

CEE Member Programs: Commercial Programs

A. Organizational Details

1. What organization sponsors the program(s)? NSTAR
2. Which of the following best describes the program sponsor? (*Check one.*)
 - Utility
 - Nonprofit "efficiency utility"
 - State Government
 - Regional Program Administrator
 - Public Service Commission
 - Other:
3. Please list the State(s) where the program is offered. (*If programs differ across state lines, please fill out one questionnaire form for each state.*) MA
4. What is the geographic scope of the program(s)?
 - Smaller than statewide
 - Statewide
 - Service territory in more than 1 state (*describe*)
5. How large is the customer base served by your commercial programs? 156,000 Electric and 20,000 Gas customers
6. Do you differentiate your programs according to specific commercial target markets?
 - No
 - Yes → Please mark all that apply:
 - Commercial Real Estate (separate owner/tenant)
 - Hospitality
 - Restaurant/Food Service
 - Corporate Real Estate (owner-occupied)
 - Retail
 - Schools
 - Health Care
 - Other (*please specify*):

B. Whole Building Program Approaches

7. Please mark all of the following whole-building elements that you include in your program? *Please see the attachment for general descriptions of whole-building program elements and examples.*
 - Obtain upper management commitment to program
 - Measure whole-building energy performance (benchmark)
 - Identify and screen building candidates and project opportunities (e.g., scoping studies, screening audits, RCx)
 - Re-assess building performance
 - Coordinate recognition
 - None
 - Other (*specify*)
8. Do you incorporate ENERGY STAR ®'s Portfolio Manager benchmarking tool in your commercial programs? Yes No
9. Please briefly describe your whole-building program approach and how you are measuring improvement in whole-building energy performance.

NSTAR Energy Star Benchmarking (Business Solutions is the umbrella retrofit program). NSTAR manages the new program and contracts with ICF to market program and ICF and EMA to conduct building assessments and reports (implementation contractors). Intent of program is to provide an

educational opportunity to customers on EE potential at whole building level, and then offer ongoing support. In this way, NSTAR spreads out budget as much as possible. Any commercial customer who fits one of the Portfolio Manager space types is eligible, but mid-size commercial customers with master meter, or 1-2 meters or accounts are preferred. Once customer is signed up, NSTAR trains the customer to set up an initial building rating (one building per customer), has ICF/EMA do a building walk through and develop a technical opportunity report. NSTAR will work with customer to then follow up with technical and/or financial incentives. The program is evaluated by # of commercial buildings benchmarked and # of actions (measures) taken. Up to 70 buildings benchmarked so far and 16 million square feet approx.

C. Overview of Program Offerings

10. In the following table, please list, by name, all programs that impact commercial buildings.

Please categorize the **Program Type** by letter in the second column, using the scheme below (*List all that apply*):

A. Prescriptive B. Custom C. Standard Performance Contract D. Loan or financing E. Other (*specify*)

Please categorize the **Technology Type** by number in the third column, using the scheme below (*List all that apply*):

1. Lighting 2. Commercial Kitchens 3. Data Centers 4. HVAC
5. Retrocommissioning 6. Building Envelope 7. Other (*specify*)

Program Name & Website	Program Type (A - D)	Tech. Type (1-6)	New construction (NC) or Existing Bldg. (E)	Eligibility E.g. Sq. ft or kW limit (provide)	Training? (Y/N)	Audits? (Y/N)	Focus: Upstream (U) and/or Downstream (D)	Contact Person/email	Year Begun & Length of Budget Cycle*	Current Program Budget
1. Commercial Gas Equipment Incentives http://www.nstar.com/business/energy_efficiency/gas_programs/	A,B	2,4,7 (water heaters)	NC, E	Large C&I customers do not pay into program	N	Y	D	Paul Degnan paul.degnan@nstar.com	1999, 1 year cycle	\$1 million
2. NSTAR Construction Solutions Program http://www.nstar.com/business/energy_efficiency/electric_programs/construction_solutions.asp	A,B	all	NC, E	New construction, major renovation or end-of-life equipment replacement projects.	Y	Y	U, D	Gena Tsakiris gena.tsakiris@nstar.com	1999, 1 year cycle	\$6 million
3. NSTAR Business Solutions Program http://www.nstar.com/business/energy_efficiency/electric_programs/business_solutions.asp	A,B	all	E	Retrofit projects.	Y	Y	D	Nelson Medeiros nelson.medeiros@nstar.com	1999, 1 year cycle	\$7 million
4. NSTAR Small Business Solutions Program http://www.nstar.com/business/energy_efficiency/electric_programs/small_business_solutions.asp	A,B,D	1,4,6	E	Under 200 kW	N	Y	D	Nelson Medeiros nelson.medeiros@nstar.com	1999, 1 year cycle	\$6.5 million

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ness/energy_efficiency/electric_programs/small_business_solutions.asp										
5.NSTAR Energy Star Benchmarking Program http://www.nstar.com/business/energy_efficiency/electric_programs/benchmark.asp	E- Whole Building Performance	all, education, awareness	E	Portfolio Manager space types	Y	Y	D	Brett Feldman brett.feldman@nstar.com	2003, 1 year cycle	\$250,000
* The length of your budget cycle in years									Total:	

11. Do your commercial programs reference one or more energy efficiency specifications?
 Yes → *Please list:* Massachusetts building code, ASHRAE, NEMA, CEE
 No
12. Do your commercial programs co-sponsor marketing campaigns with ENERGY STAR?
 Yes → *Please list:* Portfolio Manager, Community Energy Challenge, Computer power specs
 No

D. Program Evaluation and Performance

13. What specific indicators or metrics are used to evaluate and assess the impacts of program activity? For example, kW or kWh saved, trainings attended, rebates provided, etc.

kWh, kW, Non-electric benefits, cost-effectiveness, # participants, comprehensiveness of projects

14. For programs incorporating training, building benchmarking, or behavior improvements, are you receiving credit for savings from regulators? No Yes

If Yes, how is program credited?

For some training, there are evaluated standard savings figures per participant. For benchmarking, there is a performance incentive for obtaining a certain number of participants and actions.

15. Please briefly describe the most unique feature(s) of your program. -We have enhanced comprehensive design incentives for customers and design teams to look at energy system interactivity and whole building optimization. -We have a program for Multi-family housing projects that combines Residential and C&I programs.

16. Are past program evaluations available to the public?

Yes → Please tell us how these can be obtained.

No → Check one:

Past evaluations are confidential

Program has not been evaluated



Thank you for taking the time to complete this summary! Please return to sloucks@ceel.org or fax to Susan at 617-589-3948