

| Request ID | Information Requested by EEAC Consultants | Purpose/Use for Requested Information | PA Response | Status/Next Steps |
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| IU Narrative | | | | |
| CIN1 | 1. Reasons for/drivers of forecasted achievement or shortfall in C&I Large Retrofit shown in the PA Implementation Updates (EEAC Consultants clarified that this is focused on key drivers of the PA IU forecasts, whether achievement or shortfall, and is requested by PA) | Because of the significance of C&I Large Retrofit to the Three Year Plan Goal, even at the reduced savings levels proposed in the 2013 IU, it is important to understand whether the rate of change in project development, depth of savings, and completions over the coming months are adequate to support the savings targets proposed in the 2013 IU. In addition, it is essential to compare and contrast the changes being made across PAs to ensure that the best practices in C&I sales staffing, sales/outreach strategies, and program delivery are proliferating across the state in order to maximize the achievement of the C&I Large Retrofit goals. | PAs have an over-arching concern that IUs are becoming too focused on detailed cross-PA comparisons that change contemplated scope of IU process. The PAs are working to develop a powerpoint narrative that will provide the cross PA overview with specific data on PAs that did not achieve goals. PAs contemplate one statewide presentation/narrative, with highlights on individual PAs where appropriate. As an example, CMA over-achieved its C&I Retrofit goals and discussion of shortfalls is not required. | PAs are independently drafting a presentation of this information with some PA-level information (where PAs have committed to changes) for review by the EEAC Consultants. Narrative/presentation outline to be shared by June 6; draft full PA narrative/presentation by June 13. PAs will discuss outline with consultants in advance. EEAC Consultants will review and comment once the draft documents are received. |
| CIN2 | 2. Descriptions of program and delivery changes to increase C&I Large Retrofit savings (EEAC Consultants clarified that this is requested by PA, not just statewide) | As documented in the <i>Annual Implementation Update – Narrative Description Document</i> (April 25th memo), we request that the PAs each provide a narrative that addresses data requests CIN1-3. | | The EEAC Consultants' primary remaining concern for CIN1 and CIN2 is that the lack of PA-level data could impede the ability of the Council to understand the feasibility of the PAs meeting the revised C&I Large Retrofit goals and the Council's ability to understand the differences in PA approach and the impacts of those differences on goal achievement. Timeline: dependent on PA narrative delivery |
| CIN3 | 3. Description of C&I sales and incentive structure including: 1) staffing levels, skills, and sales/outreach strategies; 2) incentive structures, goals, performance monitoring and feedback mechanisms; and 3) identification of (a) advantages and potential limitations of existing sales staffing levels, strategies, and structure, and (b) planned modifications, if any, and their expected result (EEAC Consultants clarified that this is requested by PA) | | PAs view discussion of internal staffing, skills, incentives, etc. as management matters beyond the expertise and jurisdiction of the EEAC and not a productive use of time and resources. Certain PAs, however, have voluntarily met with the consulting team and have had extensive discussion of internal structures in a spirit of cooperation. To the extent that the information relates to current standard incentive levels offered to customers, if the consulting team does not have these, the PAs are certainly willing to provide them. (The EEAC Consultants clarified that the request is about C&I sales incentives and not customer incentives.) | For CIN3, National Grid has provided high level information on C&I staffing and corporate sales approaches. Other information was provided orally in informal discussions with some PAs during segmentation conversations. PA statements to date lead the Consultants to believe no further information exchange is anticipated in this area (see PA response to the left). The EEAC Consultants understand from the PAs that no further information in this area will be made available by the PAs as part of the deeper dive, therefore the Consultants will not have information to review and assess the level of PA resources and adequacy of PA sales approaches being applied to achieve the C&I Large Retrofit goals. Additional information regarding PA approaches/effective practices is anticipated to be available later through EM&V studies including Successful Projects and PA Differences, which will not be available until this fall. |
| Customer-Base Characterization | | | | |
