

Illinois EE Stakeholder Advisory Group Large Group Meeting

Wednesday, December 2, 2020

9:30 am – 12:00 pm

Teleconference

Attendees and Meeting Notes

Attendees (by webinar)

Celia Johnson, SAG Facilitator
Samarth Medakkar, Midwest Energy Efficiency Alliance (MEEA) – Meeting Support
Laura Agapay-Read, Guidehouse
Foluke Akanni, Citizens Utility Board
Jennifer Alvarado, Franklin Energy
Matt Armstrong, Ameren Illinois
Eduardo Balbis, Guidehouse
Tyler Barron, Environmental Law & Policy Center
Bob Baumgartner, Leidos
Kathia Benitez, Franklin Energy
Barry Bragger, Bidgely
Madeline Caldwell, CLEAResult
Jane Colby, Apex Analytics
Salina Colon, CEDA
William Davis, Bronzeville Community Development Partnership
Naomi Davis, Blacks in Green
Allen Dusault, Franklin Energy
Deb Dynako, Slipstream
Jeff Erickson, Guidehouse
Jason Fegley, Ameren Illinois
Scott Fotre, CMC Energy
Omayra Garcia, Peoples Gas & North Shore Gas
Jean Gibson, Peoples Gas & North Shore Gas
Kevin Grabner, Guidehouse
Andrey Gribovich, DNV-GL
Vince Gutierrez, ComEd
Cliff Haefke, Energy Resources Center, UIC
Amalia Hicks, Cadmus Group
Hannah Howard, Opinion Dynamics
Jeff Hurley, Blue Green Alliance
Laura James, Cadmus Group
Cheryl Johnson, People for Community Recovery
Maurice Kaiser, Honeywell
Lalita Kalita, ComEd
Haley Keegan, Resource Innovations
Anna Kelly, Power Takeoff
Larry Kotewa, Elevate Energy
Ryan Kroll, Driftless Energy
John Lavalley, Leidos

Brady McNall, DNV-GL
Abigail Miner, IL Attorney General's Office
Jennifer Morris, ICC Staff
Chris Neme, Energy Futures Group, on behalf of NRDC
Dantawn Nicholson, CoMED
Victoria Nielsen, Applied Energy Group
Lorelei Obermeyer, CLEARResult
Carly Olig, Guidehouse
Christina Pagnusat, Peoples Gas & North Shore Gas
Katie Parkinson, Apex Analytics
Hanh Pham, Willdan
Michael Pittman, Ameren Illinois
Noah Purcell, Walker-Miller Energy Services
Zach Ross, Opinion Dynamics
Clayton Schroeder, Nexant
Frank Schulmeister, Energy Sciences
Cynthia Segura, Metropolitan Mayors Caucus
Kelly Shelton, Shelton Solutions
Ramandeep Singh, ICF
Stuart Slote, Guidehouse
Jacob Stoll, ComEd
Rob Travis, Cascade Energy
Andy Vaughn, Leidos
Cheryl Watson, Green Chatham
Ted Weaver, First Tracks Consulting, on behalf of Nicor Gas
Shelita Wellmaker, Ameren Illinois
David Whittle, Leidos
Fred Wu, Aiqueous
Angela Ziech-Malek, CLEARResult
Julia Friedman, Oracle
Joel McManus, TRC Companies
Patricia Plympton, Guidehouse
Arvind Singh, DNV-GL

Meeting Notes

Action items are indicated in **red font**.

Opening and Introductions

Celia Johnson, SAG Facilitator

- The purpose of the meeting is for the ComEd, Nicor Gas and Peoples Gas/North Shore Gas evaluators to present an overview of draft EM&V work plans for the 2021 program year.

ComEd 2021 Evaluation Plan

Jeff Erickson, Carly Olig and Patricia Plympton, Guidehouse

- Reviewed evaluation planning timeline
- Shared evaluation activities timeline
- Shared high-level portfolio and programs evaluation coverage. This presentation doesn't go program by program.

