

Getting the Most From Your E Source Services

Christopher Schieffer, Development Director

Chris Moyer, Engagement Manager

April 9th, 2015

B O N N E V I L L E
P O W E R A D M I N I S T R A T I O N



Who is E Source?

- Research and advisory firm with 30 years utility experience
- 80 staff, headquartered in Boulder, CO
- Membership-based



E Source



E Source Strengths

Reliable and respected research

Be confident in your decisions

Fast learning curve

Learn from the experience of others

Experienced staff

Use us as your bench – an extension of your staff

Utility-focused

Know that we understand utilities *and* their customers

Research on demand

Get custom solutions— Ask E Source

Self-serve access

View research, use online tools

Cost-effective

Our collaborative model

Voice of customer

Residential and Business surveys

Best practices

Gain insights from inside and outside the industry

Industry benchmarks

See where your performance ranks and understand how to improve



Let's Distill It All To Three Easy Steps



Step 1: Create An Account



Go to <https://www.esource.com/user/register>

Contact your BPA Energy Efficiency Rep or
E Source Customer Service.

Customer_service@esource.com

1-800-Esource (1-800-378-8732)



Step 2: Try “Ask E Source”



Ask E Source: www.esource.com/question



Bookmark it!

- Available 24/7
- Unlimited access to our expert research staff
- More than 3,000 inquiries answered annually



Step 3: Sign Up For DSM AND Tech News

Stay up-to date on all our research and the latest industry trends with this monthly bulletin.

Sign up at

www.esource.com/newsletters



E Source Efficiency Newsletter

October 2013

Strategic Energy Management Programs Tap Large Customers for Deep and Sustained Savings

"Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime."

This philosophy embodies the principle behind strategic energy management (SEM) programs. The US Department of Energy (DOE) defines SEM as an "organization-wide approach to efficiency that sets long-term energy savings goals and uses rigorous tracking and reporting systems to drive greater savings that reach across entire portfolios." According to the DOE, the main goal of SEM is to institutionalize practices that will help companies sustain long-term savings. SEM programs do this by moving away from external incentives such as rebates to motivate customers to



Julie Herman
Product Manager, Demand-Side Management Service
[e-mail Julie](#)

More on Efficiency

- [Latest Research](#)
- [Service Home Page](#)
- [Member Inquiries](#)
Ask us questions about energy-efficiency or DSM programs.
- [Contact E Source](#)

E Source Tech News

June 2013

Updated: The E Source Plug Loads Spreadsheet!

We've combed through scores of reports, field studies, and reference manuals to gather the energy draw and annual consumption of nearly 250 home and office electronics in all modes. Our report, **Plugging the Plug Load Data Hole**, is the most comprehensive plug load data resource ever assembled!


RTU Energy-Saving Roundup

With summer upon us, there are a lot of new opportunities to significantly boost rooftop unit (RTU) efficiency through fault detection and diagnostics, advanced controls, and new standards. Get up to speed by viewing our new 25-minute video—**If the Fan Belt Breaks on the Rooftop, Does Anybody Hear It?**—where we discuss the latest results from the field.

Upcoming Events

New Emerging Technology Leaders Group

Join utility leaders in emerging technology from across the country for our first-ever **Emerging Technology Leaders Group Call**. We'll discuss best practices, the



