

PY 2013-2014
REGIONAL ENERGY NETWORKS
VALUE AND EFFECTIVENESS STUDY
VOLUME II OF II - APPENDICES



Energy Division
California Public Utilities Commission

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Opinion Dynamics Corporation
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PY 2013–2014 REGIONAL ENERGY NETWORKS VALUE AND EFFECTIVENESS STUDY - APPENDICES

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Submitted by

Mary Sutter, Alan Elliott, Mikhail Haramati, Jenn Mitchell-Jackson
Opinion Dynamics
1999 Harrison Street, Suite 1420
Oakland, CA 94612
msutter@opiniondynamics.com
510-444-5050- X104

Additional contributors to the study

Jeremy Battis, CPUC Project Manager
jeremy.battis@cpuc.ca.gov
415-703-3041

Katherine Johnson, CPUC Advisor for the implementation and reporting part of the study
kjohnson@johnsonconsults.com
301 461 4865

Aaiysha Khursheed, Project Manager for Itron
Aaiysha.Khursheed@itron.com
858-724-2628

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Appendix A. PUBLIC COMMENT ON DRAFT REPORT AND EVALUATOR RESPONSE

#	Commenter	Page	Comment	Evaluator's Response
1	Joint IOUs	Overarching	Evaluation of Three Pilot Subprograms Does Not Support Generalization to the RENS in their Entirety. We understood from the published Research Plan that the evaluators would exclude all resource programs. However, in the draft report it appears that the evaluators further narrowed the scope to evaluate only three pilot subprograms. Could the report explain why its recommendations (p4-5) are generalized to all RENS when only three of approximately 17 non-resource subprograms were evaluated?	We assume that this statement is specific to the continuation of the RENS as the other recommendations are specific to the programs included in the study. We will add language to more clearly indicate the results are based on the programs more closely studied. (See comment 5)
2	Joint IOUs	Overarching	The research plan for this evaluation did not include definitions of the “value” or “effectiveness” criteria, and review of the draft report suggests that the definitions used were not fully aligned with the three criteria as defined by D.12-11-015.	<p>We disagree. Page 12 of the research plan stated "Specifically, the REN pilots will have demonstrated value if their programs, as implemented, break new ground in areas not currently served by utility offerings and if their activities and programs have the potential to be scaled to a broader geographic area or service hard-to-reach markets."</p> <p>Page 13 stated "The REN non-resource programs and associated activities would be considered effective if there is a clear demonstration of an ability to manage sub-pilot implementation and to adjust to necessary changes as they arise, as well as if constituents consider the offerings to be equitable and of reasonable benefit."</p>

#	Commen ter	Page	Comment	Evaluator's Response
3	Joint IOUs	Overarching	<p>Unanswered Fundamental Question: Did Each Subprogram Achieve Its Objectives? The current organization of the report does not enable the reader to see the linkage between the REN's objectives in their implementation plans, their actual performance, and a conclusion whether or not their performance met their objective. Could the report be amended to include a summary matrix listing each subprogram, their stated objective, their evaluated performance towards those objectives, and a conclusion as to whether or not the subprogram achieved their stated objectives? We would suggest that the matrix should include data-driven conclusions on whether or not each subprogram met each of the three criteria for Value listed in the Decision. Our review also noted that the Values section of the Findings seems to present only positive examples of REN activities under the evaluators' own criteria. We request that the report be amended to more systematically determine for each subprogram whether or not each of the three Value criteria of the Decision is met – including both positive and negative conclusions.</p>	<p>While the IOUs put forward this specific unanswered question, we note that this was not a research question within the study, although the success in terms of participation was a research question (question 1ci in table 8). We plan to add in the participation data for the three programs more closely studied as per our response to comment 40. As shown by the data in Section 3, there were several objectives for the RENs programs. The suggested option of creating a matrix for all objectives and filling it in is impracticable since this was not the original intent of the study.</p>
4	Joint IOUs	Overarching	<p>It appears that the draft report deviates materially from the final research plan. Could the evaluation clarify where it deviated from the final research plan and why?</p>	<p>We are unclear why the IOUs believe there has been material deviation from the study research plan. The changes in data collection activity is described on page 23 and within Table 16. This includes the changes from the original plan and why.</p>
5	Joint IOUs	Page 1	<p>Please state clearly that the evaluation team only assessed value and effectiveness of three subprogram "pilots. This is difficult to tell, yet is very important to the overall conclusions."</p>	<p>We will add a sentence regarding the number of subprograms to the executive summary.</p>

#	Commenter	Page	Comment	Evaluator's Response
6	Joint IOUs	Page 1	Please state clearly that the evaluation team's conclusions about REN value were informed solely by "statements made by the REN program administrators. This is difficult to tell, yet is very important to the overall conclusions."	The conclusions regarding the REN value were not informed solely by the REN program administrators. Data gathered from program participants and IOU staff were included.
7	Joint IOUs	Page 1	Evaluators should add the statement they used later in the report: "Unfortunately, the small sample size does not provide a clear answer to the question of whether or not the RENs provide additive engagement beyond that provided by the IOUs and LGPs"	The sentence called out is specific to the engagement, which is not directly discussed in the executive summary. As such, we will not add in this sentence.
8	Joint IOUs	Page 2	Utility programs are usually evaluated on whether or not they achieved the objectives in the implementation plans. Please explain why this was not done in this evaluation study.	Determining the achievement of objectives as described in the implementation plans was not a research question.
9	Joint IOUs	Page 4	Because the evaluators only assessed the value and effectiveness of three subprogram pilots, they need to "restrict this recommendation to the three subprogram pilots, and not generalize to the rest of the RENs."	We will add a sentence indicating that the recommendation regarding RENs continuation is based on the areas of close study.
10	Joint IOUs	Page 4	Can the evaluation team formulate their conclusions and recommendations along the "three criteria for the REN's existence? "Activities that utilities cannot or do not intend to undertake," "n Activities for which there is no current utility program offering and for which there is the potential for scalability to a broader geographic reach, if successful, and" "n Activities in hard-to-reach markets, whether or not there is currently a utility program that may overlap."1"	The value section in the executive summary is already structured to describe the new programs and the hard-to-reach areas. We agree that the study information regarding the activities that the utilities cannot or do not intend to undertake is not currently included in the executive summary. We will add this to the summary.
11	Joint IOUs	Page 4	This conflicts with the first sentence. How does a REN continue if it does not also continue as program administrators?	The statement is around the status of the RENs as being either probationary or permanent. As such, we do not see a conflict.

#	Commenter	Page	Comment	Evaluator's Response
12	Joint IOUs	Page 4	Please state the value or purpose of making such a comparison.	The comment is directed towards the comparison of the conversion rates. We believe the sentence is clear around the purpose of the comparison. That is, the ability to compare conversion rates for the Home Upgrade programs across all program administrators could allow future analysis to determine any correlation between the hypothesized influence of the RENs relationship and program uptake.
13	Joint IOUs	Page 15	Can you highlight your conclusions about overlap, and include them in the Executive Summary?	There is no conclusion about overlap on page 15. However, as stated in our response to comment 10, we will include information from this section in the Executive summary and the value section summary table.
14	Joint IOUs	Page 16:	This is confusing: what is the benefit of looking at this through two views, and why does the Broad View "cover some of measures of value, while the Narrow View covers others? In addition, what is "broad" or "narrow" about these views?"	The evaluation team asked broad "portfolio-level" questions of the RENs and IOU staff regarding several topics (such as program management and coordination). The narrower view is from a select number of constituents in the REN programs and is therefore specific to programs as opposed to the larger portfolio.
15	Joint IOUs	Page 16:	Why did the evaluators choose not to address effectiveness as measured by goal achievement?	How the evaluators planned to assess effectiveness is laid out in the research plan. Goal achievement was not included, nor was this issue raised by any stakeholder at the time of the plan.
16	Joint IOUs	Page 17	Please clearly annotate this table to make clear that these three subprograms were not evaluated; including them as "within scope" without noting that they were not evaluated may mislead the reader into thinking you evaluated them.	We will add in language to this table that indicates that three of the programs are not evaluated.

#	Commenter	Page	Comment	Evaluator's Response
17	Joint IOUs	Page 22	Please report the methodology used to select the three subprograms: why should these be considered "representative of the entire REN programs? For example, do these three subprograms provide the bulk of savings for the RENs, are they the most active subprograms, or have they spent the largest percentage of" their budget and can be considered more fully-deployed than the other subprograms...? This needs to be explained within the Sampling section.	The study makes no claims that the three chosen sub-programs are representative of the entire REN suite of programs. Language on page 16 and Tables 6 and 7 describe the reasons for sub-program exclusion.
18	Joint IOUs	Page 25	The fact that a subprogram is no longer being pursued should be a significant evaluation finding. A program that is not ready for an evaluation effort two years after its inception should be a significant evaluation finding. Please provide a table showing all subprograms that are no longer being offered or not "ready for evaluation, as well as an explanation why."	This comment is referring to Table 16. This table includes the subprograms that are no longer offered. Since we did not attempt to evaluate other programs, we cannot add information about programs that may or may not be ready for evaluation. We will add in language prior to Table 16 describing the program change because the information on these two programs that were dropped or delayed may be more difficult to notice in the Table. Additionally, we will note the dropped program in the conclusions.
19	Joint IOUs	Page 26:	Please add to this section the following additional study limitations: 1) Value and Effectiveness were only "assessed using REN program administrator self report, and findings may be biased 2) This evaluation did not fully assess value as laid out in the three Decision criteria; namely, the first criterion on whether or not REN activities were ones that IOUs "cannot do or will not undertake" was not addressed. Please also acknowledge the limitation that because all three criteria were not assessed, it will be difficult to present a" clear picture of value even for the three subprograms that were selected for evaluation in this study.	Refer to our response to comment 6. We disagree with the limitations described here and will not add in the suggested language.

#	Commenter	Page	Comment	Evaluator's Response
20	Joint IOUs	Page 26:	Why was this significant change in evaluation scope not reflected in an revised research plan that was posted for public comment?	This comment is addressing the change for the original plan. The changes were included in a public meeting of the stakeholder advisory group on 1/21/15.
21	Joint IOUs	Page 26:	Because Table 16 shows that the evaluators ended up only evaluating two of the five subprograms that they "designated the Public Agency Programs, it would be much clearer to the reader if you just used the names of the two subprograms: Aggregated Regional Procurement and Integrated Comprehensive Whole Building Retrofits, instead of "Public Agency Program" Also, it may be clearer to" refer to this as SoCalREC.	We disagree that it would be clearer to use the names of the two programs throughout the study. Additionally, these sub-programs are not the only activities included in SoCalREC, so it would be inappropriate to call this SoCalREC. See Table 6 for other components of SoCalREC not included in the study.
22	Joint IOUs	Page 43	Please provide at the beginning of this section a summary statement of which (if any) activities the IOUs cannot do or do not undertake. The content in this section does not seem to address this criterion at all. Why did the evaluators not ask the IOUs whether REN activities were ones they "cannot do or do not intend to undertake?"	We asked the IOU staff to describe whether the utility has any programs with offerings similar to those of the REN in their area and if the RENs fill a gap in the IOU program offerings or provide a benefit not provided by the IOUs. These questions aimed to determine if the IOUs were performing specific activities now and inform if the RENs added benefit. We agree that this is not a direct line of questioning regarding whether the IOUs cannot perform an activity or does not plan to do so in the future and have added language to indicate as such.
23	Joint IOUs	Page 43	The evaluators seem to be confusing two concepts: activities "unique" to the RENs are not the same as activities "the utilities cannot do or do not intend to undertake." Please acknowledge in the text that these two concepts are not equivalent.	We will add language in this specific section to clarify why the word "unique" is in use as described in Comment 22.
24	Joint IOUs	Page 50:	The criterion of scalability is predicated upon the success of the activity. Because the evaluators "did not evaluate goal achievement, their conclusions about scalability are premature. In this section, and throughout the report, we suggest that the evaluators	We agree that an activity should be successful if the plan is to expand upon it and explicitly stated that the programs described in this section are in their early stages. We did not make conclusive remarks regarding scaling here or elsewhere regarding these programs. We did recommend

#	Commenter	Page	Comment	Evaluator's Response
			first identify which subprograms are successful, and only discuss scalability for those."	that the RENs track customer uptake to determine if customers find the programs appealing and if future design changes are needed.
25	Joint IOUs	Page 51	EEMIS is being phased out, and customer data will soon be available through the Green Button Connect "Phase 2, removing the need for a separate EEMIS."	Our understanding from SoCalREN is that EEMIS is not being phased out. Additionally Green Button Connect is an avenue for moving data from the utility to a customer, but does not have the other capabilities that EEMIS has (as described in the PIP). As such, we will make no changes in the report.
26	Joint IOUs	Page 52	Please include the data from the Appendix where these participants mention confusion. In particular, one "participant reported, "a lot of the time it seems like they are duplicating what is offered through the local government partnership programs with SCE and SoCalGas." (p. 8). Also, another participant suggests that SoCalREN could be improved if they, "Coordinate regional procurement with similar projects. Work with SoCal specific JPA for procurement" (p.8). All data should be considered since the" evaluators stated they are using the "preponderance of evidence" approach.	We disagree that duplication equates with confusion, but agree that this statement could be included in the overlap portion of the report and will add this piece of information there (i.e., the bullet beginning "Technical Assistance through SoCalREC). We are unclear how the coordination statement aligns with customer confusion and will make no updates that include this statement.
27	Joint IOUs	Page 54	SCE's Energy Leader Model explicitly works to help local governments build capacity (c.f. program implementation plans circa 2009). Can the evaluation please acknowledge this? This is not a new offering by the RENs.	We will add that the LGPs also seek to build local capacity.
28	Joint IOUs	Page 56:	Can the evaluators please clarify: Didn't these entities also participate for years in IOU LGP programs? If "yes, why only mention ARRA?"	We agree that LA County and some of the BayREN members were involved in the past within an LGP. While this section specifically described capacity building within program administration and implementation, we will add in their participation as an LGP here as well.

#	Commenter	Page	Comment	Evaluator's Response
29	Joint IOUs	Page 58	Appendix C Table 3 shows that these findings on the three value criteria are all based upon REN self report. Please acknowledge that this self report may present a biased view of REN value.	Please see our response to comment 6. IOU staff data are included in two of the three value criteria, with the hard-to-reach data arising from how the programs are implemented. Stating that the RENs are including Spanish speakers for outreach is not a biasing statement.
30	Joint IOUs	Page 58	The evaluators did not seem to ask this question of anyone, so should not make any conclusions on whether the three subprograms met this criterion or not.	The comment addresses the criterion of "activities that the utilities cannot or do not intend to undertake". Please see our response to comment 22.
31	Joint IOUs	Page 59	How do you reconcile this conclusion with the low percentage of goal achievement reported for many subprogram in Section 3: REN Progress?	The comment addresses the statement: "The RENs have sufficient and experienced staff resources to conduct REN activities." We agree that some of the program metrics were below the planned level. However, our study did not focus on the specific reasons for possible underachievement. As stated in the report, we indicated that the numbers appear sufficient as no REN staff indicated they had insufficient resources to conduct their activities.
32	Joint IOUs	Page 65	Why did the evaluators not survey SoCalREN participants on whether they experienced any confusion?	Our understanding, based on interviews with REN and IOU staff, was that the participants in the Public Agency Program worked with both groups at different times in the project with close coordination between the REN and IOU staff. As such, we did not focus on the potential for confusion. In retrospect, this may have been a good question to ask.

#	Commenter	Page	Comment	Evaluator's Response
33	Joint IOUs	Page 67	Please include this statement in the Study Limitations section.	The comment references the sentence "For other areas, the only data were self-reported. As such, there is no balancing information from an alternative or outside source." We state already in this area that the value and effectiveness described here is limited to the areas supported by primary data collection. The area that has no balancing information is clearly stated in the report at the appropriate location (just prior to the effectiveness summary). We feel this is sufficient and will not add language to the Study Limitations section.
34	Joint IOUs	Page 72	Please acknowledge that this information comes solely from REN program administrator self report and "thus may be biased in favor of RENs. If there are data that come from a source other than REN self reports, please clearly state where those data came from."	This comment addresses the information in Table 42, that highlights the pros and cons of the RENs. We added a sentence indicating that the information is based on our analysis of REN information.
35	Joint IOUs	Page 75:	What data shows this? Please refer to the page on which this data is presented: There doesn't seem to be any mention of differing opinions on REN value in Section 4.1 "Value of RENs".	The conclusions is based on data presented on page 42 and 43 of the study. Specifically, the sections that start with "REN presence and unique contribution to the local government EE sector as characterized by REN staff" and "IOU staff position on value of RENs vis a vis the LGPs."
36	Joint IOUs	Page 76	What data did you use to determine that the RENs spent \$75 million in 18 months?	The \$75 million is an error. The correct value is \$66 million based on the sum of the two budgets (Tables 2 and 3). Also, we did not state that the budget was spent, only that this was the sum of their portfolio.
37	Joint IOUs	Page 76	There is no mention in this summary of the evaluator's conclusion that RENs may have difficulty staffing new programs. Please add that conclusion to this summary.	We agree that this finding was not included in the conclusions and will add.

#	Commen ter	Page	Comment	Evaluator's Response
38	Alexande r Cole	Conclusi ons and Summar y/Pages 77-79	<p>The study has based its conclusions on criteria that have limited or secondary relevance when drawing conclusions about whether the Commission should continue to fund organizations that have spent \$75 million in ratepayer money over the course of two years (Page 1). When evaluated in terms of effectiveness in implementing programs that meet Commission goals, more differentiated conclusions are merited. Specifically, some of the programs designed by the RENs were effective while others were strikingly ineffective. For example, BayREN’s Policy Support and Advocacy forum (Table 21, Page 32) showed participation well in excess of goals. Therefore it can be considered effective. However, the Financing program (Table 22, page 33) did not serve a single project. It was ineffective. Similarly, SoCalREN’s Multifamily program (Table 25, page 36) achieved less than 10 percent of its savings goals whether measured by Energy Savings, Peak Demand Savings, or Gas Savings. The report should replace its overall conclusion that the RENs were ‘effective’ with a more nuanced and meaningful conclusion informing readers in which aspects RENs were effective and where RENs were ineffective. This would be much more useful for parties as they consider the appropriate role for RENs in California’s EE ecosystem, going forward.</p>	<p>We agree that a more nuanced set of conclusions may be beneficial. However, because the study did not have sufficient budget to determine why specific goals were or were not met, we are reluctant to state that an activity is effective based just on the percent of goal. We will, however, add in some of the language from earlier in the report to help the reader understand the limitations. Specifically, we will add "Management of the RENs and programs is “sufficiently effective”; however, the information gathered through this study was limited. For the service delivery component, the Consultant Team gathered data from multiple sources to enable a clear determination of effectiveness. For other areas, the only data were self-reported. As such, there is no balancing information from an alternative or outside source."</p>

#	Commen ter	Page	Comment	Evaluator's Response
39	Alexande r Cole	Study Methodo logy/Pag es 15	<p>The methodology used in this study is inappropriate. The REN's are pilots and the Commission needs information on whether to continue them or not. The almost exclusive use of survey and long-form interviews is a poor methodological choice for determining either value or effectiveness. Such qualitative research methods are excellent for understanding processes and for discovering both positive and negative outcomes of a program that might not be evidenced through more codified metrics. They would also be useful in informing program change and in guiding organizational adaptation as they might reveal 'weak signals' that don't show up in the metrics. However, they are a poor basis for making an evaluation of the value or effectiveness of the RENs as alternate program administrators. Established metrics such as energy savings and cost-effectiveness tests provides a better indication of whether an organization is meeting key Commission goals. Survey data alone cannot inform us about the cost-effectiveness with which services were delivered. Therefore, on their own, survey data and long-form interviews form an inadequate basis for judging the value or effectiveness of the REN's performance. The report should be altered to reflect the limited scope of the conclusions on value and effectiveness given the study design and data.</p>	<p>We disagree with your overarching statement that the methodology is inappropriate. This study is one of several studies providing information on the RENs. The energy saving and cost effectiveness tests are covered under a different study, which is also complete and available to the CPUC. As stated in the report, this study was originally a process study, but was relabeled to align better with the research questions.</p>

#	Commenter	Page	Comment	Evaluator's Response
40	Alexander Cole	Executive Summary/Pages 2-3	<p>Definition of Effectiveness - The report gives a definition of effectiveness that is based on "organizational competence": sufficient staffing, adjusting to necessary changes, and managing implementation. But this is not the 'effectiveness' that should interest the Commission. The evaluation should be based on the RENs' effectiveness at achieving their stated public-policy goals; specifically, the RENs effectiveness at providing innovative resource and non-resource programs or devising innovative strategies to address hard-to-reach populations (D.12-11-015, p.17). For a non-resource program, effectiveness means the targeted population was reached, that this population found the program useful, and that this useful service was delivered at a reasonable cost. For a resource program, effectiveness means that energy efficiency savings goals were met and in a cost-effective manner. The evidence contained in the report does not support the conclusion that the RENs have met this more reasonable definition of effectiveness. Instead, the evidence presented in this report shows that in some cases the RENs failed to even achieve 10% of their Commission-approved savings goals (Table 25, page 36). Overall, a determination that the RENs are effective is not supported by the available evidence.</p>	<p>Your input on specifically how to define effectiveness would have been useful at the outset of the research. The three non-resource programs studied in our research includes information from program participants, which covers one of your areas that you consider should have been studied. We agree that outside of Section 3, the study is silent on either reaching the targeted population or reasonableness of the cost for the programs. Within Section 4 of the report, we will include data from Table 18 on the number of Home Upgrade Advisor program participants, Table 22 on the number of projects forecast under PAYS, and Table 34 on the number of contacts for SoCalREC to include reach for the targeted population when discussing effectiveness. We will not include cost data as this is outside the study scope. Also, please see our response to comment 38 which will add statements regarding effectiveness to the executive summary. We note that the cost effectiveness was never included in the scope of this study, although is included in a different study. Also, the REN programs were specifically not held to a cost-effectiveness rubric per decision (D.12-11-015, p.19), but were considered as part of the entire approved portfolio.</p>
41	SoCalREN	ii	"Bevilacqua" not "Bevilaqua". Spelling.	Thank you for the correction. We will make that change.
42	SoCalREN	1	"Edison" not "Electric". Accuracy.	Thank you for finding this error. We do know that it is Edison and will make the change.
43	SoCalREN	3	"Home Upgrade" added for clarity.	We are fine with this addition and will make the change.

#	Commenter	Page	Comment	Evaluator's Response
44	SoCalREN	3	"a more attractive incentive structure (replicated statewide), " added. Regarding the deletion, there might be confusion as to the difference between Advanced Home Upgrade and Home Upgrade. Home Upgrade has always been a prescriptive program.	We agree that this change (the addition and deletion) is useful. However, we will add language to indicate that SoCalREN considered this a more attractive incentive structure (as we did not review the structure).
45	SoCalREN	11	The contract is directly between LAC and SCG (not Edison).	This is new information to us. The graphic was shown to staff early in the process and agreed to when the evaluation plan was drafted. Regardless, we can change this in the report.
46	SoCalREN	11	Regarding Figure 2, LA County Dept. of Comm Dev. Should be LA County Community Development Commission.	We will make the change.
47	SoCalREN	38	212 projects funded through loans per the REN Progress to Date DRAFT 06 22 15_SoCalREN comments final	We will update the information in this table with the new data sent to us on 11/5/15. This new data changes the number of projects to 272, but does not change other data in the table.
48	SoCalREN	61	Added: "a more attractive incentive structure (replicated statewide), "	See our response to comment 44.
49	SoCalREN	61	Deleted: "rather than custom incentive calculations"	See our response to comment 44.
50	BayREN	iii	PAYS and Pay As You Save are registered trademarks; first mention of each must contain ®	Noted. We will make this change.
51	BayREN	1, para 2	BayREN administers seven distinct residential programs; this is not accurate. We have two residential programs; a Codes and Standards program that is not residential; a commercial PACE program; a multifamily loan program (maybe this is residential) and our PAYS program that may or may not be residential.	We agree and apologize for the mischaracterization. Table 3, later in the report, does show this differentiation. We will update.
52	BayREN	1	PAYS and Pay As You Save are registered trademarks; first mention of each must contain ®	See our response to comment 50.

