



# Ask the Experts

## Benchmarking Your Way to Better Customer Relationships & Energy Savings

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# Ground Rules

- ▶ Interactive
- ▶ Flexible and focused
- ▶ Use of “parking lot”
- ▶ 100% Participation
- ▶ No such thing as a dumb question
- ▶ All perspectives are valid and valued
- ▶ Follow CEE committee conduct guidelines

# Workshop Objectives

- ▶ Why? Inform efficiency programs about the value of whole building energy benchmarking
- ▶ How? Learn from experienced efficiency programs about program delivery options
- ▶ Next? Continuous improvement. Identify common program opportunities, challenges and resources to help customers keep improving energy performance

# Introductions

- ▶ Name
- ▶ Organization
- ▶ Program status related to benchmarking
  - We are leaders in benchmarking
  - We have established benchmarking as a tool in our programs
  - We are piloting the use of benchmarking
  - We are considering the use of benchmarking
- ▶ Any other questions not captured there?

# Workshop Agenda

- ▶ The Value of Whole Building Energy Benchmarking: Why Support It?
- ▶ Delivering Benchmarking Services through Whole Building Performance Programs: Part 1
- ▶ Lunch and Lunch Presentation: Why and How ENERGY STAR® Supports Program Administrators
- ▶ Delivering Benchmarking Services through Whole Building Performance Programs: Part 2
- ▶ Program Design Charrette: Driving Continuous Improvement

# The Value of Building Energy Benchmarking: Why Support It?

## ▼ Tracy Narel

- Manager, C&I Utility Partnerships
- U.S. EPA ENERGY STAR Program

## ▼ Skip Schick

- Senior Manager, Better Bricks
- Northwest Energy Efficiency Alliance

# Benchmarking Questions

- ▶ Did these presentations raise any new questions?
- ▶ Did these presentations answer any of the questions previously raised?
  - If so, which ones and what are the answers?

# Delivering Benchmarking Services through Whole Building Performance Programs

- ▶ Anita Hagspiel
  - Principal Analyst / Program Manager
  - National Grid
- ▶ Kimberlie Lenihan
  - Senior Project Manager
  - NYSERDA
- ▶ Kevin Bricknell
  - Senior Specialist – Marketing
  - Commonwealth Edison
- ▶ Peter Turnbull
  - Principal Strategic Planner
  - Pacific Gas and Electric Company

# Small Group Discussion

- ▶ Break into groups of 5-7 people
- ▶ Answer these questions:
  - Did these presentations raise any new questions?
  - Did these presentations answer any of the questions previously raised?
    - If so, which ones and what are the answers?
- ▶ 15 minutes to discuss, designate a speaker to present to group

# Driving Continuous Improvement

- ▶ Recap

- ▶ What is continuous improvement?

# Program Design Charrette

- ▶ Small groups: 3-4 people
  - No one from same organization in same group!
- ▶ Design the ideal continuous improvement program
  - 30 minutes
- ▶ Each group will present approach

# Think About...

- ▶ Program goals, context
  - Goals, objectives, definitions of continuous improvement
- ▶ Overall program approach
- ▶ Evaluation, program metrics
  - If not currently well-received by regulators, how will you gain regulatory approval?
- ▶ Program delivery
  - Partnerships; Tools and resources to leverage; Marketing
- ▶ Resources to leverage

# CEE Role

- ▶ In designing your program...
  - What was the hardest thing you grappled with?
  - What additional information would it have been nice to have?
  - What resources do you wish were available?
  - National-level program needs?

# Contact

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