| CIC1 | 1. Customer count and average size (based on annual usage or demand) by four quartiles (or other logical size-based dividing point that will not violate customer confidentiality) | These data are necessary to understand the medium and large C&I customer base for each PA in order to: - Understand the opportunities within each PA territory to achieve the target savings levels - Inform the potential for different approaches necessary to achieve goals | PAs noted that for smaller PAs, quartile analysis does not make sense, giving an example of Liberty and approximately 20 customers eligible for such analysis. Quartile analysis could also compromise private customer information given the extremely smaller numbers of customers involved, as noted by Liberty. National Grid voluntarily shared some quartile information with the consulting team and NU has, in the past, shared high level quartile information in EEAC presentations, but does not plan further quartile analysis for IU. C&I/MC, with David Gibbons and Matt Zenni on point, are reviewing. | PAs and EEAC Consultants agree that the best currently-available source for part of this data is the DNV GL Evaluation Database, which currently contains data on 2012 projects. PAs are working with DNV GL to expedite development and delivery of PA-specific reports currently under discussion as part of the 2012 Customer Profile Report. Chapter 7 Tables for that report (already planned by DNV GL) are to be expedited in next two weeks. 2013 DNV-GL data will not be available for the Deeper Dive presentation in July. EEAC Consultants accept that 2012 Customer Data is the only data available at this time and will have to do for the analysis. |
| CIC2 | 2. Customer type and count by size break | | | |
| CIC3 | 3. Approximate upper bound of the top size category consumption | For instance, a PA with fewer, larger customers in the top quartile could execute larger projects which could have a significant impact on total savings. Whereas a PA with few large customers but a larger volume of smaller customers in the top quartile would need to implement significantly more smaller projects to achieve a similar goal. | | |
| CIC4 | 4. Cross tab of customer type and count by size category and aligned electric/gas utility. | | | Cross tabulation of customers by electric and gas PA is not available at this time - DNV GL has a proposal to develop such a database, but currently neither the PAs or DNV GL can provide a list of customers with both the electric and gas PA/meter identified for C&I. |
| Project & Participant Characterization | | | | |
| CIPart1 | 1. Savings, costs and participating customers by market segment and size range (where feasible) for 2013. (Ranges of consumption information is also requested) | Project and participant characterization data are needed to understand the types of customers who are actively participating and the types of projects that are contributing to savings goals. | PAs will provide all C&I Large Retrofit program information (by PA and statewide) in the 2013 Plan-Year Reports scheduled to be filed on or before June 20. Dave G and Matt Z are working on presentation/narrative and will look to engage directly with Jennifer C and Eric B, with whom they feel they have been working effectively - based on positive and professional experience on retro-commissioning. Dave G and Matt Z expect providing outline of PA presentation/narrative June 6 and full presentation/narrative by June 13. PAs are exploring an Excel summary of 2013 data to be shared in advance to identify key trends and data points. | PAs have not provided requested data to date. PAs to propose data to be provided (timeline TBD) and will work with EEAC Consultants to reach agreement on the data to be provided. EEAC Consultants will review and comment once the PA proposal for data to be provided is received, and at that point will assess whether the PA-proposed data will be adequate. |
| CIPart2 | 2. 2013 project characteristics by quartile: number of projects by savings size (range) in each customer quartile cross tabbed by customer type, measure type and cost to achieve | Analysis of trends and patterns around types of projects and successful projects within a certain sector shows the potential for achievement within a sector. This information can be cross referenced against the customer base data to identify opportunities and constraints within PA territories. | | The 2013 Plan-Year Reports, available on June 20, will have aggregate data at the program or initiative level, meaning that all 2013 C&I Large Retrofit savings and costs will be represented in one row in the 08-50 tables, and therefore will not have the requested project/participant characterization data. (The EEAC Consultants are not requesting specific project data, but rather characterization of project types and sizes by customer types and sizes. No information that compromises customer confidentiality is expected under this request and data will be aggregated to avoid such issues). |
| CIPart3 | 3. Savings and customers by market segment and size for 2012 (DNV GL Customer Profile Report - PA tables) | | | DNV GL to provide additional, PA-level data from the 2012 customer profile report. PAs expect to receive DNV-GL 2012 data late this week and will review for confidentiality and then share with the Consultants. |