#	Commen ter	Page	Comment	Evaluator's Response
53	BayREN	2	Replace last sentence in first para with: "Measures include ultra-efficient indoor water saving devices, drought tolerant landscaping, and weather-based irrigation controls. As of July 2015, two communities are implementing PAYS – the Town of Windsor and the City of Hayward." with "Measures include ultra-efficient indoor water saving devices, drought tolerant landscaping, and weather-based irrigation controls. BayREN PAYS pilots were first started in 2012, funded through a Better Building Program grant administered by the Sonoma County Regional Climate Protection Agency (RCPA). As of July 2015, two communities are implementing PAYS – the Town of Windsor and the City of Hayward."	We are fine with this addition and will make the change.
54	BayREN	2	Unclear as to what is meant by early on, the RENs having experienced difficulties with submissions to the CPUC.	We clarified this statement.
55	BayREN	4	With additional resources, BayREN would have the ability to add new programs without any difficulty.	We will add this statement as a footnote to the document.
56	BayREN	6 - end of first para	Change last sentence to: "Initial REN proposals were evaluated on the following criteria: undertake activities that the utilities cannot or do not intend to do, to perform pilot activities that have the potential for scalability to a broader geographic reach, and to take on pilot activities in hard-to-reach markets." See Conclusion of Law 13, p 118, D.12.11.015. There has not been a decision that states that this is the criteria for future REN programs.	We are fine with this clarification and will make the change.
57	BayREN	8	PAYS, since it began under ARRA, was allowed to continue. (See p 118, Conclusion of Law 11, D.12.11.015.) Further, the Multifamily Capital Advance and Single Family Loan Loss Reserve were part of the separate financing decision, which was issued much later than the Energy Efficiency decision. BayREN	Footnote 8 on page 8 does describe the timing of some of the regulatory documents. The fact that PAYS was allowed to continue does not seem to belong in this section, but the additional decision for the financing programs is a clear addition to the footnote. We will add in about the financing decision to the foot note, but not PAYS.

#	Commenter	Page	Comment	Evaluator's Response
			requests that this clarification be made in at least a footnote.	
58	BayREN	10, table 4	Service territory: unclear as to the reference to selected public agencies and districts. Would suggest replacing that language with: All nine counties and 101 cities that comprise the San Francisco Bay Area.	We will make the change.
59	BayREN	12	(text below Table 5): replace "its nine member county governments" with "its nine member agencies govern BayREN".	We will make the change.
60	BayREN	p 12-13	Add after the sentence ending in (LGPs) fn. 10: Each BayREN member agency appoints a representative to the Coordinating Circle.	We will make the change.
61	BayREN	p 12-13	Replace "appoints" with "elects" Lead Links. Next paragraph: replace "county" with "agency"	We will make the change.
62	BayREN	p 13	Para starting with "In addition", add after 2013-2014 "the three member agencies in - Alameda, Santa Clara and Sonoma counties -"	We will make the change.
63	BayREN	p 14, Fig 4	Replace "Alameda County" with "Energy Council"	We will make the change.
64	BayREN	p 13	last paragraph: replace "Alameda County" with "Energy Council"	We will make the change.
65	BayREN	14; Figure 4	ABAG held the contract with ICF and CLEARresult. The arrows should reflect that and perhaps a footnote can explain that while SCC was the lead, the contract with the implementers was with ABAG	We will add a note to the figure regarding Santa Clara using ABAG as the procurement agency for this contract, but that Santa Clara was the lead.
66	BayREN	15	ABAG has not conducted any EMV studies. Request removal of the sentence: "ABAG has completed one study" and change to: ED is planning four studies.	ABAG managed this study (see comment 67) using ratepayer funds. As such, it is an EM&V study.

#	Commenter	Page	Comment	Evaluator's Response
67	BayREN	15	Remove the bullet in bold as it is not an EMV study and to have in this section is misleading. (see page 28 comment below.) <i>n A study of the BayREN C&S Permit Resource Opportunity Program is completed and available to the public. (The study is available at www.calmac.org.)</i>	We disagree. This is an EM&V study, just one that supports program design (a perfectly acceptable use of evaluation resources). We do not plan to remove this bullet. However, we will move the location of the bullet and clarify the purpose of the study (as stated in the report).
68	BayREN	15	There are additional studies being conducted by ED. There is an impact assessment of both RENs with a preliminary report due in early November 2015.	We agree. The draft report inadvertently includes this impact assessment as due in 2016. We will update.
69	BayREN	15	ABAG held the contract with ICF and CLEAResult. The arrows should reflect that and perhaps a footnote can explain that while SCC was the lead, the contract with the implementers was with ABAG	Please see our response to comment 65.
70	BayREN	26	Pay As You Save is registered trademark; first mention in main body (not executive summary); request maintain ®	Please see our response to comment 52. We will include the trademark in the first mention only.
71	BayREN	28	The C&S Permit Resource Opportunity Program was a report that was written by BayREN. This was not an EMV study. Mention of this study in this section is confusing as it sounds like it was EMV. This clarification is important as the Decision precluded the RENs from conducting their own EMV.	Please see our response to comment 67.
72	BayREN	30	BayREN's Home <i>Upgrade</i> Advisor Program <i>not</i> Home Energy Advisor, which is an IOU program name	We note that this original language was from BayREN. Regardless, we will make this change.
73	BayREN	30, Sec 3.1.2	Second sentence changed as follows: "BayREN designed this program to provide a "middle of the road" offering that achieves deeper savings than single-measure programs, but requires less upfront investment than the IOU's whole building program." third sentence delete "market rate". Fourth sentence change to: "Property owners receive no-cost technical assistance to assess energy upgrade opportunities and develop a customized scope of work designed to reduce building energy use by a minimum percentage	We note that this original language was from BayREN. Regardless, we will make this change.

#	Commen ter	Page	Comment	Evaluator's Response
			through installation of multiple measures." Fifth sentence change to: "BayREN refers projects with deeper energy savings scopes of work or wish to work with their own third-party Rater to PG&E's Multifamily Upgrade Program." No change to the last sentence in this paragraph.	
74	BayREN	31, table 19	Change in Note "gross" to "net"	After further discussion with BayREN, the values were determined to be gross and therefore, we will not make this change.
75	BayREN	p 31, table 31	Replace "incentives" with "rebates"	The metric is labeled as "incentives" in the PIP, so we will keep as written.
76	BayREN	32, Section 3.1.4	Replace Description of Multifamily Capital Advance Program as follows: BayREN's Multifamily Capital Advance Program co-finances with private lenders to provide up to half of an EE loan amount at zero percent interest rate. The private lender underwrites to its own criteria and applies its market interest rate. The effect is a lowering of the blended interest rate for the overall EE loan by up to half. The loan pool is \$1.5 million and the marketing and administration budget is \$500,000. BayREN leverages the technical assistance, scope qualification, and post-installation QA services of EUC-Home Upgrade Multifamily program from BayREN or PG&E by pre-qualifying scopes that are determined to be eligible under one of these programs. "	We note that this original language was from BayREN. Regardless, we will make this change.

#	Commenter	Page	Comment	Evaluator's Response
77	BayREN	32	Description of PAYS, replace last sentence with: "The pilots attach a monthly charge on the customer's water bill as a method of repayment." with "The pilots attach a regular charge on the customer's water bill as a method of repayment. [Reason: Bills are typically bi-monthly. While the charge is applied monthly, regular avoids confusion as to whether the bill or the charge in monthly or bimonthly.] BayREN PAYS is an extension of efforts funded through a Better Building Program grant administered by the Sonoma County Regional Climate Protection Agency (RCPA)."	We note that this original language was from BayREN. Regardless, we will make this change.
78	BayREN	32	Request an explanation (in a footnote) as to why the number of contractors trained (third row) was low. As explained, due to quick uptake in program, we transferred funds for contractor trainings to rebates so that we could enroll more units in the program.	This is table 20 - will add table note
79	BayREN	32, Table 22	Add footnote next to third box re PAYS: "While PAYS programs supported with CPUC funds did not result in installed projects as of December 2014, the initial Windsor Efficiency PAYS pilot supported with Better Buildings Program funding administered by the Sonoma County Regional Climate Protection Agency had installed PAYS projects in 231 single family homes and 233 multifamily units as of December, 2014."	Noted. We will make this change.
80	BayREN	45	Third bullet: Replace the paragraph as follows: The BayREN and PG&E Multifamily programs target the exact same populations, but with different measure mix offerings. While their implementation plans indicate service to any multifamily building, the Consultant Team heard that BayREN has experienced significant participation by market-rate multifamily complexes while PG&E has primarily served low-income (affordable) complexes. This may be due to differences in program design. BayREN's Multifamily program allows customers to utilize program-provided	We discussed the factual aspects of this information with BayREN and adjusted the language somewhat.

#	Commenter	Page	Comment	Evaluator's Response
			technical staff and a streamline assessment process, while PG&E requires participants to invest in an in-depth upfront assessments by a participating Rater (subsidized with an assessment incentive)."	
81	BayREN	50	After: "Within the program and through an on-bill financing arrangement, customers can pay for new energy- or water-savings devices by adding payments for the chosen devices cost to their water bills." Insert: "Eligible devices must be approved by the sponsoring water agency."	Noted. We will make this change.
82	BayREN	50	Comment re: "The two energy savings devices included in PAYS are high-efficiency shower heads and faucet aerators." - Hayward is also allowing Common Area Lighting and Hot Water System Upgrades (pipe wrap, demand controllers, etc.)	We will add a qualifier to the report. We had checked the website for both Hayward and Windsor just prior to finalizing the draft. Since then the Hayward website now lists the values you indicate, but they were not present at the time of our writing.
83	BayREN	50	Edit to footnote: Replace" PAYS is a financing program supported by water agency funding whereby savings from both water- and energy-saving devices, which the program expects to be equal to the financed cost of the devices." with " PAYS is an on-bill financing program supported by water agency funding whereby savings from both water- and energy-saving devices are estimated to significantly exceed program charges used to repay the financed cost of the devices."	We will make the change.
84	BayREN	61	The first bullet refers to <i>post</i> -approval program launch efforts and not pre-approval proposals. The text is confusing appearing under the heading of "Becoming New Program Administrators".	Noted. We will change this to be "Learning to be a Program Administrator"

#	Commenter	Page	Comment	Evaluator's Response
85	BayREN	63	customer targeting; not customers targeting	The only place we see "customers targeting" is on page 32. It makes sense to change to "customer targeting" on this page, though, and we will do so.
86	BayREN	66	(last paragraph). Providing EE financing options is not part of the Home Upgrade Advisor's scope of work for BayREN. Accordingly, request deletion of the last phrase of the last sentence starting with "although the Home Upgrade Advisor had a more moderate...."	After further discussions with BayREN, there is no change needed.
87	BayREN	66	First sentence of first para: request change, based on Table 39: "The frequency of customer communications with the Home Upgrade Advisor varies from less than once per month, to multiple times per week."	We will make the change.
88	BayREN	72	3rd to last paragraph fist sentence is not correct. If a member agency representative decided to withdraw from BayREN, programs would still be available to residents of that county, although marketing and outreach would be curtailed since much of this work is done by the member agency	Thank you for the clarification. We will adjust this sentence to appropriately indicate that programs would be available, but M&O would be curtailed.
89	BayREN	Appendix 1	Replace "The BayREN PAYS program provides on-bill financing for water saving measures via a charge on the customer's water bill." with: "The BayREN PAYS® program provides on-bill financing for water saving and energy saving measures via a charge on the customer's water bill."	Since this is the first instance of PAYS showing up in the appendix, we will add in the trademark. Also, please see our response to comments 50 and 52.
90	BayREN	Appendix 1	Edit "The energy savings for the program come from 1) direct on-site energy savings from reduced water heating or pumping, and 2) embedded energy saved by the local water utility from avoided water treating and pumping." --> "The energy savings for the program come from 1) energy efficiency measures, 2) direct on-site energy savings from reduced water heating or pumping, and 3) embedded energy saved by the local water utility from avoided water treating and pumping."	We will add in energy efficiency measures as requested.

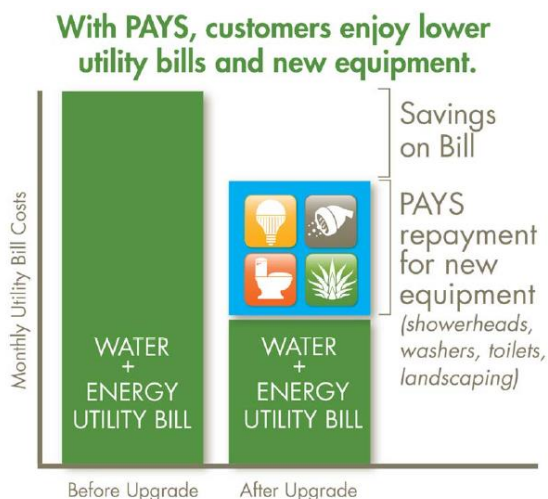
#	Commenter	Page	Comment	Evaluator's Response
91	BayREN	Appendix 1 + 2	Update all "WEPAYS" to Windsor Efficiency PAYS. WEPAYS connotes something very different from the meaning of PAYS - ("we pay" vs. "Pay As You Save")	We will make the change.
92	BayREN	Appendix 1	Replace: "The program also offers hot water recirculation pumps as a co-pay measure for customers willing to pay a portion of the cost upfront. The WEPAYS commercial landscaping pilot provides weather-based irrigation control (WIBIC) system retrofits, pressure reducing valves, as well as irrigation system leak and spray-head repair." with "The program also offers hot water recirculation pumps as a co-pay measure for customers willing to pay a portion of the cost upfront. Windsor Efficiency PAYS had installed PAYS projects in 231 single family homes and 233 multifamily units as of December, 2014. The Windsor Efficiency PAYS commercial landscaping pilot provides weather-based irrigation control (WIBIC) system retrofits, pressure reducing valves, as well as irrigation system leak and spray-head repair. "	Because the PAYS projects were not funded under the BayREN funding (see comment 79 above), we will not add in the number of projects here. The information has been added via a footnote earlier in the report.

Appendix B. PAYS PROGRAM INFORMATION

This information describes the program in more detail than within the main body of the study report. The documentation herein is from implementer information, the Internet, and knowledge of the Consultant Team regarding CPUC decisions.

The BayREN PAYS® program provides on-bill financing for water saving and energy saving measures via a charge on the customer's water bill. The energy savings for the program come from 1) energy efficiency measures, 2) direct on-site energy savings from reduced water heating or pumping, and 3) embedded energy saved by the local water utility from avoided water treating and pumping.

Figure 1: Illustration of how PAYS bill savings occur



Source: RCPA PAYS Overview 11/25/2014

Participants must be customers of both the energy utility (PG&E) and a water utility offering the program. BayREN PAYS has three participating water utilities: the Town of Windsor, East Bay Municipal Utility District, and the City of Hayward. The Town of Windsor was the first to begin implementing the program.

Windsor Efficiency PAYS Measures

The Windsor Efficiency PAYS program has a residential and a commercial component. The residential offering, began in 2014, provides indoor plumbing fixtures and outdoor turf conversation to drought-tolerant landscapes for single family and multi-family customers. Indoor measures include high-efficiency showerheads, low-flow toilets, faucet aerators, and CFLs. The program also offers hot water recirculation pumps as a co-pay measure for customers willing to pay a portion of the cost upfront. The Windsor Efficiency PAYS commercial landscaping pilot provides weather-based irrigation control (WIBIC) system retrofits, pressure reducing valves, as well as irrigation system leak and spray-head repair.¹

For both residential and commercial customers, the combined energy and water bill savings must substantially exceed the cost of the retrofit. The table below shows the cost of typical residential measures, bi-monthly finance surcharge, payback period (surcharge duration), and bi-monthly savings estimate.

¹ Windsor Efficiency PAYS website. <http://www.townofwindsor.com/index.aspx?nid=819>. Accessed 7/9/15.

Figure 2: Typical cost estimates for Windsor Efficiency PAYS residential customers (Source: Windsor Efficiency PAYS FAQs: 5/27/15)

ESTIMATED WINDSOR EFFICIENCY PAYS® COSTS AND SAVINGS	Total Installed Measure Cost ¹	Co-pay	Bi-Monthly Surcharge	Surcharge Duration	Average Bi-Monthly Estimated Savings ²	Average Bi-Monthly Estimated Net Savings ²
Basic						
High-efficiency toilet, shower-head, and two (2) aerators	\$334.56	\$0.00	\$7.78	10 years	\$15.90	\$8.12
Basic Plus						
Compact fluorescent light (ea.)	\$5.18	\$0.00	\$0.20	5 years	\$1.71	\$1.51
Drought-resistant landscaping ³ (assumes 1,000 square feet)	\$2,650.00	\$0.00	\$37.26	15 years ²	\$49.66	\$12.40
Co-Pay						
Hot water-recirculation pump	\$160.00	\$75.00	\$3.36	5 years	\$4.72	\$1.36

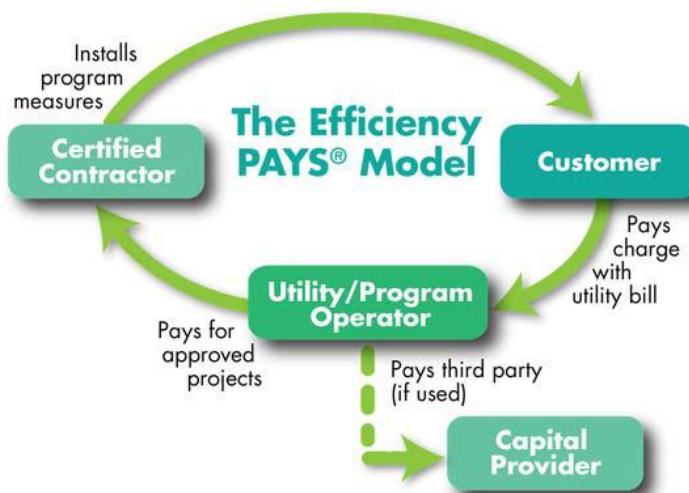
¹ Reflects known program costs as of July 1, 2013.

² PAYS® upgrade measures have been selected to provide an estimated minimum of \$1.00 in savings on your utility (water and energy) bill for every \$0.75 of PAYS® surcharge. Exact savings will vary among participants and is dependent upon the accuracy of self-reporting usage estimates.

³ Landscaping package offers savings, and so is billed, only during the summer season.

Windsor Efficiency PAYS financing model

Figure 3: Illustration of PAYS financing model



Source: RCPA PAYS Overview 11/25/2014

In addition to participating water utility partner, the BayREN PAYS program requires a 1) program operator, 2) capital provider, 3) pool of certified contractors. Participating contractors are trained to only undertake PAYS projects that will “produce enough customer bill savings to cover the costs of installation, financing, and program management.” An independent program operator typically supports the utility with contractor oversight and project quality assurance activities to ensure proper measure installation and provide for data tracking and reporting. The utility may use internal resources, or a third-party capital provider, to fund the up-front costs of measures. All program costs are paid back over time by the customer.²

² RCPA PAYS Overview 11/25/2014.

- A certified contractor markets the PAYS system, identifies qualifying measures for each project, installs those measures, and is paid by the utility upon successful installation.
- The customer pays monthly charge as long as they remain at the premises and the product functions.
- The utility uses a program operator to provide oversight, bills PAYS charges, collects payments from customers with PAYS measures, and coordinates repayment to internal account or the capital provider

Water-energy nexus

The CPUC has identified the water-energy nexus as an area of programmatic synergy where additional knowledge and testing is needed. The 2013-2014 portfolio guidance decision directs the energy utilities to pursue “new or expanded efforts” towards the “expansion of cost-effective water-energy nexus programs” in the 2015+ timeframe. The CPUC instructs the utilities to target small and medium sized utilities since they are “the least likely to make system improvements without IOU-assisted intervention,” and emphasizes the need to focus on industrial and agricultural customers.

Since the adoption of D.12-05-015 in 2012, California has found itself in one of the worst droughts in its history. In 2015, the Governor issued an Executive Order calling for mandatory water restrictions for urban customers. The focus on urban water use has resulted in more opportunity for water-energy nexus programmatic offerings in the residential and commercial sectors. The BayREN PAYS program is an example of a leveraged response that satisfies multiple objectives, responding to the call for reduced urban outdoor water-use, using funds from the DOE Better Buildings Program for local government capacity building, and energy ratepayer funds to administer and implement the an embedded energy pilot effort.

Direction in D.12-05-015 on the water energy nexus

p.286, dicta	We now provide further guidance on new or expanded efforts. Overall, we expect that expanded programs should produce tangible savings through the investments being made.
p.287, dicta	in light of the potential for energy savings identified in the pilots, we will pursue three sets of activities during the 2013-2014 period to support the potential expansion of such programs in the 2015+ timeframe..... we ask the IOUs to note ways to accelerate the expansion of cost-effective water-energy nexus programs where possible.
p.288, dicta	The IOUs should focus their outreach to target small and medium sized water and wastewater utilities, since they are the least likely to make system improvements without IOU-assisted intervention
OP113, p. 423	shall include proposals in their 2013-2014 applications to increase targeting of agricultural and industrial customers.
OP114	shall propose to continue to offer measures and services to the water sector through their calculated energy efficiency savings programs in the 2013-2014 portfolio, as they currently do.
OP115	propose 2013-2014 efforts (either through limited, water sector focused pilot programs or through targeted efforts within the existing calculated savings programs) that go to leak-loss detection and remediation , and pressure management services for water entities that are utility customers.
OP116,	Commission Staff shall develop a robust record in the 2013-2014 application proceedings or in another energy efficiency rulemaking to identify potential cost-effective water-energy nexus efficiency programs, including strategies to overcome barriers to adoption and deployment of the identified measures .

