

A detailed technical line drawing of industrial piping and valves, rendered in white lines on a dark green background. The drawing shows a complex network of pipes, flanges, valves, and pressure gauges, typical of a process flow diagram or P&ID.

Coordinated Utility Retro-Commissioning Program

Process Evaluation Results

NAVIGANT

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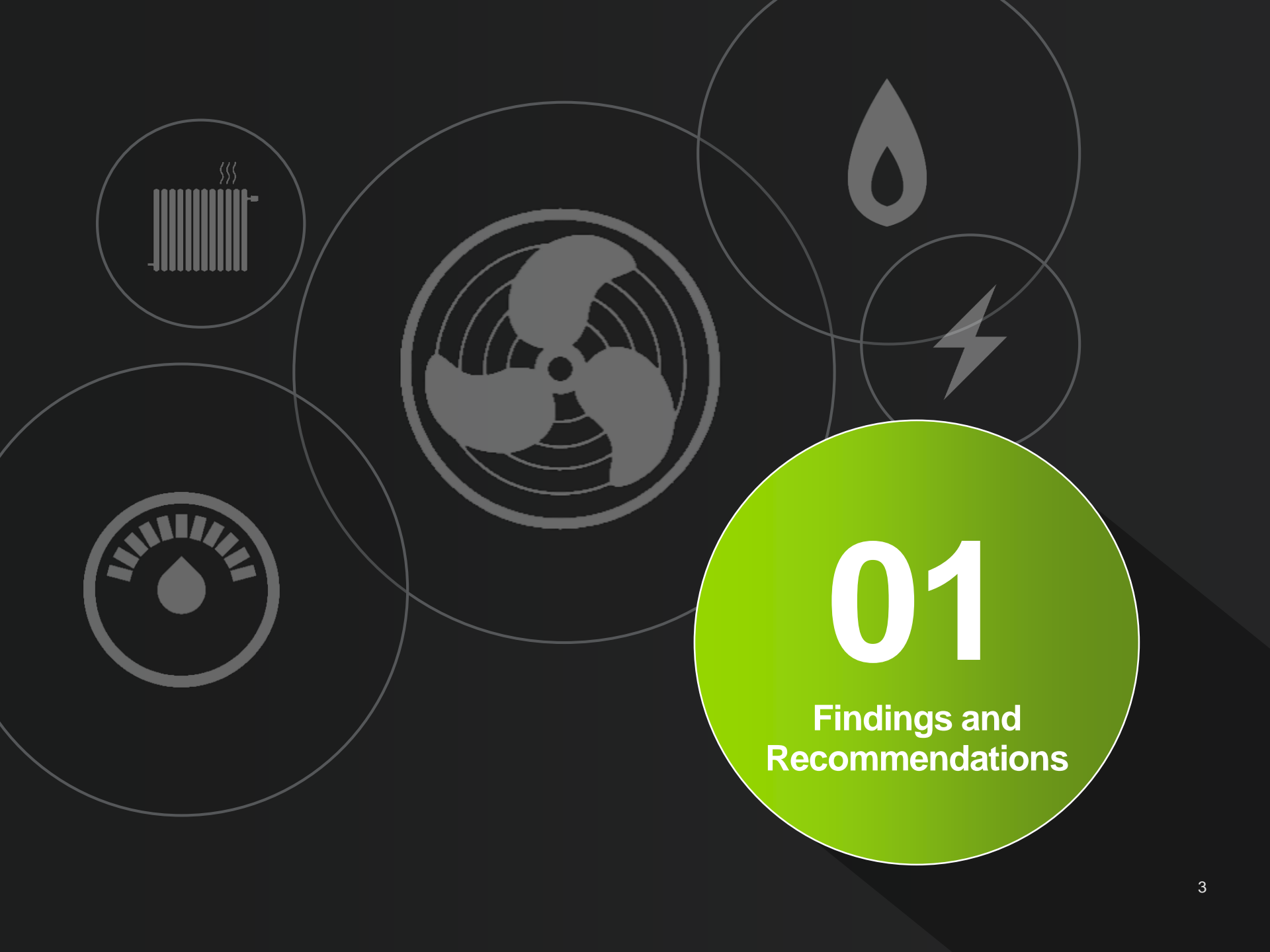
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01

Findings and Recommendations

Findings and Recommendations

The following provides insight into key program findings and recommendations.

FINDING 1

Satisfaction among participants is high, and highest surrounding areas most influential in their participation in the program, specifically the investigative report and work with the Retro-commissioning Service Providers (RSPs).

RECOMMENDATION 1

Emphasize the benefits of the investigative report and RSP expertise in program materials.

FINDING 2

RSPs are satisfied with their experience; most of their businesses enjoyed growth as a result of their partnering with ComEd on retro-commissioning. RSPs recommended operational improvements to the program.

RECOMMENDATION 2

ComEd may consider methods to expedite the application and technical review cycles **for** the traditional Retro-commissioning path (RCx) and RCxpress, as well as offering educational and leave-behind materials for all paths.

FINDING 3

All RSPs with RCx and RCxpress projects report that transitioning their customers to Monitoring Based Commissioning (MBCx) would drive energy savings and better serve their customers.

RECOMMENDATION 3

ComEd may consider introducing the concept of MBCx when selling RCx and RCxpress projects as a method to uncover additional savings and increase persistence.

FINDING 4

Satisfaction with anticipated energy savings remains higher among participants than their satisfaction with actual energy savings. Conversely, satisfaction with experienced non-energy benefits remains higher than the satisfaction with anticipated NEBs.

RECOMMENDATION 4

Source the discrepancy in anticipated and realized energy savings and align the participant's expectations by savings and return on investment (ROI) to more closely approximate their real-world experience. Promote the non-energy impacts of RCx when marketing, citing prior participants' savings enjoyed through reduced maintenance and operations costs or improved productivity. As feasible, NEBs may be offered in the investigation reports to support recommended actions, adding to the ROI data.

FINDING 5

Overall, most RSPs agree that keeping projects open for future development can benefit customers financially. They believe most customers would be very interested in on-going data monitoring access to monitor persistence for savings.

RECOMMENDATION 5

ComEd may consider keeping projects open during a potential transition to MBCx. RCx and RCxpress participants would benefit from educational and leave-behind materials to aid in maintaining persistence.

FINDING 6

Almost half (43%) of Tune-Up program RSPs suggest implementing remotely accessible building management systems for their customers to increase persistence at facilities that do not have staff dedicated to energy management.

RECOMMENDATION 6

ComEd should continue looking at monitoring options for Tune-Up participants available through AMI data. Tune-Up participants would benefit from educational and leave-behind materials to aid in increased persistence.

FINDING 7

Tune-up participants and RSPs report that training and leave-behind materials would improve savings persistence.

