

SESSION 1D

A DIAMOND IN THE ROUGH

Moderator: Paul DeCotis, NYSERDA

PAPERS:

Chasing O&M Savings: Process Lesson from Two Pilot Programs in the Northwest

Linda Dethman, Dethman and Associates

Rick Kunkle, WSU Energy Program

Phil Degens, Energy Trust of Oregon

Finding Hidden Energy Savings: Operational, Maintenance and Behavioral Savings for Large Commercial Customers

Margo Longland, BC Hydro

How Much Does Retrocommissioning Really Save? Results From Three Commissioning Program Evaluations in California

Bing Tso, SBW Consulting, Inc.

Nick Hall, TecMarket Works

Peter Lai, California Public Utilities Commission

Richard Pulliam, Southern California Edison

Lessons Learned from a Decade of Evaluating Customized Commercial and Industrial Efficiency Measures

David Jacobson, National Grid

Eric N. Studer, PE, DMI

SESSION SUMMARY:

This session describes how efficiency program design and delivery targeted at the commercial/industrial sector can be supported through evaluations. The focus is on O&M and building envelope tune-up. The first paper compares two pilot programs seeking O&M energy savings. A key element of the findings is that the time and commitment needed to develop and deliver new O&M service offerings are likely to exceed even the most generous expectations of program planners and implementers. For even some of the most basic efficiency elements, completing the project will likely take over a year. The second paper describes the development of a choice model, which is a quantitative statistical method for predicting customers' voluntary decisions to participate in energy efficiency incentive programs and implement efficiency measures. Using data from program participants and non-participants, the paper discusses findings of lower-than-expected net energy savings, which may have been influenced by initial program design and implementation decisions and competition from similar offerings. Results from impact evaluations of three retrocommissioning programs are the discussed in the third paper. The study contributes to testing the hypothesis that achieved retrocommissioning savings may not be as strong as predicted. A sample of 36 large commercial buildings was evaluated using a variety of techniques and data sources. As discussed in the first paper, this study also found the long duration of projects poses challenges for program designers and evaluators, as does the nature and complexity of many retrocommissioning projects. Determining the impact of custom efficiency measures is the subject of the final paper. As the low-hanging fruit, *i.e.* energy savings, of standard measures is harvested, the focus shifts to custom measures where savings is less predictable and support for programs may wane if expectations are not met. Potential pitfalls for program implementers,

uncovered through years of evaluation experience, are described, and program policy and implementation recommendations are offered.