Appendix C. MAPPING OF RESEARCH QUESTION RESULTS TO REPORT AREA

Table 1. Results Report Location by Value Research Question

Value Research Questions	Where Addressed in Report	Research Question Brief Answer
1) What overlap, if any, is occurring between the RENs programs and activities and IOU programs or activities?	4.1.1: Overlap with IOU Programs	Both program administrators target the same customers in their programs, but the RENs and IOUs have collaborated to differentiate their programs.
a) Do they fill a niche or provide additive benefit that is not provided by IOU program offerings?	4.1.1: Category 1 and 2	Yes, the RENs have provided additive benefit through more engagement within their technical assistance (Home Upgrade Advisor and Public Agency Program) as well as new software not provided by the IOUs (EEMIS).
b) Do they serve hard-to-reach markets?	4.1.1: Category 3	Yes, the RENs are doing their part to continue helping this segment become more energy efficient through work within the multi-family sector (which is a hard-to-reach sector) and bringing in bilingual Spanish speakers for outreach and marketing for the Home Upgrade program.
ci) How successful have the programs and activities been in terms of participation?	3: REN Progress	The goals in the report are two-year goals, although the RENs had only 18 months (3/4 of the time) in which to attempt to meet them due to delays. BayREN held close to the number of expected trainings within the Home Upgrade program and accomplished higher than expected savings in the Multifamily program. They held the expected number of code enforcement trainings (72) although the attendance was less than expected (469 versus 1650). No financing progress occurred compared to their performance metrics. SoCalREN performed a high level of outreach, but reached accomplishments in the single digits
cii) How many customers or constituents have participated in the programs or activities?	3: REN Progress	Varied by program
ciii) What was the expected rate of uptake for the programs or activities by the RENs and how well has the actual rate met that expectation?	See civ as received information from the same question in data collection instrument.	See below

Mapping of Research Question Results to Report Area

Value Research Questions	Where Addressed in Report	Research Question Brief Answer
civ) Have expectations about participation changed in the context of program roll-out?	This was not specifically in the report as it did not fit the structure.	Not specifically addressed in report, but staff indicated that: 1) they were unable to complete projects in 13-14 due to delays in CPUC approval 2) they were looking at ways to reduce a task due to reduced budgets 3) participation may be skewed from goals due to creating a unified approach with Home Upgrade 4) found less interest than expected in local governments and water agencies
cv) Have the RENs demonstrated a level of responsiveness or innovative approaches to customer service beyond those traditionally delivered by the IOUs? (SoCalREN and BayREN PAYS sub-pilots only)	4.2.2: Service Delivery	The RENs have provided technical expertise to customers unlike that of the IOUs. Both RENs help customers find the most appropriate program as they refer customers to the Advanced Home Upgrade program when necessary. SoCalREN and the IOUs agree that their offerings are distinct in terms of the level of engagement involved. For instance, the IOUs' technical assistance may address one piece of the process of developing energy efficiency projects, while SoCalREN provides assistance through the entire process. Additionally, one survey participant highlighted the different level of engagement that SoCalREN offers: <i>"They [the IOUs] do offer programs, but do not go above and beyond the way The Energy Network [SoCalREN] does."</i>
cvi) Is there cooperation and synergy between the IOUs and the RENs? What is the level of coordination?	4.2.1: Management of the RENs and Sub-Pilots	The RENs and the IOUs have coordinated well. They use on-going communication processes to manage services to the same customers and maintain differentiation in their offerings. They accomplished this through IOU and REN conversations that took place early on with great frequency and continue in a moderate effort. The RENs and IOUs meet monthly and often discuss technical details.
2) What are the goals of the programs or activities undertaken by the RENs?	3: REN Progress	These vary based on the program and a single program may have had several goals. See data in Section 3: REN Progress
3) What is the history of the programs or activities?	1.2 History of the RENs	In 2012, the California Public Utility Commission (CPUC) created two Regional Energy Networks (RENs) to administer energy efficiency programs in Northern and Southern California. The RENs grew out of past efforts by local governments through the federal American Recovery and Reinvestment Act of 2009 (ARRA) and were established by CPUC Decisions D.12-05-015 and D.12-11-015.
4) How are the programs or activities being implemented?	3: REN Progress	These vary based on the program and a single program may have had several goals. See data in Section 3: REN Progress

Value Research Questions	Where Addressed in Report	Research Question Brief Answer
a) Where are the implementation of the programs or activities geographically located?	1.1 RENs Overview, Figure 1	BayREN is in the nine counties around San Francisco Bay; SoCalREN is a large part of Southern California, but not SDG&E.
b) How are they marketed?	3: REN Progress	These vary based on the program and a single program may have had several goals. See data in Section 3: REN Progress
c) To whom are they marketed?	3: REN Progress	These vary based on the program and a single program may have had several goals. See data in Section 3: REN Progress
5) How do the costs associated with the non-resource programs and activities compare to the overall RENs portfolio of sub-pilots?	1.2.2 Budgets	BayREN garners energy and demand savings for two programs – Single Family and Multi-Family Energy Upgrade California Home Upgrade programs. These two program are 72% of their budget. SoCalREN garners energy and demand savings from the same two programs – Single Family and Multi-Family Energy Upgrade California Home Upgrade programs. These two program are 33% of their budget.

Table 2. Results Report Location by Effectiveness Research Objectives

Effectiveness Research Questions	Where Addressed in Report	
1) What are the pros and cons of the two RENs' implementation models?	Various	
a. What have been the areas of difficulty as the RENs have taken on their role as program administrators?	4.2.1: Ability to Mitigate Administrative Challenges	BayREN in particular faced challenges developing a REN model and decision-making processes that met the needs of all nine Bay Area member counties. According to BayREN staff, when internal conflicts between the counties arose early on, BayREN increased the transparency of its decision-making process by specifying county-specific governance roles. SoCalREN faced fewer challenges in this area, as it does not have to balance the needs of multiple counties to administer the REN. However, one SoCalREN staff member described the \$250,000 upfront investment to develop the initial REN application as extraordinary relative to the available means of typical local agencies.
b. How do the RENs manage regulatory processes?	4.2.1: Ability to Navigate the Regulatory Environment	The RENs faced challenges related to delays decision-making and managing regulatory requirements. Both RENs indicated regulatory challenges but, where possible, seem to have navigated these challenges. For example, The BayREN's Multi-Family program had unexpectedly higher demand and could not serve all interested customers in

Effectiveness Research Questions	Where Addressed in Report	
		2013–2014 until they secured additional funding, an activity that took several months. Once secured, the program moved forward to serve additional customers.
c. How do they manage their program managers/implementers?	1.2.3 Structure and Governance Model	<p>BayREN operates under an “in-house” model in which ABAG acts as the REN Administrator and has signed nine distinct MOUs with each REN member county for funds disbursement. The BayREN makes decisions on programs and budgets by vote, with each member having equal voting rights. A majority of the Coordinating Circle constitutes a quorum with action taken by a majority vote of those present at a meeting. In addition, each program has its own decision-making committee. The Coordinating Circle is responsible for coordination of activities for all other local government jurisdictions within their county, especially with LGPs. Lead Links are appointed by the Coordinating Circle and are responsible for management of a single program. Program Circles, made up of volunteer members, provides input to the Lead Links on budget and implementation plans.</p> <p>Los Angeles County manages the SoCalREN through a “consultant” model in which the County of Los Angeles acts as the REN Administrator and employs the services of the consulting firms Bevilaqua Knight Inc. (BKI) and The Energy Coalition (TEC).³ These firms are the prime contractors implementing the Home Upgrade - Energy Upgrade California (Home Upgrade) residential customer program and the Southern California Regional Energy Center (SoCalREC) public agency programs, respectively. The two firms jointly implement the financing program. The County of Los Angeles contracts with one other Los Angeles County agency to manage the Low Income Single Family Home Upgrade program and manages two other programs with UCLA and Emerald Cities Collaborative.</p>
d. What are the pros of their administrative models?	4.3.3: Comparison of the REN Administrative Models	<p>BayREN pros are:</p> <ul style="list-style-type: none"> ■ Involves multiple local governments, which supports increased local government capacity.

³ The County of Los Angeles has been participating in energy efficiency for at least 10 years. In the 2004–2005 program cycle, they partnered with SCE and SoCalGas to retrofit 70 county buildings (Calmac ID SCE0226.01).

Effectiveness Research Questions	Where Addressed in Report	
		<ul style="list-style-type: none"> ■ Member voting means that each member matters in decision-making. ■ Flexibility brought about by the accessibility within a short organizational structure supports quick changes to small program issues. ■ When REN member counties are also an LGP, there is a natural synergy. <p>SoCalREN pros are:</p> <ul style="list-style-type: none"> ■ Single decision-maker reduces time to make choices, although the advisory committee most likely is included in any large decision, which would have the potential to slow the process. ■ Flexibility brought about by the accessibility within a short organizational structure supports quick changes to small program issues.
<p>e. What are the cons of their administrative models?</p>	<p>4.3.3: Comparison of the REN Administrative Models</p>	<p>BayREN cons: BayREN members can withdraw from the REN with a 30-day notice to the other members. If this were to occur, customers would have a short period of notice that certain BayREN activities were no longer available to them and BayREN would spend time and money on rearranging where they can implement programs. If the withdrawing member were a Lead Link, it would be paramount to quickly move the implementation management to a new member, under the assumption that a member was able to support being a Lead Link.</p> <p>SoCalREN cons: As a single local government administration design, has no other specific organization to step in if there is a change in focus in the County of Los Angeles.</p>
<p>2. How do the RENs manage their programs?</p>	<p>1.2.3 Structure and Governance Model</p>	<p>See 1c above.</p>
<p>a. How many staff are included in the management of the portfolio and all other aspects of program administration?</p>	<p>4.2.1: Allocating Staff Resources to REN Activities</p>	<p>BayREN has 31.7 Full Time Equivalent (FTEs) across 43 people. 70% of the FTEs are for LG staff. SoCalREN has 39.5 FTEs across 48 people. 89% of the FTE are for implementing consulting staff.</p>

Mapping of Research Question Results to Report Area

Effectiveness Research Questions	Where Addressed in Report	
b. Who is implementing the programs and how many staff are involved with each sub-pilot activity?	4.2.1: Allocating Staff Resources to REN Activities	<p>BayREN has five implementation contractors and implements two programs on their own. Implementation consultants have 9.6 FTEs across 14 people.</p> <p>SoCalREN has five implementing contractors (one of which is an arm of the County of Los Angeles). Two consulting firms (BKl and The Energy Coalition) perform the majority of implementation activities. Implementation consultants have 35 FTEs across 38 people.</p>
c. How are decisions made when issues arise?	1.2.3 Structure and Governance Model 4.3.3: Comparison of REN Models	See item 1c
d. How well are they able to mitigate problems when they arise?	4.2.1: Ability to Mitigate Administrative Challenges 4.2.1: Ability to Navigate the Regulatory Environment 4.2.2: Ability to Mitigate Program Participant Challenges	<p>RENs mentioned that the Home Upgrade Single-Family programs' designs required significant re-tooling. According to SoCalREN, in the initial design, the incentive levels were too low, the incentives calculations were too complicated, and the application process was too difficult for customers. To address this, SoCalREN developed more streamlined program requirements and incorporated simplified prescriptive rebates rather than custom incentive calculations. BayREN staff indicated that the Home Upgrade Single Family also had initial design issues. (As of the end of December 2014, the conversion rate for Home Upgrade moved from 4% in 2013 to 19% in 2014, while the conversion rate for the Advanced Home Upgrade moved from 23% in 2013 to 34% in 2014.)</p>
e. How are the services delivered?	1.2.3 Structure and Governance Model	See item 1c above
f. How have delays or other issues (anticipated or not) affected implementation? How have the RENs attempted to mitigate these issues?	4.2.1: Ability to Mitigate Administrative Challenges 4.2.1: Ability to Navigate the Regulatory Environment	See b. and d. above.
g. Do the RENs' constituents consider the REN offerings to be well-served, sufficient and adequate?	4.2.2: Program Participant Satisfaction with REN Services	<p>In the three programs assessed by the Consultant Team, REN participants are highly satisfied with the RENs' services.</p> <p>The water agencies that BayREN served through the PAYS program reported high satisfaction as all three rated BayREN's support as "very helpful."</p>

Effectiveness Research Questions	Where Addressed in Report	
		<p>BayREN Home Upgrade Advisor participants indicated that their Advisor was capable of providing a high level of knowledge and expertise in most aspects of planning and implementing energy efficiency project. Working with the Home Advisor made a difference for two-thirds (64%) of the homeowners.</p> <p>A very high proportion of Public Agency Program participants indicated receiving beneficial support from the SoCalREN program.</p>
<p>h. How effective do participating constituents rate the REN programs? Do they feel the REN programs could be improved or made more effective?</p>	<p>4.2.2: Constituent Satisfaction with REN Services</p>	<p>Improvements were not included in the report as this is more of a process question, but the information is below this table.</p>
<p>i. Are there differences within program funding allocation among the RENs local governments? If so, why?</p>	<p>1.2.2 Budgets</p>	<p>The report does not any differences why as this information was not specifically collected. However, there does not appear to be any specific funding allocation within either REN to local governments based on the knowledge of the Consultant Team.</p>
<p>j. How often do the RENs communicate with their constituent local governments? For those local governments that have IOU partnerships, is it more or less often than they communicate with the IOUs? (SoCalREN and BayREN PAYS only)</p>	<p>4.1.2 Local Government Engagement with RENs and IOUs</p>	<p>Local governments in REN and LGP territories tend to work with both the RENs and the IOUs. Although these are small numbers (i.e., qualitative findings that cannot be extrapolated across the entire population), there is a trend that when the LGPs do engage, it is less frequent with the RENs than with their respective IOU. However, consistent with the program design, this trend is not evident for SoCalREN Public Agency Participants, as these participants engage much more frequently with SoCalREN than they do the IOUs.</p>
<p>k. What offerings, if any, do the RENs provide in terms of capacity building for local governments?</p>	<p>4.1.2: REN Local Government Capacity Building</p>	<p>Public Agency Program participants said that the RENs help with build capacity among their staff by increasing their staffs' ability to improve energy efficiency within municipal buildings, with about the same number indicating a significant increase (7 of 18) as those indicating a slight increase (6 of 18). Local governments that belong to LGPs note a more moderate increase in this same capacity. Partner LGs that also work with or coordinate with the RENs have a greater capacity increase in bringing energy efficiency to local residents than Public Agency Program Participants. This is unsurprising given that the Public Agency Program intervention does not aim to increase residential energy efficiency. The BayREN PAYS also provides local governments with technical services, expertise, and resources such as contracts and marketing materials to water agencies. This fits under the first bullet point of the</p>

Effectiveness Research Questions	Where Addressed in Report	
		Global Development Center definition of capacity building, whereby water agency staff are given the knowledge to perform effectively, at least in the short term.
I. What activities do the RENS encourage or discourage, if any, within the local government?	This was not specifically in the report as it did not fit the structure.	REN staff indicated they did not discourage any local government activities.

Details on Effectiveness Research Question 2h – improvements to the program.

Public Advisory Program Participants (n=28)

- 79% (22 of 28) indicated they had nothing to add about improvements to the program. The six comments received are shown verbatim next.
- The Energy Network could have better kept track of the projects and followed up with the consultant if a milestone was not being met (1 of 28).
- The Energy Network team has limited capacity to decide the types of projects they can support due to the regulations. I would like to have more support in measurement and verification. I also would like to see actual results of implemented projects like case studies. I also love to see whether they can give us advice on behavioral changes program. I love to implement behavioral change in energy consumption but want to show the savings quantified. I know that we cannot do anything like that. I hope that Public Utilities Commission supports this type of projects. (1 of 28).
- Tough to say...a lot of the time it seems like they are duplicating what is offered through the local government partnership programs with SCE and SoCalGas. (1 of 28).
- Coordinate regional procurement with similar projects. Work with SoCal specific JPA for procurement; [my city] has procurement criteria that prefer local vendors; preselect vendors to perform work or contract with ESCOs. (1 of 28).
- If they had more funding, they could help us fund detailed engineering and construction plans for projects. (1 of 28).
- Updates more often. (1 of 28)

Home Upgrade Advisor Participants (n=77)

- Seventy one percent of Home Advisor Participants had no suggestions. (55 of 77)
- More explanation on rebates and rebate options (7 of 77)
- Would like to have the Advisor available earlier in the process (2 of 77)
- More explanation on how the program works (2 of 77)
- Customer satisfaction ratings for contractors (2 of 77)
- Estimates on job costs (2 of 77)
- More assistance selecting contractors (1 of 77)

PAYS Water Agencies (n=3)

- Two of the three had no suggestions.
- One asked whether BayREN could come up with a cookie cutter program that could be most easily integrated.

Appendix D. DATA COLLECTION ACTIVITIES BY RESEARCH QUESTION

Secondary data collection and depth interviews with REN staff form the core of evaluation activities, addressing all research questions. The internet survey information addresses management of the RENs' sub-pilots based on the constituents' viewpoints. The table below shows the specific research questions and the data collection tasks.

Table 3: Data Collection Activities by Research Question

Research Question	Secondary Materials and Data Review	Depth Interviews with REN Staff	Depth Interviews with IOU Staff	Internet Surveys with Constituents
Research Questions to Inform Value				
1) What overlap, if any, is occurring between the REN sub-pilots and IOU programs or activities? Do they fill a niche or provide additive benefit that is not provided by IOU program offerings? <i>(all sub-questions included here, but not shown to simplify the table)</i>	☑	☑	☑	
2) What are the goals of the sub-pilots or activities undertaken by the RENs?	☑	☑		
3) What is the history of the sub-pilots or activities?	☑	☑		
4) How are the sub-pilots or activities being implemented? <i>(all sub-questions a through c included here, but not shown to simplify the table)</i>	☑	☑		
5) How do the costs associated with the non-resource sub-pilots and activities compare to the overall RENs portfolio of sub-pilots?	☑	☑		
Research Questions to Inform Effectiveness				
1) What are the pros and cons of the two RENs implementation models? <i>(all sub-questions a through e included here, but not shown to simplify the table)</i>	☑	☑		
2) How do the RENs manage their sub-pilots? <i>(all sub-questions a through k included here, but not shown to simplify the table)</i>	☑	☑		☑
Questions to Inform Policy				
1) Can or should the non-resource sub-pilot activities be scaled up or introduced to other areas of the state?	☑	☑		
2) Would allowing more duplication of programs among RENs and IOUs create healthy competition or would it lead to added consumer confusion, redundancy and waste?	☑	☑	☑	

Appendix E. REN STAFF DEPTH INTERVIEW GUIDE



Opinion Dynamics

Regional Energy Networks Value and Effectiveness Study

REN Staff Depth Interview Guide

December 8, 2014

FINAL

The Evaluation Team expects to conduct 20 in-person depth interviews with implementer and administrator staff at the Southern California Regional Energy Network (SoCalREN) and Bay Area Regional Energy Networks (BayREN). The Evaluation Team expects to conduct 14 of the interviews with BayREN staff while the remaining 6 interviews will be with staff from the SoCalREN. These numbers represent an additional four interviews from what is in the plan to ensure coverage of the entire set of implementers for BayREN.

The purpose of the interviews is to do the following:

- *Understand the goals of the RENs and how their sub-pilots are implemented*
- *Document and quantify overlap between REN sub-pilots and IOU programs*
- *Understand if duplication of programs between IOUs and RENs would create healthy competition or lead to increased customer confusion, redundancy, and waste*
- *Understand value of the targeted non-resource sub-pilots in terms of sub-pilot participation and uptake*
- *Understand sub-pilot metrics for targeted non-resource sub-pilots*
- *Understand if the existing Program Administrators should scale up the current targeted non-resource sub-pilots, if the current REN portfolios should have additional sub-pilots, or if the CPUC should allow other RENs within the overall energy efficiency portfolio.*

Depth Interview Guide

Interviewee: _____

Date: _____

Time Begun: _____

Introduction

While we recognize that your organization engages in multiple activities, for the purpose of the REN Value and Effectiveness Study we want to focus on the administration of the RENs and specific targeted sub-pilots. The evaluation team will be asking questions about the REN overall, interactions with local governments, possible overlap with IOU programs, challenges you may have encountered during the implementation of the program, and specific sub-pilots with which you have experience.

There may be questions shown below that are not relevant to your organization. However, if that is the case, we will simply read the question and skip any discussion point as needed.

Introduction

For those people we have not yet talked to, we would first like to understand:

- your current role within the REN,
- how long you have worked in any capacity within the REN, and
- if your role has changed over time within the REN or you expect it to change in the near future.

REN Administration

The evaluation team expects that we will ask the first two questions of only Jenny Berg and Howard Choy (or his designee), although other entities are welcome to add any comments on these questions if they so choose.

1. We are seeking additional specifics on the management of your REN to add to what we learned from our first interview.
 - a. How does your REN manage implementation of the sub-pilots?
 - b. For a given sub-pilot, are there differences in funding amounts that the REN provides to the local governments it serves? If so, why?
 - c. All energy efficiency portfolios have unforeseen barriers or conflicts that arise over time. How do you make decisions when these types of issue arise?
2. From past filings, the RENs appear to have many different goals. We have past information received from Howard Choy (which covers both BayREN and SoCalREN goals, see Appendix A at the end of this guide). I would like to use it to help us understand:
 - a. How you are tracking progress towards the goals? [discuss specific metrics if any]
 - b. What specific data are you collecting and how frequently do you collect it to help track progress?
3. How many staff are responsible for contributing to the management of the REN portfolio and other aspects of program implementation? Specifically, we presented the implementation structure for the two RENs in the evaluation plan and repeated it here as Appendix B included at the end of this guide. We would like to assign an FTE staff (Full Time Equivalent) value to each of the boxes for Figure 5 (p. 41) and Figure 6 (p. 44).

Interactions with Local Governments

For some of the questions below, we have indicated “REN/sub-pilot” within the question. This is to allow us to differentiate the question depending on the role of the interviewed person. The REN

portfolio consists of the multiple sub-pilots, but we expect to obtain different perspectives on these questions based on to whom we are talking.

4. What offerings, if any, does your REN/sub-pilot provide for capacity building for local governments?
5. What activities does your REN/sub-pilot encourage or discourage, if any, within the local governments it serves?
6. How often and in what format does your REN/sub-pilot communicate with your broader constituent local governments [not just the ones identified in the evaluation plan]?

Overlap with IOU Programs

7. To your knowledge, does [IOU] have any programs with offerings similar to those of your REN and/or sub-pilots?
 - a. Which IOU programs?
 - b. Which elements are similar?
 - c. Which elements are different?
 - d. To your knowledge, has this led to confusion on the part of your customers?
8. Do the RENs fill a gap in IOU program offerings or provide a benefit not provided by the IOUs?
 - a. If so, what is the gap or additional benefit?
 - b. If there is a gap, how does the REN fill that gap?
9. The *Energy Efficiency Policy Manual* (v. 5) defines hard-to-reach residential customers as “those customers who do not have easy access to program information or generally do not participate in energy efficiency programs due to a language, income, housing type, geographic, or home ownership (split incentives) barrier.” Hard-to-reach business customers also include factors such as business size and lease (split incentive) barriers.

To your knowledge, does your REN/sub-pilot serve hard-to-reach customers? If so, which customer groups and in what capacity?
10. Please discuss the type and level of cooperation between your REN and the IOU in your area.
 - a. What form does it take?
 - b. What is the level of cooperation?
 - c. Are there programmatic synergies that your REN and the IOUs are leveraging such as co-marketing?

Implementation Metrics and Challenges

11. How is your REN/sub-pilot tracking progress towards REN/sub-pilot program goals? Are there specific metrics that you are focusing on other than the Program Performance Metrics from the latest PIPs (included in Appendix C)?
 - a. If so, what are these?
 - b. How are you assessing the metrics and what data are you collecting?
12. Based on our experience, most programs have some implementation challenges.

- a. Could you describe what has been most challenging for the implementation of the REN / sub-pilot?
- b. If they affected the REN/sub-pilot, could you describe how?
- c. How did you overcome them?

Regulatory Challenges

- 13. Please describe your involvement and experience with the regulatory processes [reporting, budget approval, start-up dates, etc.] to date.
- 14. How do you manage reporting requirements? Does this process differ for the sub-pilots?
- 15. Have you experienced any regulatory challenges?
 - a. If so, what were they?
 - b. If they affected the REN/sub-pilot, could you describe how?
 - c. Are there aspects of these challenges that remain unresolved?

[For Implementers of the following Sub-Pilots only]

Implementer	Sub-Pilot Activity
The Energy Coalition	Regional Energy Center – Aggregated Regional Procurement
	Regional Energy Center – Integrated Comprehensive Whole Building Retrofits
	Regional Energy Center – Regional Climate Action and Energy Plan Support
	Regional Energy Center – Water-Energy Nexus
	Regional Energy Center – Regional Energy Project Tracking and Permitting
BKi (in BayREN area)	Financing – PAYS Water Efficiency Pilot
ICF International / Populus	Energy Upgrade California – Single Family – Home Upgrade Advisor

Sub-pilots

The next set of questions are for the sub-pilots in the table above.