RECOMMENDATION 7

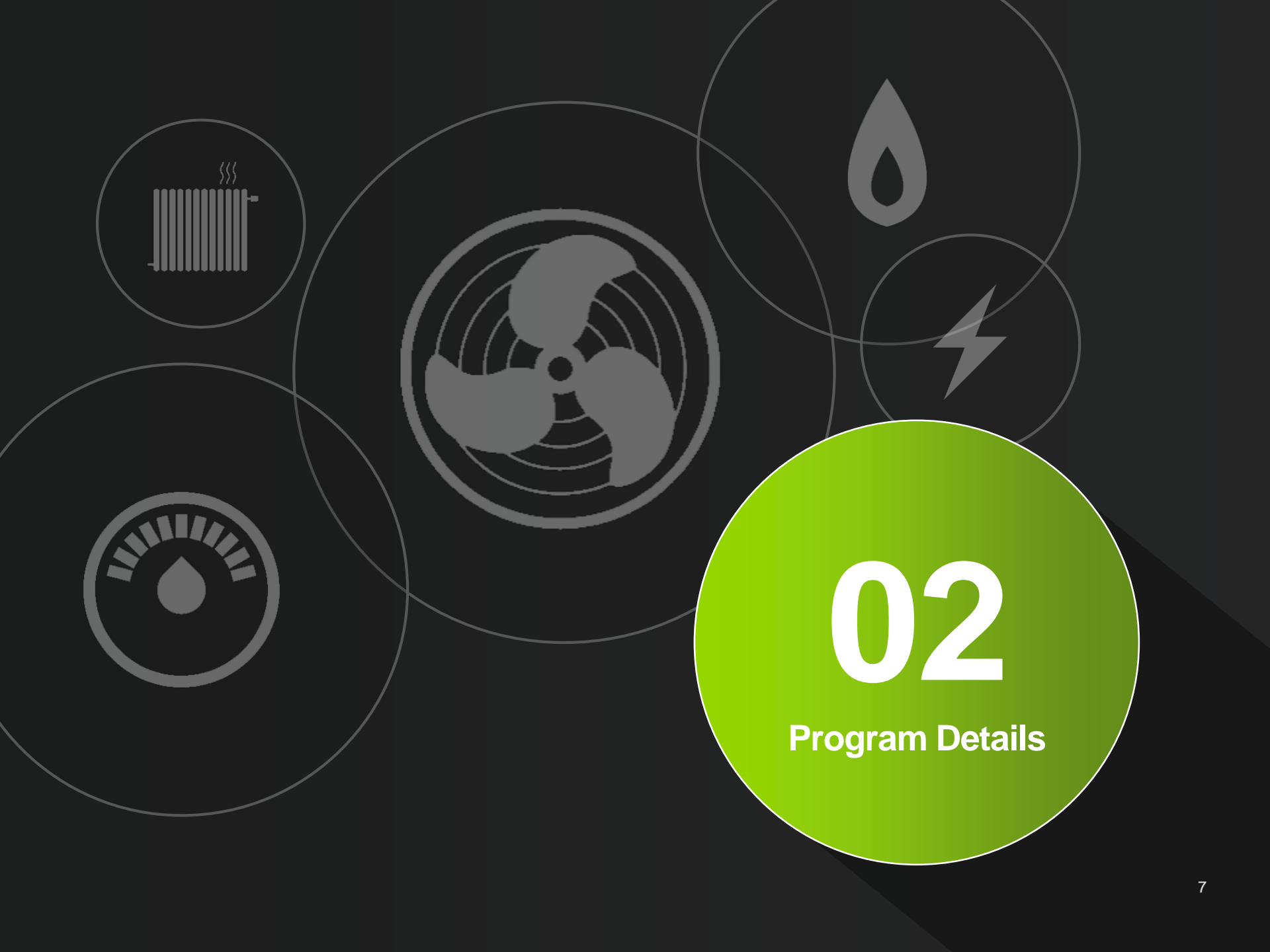
Develop a series of industry- or system-specific materials to leave behind to aid persistence at facilities with smaller or changing staff.

FINDING 8

Where lack of satisfaction was found among Tune-Up participants, it was due to an expectation that the recommended improvements would be more customized to the facility and less prescriptive in nature.

RECOMMENDATION 8

Consider adjusting the marketing and promotional material to better describe the Tune-Up offering, and include typical savings experienced by participants as a result of the comparatively prescriptive recommendations for improvements.



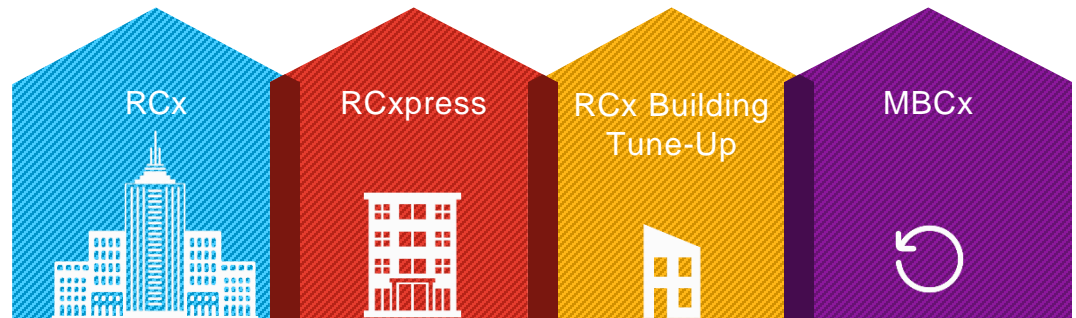
02

Program Details

The RCx program helps customers improve building performance and reduce energy consumption.

ComEd has been operating the Northern Illinois Coordinated Utility Retro-Commissioning (Retro-Commissioning) program for nine program years. Electric Program Year 9 (EPY9) also marked the sixth program year (GPY6) ComEd coordinated program operations with the gas utilities that have service areas which overlap ComEd's service area. The program helps commercial and industrial customers improve performance and reduce energy consumption of their facilities through the systematic evaluation of existing building systems and the implementation of low- and no-cost energy efficiency solutions.

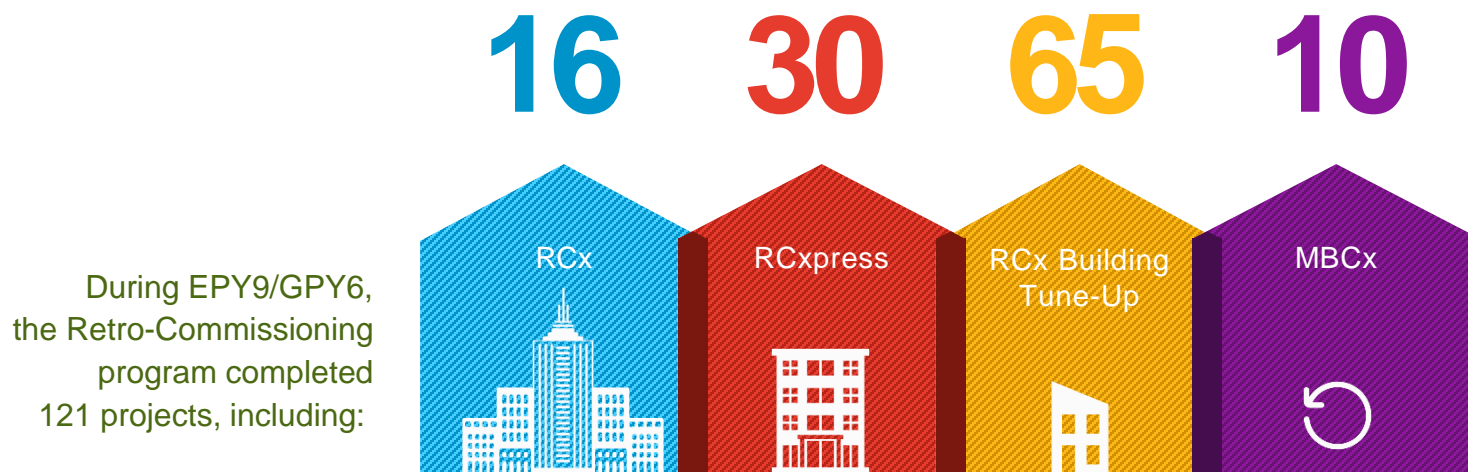
There are four paths
in the program:



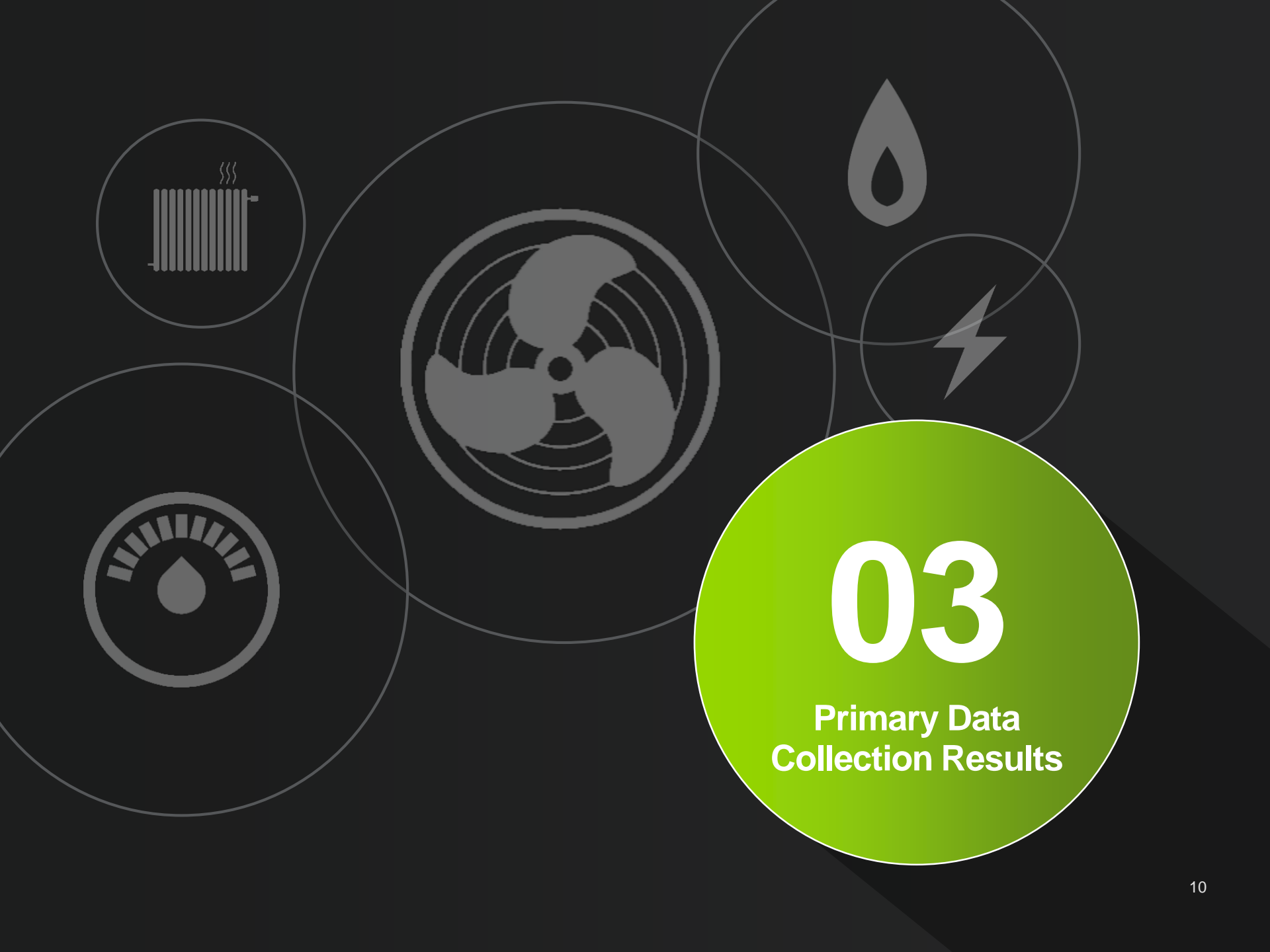
Generally, the program pays for 100% of a detailed study, contingent upon a participant's commitment to spend a defined amount of their own money implementing a bundle of improvements recommended through the study with a simple payback of 18 months or less.

The RCx Building Tune-Up path features the option to immediately implement some common measures during the investigation visit by the RSP in addition to a cash incentive for implementing savings following receipt of the investigation report.

Program Participation



RSPs, participants and their contractors implemented 423 retro-commissioning measures (RCMs).



03

Primary Data
Collection Results

Evaluation Questions

The Process research addressed program participant satisfaction and program processes including marketing, training, and market potential for retro-commissioning services. The research questions included:



What drives program participant and RSP satisfaction?



What are program strengths and barriers?



What are recommended program improvements?



What is the potential for keeping projects open longer and how will this affect RSPs?



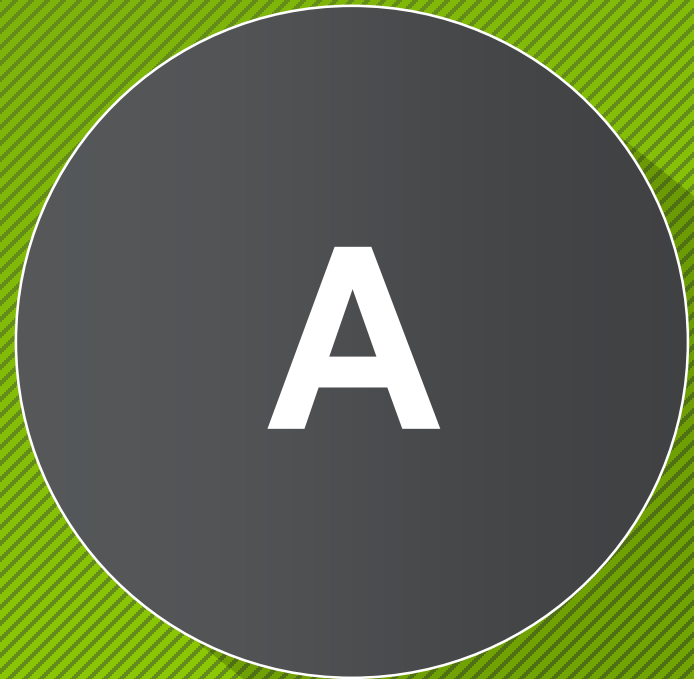
What is the viability of shifting customers to MBCx?



The team answered these questions by surveying program participants and interviewing RSPs.