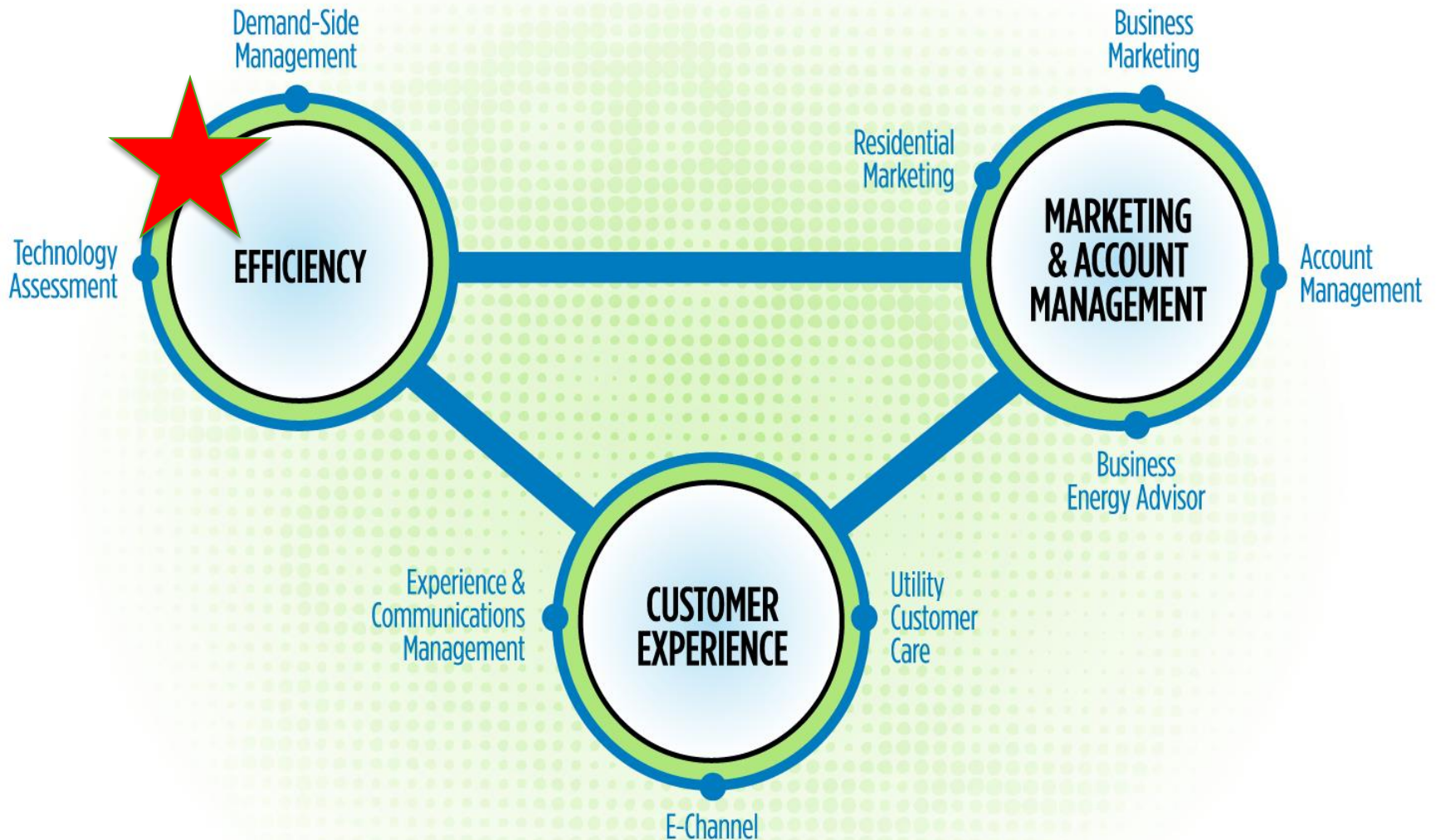
Spencer Sator
Product Manager, E Source Technology Assessment Service
[view bio](#) | [e-mail Spencer](#)
[get to know Spencer](#)

More on Technology Assessment

- [Latest Research](#)
- [Service Home Page](#)
- [Member Inquiries](#)
Ask us questions about energy-efficiency technologies.
- [Contact E Source](#)
- [E Source Blog](#)
- [Manage Your Newsletters](#)



E Source Services



How E Source Supports Your DSM Team

- Measure selection
- New technologies and services
- Cost-effectiveness analysis
- Program selection
- Benchmarking

Planning

- Policies and procedures
- Results and spending
- Tracking systems
- Request-for-proposal preparation
- Terms and conditions