- 16. Sub-pilot specific information:
 - a. Could you describe your role in the implementation of this sub-pilot?
 - b. What are the goals of these sub-pilots?
 - c. What is the history of these sub-pilots?
- 17. Have expectations about participation changed in the context of sub-pilot rollout?
- 18. To whom do you market your sub-pilot and how do you market it?
- 19. Do the sub-pilots include innovative approaches or responsiveness to customer needs that differ from those delivered by the IOUs? [i.e. do they do anything “special” or bring different value to customers/local governments than the IOU programs?]
 - a. If so, what are these approaches and how are they different?

20. As a sub-program implementer, in your view is the frequency of communication between you and the REN more or less often than what you know to be the frequency with which IOUs communicate with their local government partnership implementers?
21. Specifically for the sub-pilot(s) that we are discussing with you,
- a. What are your participation goals for the sub-pilot? How much uptake has there been for this sub-pilot(s) to date? Given current program activity, do you expect to reach those goals?
 - b. Do you think the sub-pilot is worth expanding within the REN? [IF YES] Why and what would it take to scale up the sub-pilot? Do you think it would be worth expanding it outside of the REN? If so, how do you think that could occur?

Policy

22. Based on your experience so far, do you think the REN should:
- a. expand the current set of sub-pilots offered by the REN?
 - b. grow the participation rates of the current suite of sub-pilots?
23. Should the CPUC allow for the addition of other RENs within California? If so, should they be distinctly different from the current RENs or should any new REN be able to take over existing REN sub-pilots? Should a new REN in a different location be able to replicate or borrow existing REN programs?
24. Would allowing duplication of energy efficiency programs offered to local governments by RENs and IOUs create healthy competition or would it lead to consumer confusion, redundancy and waste?
25. As you know, this is a targeted evaluation of a large and complex set of programs and activities. What aspects of the REN do you believe would benefit from further evaluation in the future if the Energy Division chose to expand the current assessment?
26. If you could share one or two things that the CPUC could do to improve the RENs' ability to achieve their proposed charter goals (outlined in Appendix A), what would they be?

Closing

27. Those are all the questions that I have for you today. Is there anything else that you think would be important for me to know about either your REN or the sub-pilots?
28. Would it be ok to contact you if we have any additional or follow-up questions?

Thank you very much for your time.

Time Ended: _____

APPENDIX A: REN GOALS

Below is an excerpt from the Motion filed by Los Angeles County and ABAG seeking authorization and funding for the SoCalREN and the BayREN. The evaluation team received this information from Howard Choy in August 2014. In it, he stated the information was a broad description of the RENs’ overall objectives. The evaluation team added in underlines to easily find and discuss specific goals within this information.

REGIONAL ENERGY NETWORKS WILL INCREASE LOCAL GOVERNMENT PARTICIPATION IN ENERGY EFFICIENCY INITIATIVES

The goals of the RENs are to access untapped markets to drive greater reductions in energy use, meet or exceed final adopted cost-effectiveness measures, create jobs, and invest ratepayer funds for energy management benefits in local communities. RENs will be accountable to meet or exceed final cost-effectiveness criteria adopted by the Commission, and will achieve energy savings and other identified outcomes. Because RENs are managed by local governments, no shareholder incentives will be required.

The RENs will provide a one-stop shop for local governments to implement larger scale, cross-sector energy management strategies that complement and supplement services provided by existing utility local government partnerships. RENs will provide integrated energy management capabilities for local governments that include the following measures and activities:

Original List of Activities	Status of activities
Technical assistance, resources, expertise, capacity building;	
Regional aggregation of projects and energy management actions;	
Shared procurement and contracting approaches;	
Shared use of innovative technical tools, software, and systems;	
Regional financing programs for municipal and private building retrofit projects;	
Cost savings through collaborative joint funding and contracting mechanisms;	
Implementation of multi-jurisdictional projects encompassing underserved and low income customer segments;	
Mobilization of local resources and local vendors, creating local jobs and stimulating green economic activity; and	
Education, information and empowerment at a grassroots level to change individual energy behaviors and create energy accountability within communities.	

The RENs will provide specific services that include: residential, commercial, and municipal building retrofits; financing programs; implementation of energy/climate action plan projects through collective procurement and contracting for services; acceleration of reach codes and standards development and implementation; and community engagement for energy behavior change.

The RENs will expand the number of local governments participating in energy efficiency programs, creating better institutional capacity to undertake comprehensive energy management activities. Between the SoCalREN and the BayREN, more than two-thirds of California’s population will have access to REN services. The RENs will be peer-driven organizations, where local governments assist and learn from one another.

APPENDIX B: REN AND SUB-PILOT ORGANIZATION

Figure 4: SoCalREN Management Structure

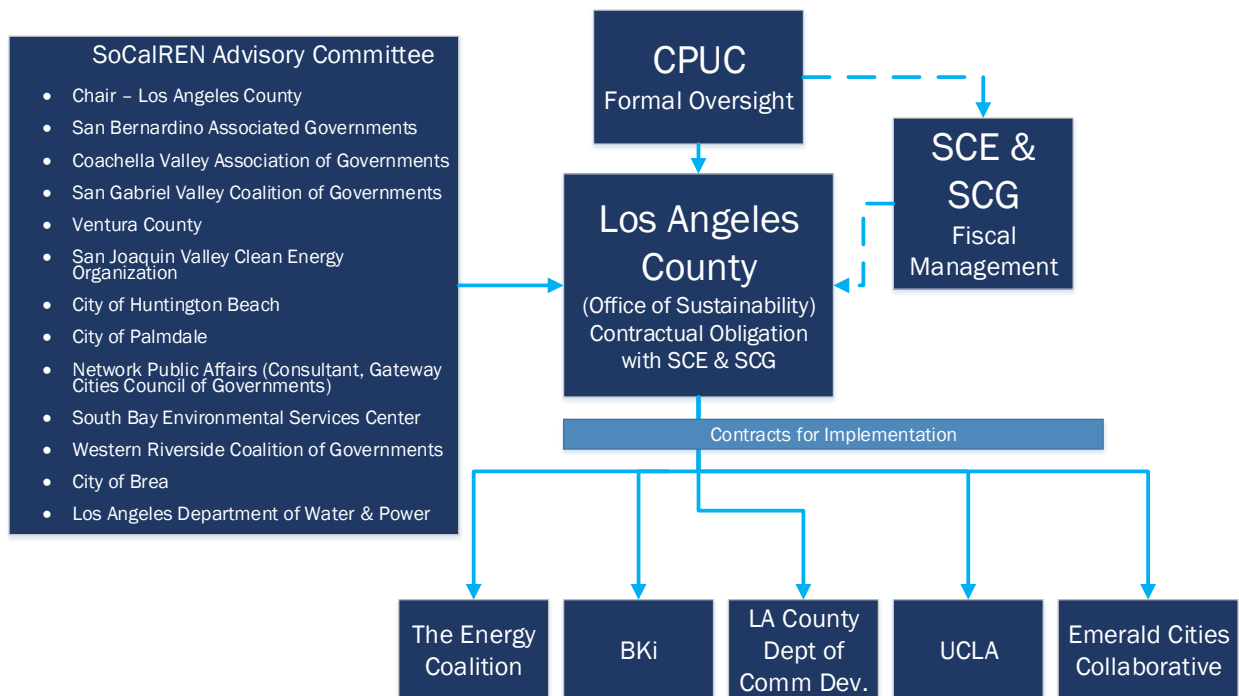


Table 4: SoCalREN Implementation Structure

Sub-pilot ID	Sub-pilot Description	BKi	The Energy Coalition	LA County - Office of Sustainability	LA County - County Community Development Commission / Public Housing Authority	UCLA ^a	Emerald Cities ^a
SCR-EUC	Energy Upgrade California						
SCR-EUC-A1	Local Marketing and Outreach	x					
SCR-EUC-A2	Green Building Labeling	x					
SCR-EUC-A3	Flex Path Incentives	x					
SCR-EUC-A4	Contractor Outreach and Training	x					
SCR-EUC-A5	Multi-family Incentives	x					
SCR-EUC-A6	Low-Income Single Family Residential				x		
SCR-FIN	Financing						
SCR-FIN-B1	Public Building Loan Loss Reserve		x				

Sub-pilot ID	Sub-pilot Description	BKi	The Energy Coalition	LA County - Office of Sustainability	LA County - County Community Development Commission / Public Housing Authority	UCLA ^a	Emerald Cities ^a
SCR-FIN-B2	EUC Residential Loan Loss Reserve	x					
SCR-FIN-B3	EUC Multi-family Loan Loss Reserve (not funded)						
SCR-FIN-B4	Non-Residential PACE	x					
SCR-FIN-B5	Public Agency Revolving Loan Fund		x				
SCR-REC	SoCalREC						
SCR-REC-C1	Aggregated Regional Procurement		x				
SCR-REC-C2	Integrated Comprehensive Whole Building Retrofits		x				
SCR-REC-C3	Regional Climate Action and Energy Plan					x	
SCR-REC-C4	Water-Energy Nexus		x				
SCR-REC-C5	Regional Energy Project Tracking and Permitting (CEPMS)		x				
SCR-REC-C6	Marketing, Outreach, Education, and Training		x				
SCR-REC-C7	Workforce Development						x
^a Managed by the Los Angeles County Office of Sustainability							

Figure 5: BayREN Management Structure

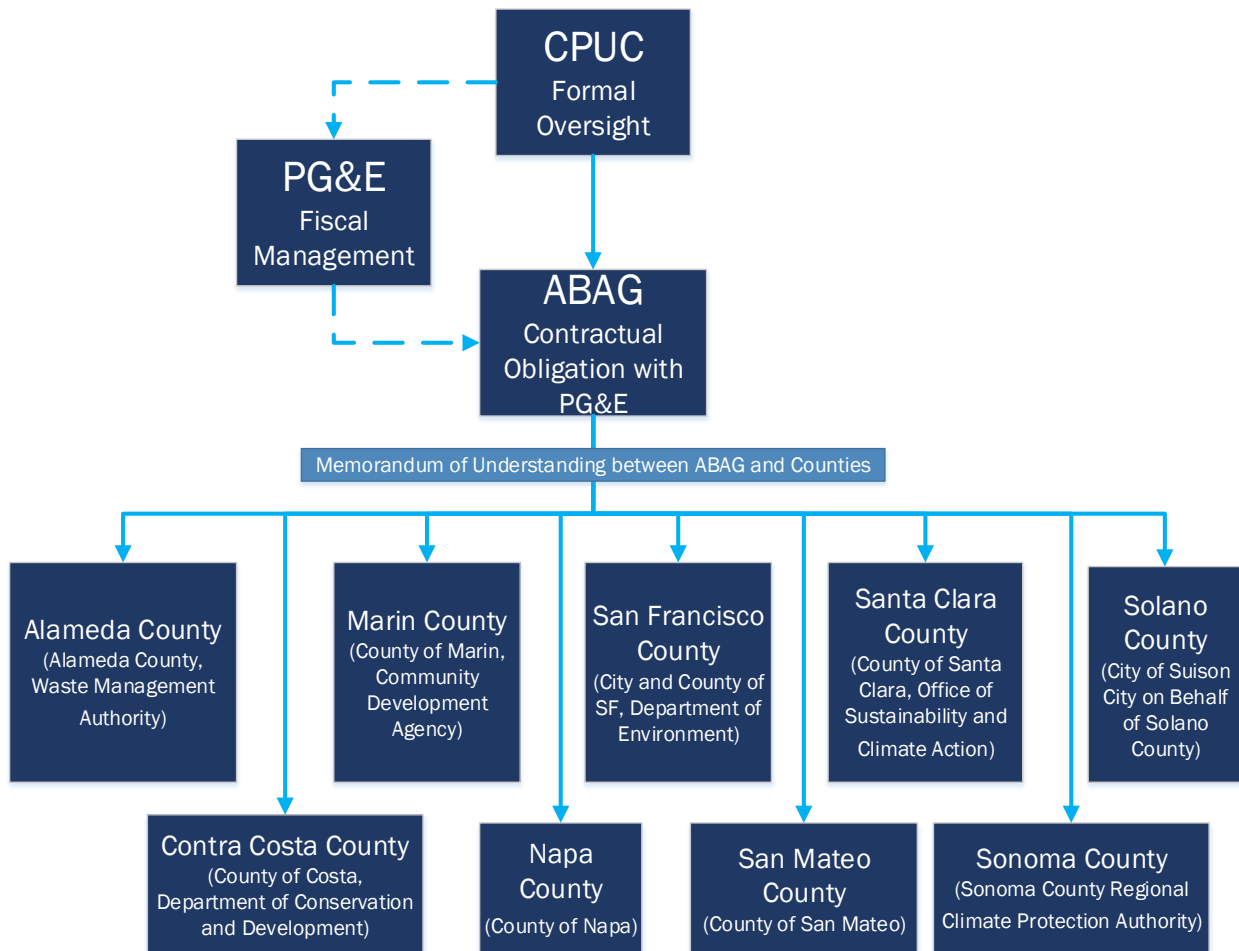
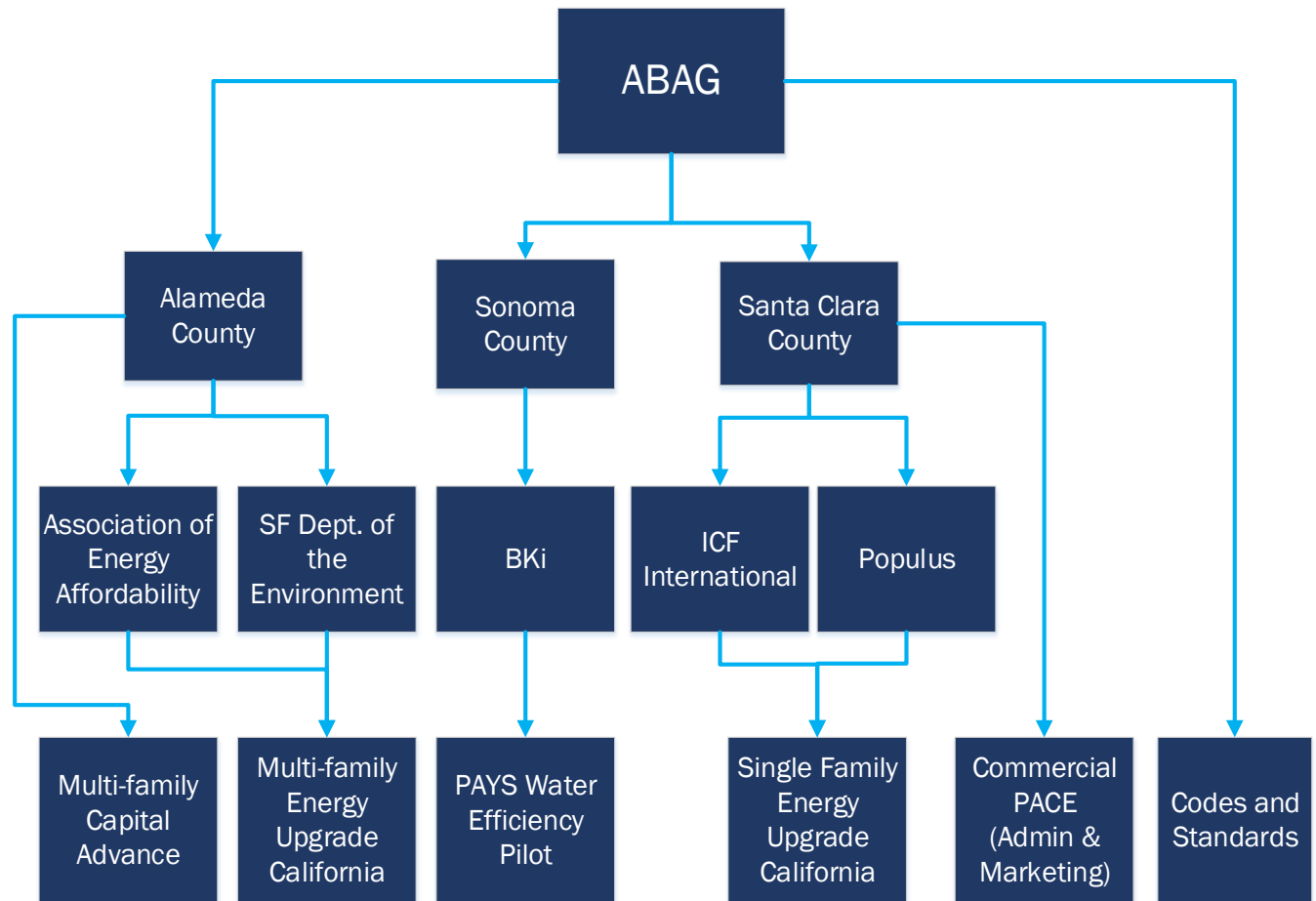


Figure 6: BayREN Program Lead Implementation Counties



Note: Single Family LLR was not approved by the CPUC and therefore is not represented in this figure

The evaluation team updated the figure above from the evaluation plan based on further conversations with BayREN in November. Specifically, we moved the arrow signifying the implementer for multi-family Capital Advance directly to Alameda County where previously we had connected the arrow to the Association of Energy Affordability and the SF Department of the Environment. Additionally, we learned recently that San Mateo will become the overseer of the Single Family Energy Upgrade California effort in 2015 and that San Francisco will oversee the Commercial PACE effort in 2015. We do not reflect these changes above, as they are not relevant to our current data collection effort that focuses on the current implementation teams.

APPENDIX C: REN PROGRAM METRICS

REN Program Performance Metrics
(Source: 2/24/14 Revised PIPs)

BayREN

BayREN01-Single Family Subprogram

BayREN01 Table 3: Quantitative Subprogram Targets (PPMs)

Target	2013	2014
Number of PG&E EUC-SF Advanced Package projects incented in the Bay Area	1,320	1,380
Number of audit incentives funded through BayREN	586	743
Number of participants in Home Upgrade Advisor Program	500	1,000
Number of trained Contractors and Real Estate Professional	125	125
Number of units incented through Flex Package (Home Upgrade)	360	2142
Percentage of Home Upgrade Advisor participants that complete a Flex Package(Home Upgrade) project	15	25

Target	2013	2014
Number of Participating Contractors who have completed one or more Flex Package (Home Upgrade) projects ¹⁴	30	70

BayREN02 – Comprehensive Multi-Family Subprogram

BayREN02 Table 3: Quantitative Subprogram Targets (PPMs)

Target	2013	2014
Number of units incented	1,250	3,750
Number of multi-family contractors trained	25	25
Number of projects & units receiving technical assistance	75 projects 3,000 units	150 projects 6,000 units
Number of property owners reached by outreach activities	150	150

SoCalREN

Subprogram A: Energy Upgrade California**Table 3 (Subprogram A): Quantitative Subprogram Targets (PPMs)**

Target	2013	2014
Number of homes or buildings treated	951 (Flex Path) +90 (MF)	1,425 (Flex Path) +90 (MF)
Number of units incented or rebated	2,378 (Flex Path) +4,000 (MF)	3,563 (Flex Path) +4,000 (MF)

Subprogram B: Financing**Table 3 (Subprogram B): Quantitative Subprogram Targets (PPMs)**

Target	2013	2014
Number of homes or buildings treated	TBD	TBD
Number of units incented or rebated	TBD	TBD

Subprogram C: SoCalREC**Table 3 (Subprogram C): Quantitative Subprogram Targets (PPMs)**

Target	2013	2014
Number of buildings treated	7	8
Number of units incented or rebated	7	8

Appendix F. IOU STAFF DEPTH INTERVIEW GUIDE



**Regional Energy Networks Value and Effectiveness Study
IOU Staff Depth Interview Guide
January 2015**

DRAFT FINAL

The Evaluation Team will conduct 9 in-person interviews with IOU staff to determine overlap between IOU and REN programs. These interviews will focus on areas of coordination between the IOU programs and the RENs across IOU core program areas such as EUC and ME&O.

Table 5: IOU Staff Overlap IDI Sample

PG&E	SCE	SDG&E
3-4	3-4	2

The purpose of the interviews is to:

- Document and quantify potential overlap between REN sub-pilots and IOU programs
- Understand where collaboration has occurred with REN sub-pilots
- Understand if duplication of programs between IOUs and RENs would create healthy competition or lead to increased customer confusion, redundancy, and waste

Depth Interview Guide

Introduction

This interview is part of an evaluation for the CPUC on the Value and Effectiveness of the Regional Energy Networks (RENs). The purpose of this interview is to understand the interaction between the IOU core programs and the REN in your area. The evaluation team will be asking questions about overlap between the IOU core programs and the REN offerings, collaboration between your IOU and the RENs, and whether customers may benefit from duplication of program offerings.

1. Please describe your role at your utility
 - a. How long have you worked in this capacity?
2. As part of this role, have you had any interactions with your local REN?

Potential overlap with REN offerings

3. To your knowledge, does your utility have any programs with offerings similar to those of the REN in your area?

- a. Which IOU programs and REN offerings?
 - b. Which elements are similar?
 - c. Which elements are different?
 - d. To your knowledge, has this led to confusion on the part of your customers?
4. Do the RENs fill a gap in IOU program offerings or provide a benefit not provided by the IOUs?
- a. If so, what is the gap or additional benefit?
 - b. If there is a gap, how does the REN fill that gap?
5. The *Energy Efficiency Policy Manual* (v. 5) defines hard-to-reach residential customers as “those customers who do not have easy access to program information or generally do not participate in energy efficiency programs due to a language, income, housing type, geographic, or home ownership (split incentives) barrier.” Hard-to-reach business customers also include factors such as business size and lease (split incentives) barriers.

To your knowledge, does the REN in your area serve hard-to-reach customers? If so, which customer groups and in what capacity?

Collaboration with the RENs

6. Please discuss the type and level of cooperation between your utility and the REN in your area.
- a. What form does it take?
 - b. What is the level of cooperation?
 - c. Are there programmatic synergies that your REN and the IOUs are leveraging such as co-marketing?
7. How does your IOU's communication with your REN compare to your IOU's communication with your LGPs? [frequency, detail level, type]?
8. Is your utility collaborating with the RENs in other ways not already discussed?

Policy

9. Should the CPUC allow for the addition of other RENs within California? If so, should they be distinctly different from the current RENs or should any new REN be able to take over existing REN sub-pilots? Should a new REN in a different location be able to replicate or borrow existing REN or IOU programs? Should the existing RENs be able to replicate or borrow from the other existing REN or IOU programs?
10. Would allowing duplication of energy efficiency programs offered to local governments by RENs and IOUs create healthy competition or would it lead to consumer confusion, redundancy and waste?

REN/IOU Processes

11. Are you involved with how the REN attributes savings to various programs? If so, does the current process work well? What could improve the process if there are difficulties?
12. Do you know the contractual obligations of the REN to your IOU? If so, does the current arrangement work for you to understand if these obligations are being met? What could improve the process if there are difficulties?

Closing

Those are all the questions that I have for you today. Are there other topics we should cover that we have not already addressed?

Would it be ok to contact you if we have any additional or follow-up questions?

Thank you very much for your time.

Appendix G. BAYREN PAYS DEPTH INTERVIEW GUIDE



Regional Energy Networks Value & Effectiveness Study
BayREN PAYS Water Utility Staff Interviews
April 2015
Final

Introduction and Methods

The Consultant Team will field depth interviews with staff at three water utilities that have worked with the Bay Area Regional Energy Network (BayREN) to develop (design and implement) or enhance an existing Pay As You Save (PAYS) on-bill water and energy efficiency program.

The goals of these interviews are to:

- 1) Understand how well BayREN serves the water utility constituents in developing or enhancing a PAYS program.
- 2) Understand if the constituents perceive the REN offerings to be of significant benefit.

Participants include:

- The Town of Windsor (who has already designed and implemented a residential PAYS program and is enhancing it to include commercial customers),
- East Bay Municipal Utility District (EBMUD),
- City of Hayward

EBMUD and Hayward have not yet implemented a PAYS program. The types of assistance provided by BayREN vary from case to case.