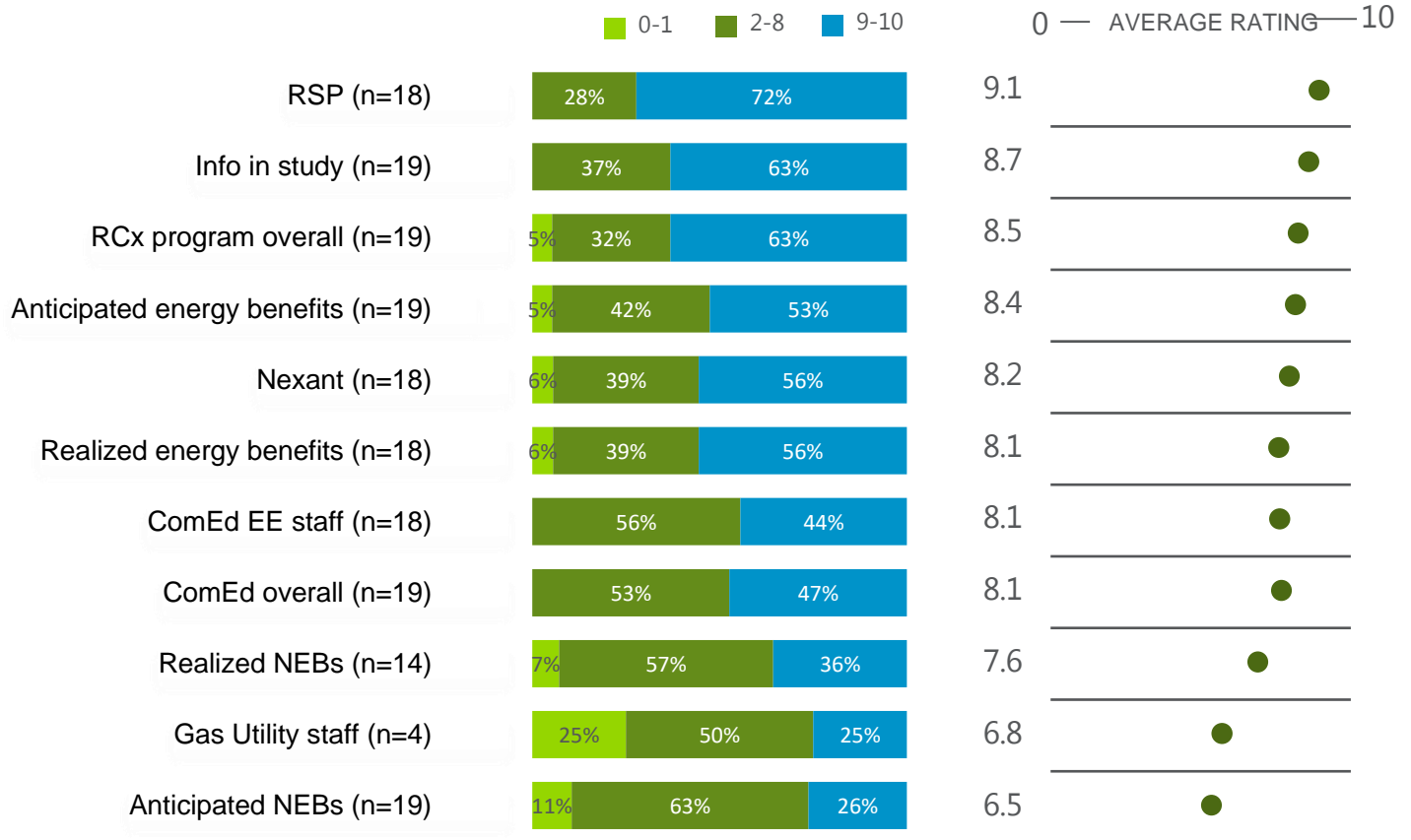
- We utilized a census approach with a computer-assisted telephone interview (CATI) **survey** of 78 unique customer contacts among RCx projects, and achieved a response rate of 24%, surveying 2 RCx, and 5 RCxpress, and 12 Tune-Up participants cumulatively representing 12% of the electric savings and 4.5% of the gas savings. An effort will be made to increase future response rates, particularly from dual fuel (electric and gas) participants, including advanced email scheduling of appointments to conduct the survey.
- We conducted in-depth **interviews** with 11 of 25 RSPs, representing 71% of the program generated savings.

What drives program participant and RSP satisfaction?



General Program Satisfaction

Navigant asked participants to rank their satisfaction with various program attributes on a scale of 0-10, where 0 means “not at all satisfied” and 10 means “extremely satisfied.” Participants were very satisfied with the program overall, and particularly satisfied with their RSPs and the information provided by the retro-commissioning study.



Greatest Satisfaction is with the Program Elements Most Influential in Driving Participation

The two most influential factors motivating customers' enrollment were support from RSPs and the free retro-commissioning study. These were also the elements of the program that participants were most satisfied with.

Top Influences to Participate

N=19

Top Program Satisfaction



Non-Energy Benefits are Important

Some participants recognize the potential Non-Energy Benefits (NEBs) offer their organization, while others do not.

INTERESTED IN NEBs



“It is all about saving money, being energy efficient, and saving on wear and tear on equipment.”

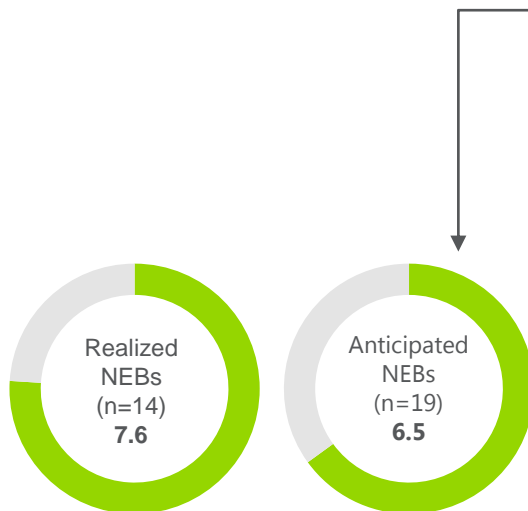
RCxpress Participant

UNCONCERNED WITH NEBs



“[We don’t care about NEBs] because comfort is not a consideration and maintenance does not calculate.”

RCxpress Participant




Participants are more satisfied with their realized non-energy benefits than they had anticipated. The NEBs achieved through retro-commissioning measures include impacts that may improve operations or productivity by, for example, improving a facility’s comfort, lighting and air quality, or reducing maintenance costs by properly scheduling and using HVAC equipment.

Program documents, shown on the next slide, specifically promote NEBs. Although the program promotes NEBs, RSPs do not consistently rely on the program’s promotional material when they market retro-commissioning to customers, with only 55% of RSPs reporting that they print the available documents to present to customers. Of those RSPs who print and use the program’s materials, 60% find them influential because they legitimize the RCx project.

Program Documents Support Non-Energy Benefits

ComEd Energy Efficiency Program **FACT SHEET**



Retro-Commissioning (RCx)

Optimize Energy Performance

Receive a fully-funded study performed by a ComEd-approved service provider. Services valued at up to \$100,000 are provided to identify no- and low-cost operational improvements to your energy-using systems. You may also qualify for an incentive based on the energy savings

- » Improve and maintain occupant comfort and productivity.
- » Increase property value.
- » Reduce maintenance needs and extend equipment life.
- » Gain deeper understanding of building systems and controls.

» Gain deeper understanding of building systems and controls.

» Improve energy performance and energy benchmarking scores.

To receive the study, participants must commit to spending \$5,000 to \$25,000 on no- and low-cost energy-saving improvements. The commitment level depends on your project.

Implementing an RCx project can help you save an average of five percent on annual electric bills with an average simple payback of less than 1.5 years for implemented energy improvements.

- » Improve and maintain occupant comfort and productivity.
- » Increase property value.
- » Reduce maintenance needs and extend equipment life.
- » Gain deeper understanding of building systems and controls.