- Shared income-eligible, residential, and pilot evaluation coverage. For new pilots that come along throughout the year, we engage in discussion early so that we are set up well for impact evaluation.
- Shared description of impact evaluation
- TRM-based evaluation, for majority of residential programs. This means examining program tracking data so it's matching records, use data received from ComEd to verify savings calculated and assumptions that go into that.
- For custom and model-based program, examine model, inputs and data and re-run models. Custom programs have field work, assessing equipment, monitoring. For the largest project, we work early in the project phase to examine their assumptions to simplify process at the end of the year.
- Regression-based, includes home energy reports

[Chris Neme] When I think of impact evaluation, I think of things like, metering of hours of use. Recalibrate with what's actually happening in the field. This is like savings verification. Some of the custom stuff would be impact evaluation, but for TRM-based programs, you're verifying savings.

[Jeff Erickson] I would agree with that in general.

[Chris Neme] I assume that the plan is to periodically do field measurements so that TRM assumptions can be updated?

[Carly Olig] We put that in the research category as opposed to impact evaluation. That would be updating the TRM.

- We don't do NTG calculation on every program every year, we choose those where the NTG has been less stable over time, or new or large programs. Business programs tend to be in that category.
- Not as much in the coming year on residential. Nuance on IE programs – in store intercepts, typically. But with COVID, we likely won't be able to do this. But it's on the books and we'll determine based on COVID developments.
- Reviewed plan to conduct additional research for income eligible and pilot programs.
 - Strategic research in support of ComEd's plans to expand IE programs in plan 6 and exploring barriers to greater participation in the IE program. We're proposing to do this joint with ComEd's marketing and outreach efforts, on increasing participation. Interviews with Community Based Organizations, Manufacturing Homes Program. Will collaborate with IQ stakeholders and non-participants to explore the barriers that found in participation.

[Chris Neme] Can you talk a little bit more about what's prompting this focus? What's the underlying basis?

[Patricia Plympton] Due to a combination of what we've seen in the first three years of the ComEd implemented IE program. Some of the challenges of the program included meeting targets, effort and barriers to go into the manufactured housing sector, new manufactured housing wasn't able to be launched, and lack of uptake in retrofit portion of manufactured housing. For SF/MF sectors, they present additional challenges above and beyond the market-rate. We know that ComEd has a great team looking at

information gleaned about participation, satisfaction, so we'd be augmenting what ComEd is already doing.

[Chris Neme] Is this plan for the coming year or is this a longer-term engagement?

[Patricia Plympton] This is the 2021 plan

[Chris Neme] Have you thought about the ability to recruit participants in historically challenging sectors? How are the programs actually doing with those who are participating? Are we addressing all the savings opportunities? Are some CAAs achieving deeper savings than others? Are there electric savings opportunities that we're not achieving? I wonder why there isn't another potential evaluation involved in looking at historic billing data (savings being realized) and seeing if there are patterns across and between the agencies. In addition to the aspect of going into the buildings that have been treating, and assessing impact.

[Patricia Plympton] These are good ideas. Themes that could come out of that could be best practices. I think we could get to most of that without actually going into the building. It would be a useful compliment to the recruiting part of the equation.

[Chris Neme] The Energy Savvy software was designed to capture what savings achieved through billing data, and if there's inconsistency in households, why. While it's really important to understand how to get hard-to-reach customers through the door, we also want to capture insights from participants.

[Abigail Miner] We are interested in customers receiving all possible retrofits and measures that they are eligible for. These are goals that our office is interested in.

[Patricia Plympton] For clarification, is there evidence of customers not receiving all possible measures?

[Abigail Miner] Anecdotally I hear that there are barriers, like health and safety issues. When multiple parties are hired to do the same type of work, we're interested in confirming that customers are receiving the same experience.

- Reviewed Additional Research on Pilots
- We are hoping to field the first wave later this month. We are allowing the customer ample time to make the purchase through Efficient Choice, then follow up with a survey.
- Reviewed Market Transformation Activities
 - Working with implementer of Retail Products Platform to create a natural market baseline to use against the sales in ComEd's territory to calculate the savings. This will go through 2021.
 - Building Operator Certification – we conducted interviews with folks who earned a certificate to assess how their behavior was influenced. Release of report likely later this month or in January.
- Reviewed Portfolio -level research; TRM updates in 2020; 2021 TRM research
- Planning to add some measures for data centers.
- Handful of measures in the provisional set – hydraulic oils and lubricants – to see instances of these measures. Look into data from any such projects.
- Reviewed other potential research:

- Still considering and scoping throughout the year. This is not program evaluation, this is research.
- Virtual Commissioning falls in the retro-commissioning program. If it seems the customer's usage is reverting back to prior, there's a follow-up by the implementer. We're planning to have a planning discussion on how to incorporate this. Does the clock restart or does it fall into the EUL?

