

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 and beyond. This Appendix contains the Responses to Recommendations in the report:

RTR for the Water-Saving Fixtures: A Residential and Multifamily Survey to Inform Program Year 2018 Impact Evaluation (Apex Analytics, Calmac ID #CPU0208.01, ED WO #19-Res-ED-005)

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 CPUC Decision (D.) 07-09-043¹ and the Energy Division-Investor Owned Utility Energy Efficiency Evaluation, Measurement and Verification (EM&V) Plan² for 2013 and beyond.

Individual RTR reports consist of a spreadsheet for each evaluation study. Recommendations were copied verbatim from each evaluation’s “Recommendations” section.³ 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.

¹ 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.”

² 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>.

³ 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: Water-Saving Fixtures: A Residential and Multifamily Survey to Inform Program Year 2018 Impact Evaluation
Program: Residential
Author: Apex Analytics
Calmac ID: CPU0208.01
ED WO: 19-Res-ED-005
Link to Report: http://calmac.org/publications/CPUC_Water_Fixtures_Report_CALMAC.pdf

Item #	Findings	Best Practice / Recommendations (Verbatim from Final Report)	Recommendation Recipient	PG&E (if applicable)		SCG (if applicable)		SDG&E (if applicable)	
				Disposition	Disposition Notes	Disposition	Disposition Notes	Disposition	Disposition Notes
			If incorrect, please indicate and redirect in notes.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.	Choose: Accepted, Rejected, or Other	Examples: Describe specific program change, give reason for rejection, or indicate that it's under further review.
1	Programs delivering fixtures through direct mail have lower installation rates and higher free-ridership rates than direct install programs.	PAs sending water fixtures in mailed kits should consider opportunities for participants to customize the kits they receive and investigate whether opportunities exist for the accompanying materials to more clearly explain how to use each of the fixtures included.	All PAs	Rejected	PG&E does not send water fixtures in mailed kits for the Multifamily program.	Accepted	SoCalGas will re-evaluate participation rates by customers who receive kits through targeted mailings. We will explore the practicality of allowing customers to customize the kits they receive, as well as providing materials that could more clearly explain how to use fixtures included in customized and generic kits. These actions should lower the potential for free ridership.	Rejected	SDG&E PLA program is no longer offering the energy efficiency kits. This offering ended in 2018. The MultiFamily Energy Efficiency Rebate programs never implemented mailing out the energy efficiency kits.
2	Multifamily building owners differ from participants in their approach to replacing water fixtures.	PAs should monitor local policies influencing multifamily buildings. PAs should work to leverage those policies to encourage building owners and managers to install more efficient water fixtures where appropriate and consider the effects those policies might have on program net-to-gross values.	All PAs	Accepted	PG&E's Multifamily program provides incentive for water-saving fixtures only if the local jurisdiction allows (i.e. rain barrels). Furthermore, the program is designed so that these water-saving measures are only eligible if at least 3 of 6 water-saving measures (low flow showerheads, aerators, low flush toilets, smart irrigation, turf replacement and rain barrels) are implemented, ensuring deeper fuel and water savings.	Accepted	SoCalGas is currently working with LADWP, MWD, PWP, and BWP to encourage participation. SoCalGas will continue to reach out and engage MOUs and water companies.	Other	SDG&E's current Multi Family programs are in the Third-Party Solicitations contracting phase. SDG&E will provide the recommendation to the new third-party implementor for consideration.