Considering the small number of participants (three water utilities), the Consultant Team will collect data through depth interviews. This will allow us to more thoroughly understand the specific details and challenges of each water utility's experience. Given the unique situations each utility faces and the small respondent population size, data collected cannot be analyzed quantitatively (i.e., with any type of statistical significance). Rather, the Consultant Team will analyze and present data in a qualitative fashion.

We will invite all three utilities to complete the interviews (a census approach).

In January, we had expected to interview the residential customers of Windsor who had participated in the program. Subsequent conversations with BayREN when we requested contact names helped the Consultant Team recognize that BayREN had not supported implementation of initial Windsor Efficiency PAYS residential services, but is playing a part in enhancing the Windsor program and working with others to develop a PAYS program. We changed the targeted population of the interviews in mid-February.

Interviewee: _____

Date: _____

Start Time: _____

Water Utility Overview

“First I’d like to collect a little bit of information about your utility.”

U1. How many residential meters are included in your service territory? How many commercial meters?

U2. What water efficiency rebates or financing does your utility currently offer to customers?

[A review of utility websites indicates the following measures are available. Confirm with respondents.]

- **Town of Windsor:** faucet aerators and showerheads; CFLs, toilet and clothes washer, water efficient landscaping all available through the PAYS program; (PG&E rebate available too for clothes washer)
- **EBMUD:** free faucet aerators and showerheads; toilet rebates; drought upgrades (conversion and irrigation); clothes washer rebates; (PG&E rebate available too for clothes washer); pre-rinse spray valve rebates; commercial water broom rebates
- **City of Hayward:** free faucet aerators and showerheads; toilet and clothes washer rebates (PG&E rebate available too for clothes washer); lawn conversion

Questions for Town of Windsor Only

W1. How long has Town of Windsor offered the residential PAYS program? What is the status of the commercial landscape program?

W2. Did someone from BayREN directly call you about potentially including a PAYS program in your service territory (or at least the commercial component)? If not, how did you hear about PAYS?

W3. How do you market the program to your customers?

- Does it vary between residential and commercial target audiences?

W4. How many residential sites have participated to-date? How many commercial?

W5. What measures are included (or do you expect to include) within the commercial landscape program?

W6. What motivated you to develop a PAYS program?

- What, if any, were the potential benefits that you considered?
- What, if any, were the potential drawbacks that you considered?
- Are you seeing any of the benefits or drawbacks play out as you implement the program?

Questions for EBMUD and City of Hayward Only

M1. Did someone from BayREN directly call you about potentially including a PAYS program in your service territory? If not, how did you hear about PAYS?

M2. Was your utility considering offering on-bill financing for water retrofits before knowing about PAYS and the services BayREN could provide?

M3. What motivated you to think about developing a PAYS program?

- What, if any, are the potential benefits to this type of program?

- What, if any, are the potential drawbacks to this type of program?
- If you fully implement a PAYS program, will you offer it to both residential and commercial customers?

M4. Considering that your utility already offers free or rebated water efficiency measures, what are the additional benefits of having a PAYS program, if any, for the utility and for your customers?

M5. Do you expect that a PAYS program would be well received among customers in your service territory? Why or why not?

M6. If you launched a PAYS program, how many residential customers do you expect to participate? How many commercial customers?

BayREN Support

“Now, I’d like to discuss how you work with BayREN and how that process has gone so far.”

SP1. What type of support, if any, is BayREN providing to your utility for the design and implementation of a PAYS program?

- How helpful is the support provided by BayREN?
- If BayREN were not available to provide this support, what do you think would be different?

SP2. Aside from BayREN’s services around the PAYS program, is the BayREN providing additional support of any type to your utility? If so, what is the specific support BayREN provides?

- How helpful is the additional support provided by BayREN?
- If the BayREN was not available to provide this support, what do you think would be different?

SP3. BayREN PAYS is tasked with saving energy while you are attempting to save water. Where do you see these two activities converge and where do they diverge?

SP4. Have you encountered any challenges while...

- Designing a PAYS program?
- Implementing a PAYS program?
- If so, please describe the challenges you experienced
- Have you been able to overcome any of these challenges? Do you expect to?

[IF ENCOUNTERED CHALLENGES]

SP5. Did BayREN staff attempt to help you address the challenge(s) you mentioned?

[IF BAYREN STAFF ATTEMPTED TO HELP]

SP6. How helpful were program staff in addressing the challenge(s) you mentioned?

SP7. Considering all we’ve discussed, has your experience designing and implementing a PAYS program met your expectations?

- Why or why not?
- What could be improved?

SP8. Is there anything else you would like to tell me about your experiences with BayREN that we have not discussed?

“Thank you for your time.”

End Time: _____

Appendix H. BAYREN HOME UPGRADE ADVISOR DATA COLLECTION INSTRUMENT



Regional Energy Networks Value & Effectiveness Study
Internet Survey of BayREN Home Upgrade Advisor Participants
April 06, 2015
FINAL

Introduction and Methods

The Consultant Team will field an internet survey to residential customers that participated in one of the activities of the Bay Area Regional Energy Network (BayREN) Home Upgrade sub-pilot – the Home Upgrade Advisor. (Note: Within the survey, we use the term “Program” rather than “sub-pilot” for simplicity and refer to the advisor as a Home Upgrade Advisor.) Through this sub-pilot, a Home Upgrade Advisor supports residential customers through the planning, procurement, and implementation processes for Home Upgrade (HU) or Advanced Home Upgrade (AHU) retrofit projects. While the customer may participate in either a HU or AHU, we make no distinction in this survey between the two. The goals of this survey are to:

- 3) Understand how well the Home Upgrade Advisor portion of this sub-pilot is serving residential customers.
- 4) Understand if the customers perceive the Home Upgrade Advisor offerings to be of significant benefit.

We will send an email link for the survey to all participants who have worked with a Home Upgrade Advisor and have a completed home upgrade. We will work with the CPUC, BayREN, and CLEAResult staff to construct an introductory statement in the email that will help customers understand the legitimacy of the survey request, and provide a name and contact information if the customer has questions about the survey itself. We will also include contact information for Opinion Dynamics if the customer experiences technical difficulties in completing the survey. The email will contain a link to the internet survey that is unique to each individual. Each participant will have up to two reminder emails sent (if they have completed the survey, they will not receive a reminder). We plan to keep the survey in the field for two weeks. The participants will be able to start and stop the survey as needed. Table 6 below shows the sample size and fielding approach.

Table 6: Home Upgrade Advisor Internet Survey Sample and Targets

Number of Participants with Valid E-mails	Target Number of Completes	Fielding Approach
238	All	Census

Read-ins

[STAGE]: Reads-in a specific participation stage

- a) “planning a home upgrade”
- b) “finding a contractor to complete a home upgrade”
- c) “completing a home upgrade”

Introduction

“Thank you for agreeing to participate in our survey. We are an independent third-party research company retained by the State of California to gauge customer satisfaction and promote quality control to ensure prudent spending of public monies on energy efficiency programs. Your responses will be kept confidential and your identity will not be revealed. We will start by asking you about your experience interacting with the professional who advised you on your energy efficiency project. We will refer to this professional by the label applied by the State, which is a “Home Upgrade Advisor.” If you have only a short amount of time right now, you may complete part of the survey and come back to it where you left off when you have more time.”

I1. Do you recall working with a Home Upgrade Advisor?

- 01. Yes [SKIP TO M1]
- 02. No

I2. To help jog your memory, the BayREN Home Upgrade Advisor would have provided support and assistance during the Home Upgrade Program process and/or provided you with information about your recent residential energy efficiency project. This person may have helped you find a contractor for your home upgrades, reviewed estimates and/or energy assessment reports with you, assisted with the rebate process, or simply discussed other possible ways to save energy. Do you recall these discussions?

- 01. Yes [SKIP TO M1]
- 02. No

I3. Is there anyone else in the household that could answer these questions?

- 01. Yes
- 02. No [TERMINATE “Thank you for your time. Unfortunately, we cannot include you in this survey.”]

[ASK IF I3=01, THEN TERMINATE]

I4. Please provide this person’s name and contact e-mail. [OPEN END]

Motivation

“First, we would like to understand a bit more about why you chose to complete a home upgrade. You may have done one or more upgrades within your home such as adding insulation, installing a new furnace or air conditioner, sealing your ducts, or replacing your light bulbs with very efficient LEDs. ”

M1. How important were each of the following factors in motivating you to take actions to complete home upgrades? [Scale of 0 to 10, 0 = “Not at all important”, 10 = “very important”, ROTATE]

- a. Reducing your energy usage
- b. Saving money on your energy bills
- c. Improving the comfort of your home
- d. Addressing health and safety issues in your home

- e. Improving the air quality in your home
- f. Reducing the environmental impact of your home
- g. Increasing the value of your home
- h. Replacing failing or broken equipment
- i. Incentives available from PG&E
- j. Incentives available from BayREN
- k. Assistance from a Home Upgrade Advisor
- l. The home energy assessment you received

M2. Are there any other reasons that prompted you to make home upgrades? [OPEN END; 96="No other reasons"]

M3. What motivated you to work with a Home Upgrade Advisor? [OPEN END, 96="No comment"]

Home Upgrade Advisor Interaction

"Thanks for that feedback. Now let's focus on how you worked with your Home Upgrade Advisor."

P1. Thinking about the time when you had the most interaction with your Home Upgrade Advisor, how often did you communicate with that person? Please respond for each of the methods below. (01=Multiple times per week; 02=Once per week; 03=Multiple times per month; 04=Once per month; 05=Less than once per month; 96=Never; 98=Don't know)

- a. Phone
- b. E-mail
- c. In-person

[ASK IF ANY P1a-c<98]

P2aa. How satisfied are you with how often you communicated with your Home Upgrade Advisor? [0-10, 0 is "extremely dissatisfied" and 10 is "extremely satisfied"]

[ASK IF ANY P1a-c<98]

P2ba. Could you briefly explain why you give that rating? [OPEN END, 96="Nothing to add"]

[ASK IF ANY P1a-c<98]

P2ab. How satisfied are you with the types of information you received while communicating with your Home Upgrade Advisor? [0-10, 0 is "extremely dissatisfied" and 10 is "extremely satisfied"]

[ASK IF ANY P1a-c<98]

P2bb. Could you briefly explain why you give that rating? [OPEN END, 96="Nothing to add"]

[LOOP ONCE FOR EACH STAGE]

[START LOOP]

P3a-c. Did you encounter any challenges while [STAGE]?

- 01. Yes
- 02. No
- 98. Don't know

[ASK IF P3=01]

P4a-c. Please describe the challenges you experienced. [OPEN END, 96="Nothing to add"]

P5a-c. Were you working with a Home Upgrade Advisor while [STAGE]?

- 01. Yes
- 02. No
- 98. Don't know

[ASK IF P3=01]

P6a-c. Were these challenges something where a Home Upgrade Advisor could have helped?

- 01. Yes
- 02. No
- 98. Don't know

[ASK IF P5=01 AND P6=1, ELSE END LOOP]

P7a-c. Did your Home Upgrade Advisor attempt to help you overcome these challenges?

- 01. Yes
- 02. No
- 98. Don't know

[ASK IF P7=01]

P8a-c. How helpful was your Home Upgrade Advisor in overcoming these challenges? [0-10, where 0 is "not at all helpful" and 10 is "extremely helpful", 98="Don't know"]

[ASK IF P8<98]

P8a_a-c. Could you briefly explain why you give that rating? [OPEN END, 96="Nothing to add"]

[END LOOP]

P9. How would you rate your Home Upgrade Advisor's knowledge of the following? (0 to 10, where 0 is "not at all knowledgeable" and 10 is "completely knowledgeable", 97="Not Applicable", 98="Don't know") [ROTATE OPTIONS, EXCEPT FOR THE LAST OPTION]

- a. Ways households can reduce their energy use in general
- b. The specific retrofit needs of your home
- c. The retrofit options available to you through the Home Upgrade Program
- d. How to develop a plan for energy efficiency retrofits
- e. How to select the right contractor for energy efficiency retrofits
- f. Energy efficiency financing options available to you
- g. The Home Upgrade rebate process
- h. The Home Upgrade participation process overall

P10. Which of the following options best applies to your Home Upgrade Advisor's ability to meet your needs while participating in the program?

- 01. Completely met my needs
- 02. Met my needs most of the time
- 03. Met my needs some of the time
- 04. Did not meet my needs at all
- 98. Don't know

[ASK IF P10=02, 03, 04]

P11. Please briefly describe why you say that. [OPEN END, 96="Nothing to add"]

P12. What ways, if any, could your Home Upgrade Advisor improve the support they provide to customers like you? [OPEN END, 96="Nothing"]

P13. How satisfied are you with your Home Upgrade Advisor for each of the following? [0-10, 0 is "extremely dissatisfied" and 10 is "extremely satisfied", ROTATE]

- a. Helpfulness
- b. Knowledge
- c. Responsiveness
- d. Professionalism
- e. Ability to answer questions so you could understand them

Program Benefits

B1. Which of the following benefits, if any, would you credit to your time spent with your Home Upgrade Advisor? Please select all that apply. [MULTIPLE RESPONSE, ROTATE OPTIONS 01 to 07]

01. Increased knowledge of ways to save energy within your home
02. Increased knowledge of energy efficiency financing options available to you
03. Increased knowledge of the benefits of energy measures suggested for your home
04. A greater understanding of energy use in your home
05. Increased satisfaction with the home upgrade process
06. Increased likelihood to participate in the Home Upgrade Program
07. Increased reassurance of the qualifications of your contractor
- 96 None of the above
98. Don't know

B2. What benefits, if any, have you experienced by participating in the Home Upgrade Program? (Note: For this question, please think about the Program itself, not your experiences with the Home Upgrade Advisor) [OPEN END, 96="No benefits", 98="Don't know"]

B3. Thinking about your participation in the Home Upgrade Program, if you had not worked with a Home Upgrade Advisor, what, if anything, do you think would be different in your home upgrade? [OPEN END, 96="Nothing to add"]

Interaction with PG&E

"Multiple companies deliver the Home Upgrade Program. PG&E provided the rebate you received for your home upgrades and the BayREN provided your Home Upgrade Advisor. We have a few questions about the rebate process to understand your level of satisfaction with that portion of the program."

E1. How satisfied are you with the following? [0-10, 0 is "extremely dissatisfied" and 10 is "extremely satisfied"; 96="Not applicable"] [ROTATE OPTIONS]

- a. The amount of time it took to receive the rebate.
- b. The total amount of the rebate.

E2. Is there anything you would like to tell us about any interactions you had with PG&E regarding your home upgrades? [OPEN END, 96="Nothing to add"]

E3. As we mentioned earlier, both the BayREN and PG&E were involved in providing you with the Home Upgrade Program. Did you understand the roles that PG&E and BayREN played within this program?

01. Yes
02. No
98. Don't Know

E4. As you think about your experience in the program, which of the following best describes your opinion of this program being shared by PG&E and BayREN?

- 01. Very confusing
- 02. Somewhat confusing
- 03. Not at all confusing
- 96. Not applicable

[ASK IF E4<96]

E5. Why do you say that? [OPEN END, 96="Nothing to add"]

Segmentation

"You are almost done. We have just a few final questions about your household."

[The questions beginning with the letter "G" feed into the algorithm that allows CCSE to segment into California's five existing marketing segments and the wording cannot change since they must be consistent with the algorithm.]

G1. Has your household ever taken the following actions? [ROTATE, RECORD 01=Yes, 02=No, 98=Don't Know]

- a. Installed programmable thermostats in your home?
- b. Installed a vent in your attic area to keep the attic cooler?
- c. Installed ceiling fans?
- d. Installed motion detectors for your lights? (This includes outside lighting.)

G2. A carbon footprint is a measure of the energy you use throughout your life, either directly or indirectly. This includes but is not limited to the energy consumption from your home, your transportation, your diet, and your purchases. Have you heard of a carbon footprint before today?

- 01. Yes
- 02. No
- 98. Don't Know

G3. How much do you agree or disagree with the following statements: [1 to 7 where 1 is "strongly disagree" and 7 is "strongly agree", 98=Don't Know]

- a. I do NOT feel responsible for conserving energy because my personal contribution is very small.
- b. I compare prices of at least a few brands before I choose one.

G4. Below are 6 reasons why people might change their daily actions to save energy. Which of these would motivate you the MOST? [Have a note come up if the respondent attempts to pick more than one option that states: "Please just pick the one choice that fits you best. There is no right or wrong answer."]

- 01. Saving money
- 02. Health
- 03. Protecting the environment
- 04. For the benefit of future generations
- 05. Reducing our dependence on foreign oil
- 06. Helping California lead the way on saving energy
- 08. Don't know

C1. Those are all our questions for you. Is there anything else you would like us to know about? [OPEN END, 96="Nothing to add"]

"Thanks again for taking the time to complete this survey. Have a great day!"

Appendix I. BAYREN HOME UPGRADE ADVISOR SURVEY DISPOSITION AND FREQUENCIES

Disposition	N
Total Emails Sent	239
Completes (may include partials used in analysis)	75
Bounce Backs	5
Known Ineligibles (replied with reason)	0
Known Ineligibles (screened out)	0
Refused (replied but refused)	2
Mid-interview Terminates	22
No Response	135
Eligible	234
Ineligible	5

Response Rate: AAPOR RR1 = 32%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Note that the page numbers in this index do not match the page number of the document. The page numbers noted here are on the top left of each page within this appendix.

BayREN Home Upgrade Advisor Survey (8110 Opinion Dynamics)

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Table QP1A3	Page 3	Is there anyone else in the household that could answer these questions?
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Table QP1A5	Page 5	How important were each of the following factors in motivating you to take actions to complete home upgrades? - Reducing your energy usage
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BayREN Home Upgrade Advisor Survey Disposition and Frequencies

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BayREN Home Upgrade Advisor Survey Disposition and Frequencies

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BayREN Home Upgrade Advisor Survey Disposition and Frequencies

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Table QP1A70	Page 86	Is there anything you would like to tell us about any interactions you had with PG&E regarding your home upgrades?
Table QP1A71	Page 87	As we mentioned earlier, both BayREN and PG&E are involved in providing you with the Home Upgrade Program. Did you understand the roles that PG&E and BayREN played within this program?
Table QP1A72	Page 88	As you think about your experience in the program, which of the following statements best describes your opinion of this program being shared by PG&E and BayREN?
Table QP1A73	Page 89	Why do you say that?
Table QP1A74	Page 90	Has your household ever taken the following actions? - Installed programmable thermostats in your home?
Table QP1A75	Page 91	Has your household ever taken the following actions? - Installed a vent in your attic area to keep the attic cooler?
Table QP1A76	Page 92	Has your household ever taken the following actions? - Installed ceiling fans?
Table QP1A77	Page 93	Has your household ever taken the following actions? - Installed motion detectors for your lights? (This includes outside lighting.)
Table QP1A78	Page 94	A carbon footprint is a measure of the energy you use throughout your life, either directly or indirectly. This includes but is not limited to the energy consumption from your home, your transportation, your diet, and your purchases. Have you heard of a carbon footprint before today?
Table QP1A79	Page 95	How much do you agree or disagree with the following statements: - I do NOT feel responsible for conserving energy because my personal contribution is very small.
Table QP1A80	Page 96	How much do you agree or disagree with the following statements: - I compare prices of at least a few brands before I choose one.
Table QP1A81	Page 97	Below are 6 reasons why people might change their daily actions to save energy. Which of these would motivate you the MOST? Please just pick the one choice that fits you best. There is no right or wrong answer
Table QP1A82	Page 98	Those are all our questions for you. Is there anything else you would like us to know about?

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

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BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A1 Page 1
Jun. 12, 2015

Do you recall working with a Home Upgrade Advisor?

	Total -----
Total	77 100.0%
Yes	75 97.4%
No	2 2.6%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A2 Page 2
Jun. 12, 2015

The BayREN Home Upgrade Advisor provided support and assistance during the Home Upgrade Program process and/or provided you with information about your recent residential energy efficiency project. This person may have helped you find a contractor for your home upgrades, reviewed estimates and/or energy assessment reports with you, assisted with the rebate process, or simply discussed other possible ways to save energy. Do you recall these discussions?

	Total -----
Total	2 100.0%
Yes	2 100.0%
No	-

Table QP1A3 Page 3
Jun. 12, 2015

Is there anyone else in the household that could answer these questions?

	Total -----
Total	-
Yes	-
No	-

Table QP1A4 Page 4
Jun. 12, 2015

Please provide this person's name and contact-email

Total

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A5 Page 5
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Reducing your energy usage

	Total -----
Total	77 100.0%
0 - Not at all important	-
1	-
2	1 1.3%
3	1 1.3%
4	-
5	1 1.3%
6	2 2.6%
7	3 3.9%
8	16 20.8%
9	16 20.8%
10 - Very important	37 48.1%
Mean	8.90

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A6 Page 6
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? - Saving money on your energy bills

	Total -----
Total	77 100.0%
0 - Not at all important	1 1.3%
1	-
2	2 2.6%
3	-
4	4 5.2%
5	2 2.6%
6	1 1.3%
7	7 9.1%
8	11 14.3%
9	15 19.5%
10 - Very important	34 44.2%
Mean	8.42

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A7 Page 7
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Improving the comfort of your home

	Total -----
Total	77 100.0%
0 - Not at all important	1 1.3%
1	-
2	-
3	-
4	-
5	2 2.6%
6	1 1.3%
7	2 2.6%
8	15 19.5%
9	10 13.0%
10 - Very important	46 59.7%
Mean	9.09

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A8 Page 8
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Addressing health and safety issues in your home

	Total -----
Total	77 100.0%
0 - Not at all important	8 10.4%
1	3 3.9%
2	3 3.9%
3	1 1.3%
4	4 5.2%
5	8 10.4%
6	5 6.5%
7	9 11.7%
8	10 13.0%
9	7 9.1%
10 - Very important	19 24.7%
Mean	6.42

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A9 Page 9
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Improving the air quality in your home

	Total -----
Total	77 100.0%
0 - Not at all important	9 11.7%
1	2 2.6%
2	-
3	4 5.2%
4	1 1.3%
5	8 10.4%
6	5 6.5%
7	10 13.0%
8	13 16.9%
9	5 6.5%
10 - Very important	20 26.0%
Mean	6.58

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A10 Page 10
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Reducing the environmental impact of your home

	Total -----
Total	77 100.0%
0 - Not at all important	2 2.6%
1	-
2	2 2.6%
3	-
4	2 2.6%
5	5 6.5%
6	3 3.9%
7	10 13.0%
8	18 23.4%
9	8 10.4%
10 - Very important	27 35.1%
Mean	7.94

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A11 Page 11
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Increasing the value of your home

	Total -----
Total	77 100.0%
0 - Not at all important	8 10.4%
1	3 3.9%
2	1 1.3%
3	8 10.4%
4	4 5.2%
5	9 11.7%
6	7 9.1%
7	4 5.2%
8	8 10.4%
9	7 9.1%
10 - Very important	18 23.4%
Mean	6.06

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A12 Page 12
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Replacing failing or broken equipment

	Total -----
Total	77 100.0%
0 - Not at all important	12 15.6%
1	1 1.3%
2	-
3	4 5.2%
4	5 6.5%
5	2 2.6%
6	2 2.6%
7	3 3.9%
8	13 16.9%
9	7 9.1%
10 - Very important	28 36.4%
Mean	6.79

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A13 Page 13
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Incentives available from PG&E

	Total -----
Total	77 100.0%
0 - Not at all important	2 2.6%
1	1 1.3%
2	-
3	-
4	1 1.3%
5	4 5.2%
6	4 5.2%
7	7 9.1%
8	13 16.9%
9	10 13.0%
10 - Very important	35 45.5%
Mean	8.34

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A14 Page 14
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Incentives available from BayREN

	Total -----
Total	77 100.0%
0 - Not at all important	1 1.3%
1	1 1.3%
2	-
3	-
4	2 2.6%
5	1 1.3%
6	6 7.8%
7	8 10.4%
8	16 20.8%
9	11 14.3%
10 - Very important	31 40.3%
Mean	8.35

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A15 Page 15
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? -
 Assistance from a Home Upgrade Advisor

	Total -----
Total	77 100.0%
0 - Not at all important	5 6.5%
1	2 2.6%
2	3 3.9%
3	2 2.6%
4	5 6.5%
5	6 7.8%
6	4 5.2%
7	9 11.7%
8	14 18.2%
9	8 10.4%
10 - Very important	19 24.7%
Mean	6.82

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A16 Page 16
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades? - The home energy assessment you received

	Total -----
Total	77 100.0%
0 - Not at all important	5 6.5%
1	-
2	1 1.3%
3	5 6.5%
4	2 2.6%
5	12 15.6%
6	5 6.5%
7	8 10.4%
8	8 10.4%
9	13 16.9%
10 - Very important	18 23.4%
Mean	6.91

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A17 Page 17
 Jun. 12, 2015

Are there any other reasons that prompted you to make home upgrades?