ComEd Energy Efficiency Program **FACT SHEET**


AirCare Plus: The Next Level of HVAC Efficiency

The ComEd Energy Efficiency Program offers low-cost comprehensive AirCare Plus tune-ups of HVAC packaged rooftop units and split systems to eligible commercial and industrial customers. Our tune-ups are proven to help businesses save money and energy on their electric bills, improve HVAC system performance and enhance indoor air quality and occupant comfort. Each tune-up, conducted by a trained ComEd Energy Efficiency Program Trade Ally, includes a thorough inspection and adjustment of the HVAC unit's thermostat, economizer, refrigerant charge, coils and belts for optimal performance.

WHAT'S IN A TUNE-UP?

Our tune-ups address major components of your HVAC unit. A trade ally will thoroughly inspect and adjust the following for optimal performance:

- » Programmable thermostat
Fan settings are evaluated to ensure proper settings based on the occupancy schedule, guaranteeing that the unit is running only when it needs to be. Manual thermostats are replaced with programmable thermostats at a low cost to you.
- » Refrigerant charge and coil cleaning
The trade ally will assess your unit's refrigerant charge and airflow. Proper charge will extend the compressor's life and reduce energy consumption. Depending on the as-found condition of the HVAC unit, the trade ally may clean the evaporator and condenser coils.
- » Cogged v-belts
Replacing smooth belts with cogged v-belts can help your HVAC blower motor run more efficiently and use less energy.
- » Economizer
Using our tools, your trade ally will diagnose the current operating condition of the economizer and, in most cases, repair or adjust it to provide as much "free cooling" from fresh outdoor air as possible.



DOES THE TUNE-UP INCLUDE REPAIRS?

No. The tune-up is intended to complement your regularly scheduled HVAC maintenance visits, not replace them. Your trade ally will advise you if your HVAC unit needs repairs that fall outside of the scope of the tune-up services.

ELIGIBILITY REQUIREMENTS

In order to qualify for our service, your building must have:

- » Packaged HVAC or qualifying split systems
- » Rooftop units in operating condition

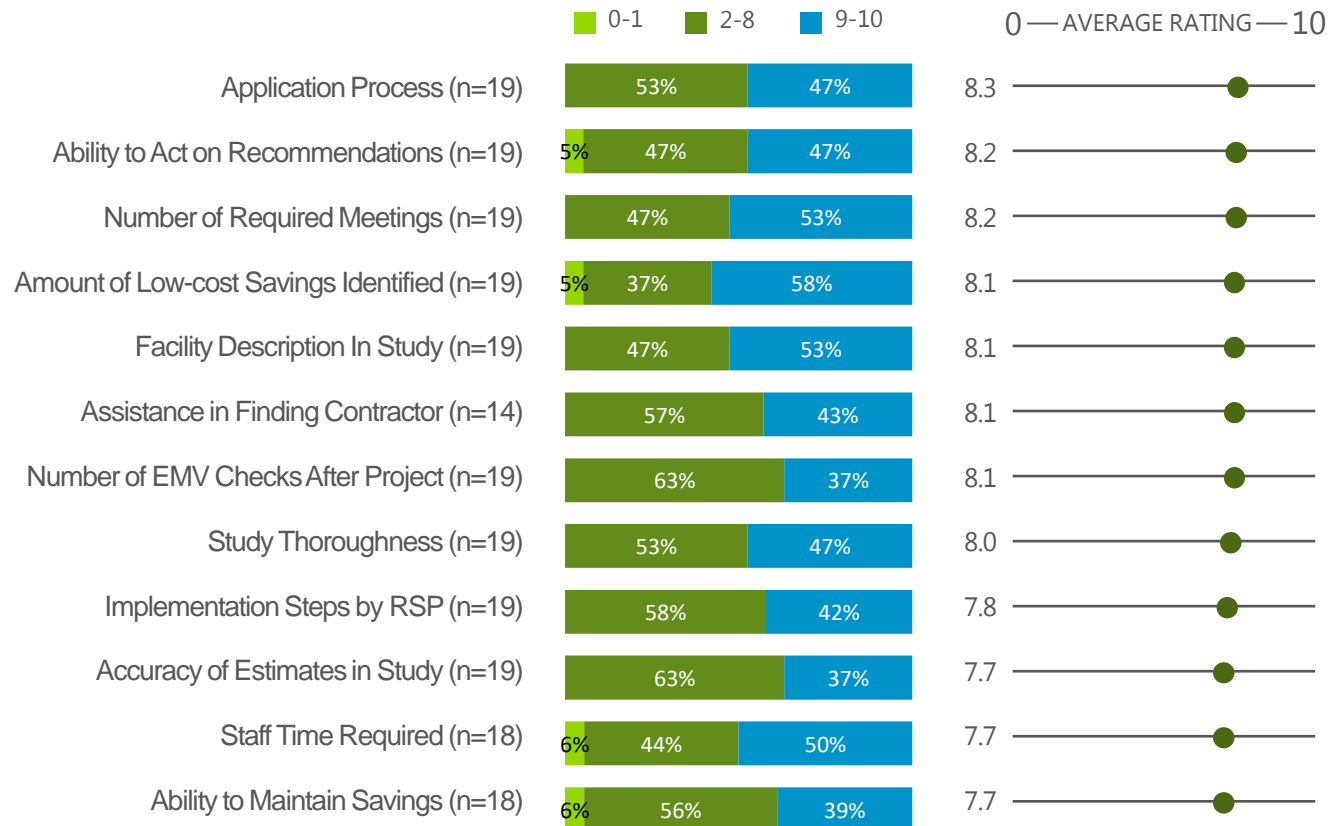
Businesses that participate in the program are responsible for a payment equal to total contractor costs minus program incentives. Your trade ally will inform you of any required amount prior to service.

For more information about the ComEd Energy Efficiency Program, visit ComEd.com/BizIncentives, call 1-800-455-7700 or email us at BusinessEE@ComEd.com.

