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Docket Number:	16-OIR-02
Project Title:	SB 350 Barriers Report
TN #:	212858
Document Title:	Proteus, Inc. Comments: On 8/12/16 Workshop on Barriers of Low-Income and Disadvantaged Communities
Description:	N/A
Filer:	System
Organization:	Proteus, Inc.
Submitter Role:	Public
Submission Date:	8/18/2016 4:16:49 PM
Docketed Date:	8/18/2016

Comment Received From: Proteus, Inc.

Submitted On: 8/18/2016

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On 8/12/16 Workshop on Barriers of Low-Income and Disadvantaged Communities

Additional submitted attachment is included below.

Proteus, Inc., a private 501(c)(3) non-profit organization founded in 1967, has been providing educational classes to the community since its inception. Early programs included English as a Second Language (ESL) and Adult Basic Skills. In 1995, Proteus received its first term of accreditation through the Western Association of Schools and Colleges (WASC). In the late 2000's, the Proteus school adopted the name William M. Maguy School of Education (WMSE) to honor Proteus' founder and former CEO. Today, the WMSE offers an array of classes throughout the Central Valley. Academic programs include ESL, Citizenship Preparation and High School Equivalency. Career and Technical Education courses are taught in Truck Driving, Forklift Certification, Office Automation and a variety of Green industry trainings in Solar Design and Installation, Weatherization and Basic Construction and Energy Efficiency and Renewable Energy (EERE) Technician. The Green industry courses have proven to be a successful program for the customer population that Proteus serves.

The WMSE student population mirrors the customer base served through the Proteus Energy Division. Proteus has been providing energy efficiency services since 1985 and is currently a direct contractor with public utility companies such as Southern California Edison, Pacific Gas & Electric, Southern California Gas Company, and Southwest Gas Company to implement the Energy Savings Assistance Program (ESAP). These programs cover the counties of Fresno, Kern, Kings, Tulare, and East Los Angeles. Contracted services include home assessments, weatherization, non-infiltration, repair and replacements of Heating, Ventilation, and Air Conditioning (HVAC) units, the installation of water heaters, furnaces, refrigerators, room air conditioners, and washers.

Proteus' Energy Division provides energy efficiency installation services to approximately 1,000 homes per month throughout Tulare, Kings, Kern, Fresno, and San Bernadino counties as well as parts of Los Angeles County. Many of our staff are bilingual in English and Spanish and have the ability and culture familiarity to work and converse with monolingual Spanish speaking only families. These skills and abilities assist us to connect with the customers and minimize their fears regarding concerns they may have as well as build a rapport with them. These new found relationships assist us to increase awareness of the program and serve as a great outreach tool amongst family and friends of those who have received services.

Through various contracts and continual trainings and certifications, Proteus staff has gained the knowledge in energy efficiency as well as the installation of appliances. Each of the installers has vast experience in the installation of appliances and weatherization of homes. As licensed contractors through Southern California Edison (SCE), Southern California Gas (SCG), and Pacific Gas & Electric (PG&E) companies, Proteus' management, supervisors, assessors, and installers must complete training as required in order to provide energy education and assessment, home weatherization, HVAC repair and replacement, energy-efficient appliance replacement, and the California Alternative Rates for Energy (CARE) applications. All Proteus assessors must successfully complete the utilities' certification process to obtain the state Home Improvement Salesperson Certification through California State License Board (CSLB). In addition, many of Proteus' installers have received training via the weatherization course offered through Proteus' William M. Maguy School of Education which is also available in-house to Proteus staff as a refresher course.

Additionally, staff has also participated in and received a certificate in Lead-Safe as well as receives OSHA training on an annual basis. Proteus has the following license classifications which assists us to work with the local jurisdiction and obtain and finalize all required permits:

- Class B- General Building Contractor
- C20- Warm-Air Heating, Ventilating and Air-Conditioning and
- C36- Plumbing
- C46 - Solar

Proteus prides itself on the ability to provide high quality customer service, quality educational programs and safe installation services to our customers at every visit in an efficient time frame. In an effort to ensure that the services and work completed meets the needs of the customers, Proteus' staff continually conducts evaluations and surveys both to those we have served, industry employers, our vendors, and even amongst the staff. These surveys are conducted through phone calls, by mail, in person, or online.