Evaluation of Illinois Energy Now Smart Energy Design Assistance Program

June 2013 through May 2014

Prepared for:

Illinois Department of Commerce Economic Opportunity

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Executive Summary

This report presents the results of the impact and process evaluations of the Smart Energy Design Assistance Center Program (SEDACP), an energy efficiency program administered by the Smart Energy Design Assistance Center (SEDAC) and operated by the University of Illinois Building Research Council with partnership with the 360 Energy Group. The program is sponsored by the Illinois Department of Commerce and Economic Opportunity (DCEO). This report presents results for program activity during the period from June 2013 through May 2014, defined as electric program year 6 and natural gas program year 3 (EPY6/GPY3). Participants in SEDACP receive a building energy assessment and an accompanying report that recommends measures to reduce energy consumption at the facility.

The main features of the approach used for the evaluation are as follows:

- Data for the evaluation were collected through a review of program materials, interviews with SEDACP staff members, and interviews with SEDACP participants.
- An engineering desk review was performed on program measures to verify net savings estimates associated with energy efficiency projects implemented by SEDACP participants.

The population of potential energy saving projects was composed of facilities that had implemented measures recommended in audit reports completed during EPY6/GPY3. Periodic follow-up calls with participants completed by SEDACP staff were used to identify facilities where recommended measures were implemented.

ADM reviewed the collected data on reported measure implementations and then completed the following additional steps to develop program savings:

- Reviewed DCEO's database of public sector incentive projects to determine which public sector facilities received program incentives; and
- Completed telephone interviews to determine whether or not private sector participants received incentives for implementing the measures through an investor-owned utility (IOU) efficiency program, to collect additional details regarding the measures implemented by public and private sector participants, and to collect data to assess the program's influence on the decision to implement the measure.

Savings were estimated for non-incented projects that were influenced by the building assessments. Thus, estimated savings were net of the total gross program savings in that they excluded projects that received incentives or were not influenced by the building assessments. The savings impact estimation process involved a review of the available measure inputs and follow-up calls and site visits with the appropriate participant and facility management staff members. The evaluators referred to the Illinois Statewide TRM V.3.0, eQUEST energy

simulation software, and ASHRAE handbooks in order to estimate savings for each implemented measure.

Table ES-1 presents the net savings for sampled facilities for public sector and private/non-profit sector facilities that achieved net savings within the EPY6/GPY3 sampled participant group.

Table ES-1 Net Savings by Sector for EPY6/GPY3 Participant Sample

Measure Category	*Total Sampled Net Savings*		
	kWh	*kW*	*Therm*
Private and Non-Profit	320,054	102.42	8,035
Public	205,633	27.68	6,676
Total	525,686	130.10	14,711

The total net electric energy savings and peak demand reductions for the sample shown above were extrapolated to estimate savings attributable to SEDACP for the population of implemented measures. Table ES-2 presents the net kWh and kW savings by utility for SEDACP during EPY6/GPY3. Savings from measures implemented at facilities not receiving electricity service from an IOU are excluded from the reported energy savings.

Table ES-2 Summary of Net kWh and kW Savings for SEDAC Program EPY6/GPY3

Utility	*Realized Net kWh Savings*	*Realized Net kW Savings*
Ameren	228,571	60.44
ComEd	1,028,569	271.96
Total	1,257,140	332.40

Table ES-3 presents the net therm savings by utility for SEDACP during EPY6/GPY3 for facilities that receive gas service from Illinois investor-owned utilities. Natural gas savings associated with measures implemented at facilities not receiving natural gas service from an IOU are excluded from the totals.

Table ES-3 Summary of Net Therm Savings for SEDAC Program EPY6/GPY3

Utility	*Realized Net Therm Savings*
Ameren	7,365
Nicor	7,365
Peoples	22,095
North Shore	--
Total	36,825

During EPY6/GPY3, SEDACP net electric energy savings and peak demand reductions totaled 1,257,140 kWh and 332.40 kW. Net natural gas energy savings totaled 36,825 therms.

The following section presents a summary of key findings from the process and impact evaluations of SEDACP that operated during the EPY6/GPY3 period. These conclusions and recommendations are based on a combination of research activities including program participant interviews, program staff interviews, and review of program tracking data and project documentation.

