

# SDG&E Energy Innovation Center

## Visitor Use Policies and Procedures

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### Mission

The Energy Innovation Center's mission is to help the San Diego region achieve its energy efficiency potential by:

- Educating San Diego's businesses and residents about new energy technologies & cost-effective energy efficient practices;
- Encouraging the adoption of energy efficient technologies in the context of a holistic sustainable building design;
- Training San Diego's workforce to install, operate, and maintain energy efficiency projects for the region's long-term economic and environmental benefit.

### Contact Information

For general inquiries:

Call toll-free: 1-800-613-8970 or E-mail: [EICInfo@semprautilities.com](mailto:EICInfo@semprautilities.com) for questions.

Send reservation forms to: [EICReservations@semprautilities.com](mailto:EICReservations@semprautilities.com) or E-fax: 858-385-3951

To inquire about our Demonstration Kitchen:

E-mail: [FoodService@semprautilities.com](mailto:FoodService@semprautilities.com)

To learn more:

Visit us: [sdge.com/eic](http://sdge.com/eic)

### Availability & Location

The Energy Innovation Center (Center) is located at [4760 Clairemont Mesa Blvd., San Diego, CA 92117](#)

*Customer acknowledges and understands that SDG&E has the right to refuse entry onto the Property to or revoke the right of entry from any member of your party, including but not limited to your staff, employees, students, members, consultants, agents and contractors, for any reason. You may be required to ask a member of your party to leave the facility in such event. Failure to comply may result in revocation of your right to use the facility.*

### Operating Hours

- Monday through Friday 8:00 a.m. to 5:00 p.m.
- Evening and Saturday events will be evaluated and approved on a case by case basis.
- Closed Sundays and Holidays.

### Walk-In Access

Walk-in visitors are welcome to explore the lobby's green features and library. The lending library offers books and DVDs about energy and sustainable building, as well as an array of energy assessment and diagnostic tools for qualified contractors. To view the facility past the main corridor or use the restroom, walk-in visitors will be asked to sign in at the reception desk. The Smart Home and Food

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Service Demonstration Kitchen areas are reserved for guided tours only. To view these areas, walk-in visitors will be asked to register for a guided tour or make an appointment with one of the Center's staff.

### **Guided Tours**

Visitors can experience the Center's features during scheduled guided tours. To sign up for a guided tour, contact us at 1-800-613-8970.

To book a group tour, e-mail a completed Tour Request Form to [EICReservations@semprautilities.com](mailto:EICReservations@semprautilities.com) or E-fax: 858-385-3951. The Tour Request Form is available online at: <http://www.sdge.com/eic/hold-event>.

### **Seminars, Workshops, & Special Events**

The Center offers workshops, seminars, equipment & technology demonstrations, tours, and special events.

Registration is required to attend Center events. Register online at: <https://seminars.sdge.com>

### **Using the Center - Event Policies**

External groups may reserve space at the Center for their own events. Reservation requests will be granted based on availability and the conditions described below.

### **Workforce Education & Training Curriculum**

WE&T seminars, workshops, technology demonstrations and other events are the Center's first priority. Remaining available times on the Center's calendar after WE&T events are scheduled may be reserved by external groups.

Requests made by external groups may be tendered within 90 days of an event date. The Center's calendar more than 90 days out into the future is reserved for WE&T events.

### **Ratepayer Funded Programs**

Ratepayer funded programs such as California Solar Initiative (CSI), California Solar Initiative Thermal (CSI-T), Solar Water Heating (SWH), Whole House Upgrade Program (WHUP), Self-Generation Incentive Program (SGIP), etc. are subject to a special scheduling procedure. External groups that administer these programs must submit calendar requests to the Center at least 90 days in advance. Upon request, scheduled trainings for these programs will be included on both the Center's printed and online calendars. Additional details regarding the scheduling procedure for ratepayer-funded programs may be obtained by contacting the Energy Innovation Center.

### **Meetings and Events**

Community organizations, government agencies, economic development groups, and industry associations can also book their meeting or special event at the Center.

For these organizations:

- Events that directly support the mission of the Center may be booked up to 90 days in advance.
- Events outside the mission of the Center may be booked a maximum of 30 days in advance.
  - Non mission related events may request a reservation on Mondays and Fridays. Review and approval are still required as space is limited.

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- Recurring meeting requests will not be granted; if multiple events are requested, each occurrence will be treated as a separate event request.
- For documentation purposes, a copy of the event attendee list (including attendee's name, organization, phone number & email address) will be required.
- Priority preference will be granted to California Public Utilities Commission and California Energy Commission events regardless of topic.
- The Center may not be used for any profit-making venture or event.
- Events are subject to all applicable Center policies and procedures.

To determine if your event supports the Center's mission, refer to the Mission statement at the beginning of this document. A quick way to tell if your event supports the Mission is if your event focuses on one or more of the following topics:

- Energy Efficiency/WE&T
- Renewables
- Climate Change
- Demand Response
- Water Conservation
- K-12 Energy Efficiency Education & Green Career Awareness

### Using the Center - Event Reservation

To book your event at the Center, e-mail a completed Event Request Form to [EICReservations@semprautilities.com](mailto:EICReservations@semprautilities.com) or E-fax: 858-385-3951. The Event Request Form is available online at: <http://www.sdge.com/eic/hold-event>.

