COMMERCIAL & INDUSTRIAL WORKING GROUP (CIWG)

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CIWG BACKGROUND

Mission

Increase engagement and communication among the Program Administrators (PAs) and stakeholders on the Mass Save Commercial & Industrial (C&I) programs

Goals and objectives

Increase participation and savings in C&I offerings

- Collaborate on improvements to existing and new offerings
- Increase exposure to new and evolving C&I offerings
- Improve customer understanding about differences in program offerings between PAs

PROCESS

~700 responses to survey; 7% response rate

- Responses summarized
- 75% responded as 'somewhat' or 'very satisfied'
- Survey feedback informed CIWG efforts

Four Working Group meetings

- Identified and ranked opportunities
- Developed recommendations
- Actions on recommendations in progress

Three stakeholder hours

- Variety of questions and responses on programs addressed
- 145 registrants, 85 participants, 45 questions

CIWG & SURVEY FEEDBACK

OPPORTUNITIES	RECOMMENDATIONS
Communication	Clarify and improve pathways for communications with customers
Electrification	Develop electrification roadmaps
Custom Project Process	Simplify and clarify custom processes
Long project timelines	Increase accountability, timeliness and responsiveness
Inconsistency between PA offerings	Establish consistent offerings
Identifying comprehensive savings opportunities	Increase capability of providers to assess and pursue holistic solutions that optimize system efficiency

PA RESPONSES AND ACTIONS TO DATE

Custom projects

- Aggregated data of PA timelines
- More specific workflow than currently shown on site

Continue updates to the C&I website

- Streamline "Not Sure Where to Start?"/ "Find your Sponsor" tool
- Publish custom project workflow with timelines
- Re-envision "Partners" page
- "Decarbonization" page for resources and information

FORTHCOMING C&I WORKING GROUP EFFORTS

Simplify custom process & HVAC measures

- Consider alternative approaches to incentive allocation timelines
- Consider alternative approaches to savings development

Improve communication channels between PAs and customers

- Still in nascent stages

Clarify inconsistencies between PA offerings

THANK YOU

QUESTIONS?

APPENDIX

SUPPLEMENTARY SLIDES

OPPORTUNITIES

- Customers face challenges with making appropriate contacts and having consistent communication with PAs and vendors
- Clarify and guide the process for transitioning customers from fossil fuel-based infrastructure to electrical based infrastructure
- Custom project process for non-lighting measures is complex and can take too long. Custom projects use site-specific energy analysis to address non-prescriptive measures.
- Lack of consistency between PA offerings and approaches; customers with facilities across multiple PA territories face challenges with participation
- Improve comprehensiveness of energy saving measures identified with each energy assessment; minimize missed opportunities and support system-based approaches to efficiency

RECOMMENDATIONS

Communications

- Clarify and improve customer communications among PAs, Technical Assistance (TA) providers and vendors
- Establish a singular and accessible PA point of contact for each project
- Provide a clear primary, and back-up, pathway for customers to get project questions answered

Electrification

- Provide roadmaps for electrification for different customer segments. Projects range from small buildings that can electrify with heat pumps to campuses that include power generation
- Provide resources and opportunities, including site walk throughs, with and outside of the PAs to support electrification
- Share success stories, and case studies relevant to sites

Custom Process

- Clarify and streamline the custom project processes
- Publish a customer journey map so customers understand the process
- Hold frequent meetings with PAs and Technical Assistance vendors to review projects
- Educate the market to increase understanding and uptake of non-lighting measures – share success stories, case studies and general resources relevant to each site

RECOMMENDATIONS

Timelines

- Increase responsiveness and accountability to participants around timelines to support project completions
- Publish time ranges for PA-led steps and communication options for customers to address challenges often faced in project development and implementation

Inconsistency

- Improve consistency of offerings and approach across PAs
- Recognize and adopt best practices statewide

Identifying comprehensive savings opportunities

- Improve the quality, consistency and comprehensiveness of energy assessments/project identification and the projects resulting from them
- Ensure TA providers have the capability to identify the full range of measures at any given site, including industrial process and complex HVAC systems, to optimize system energy efficiency
- Provide training and consistent reinforcement of assessment quality and comprehensiveness

PA RESPONSES AND ACTIONS TO DATE

Custom projects

- Aggregated data of PA timelines
  - Prior to publishing anticipated custom project timelines on the website, we needed to understand the averages across the state
- More specific workflow than currently shown on site
  - Include intermediate steps & description, PA contact, etc.

Continue updates to the C&I website

- Streamline "Not Sure Where to Start?"/ "Find your Sponsor" tool
  - Consolidate and homogenize PA contact information
- Publish custom project workflow with timelines
- Re-envision "Partners" page
  - Clearer guidance for vendors, distributors, contractors, etc.
- "Decarbonization" page for resources and information