The following is a summary of key conclusions from the EPY6/GPY3 evaluation of SEDACP:

- **Data Collected on Implemented Measures is Comprehensive:** SEDAC provided ADM with data on the implementation status of measures recommended to EPY6/GPY3 participants. SEDAC collected this information through periodic follow-up calls with participants. The fields tracked were largely comprehensive and there were few issues of missing data. The data enabled ADM to target participants that indicated they had implemented a recommendation since receiving their report. This approach allowed the evaluation to be completed at a lower cost than through performing a broad survey of participants who received an assessment to identify measures implemented.
- **Program Attributable Savings Consistent with Prior Year Evaluations:** Despite the change in evaluation methodology, EPY6/GPY3 energy savings were not inconsistent with EPY4/GPY1 and EPY5/GPY2 energy savings.
- **Program Attributable Savings Understate the Program's Impact:** As with prior years, verified savings attributable to SEDACP were relatively small compared to the total savings associated with all of the measures recommended by SEDACP. Although 72 facilities implemented recommended measures, only 22 implemented one or more measure without receiving incentives. The program continues to be important for channeling participants into the DCEO and IOU incentive programs.

ADM provides the following recommendations based on the EPY6/GPY3 evaluation:

- **Collect Information on Receipt of Incentives for Implemented Measures:** SEDAC staff undertakes a large effort to keep up with energy assessment report recipients in the months and years after they received a report. ADM was able to utilize the information from these calls to identify which facilities to contact about installed ECRMs. However, we recommend that SEDAC staff also inquire about incentives the facilities may have applied for or have received to maximize the utility of these calls to the evaluators and DCEO.

- **Collect Information on Exactly which ECRMs were Implemented:** ADM had some difficulty correlating information from SEDAC's follow up data to the actual energy assessments reports. Implementation information was often vague, or the evaluators had to make best estimates on which of the recommended ECRMs had actually been implemented according to SEDAC staff notes. We suggest that follow up data be recorded in a standard fashion, perhaps adding columns to SEDAC's database indicating a status for each ECRM that had been recommended. Most energy assessment reports do not give more than 10 ECRM recommendations.

- **Record Information for ECRMs that were not Implemented:** The evaluators had the most difficulty discerning which facilities SEDAC was not able to follow up with and/or those that had not implemented ECRMs. Often the fields for 'call notes' and/or 'date of follow up call' were left blank. Standardizing how non-responses and instances of no implementations are recorded in the database would reduce confusion as to which facilities SEDAC staff successfully made contact with and confirmed installations.

- **Ensure that Participants are Informed about Available Financial Incentives:** A small percentage of participants reported that they did not have enough information to identify and apply for relevant financial incentives for their recommended ECRMs. SEDAC currently provides fairly extensive information regarding the availability of financial incentives, but the participant follow-up calls are likely an opportunity to ask participants whether they need any additional information about incentives. Some participants may need to be reminded of which incentive programs are available and how to apply for them. Additionally, there may be additional opportunities to ensure that public sector organizations are aware of the resources provided through the network of DCEO partners to support project implementation.

1. Introduction

This report presents the results of the impact and process evaluations of the Smart Energy Design Assistance Program (SEDACP) offered by the Illinois Department of Commerce and Economic Opportunity (DCEO). This report presents results of program activity during the period from June 2013 through May 2014.

1.1 Description of Program

SEDACP provides participants with design assistance reports that detail energy cost reduction measures (ECRMs) which have been deemed appropriate for the participant. The reports list ECRMs individually, but rather than encourage the participant to invest in individual measures, the recommendations bundle cost-effective measures that result from interactive effects attainable when the building is analyzed as a whole. Cost-effective strategies are those bundles of ECRMs where the internal rate of return on the investment is greater than the discount rate and where the net present value of the investment is greater than zero.

The Smart Energy Design Assistance Program provides services at no cost to participants. The program currently offers four levels of assistance to participants:

- **Level 1 Initial Consultations:** This first level is designed to allow participants to have informative interactions with program staff and industry professionals in order to convey the benefits and overall structure of SEDACP. Participants are able to ask questions and seek technical assistance regarding the potential for energy efficiency improvements in their facilities, and may consider the value of advancing to additional program levels.
- **Level 2 Energy Audits:** In this phase of the program, participants with existing facilities receive a site visit and in-depth consultation, while participants who are planning to renovate or construct new facilities receive a professional review of their building plans. SEDAC performs an analysis of building usage requirements and specific facility characteristics, resulting in a ranking of potential ECRMs. SEDAC then provides the results of this analysis to the participant along with detailed suggestions related to project design. The recommendations incorporate the whole-building approach to energy efficiency by grouping cost-effective measures that create synergistic effects when implemented together. Participants can then discuss the potential energy savings associated with proceeding to the design assistance phase of the program with SEDAC.
- **Level 3 Design Assistance:** This level is composed of an in-depth building analysis that is designed to identify the expected savings and costs from individual energy cost reduction measures (ECRMs) in the participant facility. The design assistance process incorporates energy simulation modeling, evaluation of each potential ECRM, and a life cycle cost analysis for the measures. SEDAC uses simulation software such as eQUEST and TRACE 700 to model facility baselines and measure the energy effects of