	Total -----
Total	77 100.0%
Improving the comfort of your home	8 10.4%
Replacing failing or broken equipment	5 6.5%
Replacing old equipment	5 6.5%
Reducing your energy usage	3 3.9%
Saving money on your energy bills	2 2.6%
Reducing the environmental impact of your home	2 2.6%
Rebates available (general)	2 2.6%
Increasing the value of your home	1 1.3%
The home energy assessment you received	1 1.3%
Nothing to add	52 67.5%
Other	4 5.2%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A18 Page 18
 Jun. 12, 2015

What motivated you to work with a Home Upgrade Advisor?

	Total -----
Total	77 100.0%
Wanted information on rebate options available	12 15.6%
Needed help understanding program processes	11 14.3%
Rebates (general)	9 11.7%
Needed help determining which upgrades were best for my home	9 11.7%
Independent/impartial/unbiased consultation	8 10.4%
Wanted someone to provide expertise and advice on retrofits	6 7.8%
Needed help selecting a contractor	4 5.2%
Did not sign up for a Home Upgrade Advisor	4 5.2%
Recommendations from contractor	2 2.6%
Service was free of charge	2 2.6%
Needed help deciding whether to participate in the program	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A18 Page 19
Jun. 12, 2015
(Continued)

What motivated you to work with a Home Upgrade Advisor?

	Total

No comment	11 14.3%
Other	10 13.0%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A19 Page 20
 Jun. 12, 2015

Thinking about the time when you had the most interaction with your Home Upgrade Advisor, how often did you communicate with that person? Please respond for each of the methods below. - Phone

	Total -----
Total	77 100.0%
Multiple times per week	3 3.9%
Once per week	13 16.9%
Multiple times per month	20 26.0%
Once per month	16 20.8%
Less than once per month	20 26.0%
Never	5 6.5%
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A20 Page 21
Jun. 12, 2015

Thinking about the time when you had the most interaction with your Home Upgrade Advisor, how often did you communicate with that person? Please respond for each of the methods below. - E-mail

	Total

Total	77 100.0%
Multiple times per week	12 15.6%
Once per week	9 11.7%
Multiple times per month	35 45.5%
Once per month	13 16.9%
Less than once per month	8 10.4%
Never	-
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A21 Page 22
 Jun. 12, 2015

Thinking about the time when you had the most interaction with your Home Upgrade Advisor, how often did you communicate with that person? Please respond for each of the methods below. - In-person

	Total -----
Total	77 100.0%
Multiple times per week	1 1.3%
Once per week	1 1.3%
Multiple times per month	5 6.5%
Once per month	8 10.4%
Less than once per month	15 19.5%
Never	45 58.4%
Don't know	2 2.6%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A22 Page 23
 Jun. 12, 2015

How satisfied are you with your communication with your Home Upgrade Advisor?

	Total -----
Total	3 100.0%
0 - Extremely dissatisfied	-
1	-
2	-
3	-
4	-
5	-
6	1 33.3%
7	-
8	-
9	-
10 - Extremely satisfied	2 66.7%
Mean	8.67

BayREN Home Upgrade Advisor Survey 2015

Table QP1A23 Page 24
Jun. 12, 2015

Could you briefly explain why you give that rating?

	Total

Total	3 100.0%
Nothing to add	1 33.3%
Other	2 66.7%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A24 Page 25
 Jun. 12, 2015

How satisfied are you with how often you communicated with your Home Upgrade Advisor?

	Total -----
Total	74 100.0%
0 - Extremely dissatisfied	-
1	-
2	-
3	-
4	1 1.4%
5	4 5.4%
6	1 1.4%
7	1 1.4%
8	9 12.2%
9	8 10.8%
10 - Extremely satisfied	50 67.6%
Mean	9.20

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A25 Page 26
Jun. 12, 2015

Could you briefly explain why you give that rating?

	Total

Advisor was very responsive/prompt	17 100.0%
Advisor was very knowledgeable/informative	5 29.4%
Advisor was always available to help me	4 23.5%
Advisor was a good communicator/was polite or nice	3 17.6%
Advisor was very helpful	3 17.6%
Advisor was proactive/eager in his communication	2 11.8%
Advisor answered all my questions	2 11.8%
Advisor did not bug me/was not pushy	1 5.9%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A26 Page 27
 Jun. 12, 2015

How satisfied are you with the types of information you received while communicating with your Home Upgrade Advisor?

	Total -----
Total	74 100.0%
0 - Extremely dissatisfied	-
1	1 1.4%
2	-
3	-
4	3 4.1%
5	2 2.7%
6	1 1.4%
7	3 4.1%
8	9 12.2%
9	12 16.2%
10 - Extremely satisfied	43 58.1%
Mean	8.92

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A27 Page 28
Jun. 12, 2015

Could you briefly explain why you give that rating?

	Total -----
Total	74 100.0%
Advisor was very knowledgeable/informative	27 36.5%
Advisor was very helpful	8 10.8%
Advisor was a good communicator/was polite or nice	3 4.1%
Advisor did not communicate with me frequently	1 1.4%
Nothing to add	32 43.2%
Other	8 10.8%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A28 Page 29
Jun. 12, 2015

Did you encounter any challenges while planning a home upgrade?

	Total

Total	77 100.0%
Yes	37 48.1%
No	38 49.4%
Don't know	2 2.6%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A29 Page 30
 Jun. 12, 2015

Please describe the challenges you experienced.

	Total -----
Total	39 100.0%
Challenges working with the contractor	10 25.6%
Challenges selecting a contractor	7 17.9%
Challenges determining which measures to install	7 17.9%
Process took a long time	6 15.4%
Didn't fully understand program processes	4 10.3%
Project was too expensive/not worth the cost	3 7.7%
Challenges determining if I was getting a fair price from contractors	3 7.7%
Participating was expensive	2 5.1%
Contractor did not fully understand program	2 5.1%
Other	5 12.8%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A30 Page 31
Jun. 12, 2015

Were you working with a Home Upgrade Advisor while planning a home upgrade?

	Total

Total	77 100.0%
Yes	60 77.9%
No	14 18.2%
Don't know	3 3.9%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A31 Page 32
Jun. 12, 2015

Were these challenges something where a Home Upgrade Advisor could have helped?

	Total -----
Total	37 100.0%
Yes	17 45.9%
No	10 27.0%
Don't know	10 27.0%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A32 Page 33
Jun. 12, 2015

Did your Home Upgrade Advisor attempt to help you overcome these challenges?

	Total -----
Total	15 100.0%
Yes	14 93.3%
No	-
Don't know	1 6.7%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A33 Page 34
 Jun. 12, 2015

How helpful was your Home Upgrade Advisor in overcoming these challenges?

	Total -----
Total	14 100.0%
0 - Extremely dissatisfied	-
1	-
2	-
3	-
4	-
5	-
6	1 7.1%
7	-
8	2 14.3%
9	1 7.1%
10 - Extremely satisfied	9 64.3%
Don't know	1 7.1%

BayREN Home Upgrade Advisor Survey 2015

Table QP1A33 Page 35
Jun. 12, 2015
(Continued)

How helpful was your Home Upgrade Advisor in overcoming these challenges?

	Total -----
Mean	9.31

Table QP1A34 Page 36
Jun. 12, 2015

Could you briefly explain why you gave that rating?

	Total -----
Total	13 100.0%
Nothing to add	5 38.5%
Other	8 61.5%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A35 Page 37
Jun. 12, 2015

Did you encounter any challenges while finding a contractor to complete a home upgrade?

	Total

Total	77 100.0%
Yes	23 29.9%
No	54 70.1%
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A36 Page 38
 Jun. 12, 2015

Please describe the challenges you experienced.

	Total -----
Total	23 100.0%
Challenges selecting a contractor	14 60.9%
Challenges determining if I was getting a fair price from contractors	4 17.4%
Challenges working with the contractor	2 8.7%
Process took a long time	1 4.3%
Contractor did not fully understand program	1 4.3%
Project was too expensive/not worth the cost	1 4.3%
Challenges determining which measures to install	1 4.3%
Nothing to add	2 8.7%
Other	1 4.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A37 Page 39
Jun. 12, 2015

Were you working with a Home Upgrade Advisor while finding a contractor to complete a home upgrade?

	Total

Total	77 100.0%
Yes	53 68.8%
No	23 29.9%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A38 Page 40
Jun. 12, 2015

Were these challenges something where a Home Upgrade Advisor could have helped?

	Total

Total	23 100.0%
Yes	11 47.8%
No	9 39.1%
Don't know	3 13.0%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A39 Page 41
Jun. 12, 2015

Did your Home Upgrade Advisor attempt to help you overcome these challenges?

	Total -----
Total	11 100.0%
Yes	11 100.0%
No	-
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A40 Page 42
 Jun. 12, 2015

How helpful was your Home Upgrade Advisor in overcoming these challenges?

	Total -----
Total	11 100.0%
0 - Extremely dissatisfied	-
1	-
2	-
3	-
4	-
5	-
6	-
7	1 9.1%
8	2 18.2%
9	-
10 - Extremely satisfied	7 63.6%
Don't know	1 9.1%

BayREN Home Upgrade Advisor Survey 2015

Table QP1A40 Page 43
Jun. 12, 2015
(Continued)

How helpful was your Home Upgrade Advisor in overcoming these challenges?

	Total
Mean	9.30

Table QP1A41 Page 44
Jun. 12, 2015

Could you briefly explain why you gave that rating?

	Total

Total	10 100.0%
Nothing to add	4 40.0%
Other	6 60.0%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A42 Page 45
Jun. 12, 2015

Did you encounter any challenges while completing a home upgrade?

	Total

Total	77 100.0%
Yes	27 35.1%
No	49 63.6%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A43 Page 46
Jun. 12, 2015

Please describe the challenges you experienced.

	Total

Total	27 100.0%
Challenges working with the contractor	17 63.0%
Process took a long time	5 18.5%
Challenges selecting a contractor	1 3.7%
Project was too expensive/not worth the cost	1 3.7%
Challenges determining which measures to install	1 3.7%
Nothing to add	1 3.7%
Other	5 18.5%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A44 Page 47
Jun. 12, 2015

Were you working with a HUA when completing a home upgrade?

	Total -----
Total	77 100.0%
Yes	62 80.5%
No	14 18.2%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A45 Page 48
Jun. 12, 2015

Were these challenges something where a Home Upgrade Advisor could have helped?

	Total -----
Total	27 100.0%
Yes	9 33.3%
No	12 44.4%
Don't know	6 22.2%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A46 Page 49
Jun. 12, 2015

Did your Home Upgrade Advisor attempt to help you overcome these challenges?

	Total -----
Total	8 100.0%
Yes	7 87.5%
No	-
Don't know	1 12.5%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A47 Page 50
Jun. 12, 2015

How helpful was your Home Upgrade Advisor in overcoming these challenges?

	Total -----
Total	7 100.0%
0 - Extremely dissatisfied	-
1	1 14.3%
2	-
3	-
4	-
5	-
6	2 28.6%
7	-
8	1 14.3%
9	-
10 - Extremely satisfied	3 42.9%
Don't know	-

BayREN Home Upgrade Advisor Survey 2015

Table QP1A47 Page 51
Jun. 12, 2015
(Continued)

How helpful was your Home Upgrade Advisor in overcoming these challenges?

	Total
Mean	7.29

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A48 Page 52
Jun. 12, 2015

Could you briefly explain why you gave that rating?

	Total -----
Total	7 100.0%
Nothing to add	3 42.9%
Other	4 57.1%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A49 Page 53
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - Ways households can reduce their energy use in general

	Total -----
Total	77 100.0%
0-Not at all important	2 2.6%
1	-
2	1 1.3%
3	2 2.6%
4	-
5	5 6.5%
6	-
7	10 13.0%
8	4 5.2%
9	12 15.6%
10-Very important	29 37.7%
Not applicable	9 11.7%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A49 Page 54
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - Ways households can reduce their energy use in general

	Total

Don't know	3 3.9%
Mean	8.20

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A50 Page 55
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - The specific retrofit needs of your home

	Total -----
Total	77 100.0%
0-Not at all important	2 2.6%
1	-
2	-
3	1 1.3%
4	1 1.3%
5	7 9.1%
6	-
7	5 6.5%
8	4 5.2%
9	13 16.9%
10-Very important	25 32.5%
Not applicable	17 22.1%
Don't know	2 2.6%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A50 Page 56
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - The specific retrofit needs of your home

	Total
Mean	8.21

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A51 Page 57
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - The retrofit options available to you through the Home Upgrade Program

	Total -----
Total	77 100.0%
0-Not at all important	2 2.6%
1	-
2	-
3	1 1.3%
4	1 1.3%
5	2 2.6%
6	2 2.6%
7	3 3.9%
8	3 3.9%
9	17 22.1%
10-Very important	36 46.8%
Not applicable	5 6.5%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A51 Page 58
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - The retrofit options available to you through the Home Upgrade Program

	Total

Don't know	5 6.5%
Mean	8.76

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A52 Page 59
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - How to develop a plan for energy efficiency retrofits

	Total -----
Total	77 100.0%
0-Not at all important	2 2.6%
1	-
2	2 2.6%
3	-
4	-
5	3 3.9%
6	1 1.3%
7	6 7.8%
8	6 7.8%
9	9 11.7%
10-Very important	24 31.2%
Not applicable	17 22.1%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A52 Page 60
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - How to develop a plan for energy efficiency retrofits

	Total

Don't know	7 9.1%
Mean	8.23

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A53 Page 61
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - How to select the right contractor for energy efficiency retrofits

	Total -----
Total	77 100.0%
0-Not at all important	3 3.9%
1	-
2	-
3	1 1.3%
4	-
5	7 9.1%
6	4 5.2%
7	4 5.2%
8	4 5.2%
9	9 11.7%
10-Very important	34 44.2%
Not applicable	9 11.7%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A53 Page 62
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - How to select the right contractor for energy efficiency retrofits

	Total

Don't know	2 2.6%
Mean	8.23

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A54 Page 63
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - Energy efficiency financing options available to you

	Total -----
Total	77 100.0%
0-Not at all important	6 7.8%
1	1 1.3%
2	-
3	-
4	1 1.3%
5	4 5.2%
6	2 2.6%
7	3 3.9%
8	3 3.9%
9	5 6.5%
10-Very important	17 22.1%
Not applicable	30 39.0%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A54 Page 64
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - Energy efficiency financing options available to you

	Total -----
Don't know	5 6.5%
Mean	7.07

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A55 Page 65
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - The Home Upgrade rebate process

	Total -----
Total	77 100.0%
0-Not at all important	1 1.3%
1	-
2	-
3	-
4	-
5	1 1.3%
6	1 1.3%
7	2 2.6%
8	4 5.2%
9	12 15.6%
10-Very important	53 68.8%
Not applicable	2 2.6%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A55 Page 66
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - The Home Upgrade rebate process

	Total -----
Mean	9.39

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A56 Page 67
 Jun. 12, 2015

How would you rate your Home Upgrade Advisor's knowledge of the following? - The Home Upgrade participation process overall

	Total -----
Total	77 100.0%
0-Not at all important	1 1.3%
1	-
2	-
3	-
4	1 1.3%
5	2 2.6%
6	1 1.3%
7	3 3.9%
8	5 6.5%
9	16 20.8%
10-Very important	45 58.4%
Not applicable	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A56 Page 68
Jun. 12, 2015
(Continued)

How would you rate your Home Upgrade Advisor's knowledge of the following? - The Home Upgrade participation process overall

	Total

Don't know	2 2.6%
Mean	9.12

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A57 Page 69
Jun. 12, 2015

Which of the following options best applies to your Home Upgrade Advisor's ability to meet your needs while participating in the program?

	Total

Total	77 100.0%
Completely met my needs	51 66.2%
Met my needs most of the time	20 26.0%
Met my needs some of the time	1 1.3%
Did not meet my needs at all	2 2.6%
Don't know	3 3.9%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A58 Page 70
Jun. 12, 2015

Please briefly describe why you say that.

	Total

Total	23 100.0%
Nothing to add	13 56.5%
Other	10 43.5%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A59 Page 71
 Jun. 12, 2015

What ways, if any, could your Home Upgrade Advisor improve the support they provide to customers like you?

	Total -----
Total	77 100.0%
Completely satisfied	6 7.8%
More explanation on rebates	5 6.5%
More information on retrofit options	2 2.6%
Would like to have the Advisor earlier in the process	2 2.6%
More explanation of how the program works	2 2.6%
Estimates of job cost	2 2.6%
Customer satisfaction ratings for contractors	2 2.6%
More assistance selecting contractors	1 1.3%
Nothing/No suggestions	49 63.6%
Other	6 7.8%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A60 Page 72
 Jun. 12, 2015

How satisfied are you with your Home Upgrade Advisor for each of the following? - Helpfulness

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	-
1	-
2	1 1.3%
3	-
4	-
5	-
6	1 1.3%
7	2 2.6%
8	5 6.5%
9	15 19.5%
10-Extremely satisfied	53 68.8%
Mean	9.44

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A61 Page 73
 Jun. 12, 2015

How satisfied are you with your Home Upgrade Advisor for each of the following? - Knowledge

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	-
1	-
2	-
3	-
4	1 1.3%
5	2 2.6%
6	1 1.3%
7	2 2.6%
8	8 10.4%
9	13 16.9%
10-Extremely satisfied	50 64.9%
Mean	9.29

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A62 Page 74
 Jun. 12, 2015

How satisfied are you with your Home Upgrade Advisor for each of the following? - Responsiveness

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	-
1	-
2	1 1.3%
3	-
4	-
5	-
6	-
7	2 2.6%
8	5 6.5%
9	14 18.2%
10-Extremely satisfied	55 71.4%
Mean	9.51

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A63 Page 75
 Jun. 12, 2015

How satisfied are you with your Home Upgrade Advisor for each of the following? - Professionalism

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	-
1	-
2	-
3	-
4	-
5	-
6	1 1.3%
7	2 2.6%
8	5 6.5%
9	11 14.3%
10-Extremely satisfied	58 75.3%
Mean	9.60

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A64 Page 76
 Jun. 12, 2015

How satisfied are you with your Home Upgrade Advisor for each of the following? - Ability to answer questions so you could understand them

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	-
1	-
2	-
3	-
4	-
5	1 1.3%
6	1 1.3%
7	1 1.3%
8	5 6.5%
9	15 19.5%
10-Extremely satisfied	54 70.1%
Mean	9.52

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A65 Page 77
 Jun. 12, 2015

Which of the following benefits, if any, would you credit to your time spent with your Home Upgrade Advisor? Please select all that apply.

	Total -----
Total	77 100.0%
Increased satisfaction with the Home Upgrade process	64 83.1%
Increased likelihood to participate in the Home Upgrade Program	59 76.6%
Increased knowledge of the benefits of energy measures suggested for your home	53 68.8%
Increased reassurance of the qualifications of your contractor	45 58.4%
Increased knowledge of ways to save energy within your home	43 55.8%
A greater understanding of energy use in your home	32 41.6%
Increased knowledge of energy efficiency financing options available to you	16 20.8%
None of the above	4 5.2%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A66 Page 78
 Jun. 12, 2015

What benefits, if any, have you experienced by participating in the Home Upgrade Program? For this question, please think about the Program itself, not your experiences with the Home Upgrade Advisor.

	Total -----
Total	77 100.0%
Improved comfort in home	24 31.2%
Energy savings/lower energy bills	21 27.3%
Rebates	15 19.5%
Better understanding of home upgrade options available	13 16.9%
Increased energy efficiency in home	5 6.5%
Home is in improved condition/a better home	5 6.5%
Other feedback about Advisor	4 5.2%
A greater understanding of energy use in your home	3 3.9%
Increased reassurance of the qualifications of your contractor	3 3.9%
Better understanding/confidence in the work being performed	3 3.9%
Home is more environmentally friendly/"green"	3 3.9%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A66 Page 79
Jun. 12, 2015
(Continued)

What benefits, if any, have you experienced by participating in the Home Upgrade Program? For this question, please think about the Program itself, not your experiences with the Home Upgrade Advisor.

	Total

Increased satisfaction with the home upgrade process	2 2.6%
No benefits	2 2.6%
Other	2 2.6%
Don't know	9 11.7%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A67 Page 80
 Jun. 12, 2015

Thinking about your participation in the Home Upgrade Program, if you had not worked with a Home Upgrade Advisor, what, if anything, do you think would be different in your home upgrade?

	Total -----
Total	77 100.0%
Would not have done a home upgrade	9 11.7%
Would have felt less informed/knowledgeable	9 11.7%
Would have performed less extensive upgrade	9 11.7%
Would have had less confidence in the work performed/decisions made	8 10.4%
Participation would have taken longer	6 7.8%
Would not have received rebates	5 6.5%
Might have done upgrades that weren't the best choices for my home	5 6.5%
Would not have known how to proceed	2 2.6%
Would not have found as good of a contractor	2 2.6%
Would not have known how the program works	2 2.6%
Nothing to add	28 36.4%
Other	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A67 Page 81
Jun. 12, 2015
(Continued)

Thinking about your participation in the Home Upgrade Program, if you had not worked with a Home Upgrade Advisor, what, if anything, do you think would be different in your home upgrade?

	Total

Don't know	2 2.6%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A68 Page 82
 Jun. 12, 2015

How satisfied are you with the following? - The amount of time it took to receive the rebate

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	5 6.5%
1	2 2.6%
2	1 1.3%
3	4 5.2%
4	5 6.5%
5	10 13.0%
6	3 3.9%
7	9 11.7%
8	6 7.8%
9	9 11.7%
10-Extremely satisfied	22 28.6%
Not applicable	1 1.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A68 Page 83
Jun. 12, 2015
(Continued)

How satisfied are you with the following? - The amount of time it took to receive the rebate

	Total -----
Mean	6.79

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A69 Page 84
 Jun. 12, 2015

How satisfied are you with the following? - The total amount of the rebate

	Total -----
Total	77 100.0%
0-Extremely dissatisfied	1 1.3%
1	-
2	1 1.3%
3	2 2.6%
4	2 2.6%
5	5 6.5%
6	3 3.9%
7	13 16.9%
8	11 14.3%
9	9 11.7%
10-Extremely satisfied	29 37.7%
Not applicable	1 1.3%

BayREN Home Upgrade Advisor Survey 2015

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A69 Page 85
Jun. 12, 2015
(Continued)

How satisfied are you with the following? - The total amount of the rebate

	Total -----
Mean	8.01

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A70 Page 86
Jun. 12, 2015

Is there anything you would like to tell us about any interactions you had with PG&E regarding your home upgrades?

