Illinois EE Stakeholder Advisory Group

Google Energy Efficiency Idea Submission

Introduction

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Our mission is to organize the world's information and make it universally accessible and useful.

Utilities

The proposed idea could be utilized by all Illinois utilities

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Idea

Utilizing user-friendly augmented reality (AR) and/or remote collaboration tools to enable an Illinois resident - virtually assisted by a trained program implementer - to successfully facilitate:

1 An energy audit or self-assessment

2 A self-installation of an energy efficiency kit

3 A self-installation of a smart thermostat

4 A post-installation quality check

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Rationale

Implementing energy efficiency program post-covid-19

Utility programs utilizing direct installation as the primary means of delivery have been paused nationwide out of an abundance of caution due to the Covid-19 pandemic.

While these programs will likely resume operations once the risk associated with in-home activities has subsided, a portion of the general public will - out of caution or immunological-susceptibility - remain uncomfortable with or medically incapable of allowing implementers to directly install EE measures within their homes.

As such, an alternative program delivery channel is needed that either supports the self-installation of measures or provides an additional delivery channel to direct installation as applicable by program.

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Impact

Participation

- reduce the volume of customers unable to participate in direct install programs due to a perceived risk or immunological susceptibility

- reduce leakage associated with self-installed measures by ensuring customers are supported during the install in real-time

- increase participation via widening of program hours. A direct install may only occur Monday through Friday between 8am - 5pm whereas a virtually-assisted installation may occur from 7am -7pm

- Increase engagement with harder-to-reach customers in rural areas by offering an option that combines the meaningful interaction and expertise of a professional installation with the cost-effectiveness and program flexibility of a self-installation

Cost-effectiveness

- reduces program labor by eliminating the need for a program implementer to install the measures if the customer elects for a virtually-assisted installation over a direct installation

- reduces the need for an evaluator or quality control auditor to physically visit a customer's home to validate the installation

- reduces the leakage associated with self-installed measures, which impacts the overall program cost-effectiveness

- increases potential net-to-gross ratios by improving both the likelihood of a customer successfully self-installing the measures and installing them with efficient settings if applicable

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