Policy/regulatory support

- Shareholder incentives
- Treatment of lost base revenue
- Regulatory filings
- Interrogatories
- Decoupling

Implementation

Evaluation

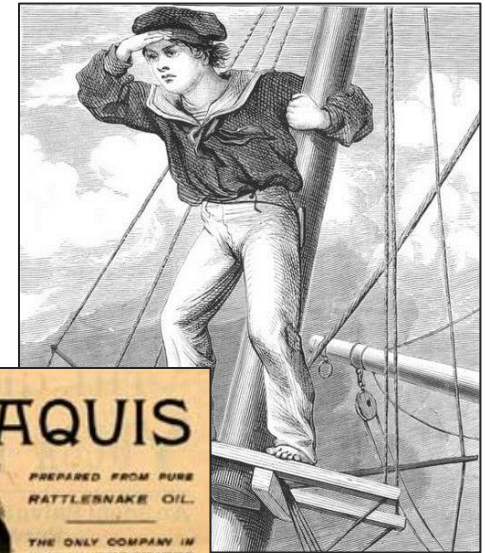
- Protocols
- Impact evaluations
- Process evaluations
- Contractors and quality control



How E Source Supports Your Tech Team

E Source's help is also critical when you're scanning for new customer facing and emerging technologies.

Keep snake-oil vendors at bay—




THE GREAT YAQUIS

A Guaranteed CURE FOR RHEUMATISM WHETHER ACUTE, CHRONIC, SCIATIC, NEURALGIC OR INFLAMMATORY 50c a Bottle.

PREPARED FROM PURE RATTLESNAKE OIL.

THE ONLY COMPANY IN THE UNITED STATES THAT MAKES THE GENUINE ARTICLE. 50c a Bottle.



Snake-Oil Liniment

RELIEVES INSTANTANEOUSLY

AND CURES HEADACHES, NEURALGIA, TOOTHACHE, EARACHE, BACKACHE, SWELLINGS, BRUISES, SORE THROAT, SWELLING OF THE THROAT, CONTRACTED CURBS AND MUSCLES, STIFF JOINTS, WRENCHES, DISLOCATIONS, CUTS AND BRUISES.

It Quickly takes out the Swelling and Inflammation from Corns, Bunions, Itch and Holed Bites.

The Best External Preparation for RYUULETIC and ATHELETIC. It makes the Muscles supple and Releases the Cramp. Loosens the Joints and gives a feeling of Firmness and Vigor to the whole System.

Snake-Oil Liniment Cures All Aches and Pains.

If you are suffering from Rheumatism, ALWAYS take LA-CAS-E-A internally for the Blood and an **Snake-Oil Liniment** externally. When used together we **GUARANTEE A CURE** in every instance or MONEY REFUNDED.

If You Are Afflicted With DEAFNESS
Get Our Specially Prepared
PURE Rattlesnake Oil

WHAT A PROMINENT BUTCHER OF COTTAGE GROVE, OREGON, SAYS
The Yaquis Snake Oil, Pure Snake-Oil Liniment and Snake-Oil Liniment are the only ones of their kind in the world. I will use them.

Source: Wikimedia Commons



Research on Demand

Ask E Source: www.esource.com/question

- Available 24/7
- Unlimited access to our expert research staff
- More than 3,000 inquiries answered annually



Courtesy: FreeDigitalPhotos.net



Our Energy Efficiency Research Team

www.esource.com/question



Digestible, actionable Information

New!

