

Nicor Gas Energy Efficiency Program - Plan Year 2018
Quarterly Report: First Quarter (January 1, 2018 - March 31, 2018)
Response to Evaluators' Recommendations

<u>Program</u>	<u>PY Recommendation Was Made</u>	<u>Recommendation</u>	<u>Program Actions (if Applicable)</u>	<u>Action Implementation Date</u>
Custom	PY5	Nicor Gas should ensure assumptions are consistent within all projects for a given customer. Additionally, Nicor Gas should take advantage of opportunities to leverage site information, such as additional metering data, between such projects to create stronger input assumptions and savings estimates	Going into 2018, Nicor Gas instituted a checklist to ensure that when there are two projects in the same building during the same time period, the engineering calculations will be consistent when appropriate and collected data will be leveraged when appropriate.	January 11, 2018
Res New Construction	PY5	Work with builders and raters to improve areas that are at or just below code, as well as those that are at or just above code.	The HouseRater mobile data collection app has been released in the app store and is available for download by all Rating companies participating in the R-NC program. Currently we have two Rating companies (Energy Diagnostics and EcoAchievers) demoing the app and evaluating it for incorporation into their rating process. Initial feedback has been very positive	March 22, 2018
SEM	PY5	The models did not always properly account for short-term changes, new equipment or other issues that are occurring at the site. The energy use from these changes should be measured and their impact removed from the final SEM model.	Starting with Cohort 3 and Practitioner group 2 cohorts, Nicor Gas added designated equipment addition section to energy models for participants to easily make their own adjustments as needed.	January 25, 2018
SBES	PY5	Provide robust, easily navigable program information on the utility website offering potential participants the resources they need to enroll and schedule a contractor visit, from cost and savings information to applications and TA lists. Such material would additionally offer support and validation to TAs as they promote the program, and may encourage former participants to consider additional measures. Additional research into the existing website and best practices for online utility program content is warranted.	Nicor Gas updated the website for the new program year taking Navigant's comments into consideration. The website update went live on January 1, 2018. The website is dynamic and changes are made real-time as necessary.	January 1, 2018
SBES	PY5	Additional research into the Assessment offering is warranted to make the DI/Assessment path more satisfying to customers. Topics for this research may include channeling of Assessment participants into the Rebate offerings, perceived value of the DI measures, and value of the savings experienced by the participant. Programmable thermostats offer a higher value measure to the customer that is more likely to deliver discernable savings than, for example, aerators.	The two areas with the lowest scores in the PY5 evaluation were "Information in the assessment" and "Assessment report." In 2018 the program expanded the informational materials being provided to customers at the end of the assessment. Customers now receive a folder with a DI fact sheet, case studies applicable to their facility, tech sheets to educate them on the measures that were recommended. The program team will continue to monitor customer satisfaction in general and will work with marketing to explore opportunities for expanding or otherwise improving the assessment report.	April 1, 2018
SEM	PY5	The Implementer should carefully identify what large capital projects were included in the SEM program and which were not. If a project occurred outside of the influence of the SEM program, the savings should be accounted for and removed.	During the modeling process, staff make a thorough inregarding any any energy savings projects completed prior to the start of SEM. Also, during the modeling process, staff now assess if any significant drops in energy savings occur in the data	March 1, 2018
SEM	PY5	The model should carefully be reviewed to understand what is negatively affecting the results when the site is showing savings on a simple Key Performance Indicator (KPI) basis.	A KPI analysis is included as part of final reporting process	March 1, 2018
SEM	PY5	All SEM models should consider the energy usage of the production cycle if possible as it is often the most important factor for site energy usage.	The Capron model has been update and includes production.	March 1, 2018
SEM	PY5	While group training can be beneficial for team building, an option for those companies that cannot attend every meeting would be to record the meetings for them to review another time.	Webex is added to practitioner group and cohort-3	January 25, 2018