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An Exelon Company

Satisfaction with Projects Elements

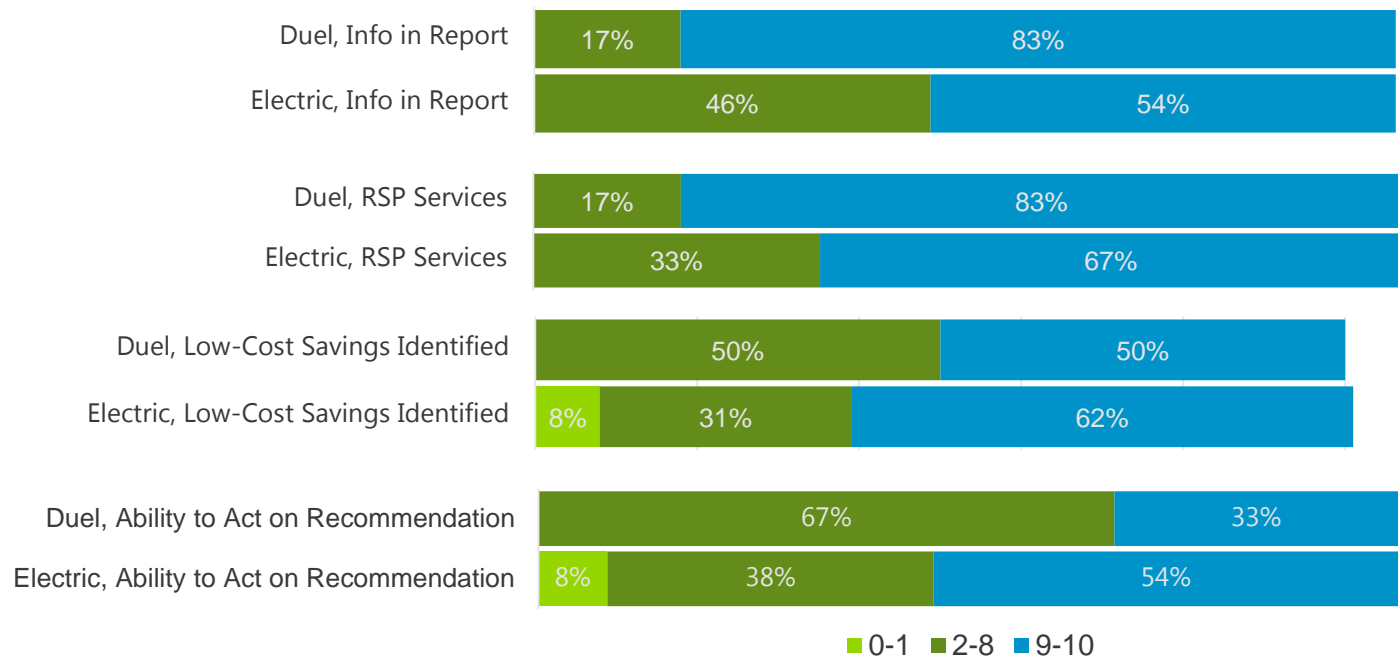
Participants indicated they were most satisfied with the amount of low-cost savings identified, the facility description in the study, and the number of required meetings. Participants were less satisfied with the staff time required and ability to maintain the savings they achieved through the program. The accuracy of estimates in the study impact the financial decisions involved in determining which and how many measures to implement.



Satisfaction by Fuel Type

Electric only and duel fuel (electric and gas) participants were similarly satisfied with many components of the RCx Program. However, the duel fuel respondents indicated both higher satisfaction with the information offered in the investigative report and services from the RSPs, as well as lower satisfaction with the low-cost savings identified and their ability to act on the recommendations. This suggests that duel fuel participants may be more reliant on the program to generate savings and maintain persistence than the electric-only participants.

Duel Fuel and Electric-Only Participant Satisfaction with Select Elements of the Program



Participants Would Recommend the Program to a Peer

The clear majority (84%) of RCx participants would recommend the program to a peer, with a typical participant reporting:

“I would tell them to do it. **It is easy**, and the results are what they said it was going to be.”



RSPs report that their customers expressed high satisfaction and benefited from the program, with one RCxpress RSP reporting:

“The property manager was **really happy** with the heat maps and shared them with rest of the organization.”



RSPs Were Very Satisfied with their Participation in the Program

Seventy percent of RSPs indicated they were very satisfied with participation in the program. When asked to rate the program, RSPs offered an average satisfaction rating of 8.2 on a 0-10 scale, with over a third offering a high rating of 9 or 10. Principle drivers of the RSPs satisfaction surround the Nexant staff, services and program administration.

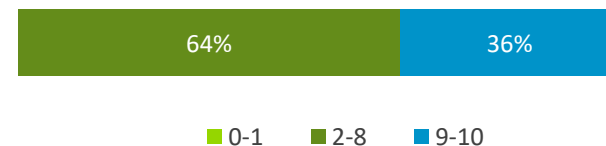
SATISFACTION WITH STAFF AND SERVICES

“The people that we work with at Nexant are efficient and diligent.”

“The RCx calculator is great. The fact that it spits out the report is great. The 60 day deadline gets the project done, it's very impactful.”

“The review process definitely has helped us out understanding what we need to be doing to span the bridges there.”

RSP Satisfaction with the Program



RSPs Grew Their Businesses Because of the Program

Most (92%) of RSPs reported growth to their business resulting from their participation in the RCx Program.

RSPs EXPANDED THEIR BUSINESS FOCUS AND REACH

“Before I was doing all new building commissioning, and now I pursue existing building commissioning.”

“We’ve essentially adopted monitoring-based commissioning as an independent service.”

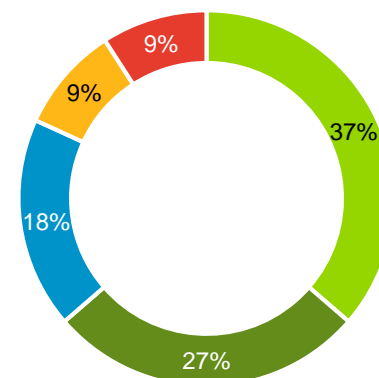
“We’ve been able to hire energy experts because of the program... It’s afforded us to develop a center of excellence in Chicago. We’re now doing projects in LA, Minneapolis, and Omaha because we’ve built expertise in Illinois.”

RSPs ADDED STAFF

“Our department grew from about 2 to 10 people.”

“One new 1099 keeps pretty busy. Also hired a national program incentive manager to manage [the Tune-Up program].”

- Hired more staff
- Grown into new markets because of expertise
- Developed a Center of Excellence in Chicago
- Took projects in other cities because of expertise
- Become more conservative about RCx project we take on



What are program strengths and barriers?



Technical & Financial Support and the Ability to Save Money are the Greatest Strengths

Main Strengths of RCx Programs

Most respondents agree that three program services—technical support, equipment optimization, and enforced deadlines—were the greatest strengths of the program (47%). RCx and RCxpress participants listed saving energy and saving money as the greatest program strength 80% of the time.



TECHNICAL SUPPORT

“Third party non-biased opinion on building settings helps compare and contrast against existing operators and contractors.”

Tune-Up Participant



EQUIPMENT OPTIMIZATION

“[The main program strength was the] realization of areas that need attention and the resulting optimization of equipment.”

Tune-Up Participant



ENFORCED DEADLINES

“Involvement of engineers or project manager; having a deadline.”

Tune-Up Participant



SAVING MONEY

“[The greatest strengths of the program were the] motivation to get something done and [resulting] reduced costs.

RCxpress Participant

Financial Uncertainty and Cost are the Top Barriers

Financial uncertainty, primarily the required financial commitment to participate and ROI or payback for the implemented projects, **was** the main barrier to participating in the program according to 42% of respondents. Most of these participants (88%) were highly satisfied with the information provided in the study, but some would appreciate more data collection and cost information that directly informs their financial decisions.



MORE DATA TO SUPPORT ROI DECISIONS

“Talk to us more often and get our input and [offer] better data so we can make ROI decisions.”

RCxpress Participant



MORE DATA TO SUPPORT PAYBACK DECISIONS

“[I need to be] informed of the payback and information. As long as the information is good and the payback is good then the barriers are minimized.”

RCxpress Participant



CLEAR DETERMINATION OF INCENTED MEASURES

“It’s a little confusing understanding what’s free and what’s not.”

Tune-Up Participant

What are recommended program improvements?



Participant Recommendations to Improve the RCx and RCxpress Programs

RCx and RCxpress participants offered suggestions to improve the program. They suggested communicating concepts for a financial, in addition to the technical, audience to make it easier to fund the recommended improvements.



MORE FINANCIAL DATA DIRECTLY TRANSFERABLE TO DECISION MAKERS

“ If they could group capital improvement and new equipment together, I think it could provide better improvements.”



“BETTER COMMUNICATION

“[Require fewer] meetings, and [make it] easier to understand.”

