contract ends June 30, 2022. Sustainable Westchester is working with participating municipalities to negotiate an extension to that contract with the aim of postponing the auction to a potentially less uncertain period, and also to allow time to organize an enhanced auction process.

2021 Program Financials

Operation Revenue	
Total Operating Revenue	818,143
Expenditures	
Direct Program Expenses	41,600
Salaries & Related	489,378
Contractors	8,570
Outside Services	39,818
Data Services and IT	19,556
Advertising/Marketing	35,345
Operations	80,904
Total Expenditures	715,171
Net Operating Revenue	102,972

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