

## RTR Appendix

Southern California Edison, Pacific Gas and Electric, Southern California Gas, and San Diego Gas and Electric (“Joint Utilities” or “Joint IOUs”) developed Responses to Recommendations (RTR) contained in the evaluation studies of the 2013-2015 Energy Efficiency Program Cycle. This Appendix contains the Responses to Recommendations in the report:

***RTR for the PY2013-2014 California Statewide Workforce Education and Training Program: Contractor Training Market Characterization*** (Opinion Dynamics Corporation, Calmac ID #CPU0134.01, ED WO #ED\_O\_WET\_2)

The RTR reports demonstrate the Joint Utilities’ plans and activities to incorporate EM&V evaluation recommendations into programs to improve performance and operations, where applicable. The Joint IOUs’ approach is consistent with the 2013-2016 Energy Division-Investor Owned Utility Energy Efficiency Evaluation, Measurement and Verification (EM&V) Plan<sup>1</sup> and CPUC Decision (D.) 07-09-043<sup>2</sup>.

Individual RTR reports consist of a spreadsheet for each evaluation study. Recommendations were copied verbatim from each evaluation’s “Recommendations” section.<sup>3</sup> In cases where reports do not contain a section for recommendations, the Joint IOUs attempted to identify recommendations contained within the evaluation. Responses to the recommendations were made on a statewide basis when possible, and when that was not appropriate (e.g., due to utility-specific recommendations), the Joint IOUs responded individually and clearly indicated the authorship of the response.

The Joint IOUs are proud of this opportunity to publicly demonstrate how programs are taking advantage of evaluation recommendations, while providing transparency to stakeholders on the “positive feedback loop” between program design, implementation, and evaluation. This feedback loop can also provide guidance to the evaluation community on the types and structure of recommendations that are most relevant and helpful to program managers. The Joint IOUs believe this feedback will help improve both programs and future evaluation reports.

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Page 336, “Within 60 days of public release of a final report, the program administrators will respond in writing to the final report findings and recommendations indicating what action, if any, will be taken as a result of study findings. The IOU responses will be posted on the public document website.” The Plan is available at <http://www.energydataweb.com/cpuc>.

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Attachment 7, page 4, “Within 60 days of public release, program administrators will respond in writing to the final report findings and recommendations indicating what action, if any, will be taken as a result of study findings as they relate to potential changes to the programs. Energy Division can choose to extend the 60 day limit if the administrator presents a compelling case that more time is needed and the delay will not cause any problems in the implementation schedule, and may shorten the time on a case-by-case basis if necessary to avoid delays in the schedule.”

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Recommendations may have also been made to the CPUC, the CEC, and evaluators. Responses to these recommendations will be made by Energy Division at a later time and posted separately.

## Response to Recommendations (RTR) in Impact, Process, and Market Assessment Studies

**Study Title:** PY2013-2014 California Statewide Workforce Education and Training Program: Contractor Training Market Characterization  
**Program:** WE&T  
**Author:** Opinion Dynamics Corporation  
**Calmac ID:** CPU0134.01  
**ED WO:** ED\_O\_WET\_2  
**Link to Report:** [http://www.calmac.org/publications/CPUC\\_WET\\_Contractor\\_Training\\_Market\\_Characterization\\_FINAL.docx](http://www.calmac.org/publications/CPUC_WET_Contractor_Training_Market_Characterization_FINAL.docx)

Item #	Page #	Findings	Best Practice / Recommendations	Recommendation Recipient	Disposition (Accepted, Rejected, or Other)	Disposition Notes (e.g. Description of specific program change or Reason for rejection or Under further review)
1	7	While the gaps in contractor and technician skills vary by program type, the gaps that were common to most programs centered on understanding the value of energy efficiency, how different systems work together, and how to communicate these concepts to customers. Additional commonly-cited gaps included understanding customer needs and being able to bid, manage, and supervise work. Review of the skills gaps identified by industry stakeholders found that most gaps (both technical and soft skills) could be met by attending trainings currently offered at the IOU's energy centers. Therefore training presence in the marketplace may not be the gap to address but instead communicating the value of these trainings to workers and their employers to increase participation and acceptance.	Given the variety of trainings available in the market, contractors and technicians may need assistance determining which are the best trainings for their needs. IOUs may be able to help [1] package together trainings and provide guidance for individuals at different points in their careers.	All IOUs	Partially Accept	[1] IOUs agree that we can better package, present, and market trainings for customers to make their own decisions about what they need for their personal educational needs. IOUs will develop curriculum maps, improve course descriptions, and enhance marketing relationships with internal departments and external organizations. Through these efforts, the IOUs' course offerings will become more accessible and easier to navigate for making personal education decisions. In the appropriate EE resource programs, the IOUs will continue to communicate required training to program participants.

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2	7	One of the research objectives of this study was to explore the benefits to increasing the alignment of training curricula and requirements. Per the inventory of trainings and discussions with expert panelists, this study did not identify any specific trainings that the programs should require at this time.	Expert panelists recommended that if, and when, the IOUs identify a training that they would like to explore (this could be a current training or a new one in the marketplace), that the [2] IOUs consider encouraging that training but not requiring it as a starting point. The benefits of this approach is that it would allow the programs to collect information from trained versus un-trained contractors. The projects could then be compared to determine the energy savings or work quality benefits of a specific training to a program.	All IOUs	Partially Accept	[2] Some IOU EE Programs have required training requirements and those will remain required and not optional. As appropriate, EE programs will inform their program vendors about the availability of other education and training opportunities available through the IOUs' WE&T Program.  Any data collection efforts will need to be evaluated on a case by case basis, and will need to consider resources required to collect specific data. This recommendation would be best suited for a pilot application where the specific data collection is bundled in with an appropriate pilot program.
3	7 and 8	According to members of our residential expert panel, barriers to participation in energy efficiency-related trainings and certifications include lack of contractor awareness of available offerings as well as the difficulty determining which to pursue given the large number of trainings and certifications available.	To the extent possible with program funds, the IOUs should [3a] help increase awareness of energy efficiency-related trainings available to contractors and assist them identifying which trainings they should pursue given their individual background and experience level. The IOUs may also [3b] increase awareness and uptake of energy efficiency-related trainings by encouraging, but not requiring, those trainings. The IOUs could [3c] reward the contractors and technicians that meet those thresholds with marketing support or additional incentives.	All IOUs	Partially Accept	[3a] As stated above, IOUs agree that we can better package, present, and market trainings for customers to make their own decisions about what they need for their personal educational needs. IOUs will develop curriculum maps, improve course descriptions, and enhance marketing relationships with internal departments and external organizations. Through these efforts, the IOUs' course offerings will become more accessible and easier to navigate for making personal education decisions. In the appropriate EE resource programs, the IOUs will continue to communicate required training to program participants.

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						<p>[3b] As stated above, some IOU EE Programs have required training requirements and those will remain required and not optional. As appropriate, EE programs will inform their program vendors about the availability of other education and training opportunities available through the IOUs' WE&amp;T Program.</p> <p>[3c] The IOU's do not market or promote specific contractor/technician or provide financial incentives for completing training classes. IOUs will continue to provide contractors and technicians who go through required IOU training programs with Program marketing collateral to help them market their own businesses and services.</p>