RSPs Detail Administrative Confusion about the RCx and RCxpress Path

RSPs delivering RCx and RCxpress services offered few recommendations to improve the program. They did offer some areas of concern surrounding administration of the program and confusion about program requirements.



CUSTOMER CONFUSION ABOUT PROGRAM REQUIREMENTS

“Some very big buildings have been very concerned about the minimum spending requirements. When they hear “required spending” they get nervous. “if you can’t find improvements for \$5,000, might we be locked into spending \$30,000?””



SALES CYCLE

“The sales cycle is very long. Anything Nexant can do to assist in shortening the sales cycle [would be appreciated].”



TECHNICAL REVIEW CYCLE

“The technical review process gets very challenging. It gets time consuming with the whole back and forth process.”



APPLICATION CYCLE

“The application phase should be accelerated. Reviews of service provider deliverables should be completed faster.”



REPORT FORMATTING

“The one issue we’ve had is the formatting of the reports. We typically have to go in and fix a lot of the reports so the fonts match.”

Participant Recommendations to Improve the Building Tune-Up Path

Unlike the RCx and RCxpress participants, Tune-Up participants were looking for additional contact, greater depth and customized reports.



MORE TIME AT THE FACILITY AND CONTACT WITH BUILDING STAFF

“To improve the program, I’d recommend better enhancement of the initial scope, options for vendor selection, and more follow up meetings and staff.”

“Greater understanding of the building in order to provide better recommendations, and more time spent at the buildings.”



CUSTOMIZE REPORTS TO HIGHLIGHT FINANCIAL METRICS TO FACILITATE FUNDING DECISIONS

“[Tailor solutions to specific facilities by providing a] percentage as opposed to [a] standard amount.”

RSP Recommendations to Improve the Building Tune-Up Path

The Tune-Up RSPs also offered recommendations to improve the program that address the special concerns of smaller facilities with less staff dedicated to energy efficiency and building operations. They share concerns regarding the project cycle to improve the program.



ENHANCE CUSTOMER SERVICE WITH EDUCATIONAL AND LEAVE-BEHIND INFORMATION TO IMPROVE SATISFACTION AND PERSISTENCE:

“Usually the people that are running the building don’t know where the information is. There should be a user guide.”

“A quick video about the top ten (energy efficiency) measures to send to the building manager… would be helpful.”



ADDRESS PROJECT CYCLES CHALLENGED BY REMOTE MANAGERIAL CONTROL

“My experience is it’s hard getting customers into the program. Once they’re in the program everything goes well. I had one project where getting the signature on the application from the owner who is all the way across the country is just excruciating.”



AVOID CONFUSION WITH CUSTOMER COMMUNICATIONS FROM NEXANT

“The official communications to the customers need improvement. The official emails go out at the wrong time or with an internal projects name that neither the customer or myself understands. They seem autogenerated and often just create confusion.”

What is the potential for keeping projects open longer and how will this affect RSPs?



Participants and RSPs Recognize the Need to Expand Savings and Persistence for the RCx and RCxpress Paths

The Challenge

Participants desire expanded savings and persistence through retro-commissioning, but recognize the challenges, even with dedicated staff. Both participants and RSPs echoed the need for a better understanding of the facilities, systems and operations to maintain savings:

PARTICIPANT

“We learned that our building engineers made a system change to rectify immediate problems which in turn made problems later.”

RSP

“Sometimes if it’s not working exactly right, the customer goes and throws the whole thing away, when they could just go in and tweak it and have a little less savings, but better than throwing it away.”

Participant Recommendations to Expand Savings and Persistence for the RCx and RCxpress Paths

Participants' Solutions:

To address the desire for better savings and persistence, RCx and RCxpress participants recommended greater communication and guidance over time:

OFFER GUIDANCE

“Provide more information and suggestions. Basically, offer us more guidance.”

COMMUNICATE WITH DECISION MAKERS

“Talk to us more often and get our input and better [cost/benefit and financial] data so we can make ROI decisions.”

COMMUNICATE WITH FACILITY ENGINEERS

“[Offer more] communication with the engineers.”

Participants Request Additional Training for the RCx and RCxpress Paths

In addition to the building operator certification (BOC) training required of RCx and RCxpress participants, survey respondents requested additional training.

FACILITY-SPECIFIC

“At my site [and] using my systems, not in a classroom or a seminar.”

“Hands on, something that's related to what we do.”

APPROPRIATE TO FUNCTION AT THE FACILITY

“The difference between training our contractors and our staff at different levels with twenty hours of training.”

REMOTE, INSTRUCTOR-LED SEMINARS

“Online training with questions and answers. The teaching would need to pertain to my building. You could ... have the teachings small enough that you don't get lost. We could do an hour a week at work [over 10 weeks].”

RSPs CONCUR

In addition to offering MBCx to improve persistence, RSPs recommend leaving materials behind to help guide the facility staff in maintaining the improvements implemented through the program, with one suggesting that these materials would help to

“avoid the pitfalls of resorting back to [their] same ways.”

RSPs Recommend Keeping Projects Open in RCx and RCxpress Paths

While all RSPs recommend MBCx for eligible facilities, most (75%) state that keeping projects open to uncover additional savings opportunities is beneficial to their customers.

A typical response from a RSP addresses both the benefit to their business of continued engagement as well as to the customer with increased savings:

BENEFITTING RSP BUSINESSES

“[Keeping projects open] is one of the ideas that goes into the on-going engagement.”

BENEFITTING PARTICIPANTS

“That would provide an incentive to maintain a relationship with those customers and see how the measure is performing.”

Participant Suggestions to Expand Savings and Persistence for the Building Tune-Up Path

Tune-Up customers, with few if any dedicated staff and smaller facilities, face different challenges when they seek additional savings and persistence compared to RCx and RCxpress customers. They have lower savings potential at smaller facilities, and RSPs receive lower incentives due to the limited savings anticipated.

The result is a more prescriptive program with less follow-up, leading to some dissatisfaction with the program and the potential for lower persistence. In addition to the request for leave-behind materials mentioned above, participants are eager for broader engagement with the program.

CONTINUED MONITORING

“More follow up, six months to a year later, just to continuously press the facilities to check what’s going on. Maybe do some data analysis to check if things have slacked or dropped off.”

ADDITIONAL SAVINGS OPPORTUNITIES

“Identification of additional opportunities to reduce energy costs through equipment optimization.”

ADDITIONAL INCENTIVES THROUGH CHANNELING

“More incentives... offer a system for the whole facility.”

Participant Interest in Training and Leave-Behind to Expand Savings and Persistence for the **Building Tune-Up** path

- Most Tune-Up participants are interested in building operator training.
- Most of those were interested in on-site training specific to their equipment that ranged in length from two hours to a full day. One participant requested training for seasonal adjustments.
- Those Tune-Up participants interested in training are equally interested in leave-behind materials that include:
 - Instruction on how to use the data left behind and generated by their systems
 - Reminder of actions taken and additional steps
 - Check list to maintain their optimization

RSP Suggestions to Expand Savings and Persistence for the Building Tune-Up path

Though the responding RSPs had in prior years experienced low margins with Tune-Up due to comparatively lengthy investigations yielding limited savings, they are interested in expanding their services to offer follow-up monitoring to improve persistence and potentially uncover additional savings opportunities. RSP interest includes monitoring and training.

SCHEDULED FOLLOW-UPS

“Having a remotely accessible building management system is pretty important. Also, check-ins maybe twice a year or something.”