The Center endeavors to respond to all event requests within 48 hours. A confirmation of your reservation will be sent via e-mail, and event details will be coordinated from there. Please ensure that the e-mail address provided on the Event Request Form is correct.

When necessary, the Center may need to move an event to a different room within the facility. The event contact will be notified as soon as possible if there is a change in the reservation.

### Catering and Beverage Service

The Center offers a "Hydration Station" for individuals to fill their reusable water bottles.

**Note:** Events/meetings lasting longer than 2 hours, with over 20 attendees, are required to order water service from an approved caterer.

### Food and Beverage Service

The event contact is responsible for making all catering arrangements including food and beverage service. Beverages such as water, coffee, juice and others are not provided by the Center, and must be ordered through the Center's preferred caterers.

The Center allows alcohol to be served for special events, as long as it is provided by one of the Center's preferred caterers. If you are interested in serving alcohol at an event, you must make a request in writing to receive approval.

### **Preferred Caterers**

Food and beverage service must be provided by the Center's preferred caterers. A cancellation, decrease in order, change in menu selection, or change in order will be subject to the policies of the selected caterer. Visit our website for a selection of available catering and menu's.

<http://www.sdge.com/eic/hold-event>

### **Additional Food/Beverage Policies**

The Center's Food Service Demonstration Kitchen may not be used to cater meetings or events.

No food or beverages may be brought into the Center. After a catered event, the caterer will be responsible for removing perishable food items. The Center's staff and caterer will not package, re-tray and/or store any food and beverage product in the Center.

### **Extra Tables/Special Set-Up**

The Center offers the furniture and equipment listed on the Event Request form. Should different furniture be needed, the event contact is responsible for making the appropriate arrangement with one of the Center's approved caterers. The Center's approved caterers are equipped to provide banquet tables, belly bar tables, cocktail tables, linens, and other special service items.

### **Children in the Center**

The Center offers special learning events specifically for school students. All students must be supervised and chaperoned by the requesting party at a ratio of 5 students per 1 adult. Events will be scheduled to present the least conflict to the adult-education seminars and events.

Interested students under the age of 18 may register and attend the adult-education workshops only if under the supervision of an attending adult.

The Center does not provide infant/toddler care or offer programs for pre-school children.

### **Customer Confidentiality**

Customer information will not be provided to third parties without prior written consent. Access to proprietary SDG&E and SDG&E customer information is strictly prohibited.

### **Fees**

SDG&E seminars and workshops are funded by the public goods charge and are offered free of charge to customers and employees. On occasion, a fee may be charged to attend a specialized seminar or workshop offered by an outside entity (such as LEED Certification Training).

External events may be subject to Center fees when additional security, Center staff, porter service or other additional special service is required.

Event contacts will be responsible for any damages to the Center property caused by the organizers or event attendees. This may include replacement or repair costs.

### **General Policies & Procedures**

Audio/visual equipment may be reserved on the Event Request Form. On the day of the event, AV equipment **must be set up** by Energy Innovation Center staff.

- Center staff will be happy to refer you to an AV provider should additional AV equipment be required for your event.
- Web AV and video conferencing are limited to events conducted as part of SDG&E's Workforce Education & Training program.
- Wireless internet access is available. Guest login and password are available at the reception desk.
- Instructors requiring wired internet for presentations may access wired internet through use of an SDG&E computer. Please indicate whether wired internet is needed on the Event Request Form.
- Depending on the type of event, proof of general liability insurance may be required.
- The Center will not assume any responsibility for injuries or accidents that may occur as a result of activities conducted by the event organizers or attendees.
- All staff and attendees are encouraged to utilize the recycling bins the Center has provided in each room.
- Please dispose of food waste in the marked food recycling bins.
- Event organizers are expected to return the space used to its original condition.
- The Center reserves the right to refuse use of the room to any group for any reason.
- Event organizers understand that meeting information may be posted on the Center's online calendar of events. Event posting may be listed as private if requested.
- Service animals are permitted in the Center.
- Our goal is to ensure that all of our visitors have a positive experience at the Center, so any guest who is disruptive will be asked to leave.

### **Cancellation Policy**

To cancel your event please follow the Cancellation Procedures below. Any food service that has been arranged should be cancelled with the caterer directly and will be subject to the selected caterer's cancellations fees/policies.

#### **Cancellation Procedures:**

- *Cancellations should always be made as soon as feasible by sending an email to [EICreservations@semprautilities.com](mailto:EICreservations@semprautilities.com)*
- *If a cancellation is made **less than one week (7 days) from the event date**, the Event Contact must follow these 3 steps:*
  1. ***Send an e-mail*** regarding the cancellation to [EICreservations@semprautilities.com](mailto:EICreservations@semprautilities.com)
  2. ***Place a phone call*** to an EIC team member (no voice mail messages accepted) to confirm the cancellation was received.

3. **Acknowledge receipt and an e-mail back** from an EIC team member confirming the cancellation.

[EICreservations@semprautilities.com](mailto:EICreservations@semprautilities.com)

**Shadae Mayfield** [SMayfield3@semprautilities.com](mailto:SMayfield3@semprautilities.com) 858-496-7168

**Ceci Cazarez** [CCazares@semprautilities.com](mailto:CCazares@semprautilities.com) 858-496-7137

**Repeated Cancellations:**

- *Repeated late cancellations could result in a suspension period during which time event or meeting requests will not be accepted.*