

Energy Efficiency Advisory Group (EEAG)
Notes dated 8/9/2018

Present:

Kent Hanway-CSHQA	Don Strickler-Simplot
Ken Robinette-South Central Comm. Action Partnership	Ben Otto-Idaho Conservation League
Stacey Donohue-Idaho Public Utilities Commission	Scott Pugrud-Office of Energy & Mineral Resources
Diego Rivas-Northwest Energy Coalition (on phone)	Connie Aschenbrenner-Idaho Power
Lynn Tominaga-Idaho Irrigation Pumpers Association	Pete Pengilly*-Idaho Power
Nadine Hanhan-Public Utility Commission of Oregon (on phone)	Tina Jayaweera-Northwest Power & Conservation Council
Jim Hall-Bodybuilding.com	Haley Falconer-City of Boise Public Works Department
Selena O'Neal-Ada County Operations	

Not Present:

Sid Erwin-Idaho Irrigation Pumpers Association

Guests and Presenters*:

Quentin Nesbitt*-Idaho Power	Cory Read-Idaho Power
Annie Meyer*-Idaho Power	Theresa Drake-Idaho Power
Shelley Martin-Idaho Power	Andrea Simonsen-Idaho Power
Billie McWinn*-Idaho Power	Randy Thorn-Idaho Power
Gary Grayson-Idaho Power	Cheryl Paoli-Idaho Power
Todd Greenwell-Idaho Power	Zeke VanHooser-Idaho Power
Chellie Jensen-Idaho Power	Chris Pollow-Idaho Power
Sheree Willhite-Idaho Power	Bill Carr*-Suez Water Company
Royce Davis*-City of Boise	Rito Reynoso-Metro Community Services
Don Reading-Industrial Customers of Idaho Power	Peter Richardson-Industrial Customers of Idaho Power
Rachelle Farnsworth-Idaho Public Utilities Commission	Jerry Peterson-Division of Building Safety
Paul Goralski-Idaho Power	Brittany Nixon-Idaho Power
Mindi Shodeen-Idaho Power	Zach Waterman-Sierra Club
Katie Pegan-Office of Energy & Mineral Resources	Adam Richins-Idaho Power
Kevin Keyt-Idaho Public Utilities Commission	Mary Hacking-Idaho Power
Krista West-Idaho Power	Tonja Dyke-Idaho Power
Grant Black-Idaho Power Student Intern	Denise Humphreys-Idaho Power
Cassie Koerner-Idaho Public Utilities Commission	Bentley Erdwurm-Idaho Public Utilities Commission
Anna Kim-Public Utility Commission of Oregon (on phone)	

Note Takers:

Shawn Lovewell (Idaho Power) with Kathy Yi* (Idaho Power)

Meeting Facilitator: Rosemary Curtin-RBCI

Meeting Convened at 9:34am

Pete started the meeting with introduction of members and guests, safety, and housekeeping. He informed the group that Ken Robinette will no longer be a member of EEAG. Ken was recently appointed to the Department of Energy's State Advisory Board by the Secretary of Energy, Rick Perry. Pete presented Ken with an appreciation gift for his 16 years of service to the EEAG.

9:46 Am-Preliminary Cost Effectiveness—Kathy Yi

Kathy presented a high-level view of program cost-effectiveness and will provide a more in-depth presentation at the October meeting. She provided a brief explanation of the different cost-effectiveness tests, a DSM alternate cost comparison, and the anticipated changes that may impact programs in 2019.

There were questions and discussion about alternative costs, and whether the company includes capacity benefits in its calculations. Kathy answered that in addition to alternative costs, the company applies a load shape and anything that has savings during peak hours is given a capacity value.

10:42-Programs—Billie McWinn and Quentin Nesbitt

Residential Programs:

Billie provided an update on year-to-date savings for each program and led a discussion on the Home Energy Reports and Multifamily Direct Install program. She provided an update on the Home Energy Reports which included first year savings and the objectives for year two. The attrition rates for year one were due to move-in's and move-outs, and overall the program had high customer satisfaction. The Multifamily Direct Install program timeline was discussed. A process and impact evaluation are being done on this program in 2018.

There were questions and comments asking if Idaho Power has received feedback from customers on the Thermostatic Showerheads and how to use them. A suggestion was made to have the evaluators ask customers if they like the showerheads and if they are still installed.

Commercial/Industrial/Irrigation programs:

Quentin provided preliminary year-to-date savings and participation for the Commercial, Industrial, and Irrigation programs.

- **New Construction**

Program changes have been filed in Oregon and the company anticipates a Commission order by August 15th. There was discussion around using signage for Idaho Power programs at job sites and some of the barriers associated with that.

- **Retrofits**

This portion of the program also will change with the Oregon filing. Some incentives are being lowered so there is a push by some contractors to get projects in before program changes are implemented. The program has seen quite a few large non-lighting projects, especially among a few large industrial customers, but lighting continues to comprise most of the savings for retrofits.