	Total

Total	77 100.0%
Rebate process took a long time	7 9.1%
PG&E staff were helpful/satisfied with PG&E	5 6.5%
Did nto get enough feedback/information from PG&E	4 5.2%
Dissatisfied with rebate amount	2 2.6%
Had limited interaction with PG&E	1 1.3%
Did not see reduction in PG&E bill	1 1.3%
Did not interact with PG&E	59 76.6%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A71 Page 87
Jun. 12, 2015

As we mentioned earlier, both BayREN and PG&E are involved in providing you with the Home Upgrade Program. Did you understand the roles that PG&E and BayREN played within this program?

	Total

Total	77 100.0%
Yes	49 63.6%
No	18 23.4%
Don't know	10 13.0%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A72 Page 88
Jun. 12, 2015

As you think about your experience in the program, which of the following statements best describes your opinion of this program being shared by PG&E and BayREN?

	Total

Total	77 100.0%
Very confusing	6 7.8%
Somewhat confusing	34 44.2%
Not at all confusing	34 44.2%
Not applicable	3 3.9%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A73 Page 89
 Jun. 12, 2015

Why do you say that?

	Total -----
Total	74 100.0%
Contractor/advisor helped me understand	15 20.3%
Program is confusing in general	11 14.9%
Generally dissatisfied with PG&E	8 10.8%
Had no problems/ everything was clear	7 9.5%
Didn't understand PG&E's processes	5 6.8%
Was not aware of PG&E's involvement	1 1.4%
Nothing to add	23 31.1%
Other	5 6.8%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A74 Page 90
Jun. 12, 2015

Has your household ever taken the following actions? - Installed programmable thermostats in your home?

	Total -----
Total	77 100.0%
Yes	64 83.1%
No	13 16.9%
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A75 Page 91
Jun. 12, 2015

Has your household ever taken the following actions? - Installed a vent in your attic area to keep the attic cooler?

	Total

Total	77 100.0%
Yes	32 41.6%
No	42 54.5%
Don't know	3 3.9%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A76 Page 92
Jun. 12, 2015

Has your household ever taken the following actions? - Installed ceiling fans?

	Total

Total	77 100.0%
Yes	37 48.1%
No	40 51.9%
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A77 Page 93
Jun. 12, 2015

Has your household ever taken the following actions? - Installed motion detectors for your lights? (This includes outside lighting.)

	Total

Total	77 100.0%
Yes	38 49.4%
No	39 50.6%
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A78 Page 94
Jun. 12, 2015

A carbon footprint is a measure of the energy you use throughout your life, either directly or indirectly. This includes but is not limited to the energy consumption from your home, your transportation, your diet, and your purchases. Have you heard of a carbon footprint before today?

	Total

Total	77 100.0%
Yes	74 96.1%
No	3 3.9%
Don't know	-

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A79 Page 95
Jun. 12, 2015

How much do you agree or disagree with the following statements: - I do NOT feel responsible for conserving energy because my personal contribution is very small.

	Total -----
Total	77 100.0%
1 Strongly disagree	53 68.8%
2	12 15.6%
3	5 6.5%
4	-
5	1 1.3%
6	2 2.6%
7 Strongly agree	3 3.9%
Don't know	1 1.3%
Mean	1.71

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A80 Page 96
 Jun. 12, 2015

How much do you agree or disagree with the following statements: - I compare prices of at least a few brands before I choose one.

	Total -----
Total	77 100.0%
1 Strongly disagree	3 3.9%
2	-
3	-
4	-
5	3 3.9%
6	17 22.1%
7 Strongly agree	52 67.5%
Don't know	1 1.3%
Refused	1 1.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A81 Page 97
Jun. 12, 2015

Below are 6 reasons why people might change their daily actions to save energy. Which of these would motivate you the MOST? Please just pick the one choice that fits you best. There is no right or wrong answer

	Total

Total	77 100.0%
Saving money	23 29.9%
Protecting the environment	23 29.9%
For the benefit of future generations	12 15.6%
Health	11 14.3%
Helping California lead the way on saving energy	5 6.5%
Reducing our dependence on foreign oil	2 2.6%
Don't know	1 1.3%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A82 Page 98
Jun. 12, 2015

Those are all our questions for you. Is there anything else you would like us to know about?

	Total

Total	77 100.0%
Nothing to add	59 76.6%
Other	18 23.4%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A Page 99
Jun. 12, 2015

Thinking about the time when you had the most interaction with your Home Upgrade Advisor, how often did you communicate with that person? ALL modes

	Total

Total	231 100.0%
Multiple times per week	16 6.9%
Once per week	23 10.0%
Multiple times per month	60 26.0%
Once per month	37 16.0%
Less than once per month	43 18.6%
Never	50 21.6%
Don't know	2 0.9%

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A83 Page 100
 Jun. 12, 2015

How important were each of the following factors in motivating you to take actions to complete home upgrades?

	Total -----
Improving the comfort of your home	77 9.09
Reducing your energy usage	77 8.90
Saving money on your energy bills	77 8.42
Incentives available from BayREN	77 8.35
Incentives available from PG&E	77 8.34
Reducing the environmental impact of your home	77 7.94
The home energy assessment you received	77 6.91
Assistance from a Home Upgrade Advisor	77 6.82
Replacing failing or broken equipment	77 6.79
Improving the air quality in your home	77 6.58
Addressing health and safety issues in your home	77 6.42
Increasing the value of your home	77 6.06

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP1A84 Page 101
Jun. 12, 2015

Summary of Satisfaction with Home Upgrade Advisor Communication

	Total -----
Total Respondants	77 100.0%
How satisfied are you with how often you communicated with your Home Upgrade Advisor?	74 9.20
How satisfied are you with the types of information you received while communicating with your Home Upgrade Advisor?	74 8.92

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP9A_1 Page 102
 Jun. 12, 2015

Rating of Home Upgrade Advisor's Knowledge of...

	Total -----
Ways households can reduce their energy use in general	65 8.20
The specific retrofit needs of your home	58 8.21
The retrofit options available to you through the Home Upgrade Program	67 8.76
How to develop a plan for energy efficiency retrofits	53 8.23
How to select the right contractor for energy efficiency retrofits	66 8.23
Energy efficiency financing options available to you	42 7.07
The Home Upgrade rebate process	74 9.39
The Home Upgrade participation process overall	74 9.12

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table QP13A_1 Page 103
Jun. 12, 2015

Satisfaction with Home Upgrade Advisor on their....

	Total

Helpfulness	77 9.44
Knowledge	77 9.29
Responsiveness	77 9.51
Professionalism	77 9.60
Ability to answer questions so you could understand them	77 9.52

BayREN Home Upgrade Advisor Survey Disposition and Frequencies

Table SEGMENT Page 104
Jun. 12, 2015

Table: SEGMENT

	Total

Total	77 100.0%
Striving Believers	17 22.1%
Leading Achievers	43 55.8%
Thrifty Conservers	6 7.8%
Practical Spenders	8 10.4%
Disconnected	3 3.9%

Appendix J. SOCALREN PUBLIC AGENCY DATA COLLECTION INSTRUMENT



Regional Energy Networks Value & Effectiveness Study
 Internet Survey of Public Agency Program Participants
 April 13, 2015
 FINAL

Introduction and Methods

The Consultant Team will field an internet survey to local governments/agencies that participated in the Southern California Regional Energy Network (The Energy Network)'s Public Agency Program sub-pilot (note: within the survey we use the term "program" rather than "sub-pilot" for simplicity). Through this sub-pilot, public agencies receive technical assistance and project management services for project identification, energy use analysis, energy audits, design performance specifications, project financials, utility incentive application support, utility on-bill and other financing support, financial analysis, procurement assistance, and construction management support for energy efficient upgrades to municipal facilities and infrastructure. The goals of this survey are to:

- 1) Understand how well the RENs and the Public Agency Program sub-pilot are serving local government constituents.
- 2) Understand if the constituents perceive the REN offerings to be of significant benefit.

We will send an email link for the survey to all participants who have signed an agreement to work with The Energy Coalition through this program, regardless of how far they are within the process. For example, we will include local governments/agencies that indicated interest in a project or have designed a project but have not yet implemented it. Skips will align the survey questions to the furthest stage that the respondent has completed. We will work with the CPUC, The Energy Network, and The Energy Coalition staff to construct an introductory statement in the email to participants that will help customers understand the legitimacy of the survey request, and provide a name and contact information if the customer has questions about the survey itself. We will also include contact information for Opinion Dynamics if the customer experiences technical difficulties in completing the survey. The email will contain a link to the internet survey that is unique to each individual. Each participant will have up to two reminder emails sent (if they have completed the survey, they will not receive a reminder). We plan to keep the survey in the field for two weeks. The participants will be able to start and stop the survey as needed. Table 6 below shows the sample size and fielding approach.

Table 7: LGP Survey Sample and Targets

Number of Local Governments/Agencies in Sample	Target Number of Completes	Fielding Approach
53	ALL	Census

Note: Western Riverside County Regional Wastewater governs the Western Municipal Water District. Both are included in the count of 53, but have the same contact person. We have handled this person separately in this survey.

Flags

[AUDIT]: Indicates whether the organization has begun or completed an audit or had technical review of past audit of their facilities; 1=has completed an audit, 0=has not completed an audit

[DESIGN]: Indicates whether the organization has begun or completed project design performance specifications; 1=has begun/completed design, 0=has not begun design.

[INCENTIVE]: Indicates whether the organization has begun or received incentive application support; 1=has begun/received incentive application support, 0=has not begun incentive application support.

[FINANCE]: Indicates whether the organization has begun or received project finance support; 1=has begun/received finance support, 0=has not begun finance support.

[PROJECT]: Indicates whether the organization has begun or completed construction of a project; 1=has begun/completed construction, 0=has not begun construction.

[LGP]: Indicates whether the local government/agency is also part of a Local Government Partnership (LGP); 1=is part of an LGP, 0=is not part of an LGP. (Eighteen agencies are also part of an LGP and have the opportunity to respond to this survey as well as a different survey that is in place specifically for LGPs.)

[WMWD]: Flag to indicate this is the one person answering for two distinct entities

Read-ins

[DATE]: Enrollment date from program tracking database, month and year

[LGPNAME]: Name of the LGP if in an LGP

Introduction

“Thank you for your interest in taking our survey. We are an independent third party research company that will keep your responses anonymous. The State of California has retained our company to assure quality control and responsible spending by the energy efficiency programs as well as help improve this specific program. We will ask you about your organization’s participation in The Energy Network’s Public Agency Program, which is implemented by The Energy Coalition. Within this program, The Energy Network team (project managers and engineering firms) work side-by-side with your staff from project identification through construction to help your organization accomplish energy efficiency projects within your municipal facilities. Your comments will help improve the program.

You are the only person in your organization to receive this survey, so it is very important we hear from you. We expect the survey to take approximately 20-25 minutes. If you have only a short amount of time right now, you may complete part of the survey and come back to it where you left off when you have more time.”

[IF WMWD=01, ELSE SKIP TO I1]

“We are aware that you represent both the Western Riverside County Regional Wastewater Agency and the Western Municipal Water District. For the purposes of this survey, please only think about the Western Riverside County Regional Wastewater Agency’s participation in the program.

I1. Our records show that your organization enrolled in this Public Agency Program in [DATE]. Is that correct?

03. Yes [GO TO I3]

- 04. No
- 98 Don't know

12. When do you think you enrolled? Please enter the date in this format: mm/dd/yyyy. If you do not know the exact day, please enter your best estimate for month and year and 01 for day. [OPEN END, 98="Don't know"]

13. Do you recall enrolling or working with someone from The Energy Network team on energy efficiency projects?

- 01. Yes [GO TO I4a]
- 02. No
- 03. I am not familiar with the Public Agency Program

[ASK IF I3=02 or 03]

14. Can you suggest a different person in your organization who should receive this survey?

- 01. Yes
- 02. No [TERMINATE: "Thank you for your time. Unfortunately, we cannot include you in this survey."]

[ASK IF I4=01]

15. Please enter this person's name and contact e-mail. [OPEN END].

[IF I3=02, 03 TERMINATE]

"First, we would like to quickly learn a few things about your organization's participation in the Public Agency Program."

14a. Which of the following activities has your organization either started or completed through the Public Agency Program? Please choose the best option for each line in the table. [Set specified flag for item in parentheses=1 for items B-G if option "started" or "completed" is chosen]

	Activity	Have not done this activity [01]	Started [02]	Completed [03]	Don't Know [98]
A	Analysis of facilities and infrastructure energy consumption	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B	Energy audit on one or more of your facilities and/or streetlights [AUDIT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C	Design performance specifications for one or more of your projects [DESIGN]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D	Financial analysis showing costs and savings for one or more of your projects [FINANCIAL ANALYSIS]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E	Incentive application for one or more of your projects [INCENTIVE]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F	Securing on-bill or other financing for one or more of your projects [FINANCE]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
G	Construction of at least one energy efficiency upgrade project [PROJECT]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Motivations

“Next, we’d like to understand what motivated your organization to participate in the Public Agency Program.”

M1. Please describe why your organization decided to participate in the program. [OPEN END, 96=“No comment”]

M2a. To what extent has the program met your expectations thus far? Would you say...

- 01. The program has exceeded your expectations
- 02. The program has met all your expectations
- 03. The program has met most of your expectations
- 04. The program has met some of your expectations
- 05. The program has met none of your expectations

M4b. Please briefly explain why you provided the response you did. [OPEN END, 96=“Nothing to add”]

Implementation

“Now, we’d like hear about your experiences participating in the Public Agency Program. As you answer these questions, please think about all staff that you may have worked with as you implemented activities. This can include The Energy Network staff or technical consultants.”

P1. We know that activity for energy efficiency projects can go up and down. On average, how often do or did you communicate with The Energy Network team on the energy efficiency activities you just told us about? Please respond once for each of the communication types below.

Communication Type	Multiple times per week [01]	Once per week [02]	Multiple times per month [03]	Once per month [04]	Less than once per month [05]	Never [06]	Don't Know [98]
a. Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. e-Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. In-person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[ASK IF ANY P1a-c<98]

P2a. How satisfied are you with your communication with The Energy Network team? [0-10, 0 is “extremely dissatisfied” and 10 is “extremely satisfied”]

P2b. Please briefly explain why you provided the rating you did. [OPEN END, 96=“Nothing to add”]

[PROGRAMMING NOTE LOOP THE FOLLOWING SECTION UP TO FIVE TIMES, ONCE FOR EACH STAGE SHOWN BELOW]

- a. IF AUDIT=1, THEN LOOP 1: [STAGE]= “completing an audit or technical review of a past audit through the program”
- b. IF DESIGN=1, THEN LOOP 2: [STAGE]= “completing design performance specifications through the program”
- c. IF INCENTIVE=1, THEN LOOP 3: [STAGE]= “applying for utility incentives through the program”
- d. IF FINANCE=1, THEN LOOP 4: [STAGE]= “applying for on-bill or other financing through the program”
- e. IF PROJECT=1, THEN LOOP 5: [STAGE]= “completing construction of a project through the program”

[BEGIN LOOP]

P3a-e. Did your organization encounter any challenges while [STAGE]?

- 01. Yes
- 02. No [GO TO NEXT LOOP OR NEXT SECTION IF LAST LOOP]
- 99. Don't know

[IF P3a-e=01]

P4a-e. Please describe the challenges your organization experienced. [OPEN END, 96="Nothing to add"]

[IF P3a-e=01]

P5a-e. Were these challenges something The Energy Network team could have helped you with?

- 01. Yes
- 02. No
- 98. Don't know

[ASK IF P5a-e=01]

P6a-e. Did The Energy Network team attempt to help you overcome the challenges you mentioned?

- 01. Yes
- 02. No
- 99. Don't know

[ASK IF P6a-e=01]

P7a-e. How helpful was The Energy Network team in overcoming the challenges you mentioned? [0-10, where 0 is "not at all helpful" and 10 is "extremely helpful", 98="Don't know"]

[END LOOP]

P9. How would you rate The Energy Network team's knowledge of the following (0 to 10, where 0 is "not at all knowledgeable" and 10 is "completely knowledgeable", 98="Don't know"?) [ROTATE OPTIONS]

- a. Ways public agencies can reduce their energy use
- b. Financing options available to public agencies for energy efficiency upgrade projects
- c. Utility rebates available to public agencies for energy efficiency upgrade projects
- d. [IF AUDIT=1] Specific opportunities to perform energy efficiency upgrades
- e. [IF DESIGN=1] Performance specifications for energy efficiency upgrade projects
- f. [IF FINANCIAL ANALYSIS=1] Financial analysis for energy efficiency upgrade projects
- g. [IF INCENTIVE=1] Applying for incentives for energy efficiency upgrade projects
- h. [FINANCE=1] Applying for on-bill or other financing for energy efficiency upgrade projects
- i. [IF DESIGN=1 OR PROJECT=1] Supporting procurement for energy efficiency upgrade projects

P10. How often did The Energy Network team meet your organization's needs while participating in the program?

- 01. All of the time
- 02. Most of the time
- 03. Some of the time
- 04. None of the time
- 99. Don't know

[ASK IF P10<98]

P11. Please briefly explain why you provided the response you did. [OPEN END, 96="Nothing to add"]

P12. What ways, if any, could The Energy Network team improve the support they provide to public agencies through the Public Agency Program? [OPEN END, 96="Nothing to add"]

Participation Process

[IF AUDIT=0]

PP1a. Does your organization plan to complete an audit or third party technical review through The Energy Network?

- 01. Yes
- 02. No
- 03. Maybe
- 98. Don't know

[IF PP1a=02]

PP1b. Why not? [OPEN END, 96="Nothing to add", 98="Don't know"]

[IF PP1a=03]

PP1c. What support, if any, could The Energy Network team provide to help you decide whether to complete an audit? [OPEN END, 97= "Nothing they can do", 98="Don't know"]

[IF AUDIT=1 AND PROJECT=0]

PP2a. Does your organization plan to move forward with implementing a project?

- 01. Yes
- 02. No
- 03. Maybe
- 98. Don't know

[IF PP2a=02]

PP2b. Why not? [OPEN END, 96="Nothing to add", 98="Don't know"]

[IF PP2a=03]

PP2c. What support, if any, could The Energy Network team provide to help you decide whether to move forward with the project? [OPEN END, 97= "Nothing they can do", 98="Don't know"]

Sub-pilot Satisfaction

SAT1a. How satisfied are you with the Public Agency Program overall? [0-10, 0 is "extremely dissatisfied" and 10 is "extremely satisfied"]

SAT1b. Please briefly explain why you provided the rating you did. [OPEN END, 96="Nothing to add"]

Program Benefits

B1. Which of the following, if any, has your organization experienced from the support offered by The Energy Network team? Please select all that apply. [MULTIPLE RESPONSE, ROTATE OPTIONS 1-10]

- 01. Increased knowledge of ways to save energy within our organization
- 02. Increased knowledge of energy efficiency financing options available to our organization
- 03. Access to energy efficiency expertise that our organization does not have
- 04. Access to technical services, such as audits, design, or construction management assistance
- 05. Reduction in the amount of your organization's staff's time needed to design projects
- 06. Reduction in the amount of your organization's staff's time needed to procure goods and services for projects

- 07. Reduction in the amount of your organization's staff's time needed to implement projects
- 08. Access to external resources to secure energy efficiency financing (such as on-bill financing)
- 09. A greater understanding of energy use in our facilities
- 10. Fast procurement of goods or services
- 11. Access to a pool of pre-qualified contractors
- 97. None of the above
- 99. Don't know

B2. What additional benefits, if any, has your organization experienced by participating in the program?
[OPEN END, 96="No other benefits", 98="Don't know"]

Other Energy Network Services

"Our next questions are about other services that The Energy Network may offer your organization."

B3. Has your organization received any of following additional services from The Energy Network team?
Please select all that apply.

- 01. Access to the Enterprise Energy Management Information System (EEMIS)
- 02. Training staff on using EEMIS
- 03. Training staff on analyzing data collected via EEMIS
- 04. IT services for integrating EEMIS
- 05. Access to do-it-yourself Energy Efficiency Project Implementation Guide Books
- 06. Opportunities to attend workshops, forums or other events
- 97. None of the above
- 98. Don't know

B4. Aside from those you've mentioned in this survey, what additional services, if any, has The Energy Network team delivered to your organization? [OPEN END, 96="No other services", 98="Don't know"]

[ASK IF B3<97 OR B4<96]

SAT2a. How satisfied are you with services you just indicated you received from The Energy Network team? [0-10, 0 is "extremely dissatisfied" and 10 is "extremely satisfied", 97="Not applicable"]

[ASK IF SAT2a<97]

SAT2b. Please briefly explain why you provided the rating you did. [OPEN END, 96="Nothing to add"]

Overlap with LGPs

[ASK IF LGP=1, ELSE SKIP TO IOU00a]

LGP00. Is your organization the contract holder for [LGPNAME]?

- 01. Yes
- 02. No
- 98. Don't Know

[ASK IF LGP00=2, ELSE SKIP TO IOU00a]

"The next set of questions asks about any similar services offered by Local Government Partnerships."

LGP00a. How often do you work with the [LGPNAME] regarding energy efficiency projects?

- 01. Never
- 02. Rarely
- 03. Sometimes
- 04. Frequently
- 98. Don't know

[ASK IF LGP00a= 2, 3, 4]

LGP00b. How often do you work with representatives at The Energy Network compared to staff at the [LGPNAME] regarding energy efficiency projects?

- 01. Much less frequently
- 02. Somewhat less frequently
- 03. The same
- 04. Somewhat more frequently
- 05. Much more frequently
- 98. Don't know

LGP1a. Does the [LGPNAME] offer energy efficiency services similar to The Energy Network?

- 01. Yes
- 02. No
- 98. Don't know

[IF LGP1a=01]

LGP1b. What are these similar energy efficiency services that the [LGPNAME] offers? [OPEN END, 96="Nothing to add", 98="Don't know"]

Overlap with SCE/SoCalGas

"The next set of questions asks about any similar services offered by SCE or SoCalGas."

IOU00a. How often do you work with SCE or SoCalGas regarding to energy efficiency projects? (Note: please consider engagement outside the Local Government Partnerships, if applicable, and make one choice per row)

Utility	Never [01]	Rarely [02]	Sometimes [03]	Frequently [04]	Don't Know [98]
a. SCE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. SoCalGas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[ASK IF IOU00aa 2, 3, 4 or IOU00ab=2, 3, 4]

IOU00b. How often do you work with The Energy Network compared to SCE or SoCalGas regarding energy efficiency projects?

Compared to this utility, we work with The Energy Network....	Much less frequently [01]	Somewhat less frequently [02]	The same [03]	Somewhat more frequently [04]	Much more frequently [05]	Don't Know [98]
a. [HIDE IF IOU00AA=01,98] SCE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. [HIDE IF IOU00AB=01,98] SoCalGas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IOU1a. Does SCE or SoCalGas offer energy efficiency services similar to The Energy Network?

	Yes [01]	No [02]	Don't Know [98]
a. SCE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. SoCalGas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[IF IOU1aa=01]

IOU1b. What are the similar energy efficiency services that SCE offers? [OPEN END, 96="Nothing to add", 98="Don't know"]

[IF IOU1ab=01]

IOU2b. What are the similar energy efficiency services that SoCalGas offers? [OPEN END, 96="Nothing to add", 98="Don't know"]

S01. The Energy Network launched in September of 2013 and offers various energy efficiency services. To answer the next two questions, please consider ALL the energy efficiency services available to your agency or organization (through ratepayer funded programs from SoCalGas and SCE in addition to The Energy Network) since September 2013, regardless of who provides the service.

		Substantially fewer	Slightly fewer	No difference	Slightly more	Substantially more	Don't know
a.	Compared to Sept. 2013, the number of energy efficiency services and products available to my agency or organization is...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Compared to Sept. 2013, the type of energy efficiency services and products available to my agency or organization is....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

S02. Does your organization work with any staff from The Energy Network to increase your staff knowledge and ability to identify opportunities to improve the efficiency of your municipal buildings or bring energy efficiency to your local residents?