RSP INCENTED MONITORING

“There should be actual budgets for the service providers to monitor. Really monitoring is the answer.”

REMOTE MONITORING

“Remote access to the building automation system. That way, somebody else can monitor the building like an energy manager or an outside contractor.”

BUILDING OPERATOR TRAINING

“[Provide] additional training of the staff so they’re aware of the impact of not turning off the lights or not setting equipment back.”

“Helpful to have whoever is in charge of the building to get training on the equipment they have there and how it best runs, what needs to happen as the seasons change.”

What is the viability of shifting customers to MBCx?



RSPs Recommend MBCx as an Option to Address Business Issues and Encourage Persistence

Where feasible, RSPs recommend MBCx as an option to uncover additional savings and encourage persistence. All RSPs who work with RCx and RCxpress participants would recommend MBCx to address business development issues in a saturated market and their customers' concerns with cost effectiveness and persistence.

MBCx Addresses RSP Business Issues

MARKETING SATURATION

“The retro-commissioning market in Chicago is pretty saturated, but there's room to grow in monitoring based commissioning.”

MBCx Addresses Participants' Concerns

COST EFFECTIVENESS

“It's much more cost effective for the program and the service providers and for the customers to do MBCx.”

PERSISTENCE

“There's no persistence [with RCx]. You have no idea to know if savings persist years down the line. The only real way to apply persistence is to do MBCx.”

RSPs Report High Customer Interest in MBCx to Uncover Additional Savings and Encourage Persistence

RSPs report high customer interest in MBCx when there are savings to be uncovered. Facility size has not been an issue, with RSPs reporting that their customers with mid-sized facilities are equally interested in MBCx as those with large facilities.

INTEREST IN ON-GOING MBCx

“[Customer reactions are] positive, [depending on] how we frame it. What they ask for is an indefinite program, as long as savings are available.”

NO RELATIONSHIP BETWEEN FACILITY SIZE AND INTEREST IN MBCx

“No direct relation between size and benefit [was] noticed. Some large facility customers are more engaged, but it’s customer to customer.”

NO RELATIONSHIP BETWEEN CUSTOMER TYPE AND INTEREST IN MBCx

“It’s been a broad spectrum [of interest by customer sophistication and facility size]. Clients vary from the very sophisticated LEED Platinum building that just wants to do a little better to schools with not very sophisticated projects. We give them issues lists to not get them overwhelmed on a weekly or monthly basis.”

RSPs Recommend Improvements to the **MBCx** Path

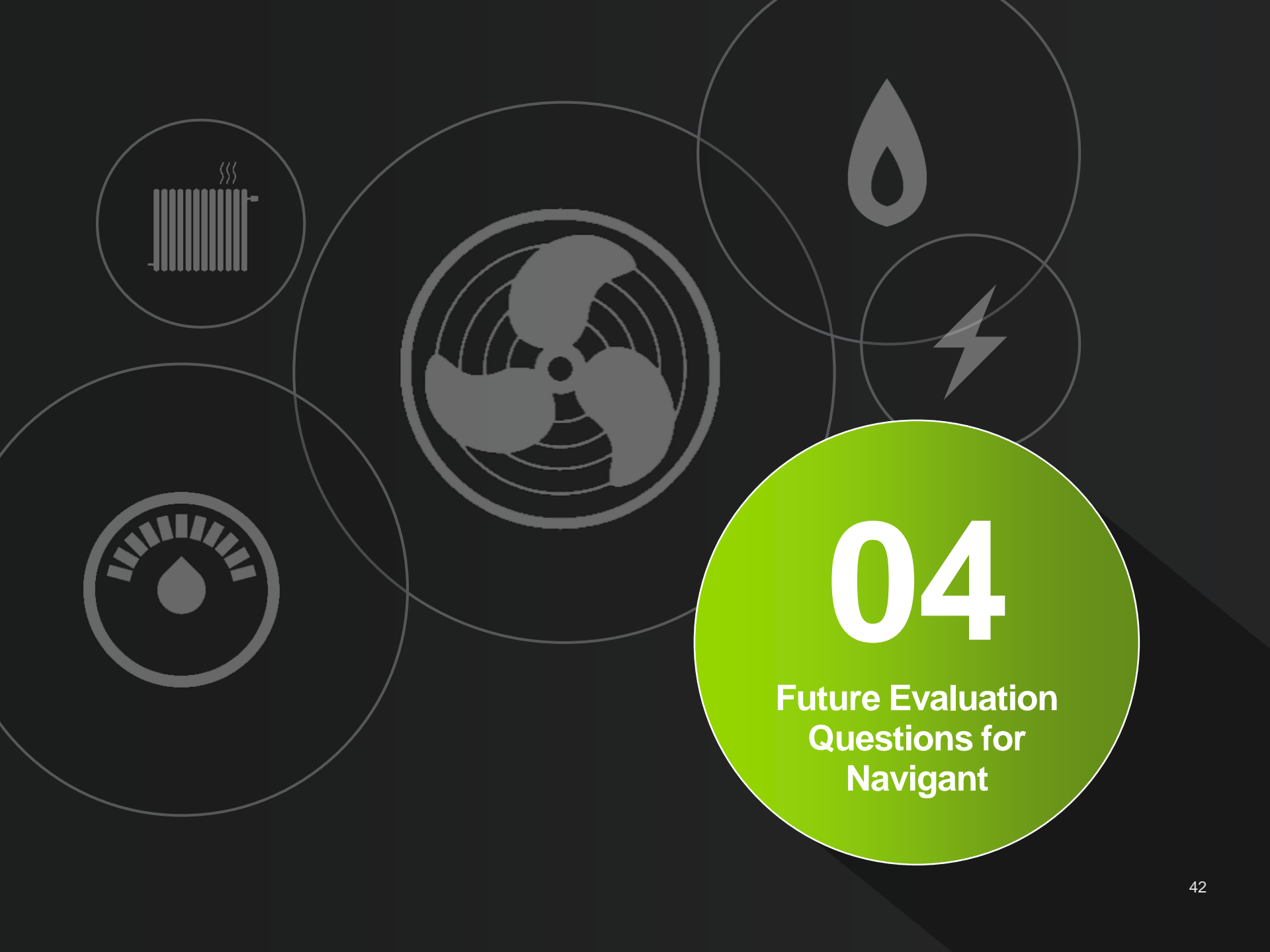
RSPs made recommendations to improve and expand MBCx and focus on the challenges of introducing a new product to customers.

NEW PRODUCT REQUIRING IT INVOLVEMENT

“Lots of customers are learning all of this for the first time, and when software gets introduced IT gets involved and if they could provide more clarity to that.”

INCENTIVES

“It’s my opinion that RCx is more lucrative [for RSPs] and it is not as clear where the MBCx savings will come from, so the subsidy should be more focused on MBCx.”



04

**Future Evaluation
Questions for
Navigant**

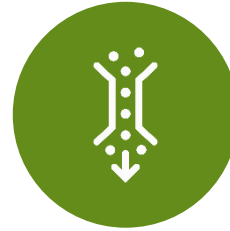
Future Evaluation Questions



Why are Tune-Up participants dropping out of the program?



How can the investigation reports encourage the adoption of additional recommended measures as well as channeling to other programs?



How can the controls contractor bottleneck be alleviated?



What is the role of Non-Energy Impacts in RCx?