implementing individual ECRMs. The participant is then presented with a feasibility report detailing the costs and energy benefits associated with the recommended energy efficiency improvements.

- **Level 4 Implementation Support:** This supplementary program phase is available to participants who encounter difficulties with implementing the projects identified through the previous program levels. In these cases, SEDAC provides guidance related to the financial and operational aspects of implementation, including contractor selection, final design specifications, and project cost management.

SEDAC communicates with participants who have completed one or more phases of the program. This communication allows SEDAC to further assist participants in their implementation process and to potentially expand the scope or efficiency of the existing projects. Additionally, SEDAC uses information from past participant projects to perform future cost analyses and design assistance plans for new participants. SEDAC maintains contact with previous participants to increase implementation of energy cost reduction strategies already identified, and incorporates the added benefits of the incentives into the cost analyses conducted for new participants.

Throughout the assistance process, SEDAC informs participants of available energy efficiency incentives that will reduce the cost of the recommended measures. SEDAC directs participants to Illinois Energy Efficiency Portfolio Standards (EEPS) incentive programs in order to support them in their implementation of energy efficiency improvements. Additionally, some participants are referred to SEDACP through their involvement with the existing EEPS incentive programs. While some measures implemented through SEDACP are associated with an EEPS incentive, participants are able to install measures without the assistance of an incentive. SEDACP claims savings only for those projects completed as a result of the SEDAC consultation that do not receive additional EEPS financial assistance.

During the June 2013 through May 2014 period, 247 projects were assessed by the program.

1.2 SEDAC Savings Methodology Overview

1.2.1 Procedures for Developing Savings Estimates for Recommended Measures

SEDAC applies the following steps to estimate the savings for the recommended efficiency improvements:

1) SEDAC constructs a baseline model using TRACE 700 or eQuest software products. These computer programs perform an hourly building energy simulation, which calculates the amount of energy (and the resulting utility cost of that energy) that the building is expected to use over an entire typical weather year. Model inputs include building geometry and orientation, wall and roof details, window area and type, type of heating and cooling system, type of lighting, local weather information, and schedules

regarding lighting usage, internal equipment usage, and occupancy. This "baseline" computer model shows the buildings' estimated annual energy consumption and utility cost.[1]

2) SEDAC performs a computer analysis of energy cost reduction measures (ECRMs). The recommended ECRMs are generated after reviewing and discussing the baseline building plans or inspection report. The baseline computer model is changed to reflect the implementation of these ECRMs, and the computer model generates the resultant energy consumption and expected utility costs. Some ECRMs are evaluated externally from the model since the model does not cover all circumstances.

3) The estimated savings and the additional costs of implementing all analyzed ECRMs are evaluated in a life cycle cost analysis.

4) ECRMs that have favorable economics are bundled together and re-modeled against the baseline for which any interactions between ECRMs are accounted.

1.2.2 Procedures for Tracking ECRM Implementation and Resulting Savings

SEDACP staff complete regular follow-up telephone calls with program participants to provide ongoing implementation support and to track the implementation of the recommended measures. Measure implementation is tracked at the site level and notes are made regarding the date of the most recent contact, measures implemented since last contact, and energy and cost savings associated with the implemented measures. Staff make notes in the data base regarding which recommended measures were implemented and how extensively the recommended measure has been implemented (e.g., what percent of the recommended lighting retrofits have been implemented).

1.3 Impact Evaluation Approach

The overall objective for the impact evaluation of the SEDACP was to estimate the electric and natural gas savings attributable to the program.

