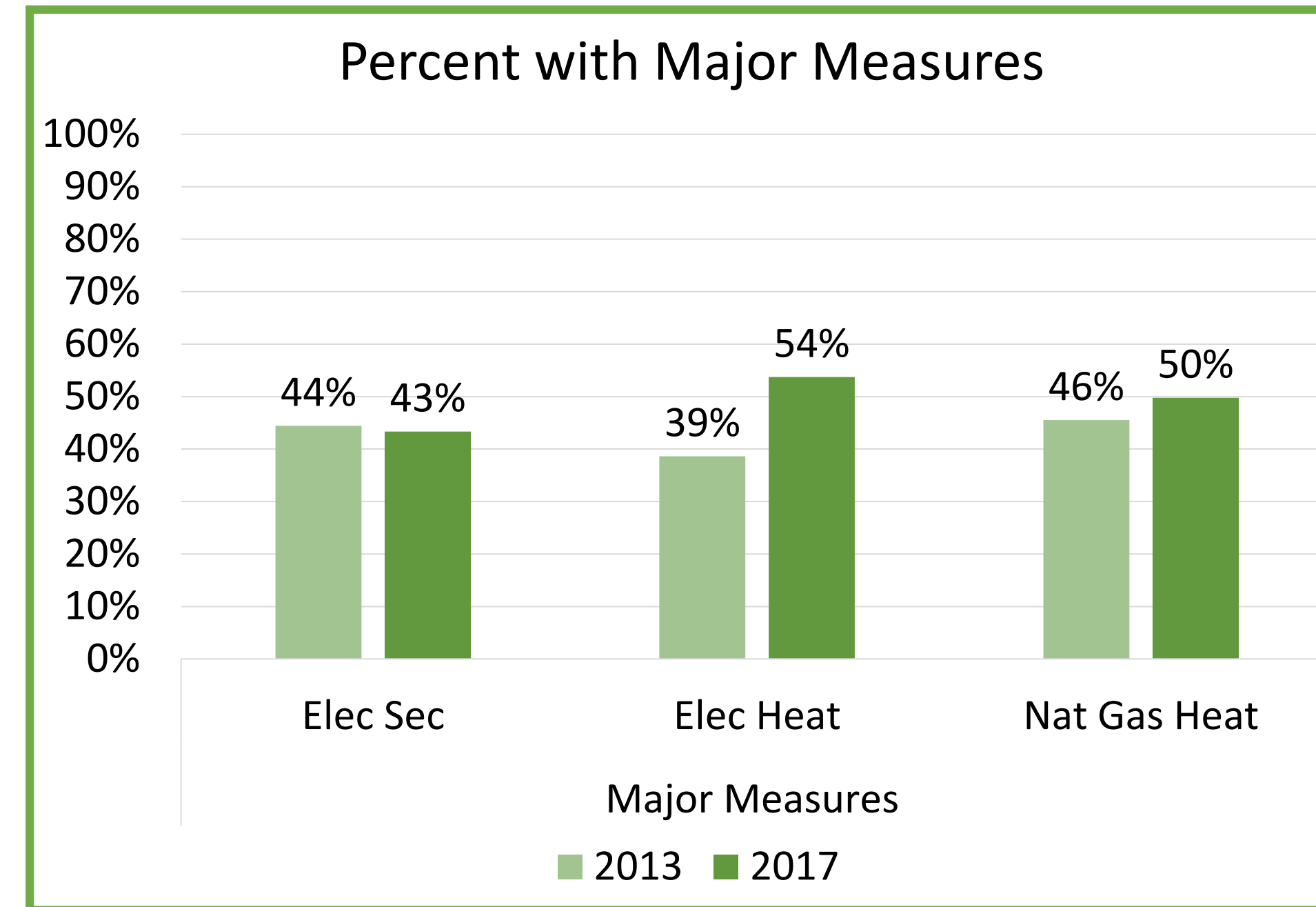