| Pipeline Information | | | | |
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| <p>CIPL1</p> | <p>1. For C&I Large Retrofit, 2014 and 2015 committed projects by quartile, industry sector, measure types, estimated savings, estimated completion date and probability, requested monthly. Identify new vs existing projects in pipeline month to month. Indicate completions retired from pipeline. (The EEAC Consultants clarified that receiving the anonymized pipeline information periodically, even if not monthly, would be useful.)</p> | <p>The two largest electric and gas PAs as well as some smaller PAs fell short of their C&I Large Retrofit goals in 2013. In order to have confidence that there will be enough projects with adequate savings to meet the increasing goals over the next 18 months, it is critical to understand how the PAs are filling their pipelines of C&I projects, including project development, commitment and implementation, and whether the pipeline fill rate is accelerating at the levels needed to attain the proposed levels of achievement stated in the Implementation Update.</p> <p>C&I Large Retrofit projects take time to develop. In order to have confidence that the PAs are on track to achieving the increases in project development and closure at the levels proposed in the IU, it is essential to understand the project pipeline, close rate, and completion rate for each PA. Absent this information, the EEAC will likely go into Q4 of 2015 looking at a huge gap--15-25% of the entire 3-yr goal--in C&I Large Retrofit savings without the direct knowledge of whether the expected goals are in reach, and without timely notice and adequate information along the way to decide what actions to take and what alternatives could be developed and implemented. With these data, provided periodically, the Consultants can track progress, address any concerns with the PAs, provide updates to the EEAC, and recommend action steps that could be taken along the way to increase the likelihood of achieving the Three-Year goals.</p> | <p>Pipeline information is fluid, handled differently by different PAs, and contains very sensitive customer and project information, and the PAs are therefore not providing it. This position is consistent with earlier requests for pipeline information to the EEAC in connection with the first Three Year Plan.</p> <p>The PAs, however, do recognize the EEAC's legitimate interest in forward looking information and they are working in the Policy and Analysis Group (PAG) to propose a forward looking projection at the levels currently provided in the quarterly reports (program/initiative) perhaps with August as a target. (Projections earlier in the year are not as meaningful.)</p> | <p>No agreement has been reached and no C&I pipeline data have been provided by any of the PAs. The PAs decline to provide pipeline data and suggest that forecast data potentially available in August will be adequate. The EEAC Consultants are seeking a higher level of granularity (e.g., projects by quartile with their status in the pipeline, and not just data forecasted at the program or initiative level for the year) and nearer term data, and therefore the Consultants have stated that forecasted program- and initiative level data discussed by PAG will not be adequate for the purposes of assessing the forecasted performance of C&I Large Retrofit.</p> <p>The PAs are reluctant to provide pipeline information due to customer confidentiality issues as well as the dynamic, fluid nature of the information. The EEAC Consultants acknowledge that customer confidentiality is essential and seek to find ways of obtaining more granular information that does not violate confidentiality. The EEAC C&I Consultants have extensive experience in pipeline development and tracking, have dealt effectively with customer confidentiality issues effectively in other states, and understand the dynamic nature of pipelines.</p> |
| <p>CIPL2</p> | <p>2. 2014 and 2015 projects enrolled but not committed – same data as above.</p> | <p>(This cell is empty in the original image)</p> | <p>(This cell is empty in the original image)</p> | <p>The PAs do not see the request for ongoing or periodic information as consistent with a deep dive. The EEAC Consultants understand and have clarified that only the first installment of pipeline data would be part of the deep dive. Receiving the anonymized pipeline information periodically after the deep dive, even if not monthly, would be useful to assess the likelihood of C&I Large Retrofit goal achievement along the way.</p> <p>The EEAC Consultants remain concerned that a lack of information about the C&I Large Retrofit pipeline, enrollments, and close rates will impede the ability of the Council to understand the feasibility of the PAs meeting the revised C&I Large Retrofit targets shown in the Implementation Update. Timely information and reasonably accurate periodic assessments of the C&I project pipeline will also provide early alerts to the Council, so that other potential action steps could be considered along the way if necessary.</p> |