[Chris Neme] Can you talk about what you mean by trend data?

[Carly Olig] My understanding is that it's analysis of how customers are actually using their lights. There is a question about the baseline. Using trend data. Will follow-up with Chris Neme/Dan Mellinger. We don't want to duplicate similar research.

- Portfolio-Level Research
 - 2020 represented a significant year for primary NEI research in IL. We completed portions of the research this year and next week will be our fourth and final Non-Energy Impact workgroup meeting, where we'll present findings on utility and societal NEIs. Already shared with SAG working group.
 - Reviewed 2020-2021 Non-Energy Impacts research
 - We worked with ComEd to extensively analyze data for utility NEIs. We could not arrive at statistically significant or replicable NEIs. Of the 3 different types of NEIs, this was the smallest in scope.
 - We delayed our participant surveys to this month, but most likely will be done in January. Early findings most likely by next summer. Earlier this year, we wrapped up economic NEI and presented to SAG. We also wrapped up the Environmental Health Societal NEIs. The one change from what was presented to SAG WG is that EPA updated AVERT tool, so numbers will be updated.
 - Reviewed Research potential NEIs associated with 4 Business Programs (2021)
 - This research was the second part of the initial NEI study plan. To look at a few other non-IE programs. Based on the literature search, we expect to ding increased productivity, reduced downtime and enhanced compliance with internal company sustainability goals.
- Budget Overview
- Coordination Across Utilities

Peoples Gas & North Shore Gas 2021 Evaluation Plan

Kevin Grabner, Guidehouse

- A lot of the topics covered during the ComEd presentation are similar for the Gas utilities.
- Overview of Current and Planned Evaluation Activities
- Reviewed 2020-2021 Evaluation Plan Overview
 - Note that most residential and IE programs are TRM-based measures
 - Number of NTG and process activities for Business and Public Sector. These tend to be smaller sample sizes for Gas utilities. Note :“Notes on NTG and Process”

- Retro-commissioning – some research done in 2019, not enough respondents to update the NTG for gas utilities. Continuing that for 2020-21 participants.
- Most of these are almost identical for Nicor Gas
- Non-res New Construction – ongoing NTG update
- Small and Mid-Size Direct Install and Retrofits.
- Reviewed 2020-21 Evaluation Activities and Timeline – Verified Savings Impact
- Identify discrepancies across gas utilities through interim impact reporting
- Reviewed 2020-21 Survey Research Plan – NTG
- Reviewed 2020-21 Survey Research Plan – Process
 - Some of the process research is conducted along with NTG survey. We include process questions of various aspects on the program – satisfaction, barriers, recommendations
 - Virtual elements of Home Energy Jumpstart will be evaluated for process.
- Reviewed NTG and Process Evaluation Timeline
- Reviewed Program-Level Research for Income Qualified

[Chris Neme] Similar comments as the ComEd presentation. I recommend that the gas utilities look at how the programs are performing in the field.

[Kevin Grabner] I agree, it's an item of research that we have identified once the populations are large enough. At least for SF, there has been good participation in that program, so a population is built up, so this is a possibility. Where there's enough operating history we can start looking at impacts.

[Chris Neme] Assuming a lot of the installation work is subcontracted to different organization and some analysis to understand whether performance varies by contractor, or if there are other factors that influence performance would be important. I suggest analysis begin next year to inform the next plan cycle.

- Reviewed Pilots and Market Transformation Research
 - When these are proposed and launched, and savings claimed, we'll do the research. At this point, for evaluators, limited involvement in MT. It will be a larger element next cycle. We're participating in the framework development and observing the initial planning stages of the MT initiative.