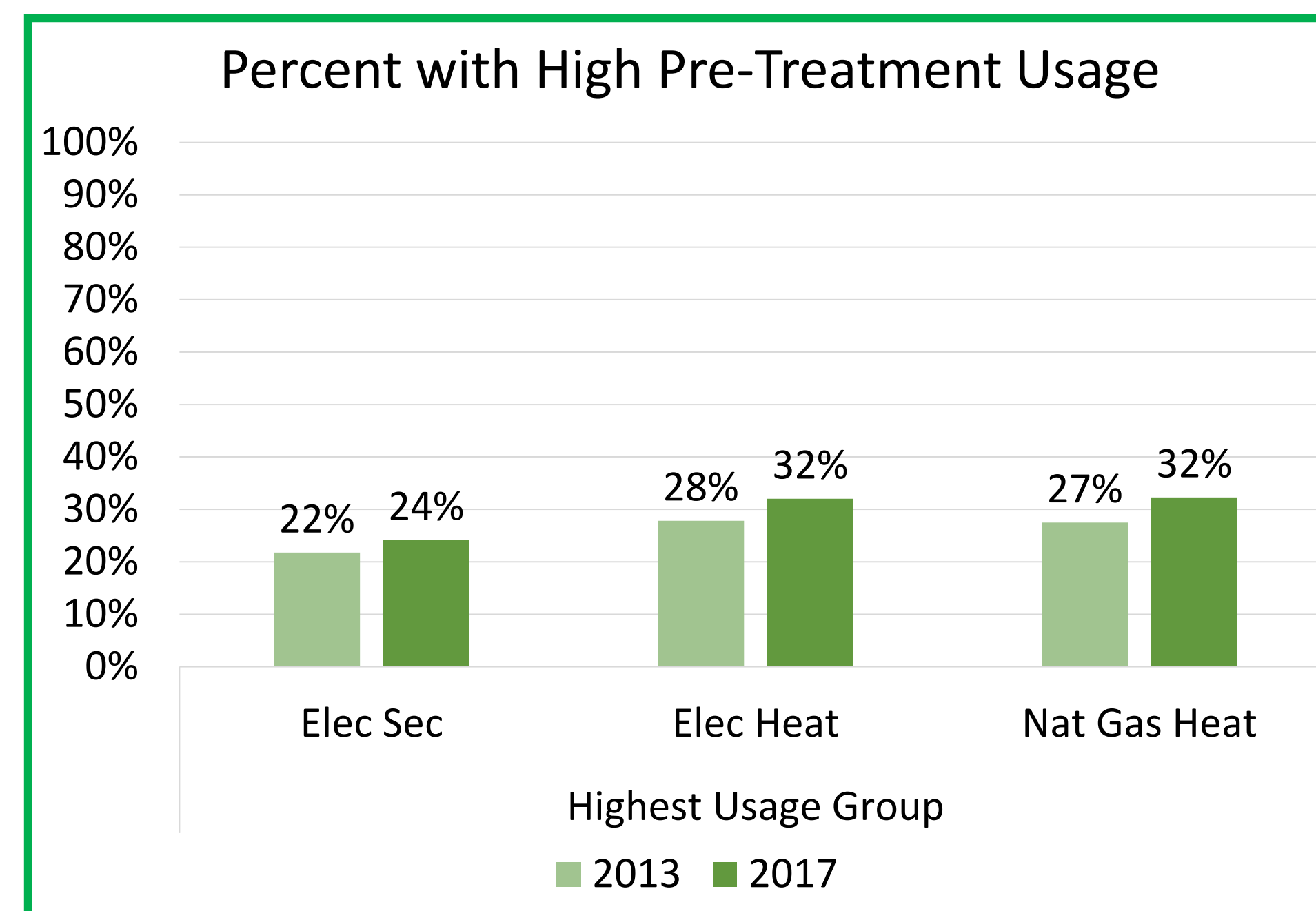


