



To: Energy Efficiency Board
From: Kim Oswald, on Behalf of the EEB Evaluation Committee
Date: September 8, 2011
RE: Evaluation Committee Status Report – for September Meeting

DPUC COMPLIANCE ISSUES - COMPLETE

In Docket 10-10-03, the Departments made several evaluation-related orders.

- Develop data collection needs with ISE by 3/15. Complete.
- Develop written protocols for evaluation. Complete
- Provide a study using billing analysis and reconcile to engineering-based study.

CURRENT RESIDENTIAL STUDIES – NOT IN RESEARCH AREAS

EFFECTS OF EISA LIGHTING REQUIREMENTS ON RESIDENTIAL PROGRAMS

Most of this study will be completed under the Residential Research Area Groups. However since contracts are not yet complete and time is of the essence, this study is being initiated without contracts.

The overall study will examine likely impacts and remaining program opportunities for residential consumer lighting after EISA efficiency standards are initiated. The first task is to conduct a series of focus groups that will examine customer opinions in depth. In addition to providing substantial information on its own, the focus groups task will also provide the starting point for broader, but less in-depth survey approaches.

The focus groups will concentrate on determining the answers to these major foci:

- How do customers expect to react to the differences in bulb availability under EISA?
- To what extent does more knowledge and exposure to newer technologies change the options customers expect to take?
- What other programming opportunities exist to help customers make more efficient lighting choices?

The direct result of the Focus Groups will be a set of recommendations for methods PAs might employ and program changes for the PAs to consider.

RESIDENTIAL BEHAVIORAL PILOT PROGRAM/ C&I BEHAVIOR PROGRAM (CL&P PROJECT CONTINUED FROM 2010, UI STARTING IN 2011)

Both of these studies have suffered significant delays.

CL&P

For this study, the goals are to determine:

- Savings that accrue to customers over the course of the pilot
- What actions customers take to achieve those savings
- Types of messages and ways of communicating those messages that are most likely to result in significant savings
- Whether customers continue social marketing after they are no longer reminded to do so
- Extent customers continue behavioral actions the program induced over time without reminders

Data collection has been very challenging for this study. At this point, however, the system for transfer of data between NMR and CL&P is working flawlessly. The initial participant identification data were provided in late February and billing data at the end of March and again at the end of June. After reporting little progress in accessing data from OPower, agreements were signed and initial data provided on August 12. Some data were found to be missing, but are expected September 15.

Timeline	Original Date	New Due Date	Date Completed	Notes
Initial Data Acquired	2/14 (8 weeks after signing)		Data requests complete 12/27 And 1/24	Initial data received; billing data from CL&P on 3/28; Awaiting data from OPower.
Sample Selection – Customer Recruitment	2/ 28 (10 weeks after signing)	3/11	4/4	CL&P data delivery delay
Process Evaluation Protocols	2/28 (10 weeks after signing)		2/28 and 3/25	Change in program activity require revision in protocols
Data Collection Billing Data	January start date	3/28, 6/30	3/28, 6/30	
Baseline Surveys			May 5	
Staff and OPower Interviews			4-14 CL&P Staff 4-11 OPower	Conducted follow-up interviews with CL&P staff
Data analysis	Winter report: 4/1	Spring/Summer impacts: 10/30		
Interim Process Report		7-1	6/24	Comments provided Aug. 11. Report completed

UNITED ILLUMINATING

The original expectation was for a single evaluation of both UI and CL&P's programs. However, UI decided to pursue a different model for their Pilot. UI's main evaluation goals are to determine:

- What messages and message delivery vehicles, alone and in combination, are most effective in producing energy efficiency actions among participants? Ease of access and use of the web interface;
- Changes in knowledge, attitudes, and reported actions among program participants. Barriers to taking additional (more substantial) energy efficiency behaviors? The extent to which participation in the Pilot induces participation in other CEEF programs
- Participant satisfaction with the overall program and specific aspects of the program
- Frequency and reasons for program drop-outs, including passive dropouts

NMR provided the work plan on January 12 and UI approved going forward with it on the 13th. After receipt of a Purchase order late in March, a kick-off meeting was held on April 6th. However, after receipt of the P.O., UI provided new Terms and a Professional Services Agreement that have delayed development of a firm Contract.