The M&V approach was based on the following features:

- Review of SEDAC's follow up call details on measure implementations;
- Review of EEPS' Illinois Energy Now database of incentives for public sector projects;
- Telephone interviews to identify which private sector participants implemented measures without receiving incentives;

[1] For existing buildings, the baseline is taken as the existing systems, and the full costs of the electricity cost reduction measures are analyzed. For new construction or renovation, the baseline is determined from design drawings and code requirements and the incremental costs of report recommendations are analyzed.

- Telephone verification of claimed measures at sampled facilities; and
- Site-level savings extrapolation to program level savings.

1.3.1 Data Collection Procedures

EPY6/GPY3 SEDAC staff contacted program participants by telephone to determine the implementation status of the ECRMs recommended in the energy assessment. These participants were also asked about plans to implement ECRMs in the future, as well as for feedback on the program, such as their satisfaction with various program components. SEDAC attempted follow-up calls with a census of participants but was unable to speak with all of them. In total, SEDAC interviewed 220 facility staff and/or key decision makers that had received SEDACP reports during EPY6/GPY3, which represents 89% of the 247 EPY6/GPY3 participants.

SEDAC reported that 72 of the EPY6/GPY3 participating facilities had implemented at least one recommended ECRM. ADM treated these 72 facilities as the population of sites with savings potentially attributable to the program. ADM attempted to develop site-level savings attributable to SEDACP for a census of the 72 facilities through a review of DCEO's Illinois Energy Now database records of incentive projects and telephone interviews with program participants. Through this effort, ADM verified that 22 facilities implemented ECRMs without receiving an incentive. In total, ADM was able to collect sufficient information to estimate savings for 10 participating facilities.

1.3.1.1. Data Collection and Estimation of Sample Site Savings

ADM completed interviews with site staff to collect additional information needed for the evaluation of program impacts. These interviews accomplished three tasks:

- First, the implementation status of all measures was verified by interviewed participants. Evaluation staff verified that the energy efficiency measures were indeed installed and that they still function properly.
- Second, evaluation staff collected additional information regarding any details necessary for savings calculation. Data were collected based on the measure input requirements of the data sources being referenced for the particular measure.
- Third, evaluation staff obtained any additional information needed on the project, such as project timing and other background details in order to further inform the savings estimation process.

In addition to participant data collection, ADM also requested that SEDAC provide measure-level analyses for the sample of facilities that ADM staff surveyed. ADM conducted a desk review of these analyses using the Illinois Statewide Technical Reference Manual (TRM) Version 3.0 or other secondary sources, where appropriate. ADM requested an analysis for one facility that SEDAC was unable to provide.

1.4 Organization of Report

This report on the impact and process evaluation of the Smart Energy Design Assistance Center Program for the period June 2013 through May 2014 is organized as follows:

- Chapter 2 presents and discusses the methods used for estimating net savings for measures installed under the program.
- Chapter 3 summarizes comments made by interviewees related to their experience with the program.

2. Estimation of Net Savings

This chapter addresses the estimation of kWh, peak kW, and therm reductions resulting from measures installed at facilities (with no incentive received) that obtained energy audits through the Smart Energy Design Assistance Center Program during the period of June 2013 through May 2014. This period is defined as electric program year 6 and natural gas program year 3 (EPY6/GPY3). Section 2.1 through section 2.3 describes the steps taken to identify energy saving projects and calculate the resulting energy savings.

2.1 Estimation of Site Level Net Savings

This section discusses the steps taken to estimate energy savings and peak demand reductions attributable to the program. Table 2-1 summarizes the population and sample sizes related to the savings estimation steps.

Table 2-1 Populations and Sample Sizes

Metric	*Public Sector (N)*	*Private/Non-Profit Sector (N)*	*Total*	*Percent of Population of Assessments*
Population of EPY6/GPY3 Energy Assessment Facilities	185	62	247	100%
SEDAC Follow-Up Interviews Completed	171	49	220	89%
Population of Facilities that Implemented One or More Recommended Measures	55	17	72	29%
Facilities Reviewed for Receipt of Incentives*	55	9	64	26%
Facilities that Implemented Measures without an Incentive	11	11	22	9%
Net Savings Project Analyses Completed	6	4	10	4%

*Site reviews for incentives were completed for a census of public sector participants using the DCEO incentive project tracking database. A census of interviews was attempted to screen private sector facilities.

2.1.1 Develop Population of Facilities that Implemented Recommended Measures

SEDAC provided ADM with data on measures implemented by EPY6/GPY3 participants. This information was collected by SEDAC through follow-up interviews with program participants. In total, SEDAC collected information on recommended measure implementation status for 220 participants, or 89% of the 247 EPY6/GPY3 program participants. Participating facilities that reported implementing one or more measures comprised the population of projects with potentially program-attributable savings.