Using Evaluation Findings to Refine Energy Efficiency Program Design and Implementation

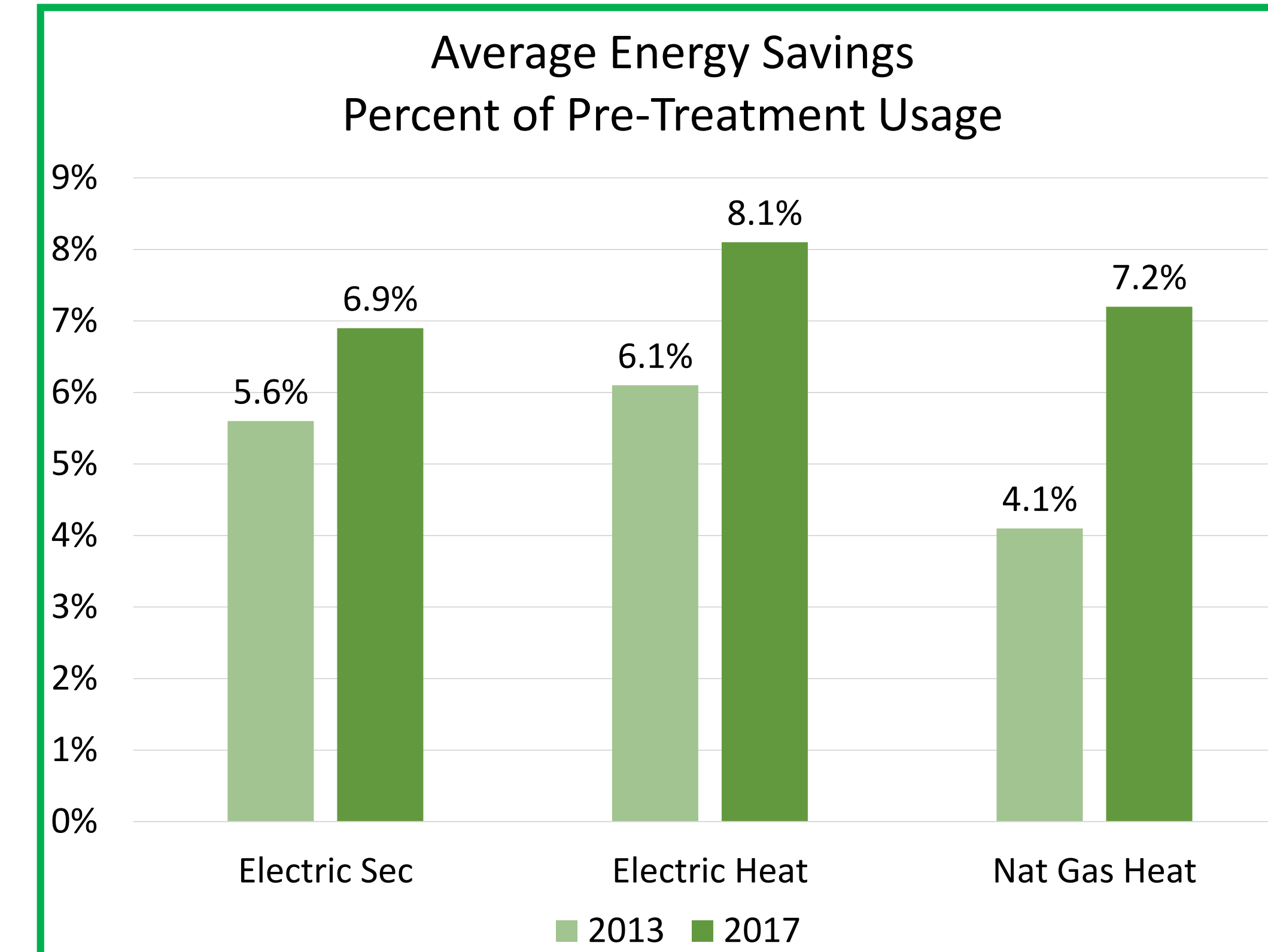
NJ Comfort Partners Program

Goals	Eligibility	Services	Design Advantages
<ul style="list-style-type: none"> Improve comfort, health, & safety Achieve optimum cost-effective energy savings Achieve persistent energy savings Improve bill payment Reach targeted payment program participants 	<ul style="list-style-type: none"> Income \leq 225% Federal Poverty Guidelines Primary Residence NJ Electric or Natural Gas Utility Ratepayer Building with 1-14 individually metered units 	<ul style="list-style-type: none"> Audit Energy Education Lighting, Refrigerators, Freezers, & Other Baseload Air Sealing & Insulation HVAC Repair or Replacement Health & Safety Measures 	<ul style="list-style-type: none"> Health & Safety Improvements: increased comfort and safety & allow for installation of measures. Joint Delivery for Dual Utility Customers Comprehensive Measure Installation & Customer Education

Program Data Indicators



2017 Impacts



Electric Secondary			
	Obs	Pre-Treat kWh	kWh Saved
2017	3,184	7,832	542
2013	3,277	7,342	408

Electric Heating			
	Obs	Pre-Treat Usage	kWh Saved
2017	309	13,584	1,100
2013	334	13,490	824

Natural Gas Heating			
	Obs	Pre-Treat ccf	ccf Saved
2017	2,980	1,086	78
2013	3,161	1,039	43