EM&V Budgets and Spending

By Eryc Eyl

Published: April 14, 2014 | Research Brief | DSM-RB-7

What you'll learn from this report:

- Recent trends in electric and gas utility EM&V spending
- Why gas utilities are increasing their EM&V expenditures
- How utility budgets for EM&V compare to actual spending

Contents

EM&V Is Big Business

EM&V Spending Slows for Electric, Up for Gas
Utilities Aren't Spending Their Entire EM&V Budgets

The Bottom Line

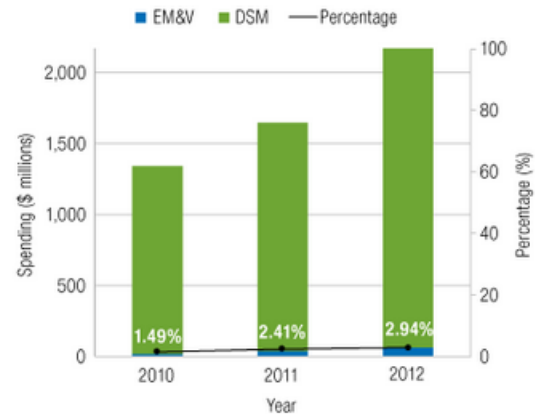
Resources

In 2011, E Source published [How Much Do Utilities Spend on Evaluation, Measurement, and Verification \(EM&V\)](#) budget and spending data from the report concluded that utilities with larger overall demand-side management (DSM) programs are more likely to have a higher percentage of their DSM budget dedicated to EM&V. With the help of [DSM Insights](#)—the E Source program and portfolio performance—we've updated the data with new conclusions. Among our key findings were the following:

- EM&V spending—both as a proportion of total DSM spending and as a percentage of total utility spending—increased for electric utilities from 2010 to 2012.
- EM&V budgets consistently exceed actual spending.
- EM&V budgets for 2013 and 2014 represent a smaller proportion of total DSM budgets than in previous years.

FIGURE 1: DSM and EM&V expenditures, 2010 to 2012

In the three years included in our study, spending on evaluation, measurement, and verification (EM&V) activities has increased more dramatically than spending on demand-side management (DSM).



Note: Data from 22 program administrators (PAs) in 2010, 34 PAs in 2011, and 34 PAs in 2012.

© E Source

Recent Reports

Recent DSM Reports

- [Using Electric Vehicles for Demand Response](#) **How EVs Can Be a Grid Resource**
[Residential Behavioral Programs Increase Their Contribution to](#)
- [DSM Portfolio Spending and Impacts](#)
[Energy-Education Programs for Students](#)
- [Home Energy Management Is Coming: Are You Ready?](#)
- [Smart Thermostats: Series on technologies, pilots, & programs](#)
- [Trade Ally Engagement: An Actionable Plan](#)
- [Moving to DR 2.0: The Shifting Landscape of C&I DR](#)

Recent Tech Reports

3 New reports on smart thermostats
Smart homes
Leveraging big data to improve building performance
Debunking Amish Heaters
Grid-interactive water heating
Phase change materials
Energy analytics software capabilities
Several reports on LEDs
Plug loads

DSM Annual Benchmark

- [DSM Achievements and Expenditures 2013](#)



Upcoming Reports

Upcoming DSM Reports

- Home Energy Reports
- Residential DR & DSM
- DSM Trends
- Upstream Programs
- Innovative DSM Programs
- Commercial Lighting Programs

Upcoming Tech Reports

- Remote auditing tools
- Newest LED application: stadium lights
- EVs: Everything you need to know
- IceBear is Back!
- Black box alert: Nanocoatings
- Efficiency in grow houses



The E Source Toolbox



Research Library / Online Tools



Ask E Source Inquiry Service / Inquiry Vault



In-Person and Virtual Events



Networking – the E Source membership network



Consulting Solutions = custom solutions



E Source LED Library

Recent Publications

General LED Resources:

LED Dimming and Color Quality
Finding LED Products That Meet Your Needs
LEDs: Attributes and Applications
LED Attributes and Applications
LED Lifetime and Replacement Strategies
A compendium of all robust non-E Source resources
Advanced LED controls

Application specific resources:

Exterior/street light/parking garage
Warehouses/high-bay
Stadium lighting
Refrigerated environments
Residential applications
Troffers and tubes
Niche LED applications