The countersigned contract was provided on June 13 – the new evaluation start date. The late start required some change in focus since participating customers are no longer new to the program. Instead of completing a baseline efficiency profile, an initial participant survey will examine customer perceptions of the usefulness of the Home Energy Reports, customer-reported actions taken as a result of suggestions in the reports and customer suggestions. Customer recruitment will begin this week and the survey will be in the field shortly.

RESIDENTIAL NEW CONSTRUCTION BASELINE – CONTINUED FROM 2010

The Residential New Construction Baseline project is being completed in cooperation with an effort begun in Massachusetts. While there are many common tasks across the various groups, each entity is able to select those activities important to their states. CT is focusing on an assessment of the extent to which:

- New residential construction meets current building codes;
- Customers seek out opportunities to select efficient systems; and
- Whether builders are making those opportunities available.

MA selected a team made up of KEMA and NMR to conduct this study. The CT Scope of Work was developed and accepted on February 3rd. Since CT was able to establish our study parameters more quickly than other states involved, Connecticut was set to begin prior to other the states. However while UI first requested that this study be moved up to be complete in time for the 2011 filing, UI's contracts were not complete until August 12. Therefore, NMR has just recently started scheduling and conducting site visits to houses in the UI service area. We will be able to capture some results no matter when on-sites are completed; however, air conditioning testing can only be done when temperatures are at least in the mid-70's.

CURRENT COMMERCIAL/INDUSTRIAL STUDIES – NOT IN RESEARCH AREAS

ENERGY CONSCIOUS BLUEPRINT IMPACT AND PROCESS STUDY- CONTINUED FROM 2010

Global Energy Partners, LLC (with their subcontractor, Lime Energy) was chosen to complete the study the ECB study. In order to quantify the benefits of efficient measures installed in C&I facilities through the ECB program. The program benefits include avoided capacity costs resulting from reduced electric demand during peak hours and avoided energy costs resulting from energy savings during seasonal and on/off-peak periods. In addition to the impact study, changes in the program and in the market made plain the need for a process evaluation that will examine customer benefits realized, comprehensiveness and depth of installations made with and beyond program incentives and effects of individual measures on program performance.

An initial draft of the summer temperature-sensitive measures was supplied as scheduled in December. A Draft Final report was provided on May 20 and was sent to the Companies and the EEB C&I Technical Consultant on the 21st. However, a miscommunication between CL&P and GEP resulted in some important data not reaching GEP. For that reason, additional analysis was required. The EEB Executive Secretary filed the final ECB report on August 15. Final presentation has yet to be scheduled.

IMPACT EVALUATION OF THE RETRO-COMMISSIONING/O&M SERVICES PROGRAM – BSC INITIAL ASSESSMENT

Michaels Energy has been retained to conduct this evaluation. The study will provide savings data in order to quantify the savings benefits of efficient measures and processes developed in commercial and industrial (C&I) facilities through the RCx/O&M Services (O&M) programs. The benefits include avoided capacity and energy costs resulting from energy savings during seasonal and on/off-peak periods. In addition, because operations adjustments may not be maintained, persistence is a particular concern for this study. Beyond the

impacts of the current program, it is hoped that this study can inform the evolution of the program through the Business Sustainability Challenge.

For the Business Sustainability Challenge, this project will examine the impacts made and the needs that corporations have to develop a culture of efficiency improvements. The study will use interview approaches to determine the extent to which participants have established attributes and practices that provide for culture change and long-run savings. The extent to which participating companies have established savings metrics and completed benchmark analysis is an important component of the study

There have been several project delays. Contracting issues led to a late start to the project, delaying winter seasonal data collection until 2011-2012. However, the project is now pushing towards extensive monitoring for the summer season. For CL&P in particular, much program data are maintained in paper files. So the Contractor scanned the individual files for analysis. Additionally project files for several CL&P sites could not be located. Because of the lost files, Michaels has had to alter the sample plan to assure statistically valid results. The new sample plan was delivered July 5. To date, UI has submitted what data are available for most projects in their O&M program. UI's RCx data is complete.

