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

Goal

Improve Data Usability

- Reduce evaluation costs
- Improve accuracy of estimates

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
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

Key Observations

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

RECOMMENDATIONS

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
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

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

3. Consider a statewide billing & participation database
• To address lack of consistency across Companies’ databases

Link to Report