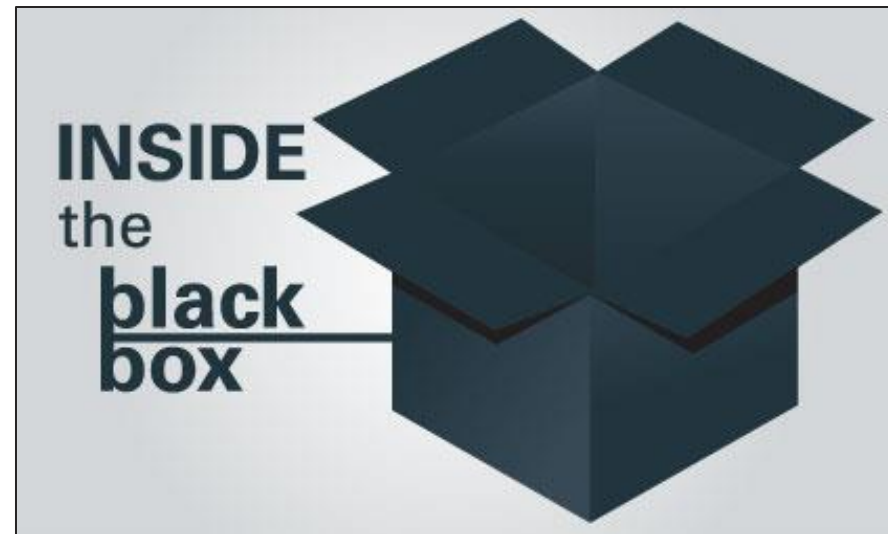


Thomas Edison would have approved!