All of the RCx sites have been scheduled. Most site work has been completed with the remainder expected by the end of next week. The O&M Services sites are not yet all scheduled, awaiting Michaels completion of recreating project calculations from paper files. These site visits will be in the field by the start of October. Business Sustainability Challenge interviews are now being scheduled. Michaels expects that they will need to interview several individuals in each firm.

RESIDENTIAL RETROFIT AND RETAIL PRODUCTS/RESIDENTIAL NEW CONSTRUCTION AND EMERGING MEASURES RESEARCH AREAS

These two research areas have been combined for convenience because a single lead contractor was selected for both areas. The NMR Team (NMR Group, KEMA, Cadmus Group and Tetra Tech for Res Retrofit and NMR Group, KEMA, Cadmus Group and Dorothy Conant for Res New Construction) will share task and project responsibilities as suit the situations. The Res Retrofit research area includes three studies to start this year:

- **RESIDENTIAL MEASURE LIFE AND PERSISTENCE**
This study is intended to examine measure life (time until failure) and persistence (time still in service) for measures installed in (1) HES and (2) HES Income-Eligible. The most recent study on this topic was undertaken in 2007. Beyond the age of the existing information, the need for this study was made evident with the completion of the 2010 Low Income study. That study found evidence that existing estimates developed for HES poorly matched what was found in limited income homes.
- **RESIDENTIAL LIGHTING SATURATION**
Completion of this study is required and will be initiated as soon as possible. This study will examine the numbers and locations of common and specialty efficient lighting products with an aim to determine the extent to which substantial direct intervention in the market continues to be needed.
- **EFFICIENCY OPPORTUNITIES IN MULTIFAMILY**
This market assessment and feasibility study will assess ways to reach and expend depth of multifamily efficiency options. The study will include site visits to assess common apartment configurations and efficient equipment saturation. The study will also examine barriers to implementation including landlord/tenant conflicts and payback requirements.

Currently, the studies that initiate in 2012 to 2013 include:

- Examination of efficiency opportunities in Low Income,
- Studies identified as needed by an assessment of the PSD (occurring in 2011 in the Cross-Cutting Studies research area),
- A new HES Impact and Process evaluation study
- A new HES-IE Impact and Process evaluation study
- QIV study

The Res New Construction and Emerging Measures research area includes a fairly complicated set of studies. For 2011, the slate includes:

- **GROUND SOURCE HEAT PUMP STUDY**
CL&P estimates that they've helped install, or have in the pipeline, upwards of a 1,000 units; UI has a lesser number. This study will entail working with CCEF to do an impact analysis and a market and technology assessment, including more detailed lifecycle cost and carbon impact analyses. This study will be completed in cooperation with CEFIA
- **EARLY REPLACEMENT OF GAS WATER HEATER/ FEASIBILITY OF ON-DEMAND UNITS**
This study will be a market assessment study to examine the feasibility and likely cost efficiency of encouraging early replacement of inefficient gas water heaters and especially the benefits and costs of replacing these units with on-demand water heaters.
- **EARLY REPLACEMENT OF ELECTRIC RESISTANCE WATER HEATER WITH HEAT PUMP WATER HEATERS**
Market and Potential Impact from an early replacement option for electric resistance water heat customers.

The out years also include very complex studies, including:

- Baseline construction efficiencies for multi-family buildings (5 units and up),
- Studies of savings from ductless heat pumps, and
- Potential savings from approaches to reduce phantom loads in consumer electronics.

When I informed NMR of their selection, I asked them to identify areas where efficiencies can be found from such efforts as combining study tasks and coordinating studies with surrounding states. An obvious example indicates that efficiencies may be found in looking at ground source heat pumps – that requires QIV – and examining QIV efforts in other programs.

CROSS-CUTTING STUDIES RESEARCH AREA

The Cross Sector studies RFP resulted in 5 proposals that came in on June 17th. Reviews of the Technical Approach volumes are complete and the proposal reviewers are currently looking at the Commercial Proposals. Those reviews should be complete by EOB on June 11th.