2.1.2 Determine Whether or Not Incentives Were Received for the Implemented Measures

Separate procedures were used for public and private/non-profit sector participants to determine which facilities received incentives through an EEPS funded program to implement the recommended measures. For public sector participants, ADM cross-checked the records of implemented measures against DCEO's database of incentive program activity. For private sector participants, interviews were completed with site staff to verify whether or not they received incentives for the measures for each of the implemented measures.

Facilities identified as having implemented measures without receiving an incentive were also asked two additional follow up questions, specifically:

> *Why did you not receive an incentive through a DCEO OR UTILITY PROGRAM for this measure?*
>
> *Why did you not implement this measure through a DCEO OR UTILITY PROGRAM?*

These questions were asked as a check to further verify that no incentives were received as well as to potentially provide useful program feedback.

In total, 22 EPY6/GPY3 facilities were determined to have implemented measures without receiving an incentive through an EEPS funded program.

2.1.3 Estimate Savings from Implemented Measures

ADM requested documentation for SEDAC's savings calculations associated with the measures identified as having been implemented without receiving an incentive.

Interviews were completed with facility staff to verify the implementation of the measures. These interviews were guided by a set of questions developed from the project documentation and database records of the implemented measures. Each staff member was asked to confirm that each of the measures identified in SEDAC records was implemented. Specifically, facility staff members were asked if they installed the measure exactly as recommended in the energy assessment report and if not, to describe in as much detail as possible how the recommendation was implemented. Interviewees were asked to note how the implementation differed from the recommendation in their responses. Lastly, facility staff contacts were asked to provide similar information on any other recommended measures that they implemented but that were not recorded in the SEDAC data.

Upon completion of data collection, the evaluators performed a desk review of SEDAC's analyses and energy assessment reports in conjunction with the interview data to calculate energy savings. The Illinois Statewide TRM V.3.0 deemed savings values and algorithms were used for the measures covered by that document. For measures not included in the TRM, other sources such as eQUEST simulations and procedures outlined in ASHRAE handbooks were used.

Although ADM attempted to estimate savings for a census of the 22 facilities with potential program-attributable savings, insufficient data were collected during interviews (e.g. unable to

speak with participant) and documentation requests for 12 of these facilities. Thus, ADM estimated savings for the 10 facilities where sufficient data were available.

2.1.4 Assess Program Influence on the Measure Implementation

Facility staff interview responses were used to estimate the portion of the energy savings resulting from the implemented measures attributable to the program. ADM employed a threshold approach for scoring free ridership based on responses to the following two questions:

> *How important was your experience in the Energy Assessments Program to your decision to implement this measure, using a scale of 0 to 10, where 0 is not at all important and 10 is extremely important?*
>
> *If you had not participated in the Energy Assessments Program, how likely is it that your organization would still have implemented this measure, using a 0 to 10, scale where 0 means you definitely WOULD NOT have implemented this measure and 10 means you definitely WOULD have implemented this measure?*

If a respondent gave a score of 7 or greater to the first question, free ridership was scored as 0 and responses below a 7 were scored as 1. For the second question, free ridership was scored as 0 for responses less than 7 and scored as 1 for responses greater than or equal to 7. For each measure eligible for SEDACP savings, the free ridership scores from each question were averaged together to give a total free ridership score. Respondents were also asked in the interview to elaborate on their responses to the above questions. These qualitative answers were checked against the quantitative scores for logical consistency.

2.2 Estimating Program-Level Net Savings

This section provides a detailed explanation of how site-level net savings were extrapolated to develop estimates of energy savings and peak demand reductions for the EPY6/GPY3 program year.

2.2.1 EPY6/GPY3 Program Net Savings

After conducting follow-up phone interviews and evaluating impact savings via desk reviews for a sample of EPY6/GPY3 projects, the calculated savings from the desk reviews were then extrapolated to all of the projects (i.e., ECRMs installed at a facility) that were determined eligible for savings under SEDACP. The final sample was comprised of 10 projects. Savings from the sample were extrapolated to: 1) the facilities where the evaluators were able to determine that some savings occurred with certainty; 2) the private/non-profit sector facilities that indicated to ADM they did not receive an incentive for installed ECRMs; and, 3) the public sector facilities that installed an ECRM that ADM was able to confirm did not receive an incentive through the EEPS database cross-check.