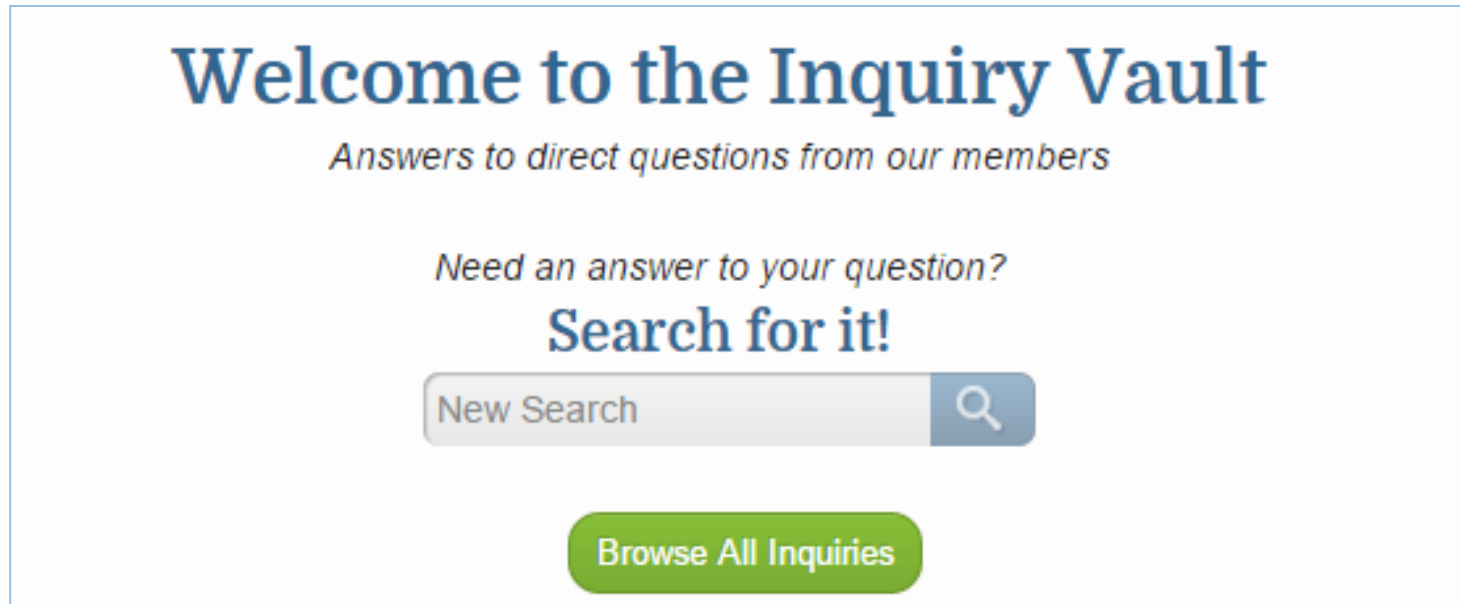
Black Box Library

New or updated reports on:

- Transient Voltage Surge Suppression
- Refrigerant Oil Additives
- Power-Factor Correction
- Identifying Cost-Effective Applications for Motor Voltage Controllers
- Magnetic Fuel Conditioners
- Frozen Water Bottles
- Insulating Paint
- Oil, Acid, and Moisture Purgers
- Float Ball Condenser Controllers
- Duty-Cycling Controllers
- Amish Heaters
- EV wireless charging stations



Inquiry Vault



The screenshot shows a web page with a white background and a blue border. At the top, the text "Welcome to the Inquiry Vault" is written in a large, bold, blue serif font. Below it, in a smaller, italicized blue serif font, is the subtitle "Answers to direct questions from our members". In the center, the text "Need an answer to your question?" is written in a blue serif font, followed by "Search for it!" in a larger, bold, blue serif font. Below this is a search bar with a light gray background and a blue search icon on the right. The text "New Search" is visible inside the search bar. Below the search bar is a green rounded rectangular button with the text "Browse All Inquiries" in white.

www.esource.com/InquiryVault

Immediate and detailed information on our most popular questions



Hundreds of Q & A In The Member Inquiry Vault DSM and Tech Q and A Recent Vault Entries

Look Here to see if
your
question
has already been
asked

What methodologies are used to evaluate behavioral programs and the persistence of behavioral energy savings?

Which utilities offer time-of-use rates to small business customers?

Can E Source provide some no- or low-cost ways to reduce energy consumption in grocery stores and restaurants?

Which US utilities offer demand-response programs for window air conditioners?

[http://www.esource.com/Inquiry Vault](http://www.esource.com/InquiryVault)



What types of programs are offered?

How are incentives structured?

What measures do programs include?

What sectors are programs targeting?

How do programs compare between states?



Explore Our Tools

Sponsors & Locations

Pacific Gas and Electric

CA

Contacts:

Overview

Offers commercial, industrial and agricultural customers incentive for demand response (dispatchable load) that will be controlled by the technology and rebate on demand response technology. Demand Bidding or the PeakChoice Best Effort plan is the chosen Demand Response program.

[Program website](#)

Eligibility

Commercial, industrial and agricultural customers who:

- Have a facility located in the PG&E service area and receive service from PG&E upon completion.
- Have had a maximum demand greater than or equal to 200 kW within the last 12 billing months.
- Are investing in energy management systems or controls that enable demand response, without a direct signal from PG&E.
- Are served by an interval meter, or a SmartMeter electric meter, that can be read remotely and billed by PG&E.

[Program website](#)

Incentives

PG&E pays \$125 per kilowatt (kW) of demand response load reduction (dispatchable load) that will be controlled by the technology, up to 75 percent of the demand response technology project cost. \$50 per kW is paid if either Demand Bidding or the PeakChoice Best Effort plan is the chosen Demand Response program.

TVA leveraged DSMdat to find out how other utilities have set incentives and payback requirements for commercial and industrial custom programs

**DSMdat:
Database
of 4,500+
Programs**

www.esource.com/dsmdat



DSMdat is designed to help you get the information you need to build and improve your portfolio by giving you details on thousands of programs across North America.