Only two studies will start in 2011, with additional studies and topics beyond. For 2011 the studies are:

- **ASSESSMENT OF THE 2012 PSD.**
The result of the study will be a proposed next edition of the PSD. Additionally, the study will recommend new or additional studies needed to support Connecticut-based inputs to the PSD.
- **REMAINING OPPORTUNITIES FOR C&I LIGHTING**
This study is a market study to examine where remaining opportunities exist for efficient lighting. In addition to examining particular technologies, the study will examine the extent to which program barriers affect capture of these opportunities within individual customer types.

For 2012 and beyond, additional studies will include:

- Free rider & spillover study for residential participant programs
- Free rider & spillover study in commercial & industrial programs.
- Data mining
This study may require more explanation. The EEB expects programs to encourage comprehensive retrofits, however, we have little information on exactly what is accepted by customers, what is not, why those differences occur and what we could do about the underlying problems that might be revealed. Data mining could allow us to “follow” participating customers to assess the characteristics of groups of customers relative to their program actions. This study might also assess persistence of measures within a building, such as when occupants of premises move and are replaced by other occupants.
- Codes and Standards
To explore the feasibility of developing and promoting higher standards for various products including furnaces, television set top boxes, hot tubs, pool heaters, and electronics products – and be credited with the resulting savings.

SMALL C&I RESEARCH AREA

Proposals for the Small C&I research area are due at 4 p.m. on June 11. I have had no indications from Contractors whether any intend to present proposals.

ONLY ONE 2011 STUDY IS ANTICIPATED – A NEW IMPACT EVALUATION OF SBEA

A Small Business program impact evaluation was completed in 2009. In many program areas, it provided good impact values and collected large amounts of information on lighting and lighting controls. However, additional information on impacts from air-conditioning and refrigeration measures need to be collected as those areas were largely missed in the random sampling process.

Over the 2012 -2014 time period, studies are expected to include:

- New construction baseline
- Measure persistence
- SBEA Opportunities and measure life study
- Market for financing options
- Case study development to support target markets
- Full market segmentation assessment
- Assess opportunities for a BSC approach to small businesses

LARGE C&I RESEARCH AREA

The Large C&I RFP will be released for after EEB Technical Consultant and the Companies complete their review of the RFQ. Studies to start in 2011 will include:

- ISE IMPACT EVALUATION – Subject to ISE timing

Beyond 2011, studies are expected to include:

- Process Evaluation of Business Sustainability Challenge
- Impact and Process of Energy Opportunities
- Opportunities and Barrier in Municipal, Government, Schools and Hospitals

- Assessment of Commercial Real Estate
- State Buildings – Metric Development, Comprehensive Projects
- Performance Contracting in Municipal, Government, Schools and Hospitals
- Opportunities to Bundle Measures in C&I HVAC

REGIONAL EM&V FORUM – 2010-2011

LOAD SHAPE ESTIMATION: C&I LIGHTING – CONTINUED FROM 2010

This project involves the creation of a spreadsheet tool that can be used by members of the Regional EM&V Forum to calculate and quantify the hourly savings of efficient lighting measures installed at Commercial and Industrial facilities. The tool will generate 8760 commercial/industrial lighting load shapes (largely from secondary sources). KEMA was selected to complete the study. Assembling the available data is nearly complete, and the spreadsheet tool design is being coordinated with the Unitary HVAC study. This project is proceeding at a slower pace than originally anticipated, but it is now at a point where the majority of the data has been collected, and KEMA can estimate the schedule for the next steps with more certainty. KEMA has completed almost 75% of the on-sites needed for the study. KEMA intends to complete up to 66 more projects, of which 10 are already in the pipeline. Draft results were provided on April 25. The final report was provided July 15th.

LOAD SHAPE ESTIMATION: C&I UNITARY HVAC – CONTINUED FROM 2010

The objective of the study is the development of Unitary HVAC load factor data for every hour of the calendar year. The annual load shape data is adaptable to different program participant populations located within the service territories of Forum members; load shape data is weather-normalized in order to provide for the calculation of aggregate load shapes that reflect the weather conditions of different Program Administrator customer populations.