- **Energy Saving Kits**

The Customer Solutions Advisors are completing outbound calls to all new business customers to introduce them to Idaho Power, the company's energy efficiency programs, and the Energy Saving Kits. A specific list of Idaho Powers smallest office, retail, and restaurant customers are also specifically being called to promote the Commercial Energy Savings Kits. There was some discussion on how long the company thought it would take to call these customers. Quentin estimated that it would be done by the end of the year.

- **Custom Projects**

There was a question about how often the same customer participates with a different facility vs. a customer participating for the first time. Quentin answered that the majority of participation is the same customer with a different location or facility. An example was given of a project that was in the planning stage for 10 years prior to being completed. There are a lot of people and decisions that go into completing upgrade projects.

- **Demand Response**

Quentin provided an overview of the season and preliminary savings estimates for the Flex Peak, AC Cool Credit, and Irrigation Peak Rewards programs and explained how the nomination process works for Flex Peak in response to an EEAG member question. There was some discussion around an online dashboard for real time data. Idaho Power is working on a system to provide interval data for all large customers but not real time data. Customers can get real time data through KYZ output from the Idaho Power meter and put it into their own software systems.

- **Irrigation Efficiency**

There are some reduced savings assumptions from the Regional Technical Forum (RTF) for the menu portion of this program. The company may have more information to present at the next meeting.

12:00 Lunch

1:00 pm-Municipal Water Supply Optimization Cohort —Bill Carr-Suez Water Co and Royce-City of Boise

Quentin introduced Bill Carr of Suez and Royce Davis of the City of Boise. They spoke about their participation in the water supply cohort with Idaho Power. They gave a background of their systems, spoke to the barriers and challenges they encountered, the successful projects they accomplished, and lessons learned.

There were comments and questions about reduction in water usage, how they overcame the barriers within their companies, and how capital projects were processed through Idaho Power's incentive programs. EEAG members thanked Idaho Power for running these cohorts and thanked Bill and Royce for sharing their experiences and how it impacts operations.

2:00 pm-Marketing Update—Annie Meyer

Annie updated the group on the latest marketing efforts since the last EEAG meeting. She highlighted the marketing funnel and how it relates to the company's Spring Awareness Campaign. She also provided definitions for the terms: Reach, Frequency, and Impressions which provided context for the company's ads on network TV, radio, and digital. She also highlighted the changes to marketing collateral based on feedback that EEAG provided.

There were comments and questions about how many customers read the company's newsletter, Connections, having a pop-up on the company's website encouraging people to read Connections, creating a pop-up ad to target a customer who is looking to compare their current months' usage to last year, and a request to get the click thru rate for programs and unique number of users to that site.

Annie then spoke to the group about the upcoming fall pledge. She asked EEAG members to form small groups to brainstorm ideas for simple low-cost or no-cost actions customers can pledge to save energy and money. Rosemary explained the expectations of the breakout session and split the members into two groups. She asked for one person from each group to report out once the exercise was complete.

Stacey Donohue reported for her group, their ideas were: line dry clothes, install timers on outdoor lights, use an Insta-pot (old pledge listed crockpot), close blinds on hot days, open on cold days, replace your 5 most used light bulbs w/LED, use a robot vacuum, program thermostat.

Scott Pugrud reported for his group, their ideas were: increase a/c by 2 degrees, use outdoor light sensors, take a seven minute or less shower, install low flow showerhead, change air filter, sign up for energy saving kit, hang dry clothes, check temperature on hot water heater, unplug cell phone charger when not in use.

3:15 pm-Wrap-up/Open discussion

- This was the right sized agenda, liked diving deeper on just a couple topics
- Enjoyed the cohort presentation and encourage Idaho Power to consider other areas to continue that model. A presentation on the Integrated Resource Plan (IRP) that has been adopted.
- Thank you for the cohort presentation. It was very useful to hear customer perspectives. An IRP presentation would be helpful.
- Appreciated the cohort presentations.
- Would like to see more examples like the successes of the cohorts.
- Thank you for the newspaper insert. Idaho Power does a great job with marketing.
- It was interesting to hear about the decision makers and those on the ground trying to get projects done. It was good to hear about the example of it taking 10 years to get a project done. Similar examples like those would be good to hear about.
- The cohort presentation was good and hearing about the people on the ground that were able to get things done.
- It is intriguing to see Idaho Power and Suez working together, are there plans for Idaho Power, Intermountain Gas and Suez to work more together?
- The multi-family project is interesting. From a city perspective, it can be a challenge to provide service. It will be interesting to see how the city can leverage this program.
- Looking forward to the cost-effectiveness discussion and to discuss the end goal of programs once the market has been transformed.

3:45 pm-Meeting Adjourned