The method ADM used to arrive at final program savings is illustrated in *Figure 2-1*.

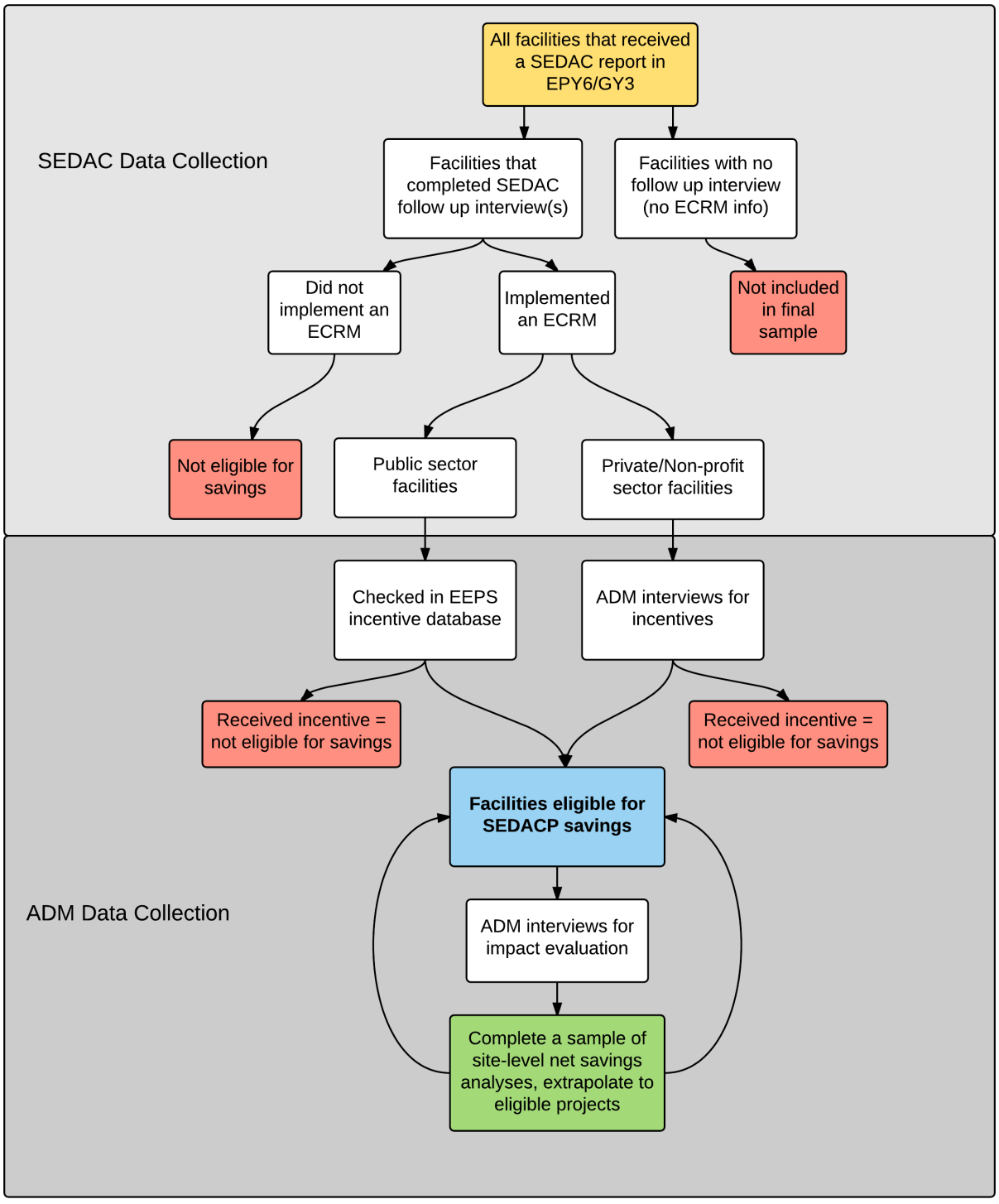

Figure 2-1 Final Sample Savings Extrapolated to SEDACP EPY6/GPY6 Savings-Eligible Projects

2.3 Net Savings Summary

This section presents the results of the impact evaluation from the methodology described in the preceding sections.

As shown in Table 2-2, the realized net electric savings for the EPY6/GPY3 program year totaled 1,257,140 kWh and 332.40 kW.