[Chris Neme] On participant feedback on Virtual Delivery and Home Energy Jumpstart. It would be important to understand when assessments are done, whether they are done virtually or in-person, and when measures are identified, how often are customers following through, and when they aren't understanding why. The rate of follow-through isn't great. Would like to see that this include this assessment – feedback on why participants did or didn't follow-through to inform program design.

[Kevin Grabner] Ok, that would be part of the survey.

- Reviewed Portfolio-Level Research
- Reviewed Budget Allocation for All Years
- Impact evaluation includes technical research that feeds into TRM.
- Reviewed Coordination Across Utilities

Nicor Gas 2021 Evaluation Plan

Kevin Grabner, Guidehouse

- Very similar presentation as PG/NSG activities.
- Reviewed Current and Planned Activities Timeline
- Reviewed 2020-21 Overview of Evaluation Plan (Table)
- Reviewed Evaluation Activities and Timeline – Verified Savings Impact
 - Identical to PG/NSG
- Reviewed Survey Research Plan – NTG
- Reviewed Survey Research Plan – Process
- Reviewed Timeline for Evaluation Activities – NTG and Process
 - Identical for all utilities
- Reviewed Program-Level Research – Income Qualified
 - Note coordination with ComEd survey on participant NEIs. Presumably, impacts from ComEd survey will be applicable to Gas utilities.
- Reviewed Market Transformation, Pilot Research
 - We are participating in the framework development conversations. Observe planning stages of initiatives.
- Reviewed Portfolio-Level Research (Table)
 - For Custom Gas Measures – there is a set 13-year EUL. When we sample a custom gas project, we research the EUL of the measures and what the implementers are estimating and claiming. Using discussion with the implementer, customer and secondary research, we determine an accurate EUL. We have a good set of measure EULs for custom gas measures, which can be used in the TRM and next plan cycle.
 - Extending Small Biz Programmable T-stats to past participants to increase sample size and have a better heating estimate. This is a similar process done for ComEd on the cooling side. We have results for about 90 participants, but we're looking to expand that sample. Research to be wrapped up in the first quarter of 2021.
 - Presented Economic NEIs to SAG this year. Ongoing cooperation with ComEd on primary research.
- Reviewed Budget Allocation (All Years)
 - We track diverse suppliers we have on the evaluation team. Of that budget, about 12% have gone to diverse suppliers and this will be consistent for the next four years. We were going to work with more, but due to COVID, this stalled.
- Reviewed Coordination Across Utilities
 - About 1/3 of reports are joint with ComEd
 - Ongoing collaboration, particularly on COVID.

Additional Questions

[Jennifer Morris] For all evaluators: this past year, during the NTG update process, there were a number of programs where research wasn't finalized. What are evaluators are planning to do for this year's NTG update process? What steps are you taking to ensure this doesn't happen again?

[Kevin Grabner] For the gas utilities, we had that situation in 2018. It was not optimal for evaluators, SAG and utilities. We moved our timelines forward and made sure we had our research done early in August to make sure parties had a chance to comment on results prior to NTG update process. We did this for 2019 and 2020. It is a challenge because when we look at end of year data for participant groups to move forward.

[Jeff Erickson] Agreed. We have moved NTG schedules up.

[Zach Ross] For Ameren, we are looking at providing NTG recommendations a month early this year [Aug. 1 instead of Sept. 1].

[Jennifer Morris] Would this be something that the Gas and ComEd Evaluators will look into doing?

[Jeff Erickson] We produce a memo with each research effort, and our goal is to have those memos out well in advance of when the spreadsheet is due [Sept. 1] so we can have conversations. I'll have to look at the calendar to see if it's feasible.

[Abigail Miner] For all utilities, based on what I've heard, COVID-19 in 2021 doesn't seem to be a source of concern for evaluation activities. Can you confirm that COVID-19 won't significantly impact evaluation timeline?

[Jeff Erickson] There is NTG research that may be impacted by COVID, because it's done in stores. That may or may not be possible this year. We've delayed some field work; there may be impacts.

Closing & Next Steps

Celia Johnson, SAG Facilitator

Evaluators will provide written draft 2021 evaluation plans for review and comment. The ComEd 2021 plan is available for review. Evaluation plans for Nicor Gas, Peoples Gas/North Shore Gas, and Ameren Illinois are expected around December 15.