# R33

Observations &
Recommendations
from CT Residential
Program Database
Interviews

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## The Challenges

- Recurring concerns with residential program databases
  - Unclear documentation
  - Inconsistent values
  - Inconsistent formats, organization
- Drives up cost of evaluation
- Delays studies
- Unusable data → reduced confidence in savings

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## Goal

### Improve Data Usability

Reduce
evaluation
costs

Improve accuracy
of estimates

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## Approach

- Assembled experience
  - From working with CT & other administrators' data
- Conducted interviews
  - Companies' staff responsible for
    - Residential databases
    - Responding to data requests
  - Representative of CPUC statewide residential customer database

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## Key Observations



- Company progress
  - Measure-specific inputs & calculations
  - Quality assurance measures
  - Tracking of some recommended measures
  - Unit number & address
  - Consistent unit-level reporting for multifamily buildings

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## Key Observations

- Communication
- Some "missing" data actually existed
- Aligning terminology & tracking across Companies' databases not feasible
  - Legacy systems
  - Not just program data

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## RECOMMENDATIONS

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## 1. Make data requests consistent, using common terminology

- Eversource share data dictionary with UI
- Evaluation Team work with EEB Evaluation Consultants, Companies' staffs to:

  ☑ **Develop** a data request template

  ☐ **Use it**

- Get the right data the first time

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## 2a. Institute data discussions

- Data request meetings
  - Evaluation Team, Companies' database staff, EEB Consultant
    1. Discuss data *before* data request
    2. Hold data request kick-off *after*
- Communication expectation
  - Between Evaluation Team & Companies' database staff
    - Data-specific questions
    - Data-related clarifications

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## 2b. Assess program evaluability up front

- More effectively spend evaluation funds
- Formal or informal assessments
  - Of ability to evaluate program, given available data, with
    - Third-party evaluation staff
    - Company database staff
    - EEB Consultant
- Some will not be evaluable
  - Set aside budget

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## 3. Consider a statewide billing & participation database

- To address lack of consistency across Companies' databases

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## Link to Report

http://www.energizect.com/sites/default/files/Observations_Recommendations_CT%20Resi%20Pgm%20Database%20Interviews%20(R33)%20-%20Final%20Report,%201.26.16.pdf

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