- 01. Yes
- 02. No
- 98 Don't know

[ASK IF S02=1]

S03. What changes, if any, have you seen in your internal staff ability to improve the efficiency of your municipal buildings?

- 01. Unchanged
- 02. Increased slightly
- 03. Increased moderately
- 04. Increased substantially
- 98 Don't know

[ASK IF S02=1]

S04 What changes, if any, have you seen in your internal staff ability to bring energy efficiency to your local residents?

- 01. Unchanged
- 02. Increased slightly
- 03. Increased moderately
- 04. Increased substantially
- 98 Don't know

S05. Those are all our questions for you. Is there anything else you would like us to know about? [OPEN END, 96="Nothing to add"]

[ASK IF WMWD=01]

S06. We would also like to hear about your experiences with the program from the viewpoint of the Western Municipal Water District. We know that the survey can take time and are willing to call you to discuss differences. Are you willing to talk with us? (If so, we will follow up with an email to determine a good time for you.)

- 01. Yes
- 02. No

"Thank you for taking the time to complete this survey. Have a great day!"

Appendix K. SOCALREN PUBLIC AGENCY SURVEY DISPOSITION AND FREQUENCIES

Disposition	N
Total Emails Sent	53
Completes (may include partials used in analysis)	28
Bounce Backs	3
Known Ineligibles (replied with reason)	0
Known Ineligibles (screened out)	0
Refused (replied but refused)	1
Mid-interview Terminates	4
No Response	17
Eligible	50
Ineligible	3

Response Rate: AAPOR RR1 = 56%

SoCalREN Public Agency Survey Disposition and Frequencies

Note that the page numbers in this index do not match the page number of the document. The page numbers noted here are on the top left of each page within this appendix.

SoCalREN Public Agency Survey (Opinion Dynamics #8110)

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Table QI4AB	Page 5	Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Energy audit on one or more of your facilities and/or streetlights
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Table QI4AD	Page 7	Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Financial analysis showing costs and savings for one or more of your projects
Table QI4AE	Page 8	Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Incentive application for one or more of your projects
Table QI4AF	Page 9	Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Securing on-bill or other financing for one or more of your projects
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SoCalREN Public Agency Survey Disposition and Frequencies

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Table QP5R2	Page 21	Were these challenges something The Energy Network team could have helped you with?
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SoCalREN Public Agency Survey Disposition and Frequencies

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SoCalREN Public Agency Survey Disposition and Frequencies

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Table QSO1A	Page 65	The Energy Network launched in September of 2013 and offers various energy efficiency services. To answer the next two questions - Compared to Sept. 2013, the number of energy efficiency services and products available to my agency or organization is..
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Table QSO6	Page 70	We would also like to hear about your experiences with the program from the viewpoint of the Western Municipal Water District. We know that the survey can take time and are willing to call you to discuss differences. Are you willing to talk with us?

SoCalREN Public Agency Survey Disposition and Frequencies

Table Q11 Page 1

SoCalREN (Opinion Dynamics #8110)

Our records show that your organization enrolled in this Public Agency Program on [DATE]. Is that correct?

	Total

Total	28 100%
Yes	28 100%
No	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI3 Page 2

SoCalREN (Opinion Dynamics #8110)

Do you recall enrolling or working with someone from The Energy Network team on energy efficiency projects?

	Total

Total	28 100%
Yes	28 100%
No	-
I am not familiar with the Public Agency Program	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4 Page 3

SoCalREN (Opinion Dynamics #8110)

Can you suggest a different person in your organization who should receive this survey?

	Total -----
Total	-
Yes	-
No	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AA Page 4

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Analysis of facilities and infrastructure energy consumption

	Total

Total	28 100%
Have not done this activity	2 7.1%
Started	4 14.3%
Completed	20 71.4%
Don't know	2 7.1%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AB Page 5

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Energy audit on one or more of your facilities and/or streetlights

	Total

Total	28 100%
Have not done this activity	3 10.7%
Started	2 7.1%
Completed	23 82.1%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AC Page 6

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Design performance specifications for one or more of your projects

	Total

Total	28 100%
Have not done this activity	6 21.4%
Started	4 14.3%
Completed	17 60.7%
Don't know	1 3.6%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AD Page 7

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Financial analysis showing costs and savings for one or more of your projects

	Total

Total	28 100%
Have not done this activity	3 10.7%
Started	2 7.1%
Completed	23 82.1%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AE Page 8

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Incentive application for one or more of your projects

	Total

Total	28 100%
Have not done this activity	5 17.9%
Started	3 10.7%
Completed	20 71.4%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AF Page 9

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Securing on-bill or other financing for one or more of your projects

	Total

Total	28 100%
Have not done this activity	13 46.4%
Started	3 10.7%
Completed	12 42.9%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QI4AG Page 10

SoCalREN (Opinion Dynamics #8110)

Which of the following activities has your organization/WRCRWA either started or completed through the Public Agency Program? Please choose the best option - Construction of at least one energy efficiency upgrade project

	Total

Total	28 100%
Have not done this activity	13 46.4%
Started	5 17.9%
Completed	10 35.7%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QM2A Page 11

SoCalREN (Opinion Dynamics #8110)

To what extent has the program met your expectations thus far? Would you say...

	Total

Total	28 100%
The program has exceeded your expectations	12 42.9%
The program has met all your expectations	12 42.9%
The program has met most of your expectations	3 10.7%
The program has met some of your expectations	-
The program has met none of your expectations	1 3.6%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP1A Page 12

SoCalREN (Opinion Dynamics #8110)

We know that activity for energy efficiency projects can go up and down. On average, how often do or did you communicate with The Energy Network team on the energy efficiency activities you just told us about? - Phone

	Total

Total	28 100%
Multiple times per week	4 14.3%
Once per week	6 21.4%
Multiple times per month	7 25.0%
Once per month	5 17.9%
Less than once per month	5 17.9%
Never	1 3.6%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP1B Page 13

SoCalREN (Opinion Dynamics #8110)

We know that activity for energy efficiency projects can go up and down. On average, how often do or did you communicate with The Energy Network team on the energy efficiency activities you just told us about? - Email

	Total

Total	28 100%
Multiple times per week	9 32.1%
Once per week	4 14.3%
Multiple times per month	9 32.1%
Once per month	3 10.7%
Less than once per month	3 10.7%
Never	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP1C Page 14

SoCalREN (Opinion Dynamics #8110)

We know that activity for energy efficiency projects can go up and down. On average, how often do or did you communicate with The Energy Network team on the energy efficiency activities you just told us about? - In-person

	Total

Total	28 100%
Multiple times per week	-
Once per week	-
Multiple times per month	4 14.3%
Once per month	9 32.1%
Less than once per month	15 53.6%
Never	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP2A Page 15

SoCalREN (Opinion Dynamics #8110)

How satisfied are you with your communication with The Energy Network team?

	Total -----
Total	28 100%
Extremely Dissatisfied-0	-
1	-
2	-
3	-
4	-
5	-
6	1 3.6%
7	-
8	6 21.4%
9	6 21.4%
Extremely Satisfied-10	15 53.6%
Mean	9.21

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP3R1 Page 16

SoCalREN (Opinion Dynamics #8110)

Did your organization encounter any challenges while completing project/applying through program?

	Total

Total	28 100%
Yes	13 46.4%
No	14 50.0%
Don't know	1 3.6%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP5R1 Page 17

SoCalREN (Opinion Dynamics #8110)

Were these challenges something The Energy Network team could have helped you with?

	Total

Total	13 100%
Yes	6 46.2%
No	5 38.5%
Don't know	2 15.4%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP6R1 Page 18

SoCalREN (Opinion Dynamics #8110)

Did The Energy Network team attempt to help you overcome the challenges you mentioned?

	Total

Total	6 100%
Yes	5 83.3%
No	1 16.7%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP7R1 Page 19

SoCalREN (Opinion Dynamics #8110)

How helpful was The Energy Network team in overcoming the challenges you mentioned?

	Total -----
Total	5 100%
Not at all helpful-0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	1 20.0%
8	1 20.0%
9	1 20.0%
Extremely helpful-10	2 40.0%
Mean	8.80

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP3R2 Page 20

SoCalREN (Opinion Dynamics #8110)

Did your organization encounter any challenges while completing project/applying through program?

	Total

Total	24 100%
Yes	4 16.7%
No	16 66.7%
Don't know	4 16.7%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP5R2 Page 21

SoCalREN (Opinion Dynamics #8110)

Were these challenges something The Energy Network team could have helped you with?

	Total

Total	4 100%
Yes	3 75.0%
No	1 25.0%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP6R2 Page 22

SoCalREN (Opinion Dynamics #8110)

Did The Energy Network team attempt to help you overcome the challenges you mentioned?

	Total

Total	3 100%
Yes	3 100%
No	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP7R2 Page 23

SoCalREN (Opinion Dynamics #8110)

How helpful was The Energy Network team in overcoming the challenges you mentioned?

	Total -----
Total	3 100%
Not at all helpful-0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	-
9	-
Extremely helpful-10	3 100%
Mean	10.00

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP3R3 Page 24

SoCalREN (Opinion Dynamics #8110)

Did your organization encounter any challenges while completing project/applying through program?

	Total

Total	21 100%
Yes	6 28.6%
No	12 57.1%
Don't know	3 14.3%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP5R3 Page 25

SoCalREN (Opinion Dynamics #8110)

Were these challenges something The Energy Network team could have helped you with?

	Total

Total	6 100%
Yes	5 83.3%
No	1 16.7%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP6R3 Page 26

SoCalREN (Opinion Dynamics #8110)

Did The Energy Network team attempt to help you overcome the challenges you mentioned?

	Total

Total	5 100%
Yes	5 100%
No	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP7R3 Page 27

SoCalREN (Opinion Dynamics #8110)

How helpful was The Energy Network team in overcoming the challenges you mentioned?

	Total -----
Total	5 100%
Not at all helpful-0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	-
9	1 20.0%
Extremely helpful-10	4 80.0%
Mean	9.80

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP3R4 Page 28

SoCalREN (Opinion Dynamics #8110)

Did your organization encounter any challenges while completing project/applying through program?

	Total

Total	16 100%
Yes	5 31.2%
No	8 50.0%
Don't know	3 18.8%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP5R4 Page 29

SoCalREN (Opinion Dynamics #8110)

Were these challenges something The Energy Network team could have helped you with?

	Total

Total	5 100%
Yes	3 60.0%
No	2 40.0%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP6R4 Page 30

SoCalREN (Opinion Dynamics #8110)

Did The Energy Network team attempt to help you overcome the challenges you mentioned?

	Total -----
Total	3 100%
Yes	3 100%
No	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP7R4 Page 31

SoCalREN (Opinion Dynamics #8110)

How helpful was The Energy Network team in overcoming the challenges you mentioned?

	Total -----
Total	3 100%
Not at all helpful-0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	-
9	-
Extremely helpful-10	3 100%
Mean	10.00

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP3R5 Page 32

SoCalREN (Opinion Dynamics #8110)

Did your organization encounter any challenges while completing project/applying through program?

	Total

Total	10 100%
Yes	1 10.0%
No	6 60.0%
Don't know	3 30.0%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP4R5 Page 33

SoCalREN (Opinion Dynamics #8110)

Please describe the challenges your organization experienced.

	Total

Total	-
Nothing to add	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP5R5 Page 34

SoCalREN (Opinion Dynamics #8110)

Were these challenges something The Energy Network team could have helped you with?

	Total

Total	1 100%
Yes	1 100%
No	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP6R5 Page 35

SoCalREN (Opinion Dynamics #8110)

Did The Energy Network team attempt to help you overcome the challenges you mentioned?

	Total -----
Total	1 100%
Yes	1 100%
No	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP7R5 Page 36

SoCalREN (Opinion Dynamics #8110)

How helpful was The Energy Network team in overcoming the challenges you mentioned?

	Total -----
Total	1 100%
Not at all helpful-0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	1 100%
9	-
Extremely helpful-10	-
Mean	8.00

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9A Page 37

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Ways public agencies can reduce their energy use

	Total -----
Total	28 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	8 28.6%
9	6 21.4%
Completely knowledgeable- 10	14 50.0%
Don't know	-
Mean	9.21

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9B Page 38

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Financing options available to public agencies for energy efficiency upgrade projects

	Total -----
Total	28 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	1 3.6%
8	5 17.9%
9	6 21.4%
Completely knowledgeable- 10	14 50.0%
Don't know	2 7.1%
Mean	9.27

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9C Page 39

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Utility rebates available to public agencies for energy efficiency upgrade projects

	Total -----
Total	28 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	1 3.6%
8	3 10.7%
9	7 25.0%
Completely knowledgeable- 10	17 60.7%
Don't know	-
Mean	9.43

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9D Page 40

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Specific opportunities to perform energy efficiency upgrades

	Total -----
Total	25 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	5 20.0%
9	5 20.0%
Completely knowledgeable- 10	14 56.0%
Don't know	1 4.0%
Mean	9.38

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9E Page 41

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Performance specifications for energy efficiency upgrade projects

	Total -----
Total	21 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	5 23.8%
9	4 19.0%
Completely knowledgeable- 10	12 57.1%
Don't know	-
Mean	9.33

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9F Page 42

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Financial analysis for energy efficiency upgrade projects

	Total -----
Total	25 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	1 4.0%
8	4 16.0%
9	6 24.0%
Completely knowledgeable- 10	13 52.0%
Don't know	1 4.0%
Mean	9.29

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9G Page 43

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Applying for incentives for energy efficiency upgrade projects

	Total -----
Total	23 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	2 8.7%
9	5 21.7%
Completely knowledgeable- 10	14 60.9%
Don't know	2 8.7%
Mean	9.57

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9H Page 44

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Applying for on-bill or other financing for energy efficiency upgrade projects

	Total -----
Total	15 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	-
8	2 13.3%
9	2 13.3%
Completely knowledgeable- 10	10 66.7%
Don't know	1 6.7%
Mean	9.57

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP9I Page 45

SoCalREN (Opinion Dynamics #8110)

How would you rate The Energy Network team's knowledge of the following: - Supporting procurement for energy efficiency upgrade projects

	Total -----
Total	13 100%
Not at all knowledgeable- 0	-
1	-
2	-
3	-
4	-
5	-
6	-
7	1 7.7%
8	2 15.4%
9	2 15.4%
Completely knowledgeable- 10	6 46.2%
Don't know	2 15.4%
Mean	9.18

SoCalREN Public Agency Survey Disposition and Frequencies

Table QP10 Page 46

SoCalREN (Opinion Dynamics #8110)

How often did The Energy Network team meet your organization's needs while participating in the program?

	Total

Total	28 100%
All of the time	20 71.4%
Most of the time	7 25.0%
Some of the time	1 3.6%
None of the time	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QPP1A Page 47

SoCalREN (Opinion Dynamics #8110)

Does your organization plan to complete an audit or third party technical review through The Energy Network?

	Total -----
Total	3 100%
Yes	-
No	1 33.3%
Maybe	2 66.7%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QPP2A Page 48

SoCalREN (Opinion Dynamics #8110)

Does your organization plan to move forward with implementing a project?

	Total

Total	12 100%
Yes	7 58.3%
No	-
Maybe	4 33.3%
Don't know	1 8.3%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QPP2C Page 49

SoCalREN (Opinion Dynamics #8110)

What support, if any, could The Energy Network team provide to help you decide whether to move forward with the project?

	Total

Total	3 100%
Nothing they can do	3 100%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QSAT1A Page 50

SoCalREN (Opinion Dynamics #8110)

How satisfied are you with the Public Agency Program overall?

	Total -----
Total	28 100%
Extremely Dissatisfied-0	-
1	-
2	-
3	-
4	-
5	-
6	1 3.6%
7	3 10.7%
8	3 10.7%
9	6 21.4%
Extremely Satisfied-10	15 53.6%
Mean	9.11

SoCalREN Public Agency Survey Disposition and Frequencies

Table QB1M1 Page 51

SoCalREN (Opinion Dynamics #8110)

Which of the following, if any, has your organization experienced from the support offered by The Energy Network team?

	Total -----
Total	28 100%
Access to technical services, such as audits, design, or construction management assistance	28 100%
Access to energy efficiency expertise that our organization does not have	26 92.9%
Increased knowledge of ways to save energy within our organization	23 82.1%
Reduction in the amount of your organization's staff's time needed to design projects	23 82.1%
Reduction in the amount of your organization's staff's time needed to implement projects	21 75.0%
Increased knowledge of energy efficiency financing options available to our organization	20 71.4%
A greater understanding of energy use in our facilities	20 71.4%
Reduction in the amount of your organization's staff's time needed to procure goods and services for projects	19 67.9%
Access to external resources to secure	16 57.1%

energy efficiency
financing (such as on
bill financing)

SoCalREN Public Agency Survey Disposition and Frequencies

Table QB1M1 Page 52
(Continued)
SoCalREN (Opinion Dynamics #8110)

Which of the following, if any, has your organization experienced from the support offered by The Energy Network team?

	Total

Fast procurement of goods or services	15 53.6%
Access to a pool of pre-qualified contractors	14 50.0%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QB3M1 Page 53

SoCalREN (Opinion Dynamics #8110)

Has your organization received any of following additional services from The Energy Network team? Please select all that apply.

	Total

Total	28 100%
Opportunities to attend workshops, forums or other events	12 42.9%
Access to the Enterprise Energy Management Information System (EEMIS)	3 10.7%
Training staff on analyzing data collected via EEMIS	3 10.7%
Training staff on using EEMIS	2 7.1%
Access to do-it-yourself Energy Efficiency Project Implementation Guide Books	2 7.1%
IT services for integrating EEMIS	1 3.6%
None of the above	9 32.1%
Don't know	6 21.4%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QSAT2A Page 54

SoCalREN (Opinion Dynamics #8110)

How satisfied are you with the services you just indicated you received from The Energy Network?

	Total -----
Total	19 100%
Extremely Dissatisfied-0	-
1	-
2	-
3	-
4	-
5	-
6	1 5.3%
7	-
8	1 5.3%
9	4 21.1%
Extremely Satisfied-10	9 47.4%
Not Applicable	97.00
Mean	9.33

SoCalREN Public Agency Survey Disposition and Frequencies

Table QLGP00 Page 55

SoCalREN (Opinion Dynamics #8110)

Is your organization the contract holder for the SCE/SCG Partnership?

	Total

Total	21 100%
Yes	10 47.6%
No	5 23.8%
Don't Know	6 28.6%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QLGP00A Page 56

SoCalREN (Opinion Dynamics #8110)

How often do you work with the SCE/SCG Partnership regarding energy efficiency projects?

	Total

Total	5 100%
Never	-
Rarely	-
Sometimes	2 40.0%
Frequently	3 60.0%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QLGP00B Page 57

SoCalREN (Opinion Dynamics #8110)

How often do you work with representatives at The Energy Network compared to staff at the SCE/SCG Partnership regarding energy efficiency projects?

	Total

Total	5 100%
Much less frequently	1 20.0%
Somewhat less frequently	1 20.0%
The same	-
Somewhat more frequently	3 60.0%
Much more frequently	-
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QLGP1A Page 58

SoCalREN (Opinion Dynamics #8110)

Does the SCE/SCG Partnership offer energy efficiency services similar to The Energy Network?

	Total

Total	5 100%
Yes	2 40.0%
No	3 60.0%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QIOU00AA Page 59

SoCalREN (Opinion Dynamics #8110)

How often do you work with SCE or SoCalGas regarding energy efficiency projects?

	Total

Total	28 100%
Never	2 7.1%
Rarely	5 17.9%
Sometimes	7 25.0%
Frequently	12 42.9%
Don't know	2 7.1%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QIOU00AB Page 60

SoCalREN (Opinion Dynamics #8110)

How often do you work with SCE or SoCalGas regarding energy efficiency projects?

	Total

Total	28 100%
Never	3 10.7%
Rarely	7 25.0%
Sometimes	15 53.6%
Frequently	1 3.6%
Don't know	2 7.1%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QIOU00BA Page 61

SoCalREN (Opinion Dynamics #8110)

How often do you work with The Energy Network compared to SCE or SoCalGas regarding energy efficiency projects? - SCE

	Total

Total	24 100%
Much less frequently	3 12.5%
Somewhat less frequently	1 4.2%
The same	3 12.5%
Somewhat more frequently	4 16.7%
Much more frequently	13 54.2%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QIOU00BB Page 62

SoCalREN (Opinion Dynamics #8110)

How often do you work with The Energy Network compared to SCE or SoCalGas regarding energy efficiency projects? -
SoCalGas

	Total

Total	23 100%
Much less frequently	5 21.7%
Somewhat less frequently	1 4.3%
The same	4 17.4%
Somewhat more frequently	4 17.4%
Much more frequently	9 39.1%
Don't know	-

SoCalREN Public Agency Survey Disposition and Frequencies

Table QIOU1AA Page 63

SoCalREN (Opinion Dynamics #8110)

Does SCE or SoCalGas offer energy efficiency services similar to The Energy Network? - SCE

	Total

Total	28 100%
Yes	13 46.4%
No	7 25.0%
Don't know	8 28.6%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QIOU1AB Page 64

SoCalREN (Opinion Dynamics #8110)

Does SCE or SoCalGas offer energy efficiency services similar to The Energy Network? - SoCalGas

	Total

Total	28 100%
Yes	10 35.7%
No	6 21.4%
Don't know	12 42.9%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QS01A Page 65

SoCalREN (Opinion Dynamics #8110)

The Energy Network launched in September of 2013 and offers various energy efficiency services. To answer the next two questions - Compared to Sept. 2013, the number of energy efficiency services and products available to my agency or organization is...

	Total

Total	28 100%
Substantially fewer	1 3.6%
Slightly fewer	-
No difference	-
Slightly more	7 25.0%
Substantially more	16 57.1%
Don't know	4 14.3%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QS01B Page 66

SoCalREN (Opinion Dynamics #8110)

The Energy Network launched in September of 2013 and offers various energy efficiency services. To answer the next two questions - Compared to Sept. 2013, the type of energy efficiency services and products available to my agency or organization is...

	Total

Total	28 100%
Substantially fewer	-
Slightly fewer	-
No difference	-
Slightly more	7 25.0%
Substantially more	17 60.7%
Don't know	4 14.3%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QS02 Page 67

SoCalREN (Opinion Dynamics #8110)

Does your organization work with any staff from The Energy Network to increase your staff knowledge and ability to identify opportunities to improve the efficiency of your municipal buildings or bring energy efficiency to your local residents?

	Total

Total	28 100%
Yes	18 64.3%
No	7 25.0%
Don't know	3 10.7%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QSO3 Page 68

SoCalREN (Opinion Dynamics #8110)

What changes, if any, have you seen in your internal staff's ability to improve the efficiency of your municipal buildings?

	Total

Total	18 100%
Unchanged	-
Increased slightly	6 33.3%
Increased moderately	4 22.2%
Increased substantially	7 38.9%
Don't know	1 5.6%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QSO4 Page 69

SoCalREN (Opinion Dynamics #8110)

What changes, if any, have you seen in your internal staff's ability to bring energy efficiency to your local residents?

	Total

Total	18 100%
Unchanged	6 33.3%
Increased slightly	3 16.7%
Increased moderately	3 16.7%
Increased substantially	1 5.6%
Don't know	5 27.8%

SoCalREN Public Agency Survey Disposition and Frequencies

Table QSO6 Page 70

SoCalREN (Opinion Dynamics #8110)

We would also like to hear about your experiences with the program from the viewpoint of the Western Municipal Water District. We know that the survey can take time and are willing to call you to discuss differences. Are you willing to talk with us?

	Total

Total	1 100%
Yes	1 100%
No	-