

Changes to BPA's E Source Membership

For the past several years, BPA has provided our customers with an umbrella membership for two primary E Source efficiency services (Technology Assessment and Demand Side Management). The cost of these services has been significant and given the cost pressures we face as an agency, we had to scale back our memberships. Going forward, our customers will still continue to have access to the entire online repository of both the Technology Assessment and Demand Side Management services, but will no longer have unlimited member inquiries as they have in the past. This change, along with the reduction of BPA's internal membership, reduced BPA's costs by nearly \$200,000 annually.

We understand that member inquiries (now called *Ask E Source* inquiries) are valuable to you so we negotiated with E Source to allow BPA's customers to share in the use of the 50 annual *Ask E Source* inquiries allotted to BPA. As such, we are asking all our customers to help effectively manage this resource by contacting your EER before submitting an *Ask E Source* request directly to E Source. We are maintaining an internal record to track the BPA and customer inquiries against our annual total of 50. Please await confirmation from your EER before submitting your inquiry to E Source.

To assist in the inquiry process, E Source has added a new *Ask E Source Inquiry "Vault."* Updated on an ongoing basis, you can view and search hundreds of actual E Source responses to the most frequently asked technology and DSM inquiries. We suggest using the *Ask E Source Vault* before submitting your inquiry to your EER, as an answer to your question may already be available.

Should you wish to arrange an individual membership or gain access to additional E Source resources, they have indicated they would offer BPA's customers pricing commensurate with the services BPA already provides. Please contact E Source directly for more information regarding these options.