Comprehensive 2013 Evaluation

Background	Quantitative Process	Data & Analysis
<ul style="list-style-type: none"> Procedures & Materials Review Needs Assessment Utility Interviews Contractor Interviews Energy Saving Algorithm Review 	<ul style="list-style-type: none"> Customer Survey (977 telephone surveys) On-Site Observations (80 audits, 41 installations, 13 final inspections) Inspections (288 completed jobs) 	<ul style="list-style-type: none"> Data Tracking System Review Program Data Analysis Usage Impacts Affordability Impacts Savings Realization Rates

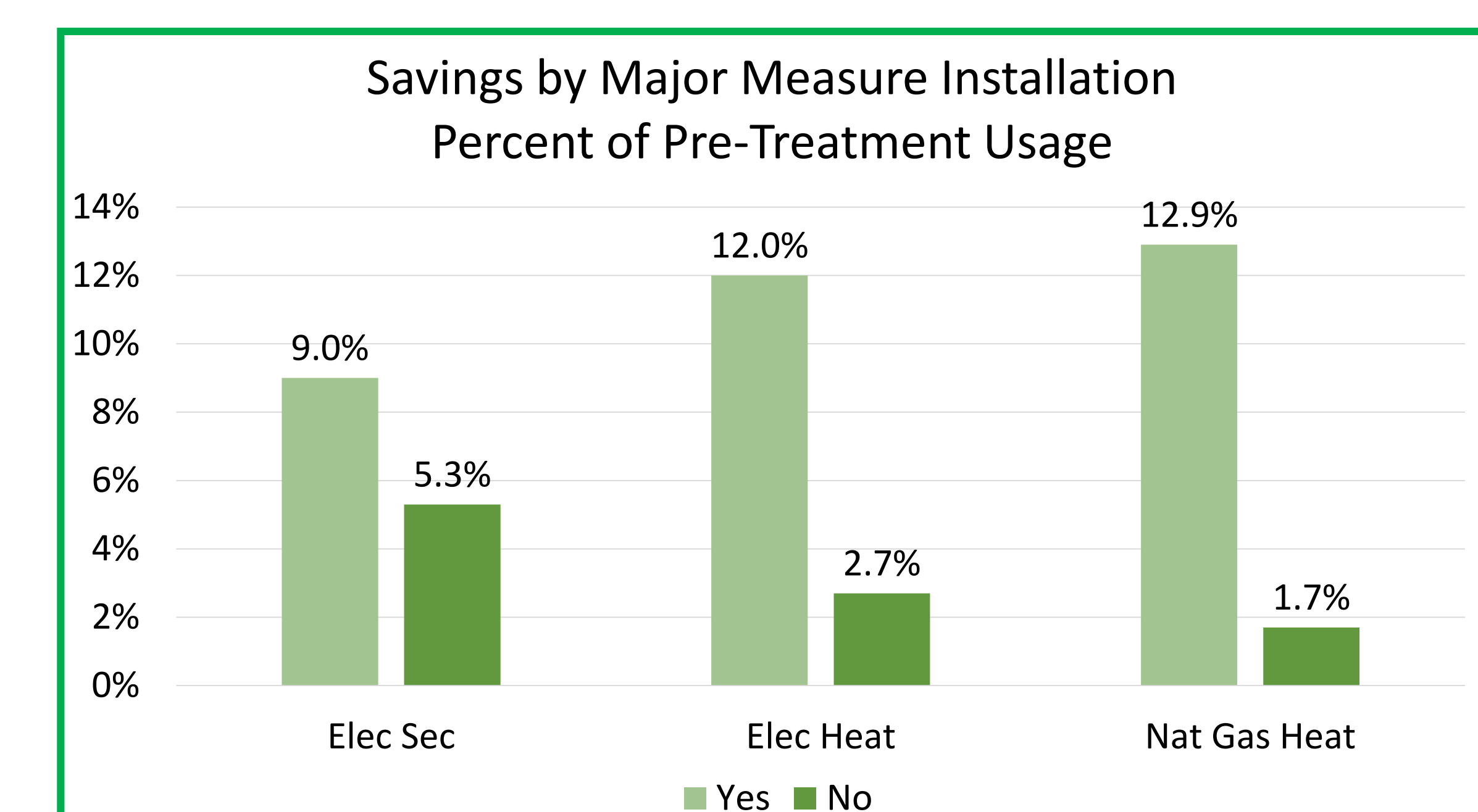
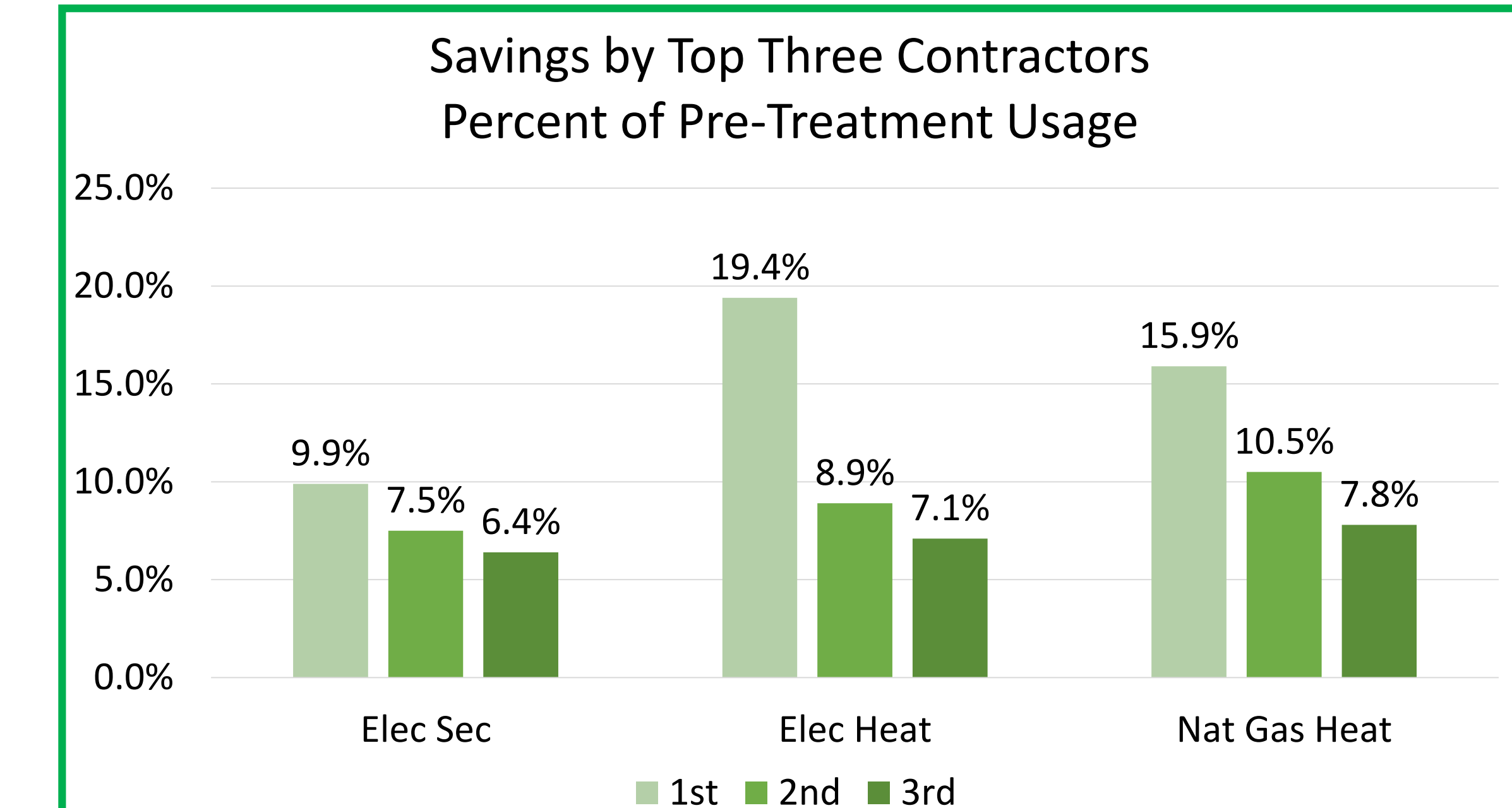
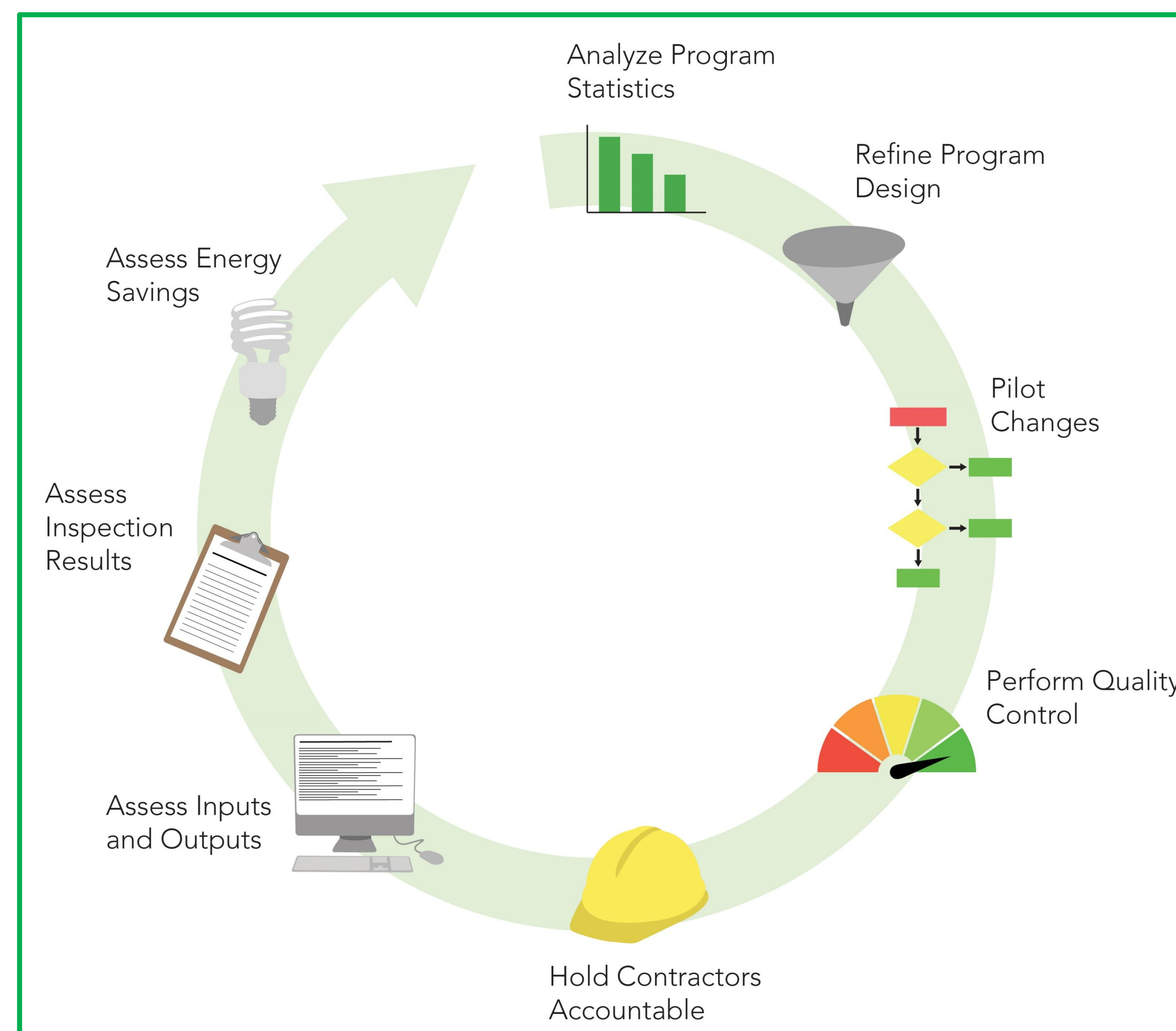
Refinement Examples

Continuous Thermal Boundary: Auditor to indicate
Attic Sealing: IECC 2009
Knee Wall Insulation: Encapsulation required
Programmable Thermostat: Decision tree
Leakage Testing: Blower door to evaluate & educate
Previously Treated: Assess opportunities before visit
Air Sealing Targets: 62.89
Training: Inspection-based contractor training
High Electric Baseload: Contractor training
BPI Credentials: Envelope Professional
Health and Safety: Mold remediation performed
Partnerships: Address homes w/serious barriers
Education: Piloted enhanced observational inspections
Contractor Accountability: Annual contractor review

2017 Evaluation Research

- Program change documentation
- Usage impact analysis
- Customer in-depth interviews
- Completed job inspections
- Energy saving algorithm review

Performance Measurement Approach



Findings & Recommendations