Search by sector, resource, program sponsor, incentivized measures, and more

BASIC SEARCH

Reset Search

Keyword Search: Country: <Any>

State or Province Name: <Any>

Sponsor

- AEP Ohio
- AEP Texas Central Company
- AEP Texas North Company
- Alabama Department of Economic and Community Affairs
- Alabama Power
- Alagasco
- Alameda Municipal Power
- Alaska Energy Authority

Sector

- business
- Business - agricultural
- Business - commercial
- Business - industrial
- Business - new construction
- Business - small
- Government | schools | institution
- Residential

Purpose

- Demand response
- Energy efficiency | conservation
- Load building
- Load retention
- Peak load management
- Renewable energy

Channel

- Architects | engineers | designers
- Building owners and operators
- Contractors and builders
- Distributors
- Educators | students
- End-users
- Energy service companies
- Governments

Incentive Method

- Audits
- Bill credits
- Bill guarantees
- Building rating | labeling
- Competition
- Coupons
- Direct installation
- Energy-use feedback

Incentized Measure

- Heat recovery
- Hydroelectric
- Industrial processes
- Landscaping
- Laundry - commercial
- Lighting
- Lighting - CFL
- Lighting - LED

Status

- Active
- Inactive

Program List | **Program Details**

Matching programs: 126

No saved searches found for this view.

Name: Save this search

1 2 3 4 5 6 7 8 9 ... next › last ›

Advanced Lighting Program - Residential

Save this Program

Print Program PDF Program

| Program Status | Pilot | Program ID |
|----------------|-------|------------|
| Active | No | 2906 |

Date Last Reviewed: 2014-08-01T00:00:00

Sponsors & Locations

CenterPoint Energy

Overview

Program offers point of purchase rebate given to residential customers at participating retail stores for the purchase of various energy efficient lighting presently limited to Energy Star labeled LEDs.

Program website

Eligibility

Residential Customers.

Program website

Incentives

Discounted price at participating retail stores.

Save, export, or print your results

Program info is frequently reviewed and updated

Navigate to the specific program website

Get incentive details without leaving the page



Emerging Technology Database

www.esource.com/emergingtech

Home Submit a Report Contact About Help

Filters

Technology type

- Lighting (84)
- HVAC & refrigeration (67)
- Water (25)
- C&I equipment (13)
- Building envelope (9)
- Drivepower (9)
- Plug loads (9)
- Generation & delivery (6)
- Load management (6)
- Commissioning (3)

Market sector

- Business (172)
- Residential (60)

Market segment

- Offices (21)
- Government (16)
- Restaurants & Commercial Kitchens (12)
- Recreation & Public Assembly (8)
- Hotels & Motels (7)
- Schools, Colleges & Universities (7)
- Grocery Stores &

Search for:

Take a Tour

Displaying 1 - 10 of 238 results.

Nest Thermostat Heat Pump Control Pilot Evaluation

Tech type: HVAC controls & strategies, HVAC & refrigeration

Authors: Apex Analytics

Agencies: Energy Trust of Oregon

ASHRAE climate zone: IV **Test setting:** Field

Research objective: Nest is an available digital thermostat, and ETO conducted this pilot study to see if it could achieve the savings more sophisticated controls would find on heat pump systems. Unlike other heat pump controls the Nest thermostat is relatively simple to install and very user friendly.

One Machine for Heating Cooling & Domestic Hot Water: Multi-Function Heat Pumps to Enable Zero Net Energy Homes

Tech type: HVAC & refrigeration

Authors: Mark Modera, Jonathan Woolley, David Grupp, Bill Dakin, Michael Koenig

Agencies: Western Cooling Efficiency Center

ASHRAE climate zone: III **Test setting:** Field

Research objective: The objective of this study was to evaluate the performance of multi-functional heat pumps, largely in the context of zero energy buildings. Detailed field measurements of performance were conducted for three homes that employ different multi-function heat pump arrangements. Ultimately this study was to inform the design of a zero energy home in Davis.

