

ORIGINAL
N.H.P.U.C. Case No. <u>DE 12-262</u>
Exhibit No. <u>18</u>
Witness <u>Panel 4</u>
DO NOT REMOVE FROM FILE

Public Service Company of New Hampshire
Docket No. DE 12-262

Date Request Received: 09/30/2013
Request No. Q-OCA 3-003
Request from: Office of Consumer Advocate

Date of Response: 10/11/2013
Page 1 of 3

Witness: Eric Stanley

Request:

Reference filing at page 7 regarding the "Home Energy Reports Pilot." Please provide details on similar programs for gas utilities in other jurisdictions that may be useful to review (websites, evaluation reports, etc.).

Response:

Approximately 32 gas behavioral energy efficiency pilots are currently operational in 22 states across the country. Noted below is an annotated list of ten independent evaluations in chronological order of completion and specific highlights. Two of these evaluations explore the effectiveness of local gas programs at National Grid Massachusetts and NSTAR Gas in Massachusetts. A more comprehensive list of evaluations, and the evaluations themselves, can be downloaded via the following link:
<http://wikisend.com/download/489738/Archive.zip>

1. Ayres, Ian, et al., September 2009. "Evidence From Two Large Field Experiments That Peer Comparison Feedback Can Reduce Residential Energy Usage." *NBER Working Paper*.
 - *Utility, State, Fuel:* Sacramento Municipal Utility Department & Puget Sound Energy, CA & WA, Electric & Gas
 - *Results:* There is evidence of a reduction in the early years of the program of 1.2% (natural gas) and 2.1% (electric) participants
 - *Contact:* 203-415-5587, ian.ayres@yale.edu
2. October 2010. "Puget Sound Energy's Home Energy Reports Program." *KEMA*.
 - *Utility, State, Fuel:* Puget Sound Energy, WA, Electric & Gas
 - *Results:* The savings rate of the most recent 12 months was significantly greater than for the first 12 months – improving from 1.87% to 2.28% average electric savings
 - *Contact:* *Bobbi Wilhelm*, 425-462-3432, bobette.wilhelm@pse.com
3. Todd, Annika, Steven Schiller, and Charles Goldman, October 2011. "Analysis of PSE's Pilot Energy Conservation Project: "Home Energy Reports." *Lawrence Berkeley National Laboratory*.
 - *Utility, State, Fuel:* Puget Sound Energy, WA, Electric & Gas
 - *Results:* "The evaluation study design for the HER pilot program utilized a randomized controlled experiment with an opt-out design, which is the best feasible method of inferring that a program caused energy savings." Averaged 2.03% savings in the last 12 months for electricity, 1.40% for gas.
 - *Contact:* Annika Todd, 510-486-6544, atodd@lbl.gov
4. April 2012. "Puget Sound Energy's Home Energy Reports Program: Three Year Impact, Behavioral, and Process Evaluation." *KEMA Energy & Sustainability*.
 - *Utility, State, Fuel:* Puget Sound Energy, WA, Electric & Gas
 - *Results:* In its third year, this program generated savings of 2.6% for electric customers and 1.3%

- for gas. Electric impact leapt from 169.7 kWh per household per year in Year 1 to 274.2 kWh in Year 3, an increase of 62%. Gas impact increased from 10.7 to 11.9 therms, a change of 11%. In the third year, reports were suspended for a sub-set of the treatment group. In this group, the electric savings rate dropped to 1.6% compared to a savings rate of 2.6% for the group that continued to receive the reports.
- *Contact: N/A*
5. Dougherty, Anne, July 2012. "Massachusetts Three Year Cross-Cutting Behavioral Program Evaluation Integrated Report." *Opinion Dynamics Corporation with Navigant Consulting.*
 - *Utility, State, Fuel:* NSTAR & National Grid, MA, Electric & Gas
 - *Results:* Electric savings range from 1.25 - 2.06% and gas savings range from 0.81 - 1.50%, depending on the number of years the program has been running. From the first to the second program year, electric savings increased from 1.61 - 2.06% in one program and 1.25 - 1.63% in another - increases of 28 and 30%, respectively. Gas savings increased from 0.81 to 1.25%, an increase of over 54%.
 - *Contact:* Anne Dougherty, 617-492-1400
 6. Sutter, Mary, October 2012. "Impact and Process Evaluation of 2011 (PY4) Ameren Illinois Company Behavioral Modification Program." *Opinion Dynamics Corporation with The Cadmus Group, Navigant, and Michaels Engineering.*
 - *Utility, State, Fuel:* Ameren Illinois Company (AIC), IL, Electric & Gas
 - *Results:* Overall, the program achieved electric net savings of 1.14% per household and gas net savings at 0.70% per household.
 - *Contact:* Mary Sutter, 510-444-5050
 7. March 2013. "Puget Sound Energy's Home Energy Reports: 2012 Impact Evaluation." *KEMA*
 - *Utility, State, Fuel:* Puget Sound Energy, WA, Electric & Gas
 - *Results:* "The overall credited savings for electric and gas were 300 kWh and 11 therms per household, respectively. These savings constitute 2.8% and 1.3% of the household's average electric and gas consumption, respectively."
 - *Contact:* Bobbi Wilhelm, bobette.wilhelm@pse.com
 8. April 2013. "Evaluation of Pacific Gas and Electric Company's Home Energy Report Initiative for the 2010-2012 Program." *Freeman, Sullivan & Company*
 - *Utility, State, Fuel:* Pacific Gas and Electric Company, CA, Electric & Gas
 - *Results:* Program waves have been running between 11 to 17 months. Total electric and gas savings for the program were 49.9 GWh and 1,469 thousand Therms respectively through December 2012. Percent impact ranges from 0.9% to 1.5% for electric and 0.4% to 0.9% for gas depending on number of program months.
 - *Contact:* Michael Perry
 9. June 2013. "Massachusetts Cross-Cutting Behavioral Program Evaluation Integrated Report." *Opinion Dynamics Corporation*
 - *Utility, State, Fuel:* National Grid Massachusetts, NSTAR, Electric & Gas
 - *Results:* Programs achieved 63 GWh and 344,681 MMBTu in 2012 for Massachusetts. Electric savings rate ranges from 0.89 - 2.47% and gas savings range from 0.50 - 1.80% depending on the number of years the program has been running. All electric programs running for at least two years show increased savings from PY1 to PY2 and PY2 to PY3 where applicable. Gas savings rates are steady or increasing.
 - *Contact:* Anne Dougherty, 617-492-1400
 10. August 2013. "Review of PG&E Home Energy Reports Initiative Evaluation." *DNV KEMA*
 - *Utility, State, Fuel:* Pacific Gas and Electric, CA, Electric & Gas

- *Results:* Independent evaluation of FSC estimates of savings from PG&E Home Energy Report initiative. DNV KEMA confirms FSC evaluation and “recommends accepting the findings regarding energy savings for HERs presented in the FSC report.”
- *Contact:* Ken Agnew, DNV KEMA

(LU Response)