

December 24, 2015

Lisa A. Skumatz, Ph.D.
Skumatz Economic Research Associates (SERA)
762 Eldorado Drive
Superior, CO 80027

RE: Eversource Review of Connecticut Residential Database Interviews (R33)

Dear Dr. Skumatz,

Eversource Energy is pleased to submit these written comments with regard to a draft evaluation report: *Observations & Recommendations from CT Residential Program Database Interviews* (“Report”), December 4, 2015, NMR Group, Inc. (“Evaluator”). Eversource received the Report on December 16, 2015 with a request to provide comments by December 24, 2015. The purpose of the Report was to identify strategies that can improve the efficiencies of working with evaluation data ultimately contributing to streamline the evaluation process.

Over the last several years, Eversource has worked closely with the EEB Evaluation Consultants to expand its data reporting capabilities, including increasing the amount of data collected and developing a data dictionary that is used to identify and define data fields. Eversource is fully supportive of continuing this improvement process and looks forward to utilizing this Report to continue to seek ways to refine its data collection and reporting capabilities.

The Report had three recommendations summarized below along with Eversource responses.

Recommendation #1:

- *We recommend that the Evaluation Team work with the Connecticut Energy Efficiency Board (EEB) Evaluation Consultants and appropriate staff of both Companies to develop*
 - *Lists and descriptions of the information that are most commonly requested for (1) process evaluation and (2) impact evaluation. The lists should include the variable names under which each Company stores the information. The lists should also note what values are used to denote missing data for each variable and what special values might be found in each data field that could affect analysis.*
 - *Company-specific data request templates. The templates would be built on the lists of information and variable names described above. The purpose of the template would be to standardize data collection requests as much as possible.*
- *We recommend that Eversource consider sharing its data dictionary with select UI staff to help UI staff in planning for a UI data dictionary.*

Eversource Response to Recommendation #1: Eversource supports efforts that will help streamline the evaluation process. The data dictionary Eversource provided in 2013 was developed expressly at the request of evaluators for evaluation purposes, and Eversource is willing to share this dictionary with other relevant parties.

Recommendation #2:

- *Third-party evaluation staff, the EEB Consultant, and Companies establish an expectation that each evaluation will include at least two formal meetings about data request.*
- *The EEB consider allowing third-party evaluators and Company database staff to ask each other data-specific questions and provide data-related clarification as the need arises over the course of a study by phone and email without waiting for the EEB Consultant to be available for these ad hoc communications.*
- *During the evaluation planning stage, even before an evaluation one-page description is approved, the EEB consider allowing third-party evaluation staff and Company database staff to communicate about data in the presence of the EEB Consultant, as part of formal or informal assessments of the evaluability of particular questions or programs.*

Eversource Response to Recommendation #2: Eversource recognizes that the current data request process can bottleneck the completion of evaluation studies. Eversource fully supports a three-pronged approach to opening the lines of communication between evaluators and Company database staff:

- Clearly defining data needs as part of the development of an evaluation study. This will give the companies an opportunity to schedule resources in advance and/or get a jump on providing complex data requests (e.g. project specific work papers that may not be easily be extracted from systems).
- Scheduling meetings between evaluators and company staff to clearly communicate data requests and understand data terminology.
- As needed, allowing evaluators and Company staff to ask each other data-specific questions and provide data-related clarification. The current EEB Evaluation Road Map can be overly cumbersome because it often requires coordination between many parties, including EEB Consultant(s), Company staff, and the evaluation team. Eversource recommends that the EEB Evaluation Roadmap be changed to allow direct communication (without the involvement of the EEB Evaluation Consultant) between Company staff and evaluators as long the communication is limited solely to data requests for specific evaluations, whether these evaluations are in development or in progress. Any such communications would be documented and reported to the EEB Consultant.

Recommendation #3:

The EEAC and Companies may wish to explore establishing a statewide residential electric and gas customer database similar to California's, to be managed by a third-party firm. This database would contain customer electric and gas use and program participation information.

Eversource Response to Recommendation #3: Eversource is currently in the process of purchasing and implementing a new database that will house customer and energy efficiency program data for its electric and natural gas customers. Eversource believes that this new system will continue to enhance the availability of quality data that can be used to evaluate energy efficiency programs. Therefore, Eversource does not support the need to develop a statewide database.

Eversource appreciates the opportunity to comment on this draft Report. To help ensure efficient and timely completion of a final Report that provides utmost value, Eversource encourages clarifying questions from the Evaluator (via the established evaluation protocols) on these comments.

Very Truly Yours,

Joseph Swift

Joseph Swift
Operations Supervisor, Eversource
Joseph.Swift@Eversource.com
860-665-5692