Table 2-2 Net kWh/kW Savings Summary EPY6/GPY3

Utility	*Total EPY6/GPY3Realized kWh Net Savings*	*Total EPY6/GPY3Realized kW Net Savings*
Ameren	228,571	60.44
ComEd	1,028,569	271.96
Total	1,257,140	332.40

As shown in Table 2-3, the realized net natural gas savings for the EPY6/GPY3 program year totaled 36,825 therms.

Table 2-3 Net Therm Savings EPY6/GPY3

Utility	*Total EPY6/GPY3Realized Therm Net Savings*
Ameren	7,365
Nicor	7,365
Peoples	22,095
North Shore	-
Total	36,825

Cumulative savings for EPY4/GPY1, EPY5/GPY2 and EPY6/GPY3 are given in Table 2-4 below.

Table 2-4 Cumulative Net Savings by Program Year

Program Year	*Verified kWh Net Savings*	*Verified kW Net Savings*	*Verified kW Net Savings*
EPY4/GPY1	1,776,875	647.60	17,131
EPY5/GPY2	1,754,682	30.90	126,183
EPY6/GPY3	1,257,140	332.40	36,825
Cumulative Total	4,788,697	1,010.90	180,139

3. Process Evaluation

ADM interviewed 16 decision makers who received energy assessment reports in EPY6/GPY3 about their experience with SEDACP, in addition to impact savings eligibility and net-to-gross questions.

3.1 Reasons for Not Applying for Program Incentives

The two primary reasons given by respondents for not applying for incentives for implementing the measures were a) contractors did not make private/non-profit sector facilities aware of relevant incentive programs; and, b) facilities perceived that the time to file an incentive application would be too time-consuming compared to the perceived incentive amount.

> *"We didn't know that there was [an incentive] available. [Our contractor] was the one to apply for all of our rebates."*
>
> *"We just did [the installation] directly through a contractor. [We] didn't want to deal with applications."*
>
> *"We just had to pay out of pocket for [the ECRM] and let the [utilities] keep their money."*
>
> *"Didn't know there was an [incentive] program. We'll try to apply for one the next time."*

3.2 Role of SEDAC Energy Assessment Reports in Decision-Making

All but one of the respondents reported that the SEDAC Energy Assessment was very impactful on their decision to implement the recommended measures. Most participants indicated that the assessment provided information about ways that they could save energy that they were not previously aware of. Most of these responses noted a lack of awareness of the measure in general, but some noted that the assessments impacted their decision-making by providing specific information about energy savings that could be achieved through implementing the measures.

Examples of these comments include the following:

> *"It was very important to do the lighting and we wouldn't have done it without the report."*
>
> *"The report had a big influence on our decision to do it."*
>
> *"It helped us take action. We hadn't considered it before the audit".*
>
> *"Because of the energy savings. We probably wouldn't have done it without the assessment from my knowledge."*

"It was really helpful when they came out and let us know how we could save some money."

"We didn't know the numbers and the savings attributed to it."

"It was very important; it gave us another set of eyes to see our energy savings and to have someone come in and help us realize that. It was a great way to guide us to saving."

The one respondent who stated that the report was not influential at all stated that "we had already planned and delamped some of the lights and knew they were an issue."

3.3 Additional Feedback from Respondents

During the interview, respondent also provided their overall impressions of the program. All of the feedback was positive and respondents praised the comprehensiveness of the audits and usefulness of the information provided. The specific comments made are compiled below.

"It was very helpful, I want to give this program an A+, we were losing a lot of energy and money and with the help of the program we saw our savings. I would definitely participate in the program again, thanks."

"Because of this report we're starting a complete retrofit of the building. We're starting the construction soon in the next year or two. Right now we're hiring consultants to start coming up with the plans."

"I think it was a great process and it really helped us become aware of things that could be done."

"I think it was fine and worked really well. The board appreciated having the recommendations. The contact was good. It was favorable."

"The service was very comprehensive in helping us make our building more energy efficient."

"The program was very helpful and it gave us an accurate account of energy usage."

"I thought it was very efficient audit process. It was a very nice piece to report to our board and show them what we had done."

"It's a very useful program particularly for nonprofit organizations that have to take a close watch of their funds. We are really thankful."

"It was great that they came out and ran the numbers for us."

"It was a very valuable experience. We will continue to work with SEDAC."

"Excellent, they need to keep the program and keep it going!"