KEMA has collected and analyzed the data from its metering effort, and it has completed its modeling tasks. It also developed the spreadsheet tool which was tested by a small subset of the subcommittee (beta testers) late last year. Subcommittee review of the draft spreadsheet tool and report outline concluded on March 15. The HVAC Loadshape tool is expected to be available later this month. The Final Report was provided June 13 and can be found:

http://neep.org/uploads/EMV%20Forum/EMV%20Products/NEEP_HVAC_Load_Shape_Report_Final_June_10.pdf

C&I LIGHTING: MEASURE PERSISTENCE OF SAVINGS – CONTINUED FROM 2009/2010 - COMPLETED

The purpose of the project is to develop up-to-date impact parameters that describe lighting measure persistence, i.e. in place and operating over multiple (5+) years based on field and survey samples. The project will also develop equipment life estimates from secondary sources (manufacturer reports). The value of this project to sponsors is that commercial lighting is the largest source of savings for most EE providers in the region. Multi-year persistence lends itself to regional study because the research is difficult, expensive, and measures are consistent across locations.

KEMA developed the sample design for this project, based on data collected from EM&V Forum members in New England and New York. The results of this project deliver measure life estimates developed from models informed by primary data collected from programs that have been in existence and measures that have been

installed for many years. The Final Report was provided on June 29th and can be found at:
<http://neep.org/uploads/EMV%20Forum/EMV%20Products/NEEP%20CI%20Persistence%20Report-FINAL.pdf>

COMMON EM&V METHODS AND SAVINGS ASSUMPTIONS – EMERGING TECHNOLOGIES

For 2011, development of common methods to evaluate and savings assumptions for PSD usage will focus on emerging technologies and the programs offering them. The project will focus on developing common EM&V methods for emerging technologies and program designs (whole building single family and multifamily programs and programs addressing commercial lighting design). The initial list of technologies to examine includes: Solid state lighting/LEDs (fixtures & screw-ins for residential and commercial); Heat pump water heaters; Ductless mini-split air conditioners; Ductless mini-split heat pumps; Set top boxes; Advanced/smart power strips; Commercial /Industrial commissioning; and Biomass pellet boilers

The effort will focus on examination of secondary data to identify gaps and develop deemed savings methods. ERS was selected to complete this study. The Scope of Work will soon be completed and the project will be beginning shortly thereafter.

COMMON EE REPORTING TOOL

The overall purpose of this study is to address growing interest in consistent reporting of electric and natural gas energy-efficiency program savings, costs and emission impacts across states in the region to help inform multiple energy and environmental policies, including:

- Climate change goals and air quality emission reductions, and associated planning;
- State procurement policies, energy-efficiency savings and associated economic goals; and
- Regional energy planning and forecasting purposes.

In 2010, NMR produced a set of guidelines (available at <http://neep.org/uploads/EMV%20Forum/EMV%20Products/EMV%20Forum%20Statewide%20EE%20Reporting%20Guidelines%2012-30-10.pdf>). NEEP is incorporating revisions and definitions to the draft Guidelines with guidance from lead subcommittee members. Implementation of these guidelines will be the focus in 2011. A RFP for a 3rd party contractor competitive solicitation was released in early June and proposals should be available shortly thereafter.

INCREMENTAL COST STUDY - CONTINUED FROM 2010

The objective of this Project is to develop incremental cost assumptions for a variety of efficiency measures. Navigant is the contractor selected for this project. A kick-off meeting was held on October 8th. The following primary measures were considered

Electric Measures	Gas Measures
Insulation	Residential Gas Furnaces incl. ECMs
Air Sealing	Residential Gas Boilers
Residential Central Air Conditioning	Commercial Gas Boilers
Residential Air Source Heat Pumps	Residential Combination Heat and Hot Water Units
Commercial Unitary Air Conditioning	On-Demand Water Heaters
Commercial Lighting Controls	Indirect Water Heaters

Drafts are currently under review by Forum participants. It is likely the report will be final in by the end of September.