Forced Circulation Engine Generator Block Heater Energy Performance Assessment

Tech type: Fossil-fueled generators, Distributed energy, Generation & delivery

Authors:

Agencies: Pacific Gas and Electric Co.



Explore Our Tools


Energy Vendor IQ



Find a vendor ▾

Vendor Directory

Service Category: - Any - Markets Served: - Any - [Go](#)



E Source

For more than 25 years, E Source has been helping utilities and large energy users with critical problems involving energy efficiency, utility customer satisfaction, program design, marketing, customer management, and sustainability. Our research and advisory business model enables you to tap into the best minds in the business, people who have wrestled with problems very similar to yours. Our approach gets you up the learning curve fast, helps you avoid the mistakes others have already made, and allows your organization to begin to immediately implement the industry's best practices.

Service Category: Engineering Services, Customer Experience Consulting, DSM Software, Program Planning & Design, Market Potential Studies, Marketing & Advertising Services, Segmentation & Targeting Services |
Home Office: Boulder, Colorado

Service Category: - Any - Markets Served: - Any - [Go](#)

Featured Vendor



E Source

For more than 25 years, E Source has been helping utilities and large energy users with critical problems involving energy efficiency, utility customer satisfaction,...

Browse by Category

- Customer Care
- Customer Experience
- Demand-Side Management
- Information Technology
- Market Research
- Marketing & Communications
- Other
- Renewable Energy
- Technical & Engineering

Vendor A to Z

Know which vendor you're looking for? Search by name in our A to Z listing.

[Check It Out](#)



<http://vendoriq.esource.com/>



Connect with Peers at In-Person and Virtual Events



Join us in Denver for the 2015
E Source Forum, October 13–16:
www.esource.com/forum2015

It's the must-attend industry conference that brings together more than 400 energy professionals. Discounted Registration for BPA Members.

2015 Forum topics

- DSM Strategy
- Behavior
- Trade Allies
- Innovative Electric Programs
- Gas Programs and Technologies
- Upstream and Midstream Programs



Participate In Leader Calls and Web-Conferences

Recent Web Conferences and Leader Calls

- DSM achievements and expenditures
- The US Environmental Protection Agency's 111(d) rule
- Demand response
- Gas programs
- Small business programs
- Multifamily programs
- Behavioral programs
- Trade allies
- LED Lighting
- DSM Trends

Upcoming Web Conference and Leader Group calls

- DSM Trends- March 24, 2015
- Gas Programs- May 6, 2015
- Multifamily Programs- April 30, 2015
- Behavior Programs- June 10, 2015
- Innovative Programs- June 24, 2015
- The EPA 111(d) rule- July 9, 2015
- Small business programs- July 22, 2015



Join the Conversation



Hot DSM Topics

Recent Conversations

The Future of residential new construction

Working with Manufacturers

Market-based Energy Efficiency Programs

SolarCity moves to “run the grid”

Why We Should Care About Consumer Engagement

Hot Tech Topics

The home automation wars

Emerging gas technologies

Smart thermostats

Zero-net-energy (ZNE) homes

The utility death spiral

Emerging tech evaluations

Important market developments

The evolution of battery technologies



Information Overload?



Three Steps for Success



Go to <https://www.esource.com/user/register>
Contact E Source Customer Ser



Ask E Source Questions
www.esource.com/question



Step 3: Sign Up For DSM AND Tech News
www.esource.com/newsletters



How To Use E Source Online Refresher

E Source 101

How to get the most out of your membership. During the short video, we'll explore the E Source website and share tips for finding what you need to do your job better. If you're a new user, we recommend starting with this video so you can learn how to navigate the website before you watch the service or tool trainings. Download the [E Source 101 resource sheet](#)(PDF) for some quick-access links.

DSM Service

See how to access your DSM Resources and Tools

<http://www.esource.com/training>



Questions?



Christopher Schieffer

Director, Business Development

303-345-9128

Christopher_schieffer@esource.com



Chris Moyer

Engagement Manager

303-345-9177

Chris_moyer@esource.com

