



Neighbor to Neighbor

ENERGY CHALLENGE

Small Changes. **BIG RESULTS.**

Shared Value in Utility and Efficiency Partnerships

Lessons in Perseverance, Flexibility and Mutual Respect

July 10, 2012



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Partnership Relationships

- State efficiency ratepayer fund is a partner to the DOE BBNP grant
- Northeast Utilities administers is the Program Administrator for the state ratepayer fund
- N2N's *program administrator* and *IT provider* entered into formal agreement with *Northeast Utilities*

Lesson Learned: Complex state and grant structure make for complex relationships. Wish we had named Utility as BBNB grant partner!



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What Ratepayer Fund / Utility (?) Gets Out of Relationship

- Ability to pilot community-based program model...outside of regulatory constraints
- Program performance data and lessons learned
 - And boy do we share!!
- Cost effectiveness model for community based program design
- Utility IT/legal protocol for sharing data



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What N2N Gets Out of Relationships

- Access to state efficiency programs
 - \$75 residential direct install program
 - Rebates and financing
- Utility usage and program participation data for innovation, M&V, market transformation



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Data We Get

- Utility usage data for N2N participant households
- Aggregate utility usage data for N2N towns
- State efficiency program participation data for N2N towns
- Deep data on direct install visit for N2N participants

Hello Roger - [Logout](#)

1234 Main St
 Portland, CT 06580

[Edit your account](#)

Dashboard

Lighting Visit

Home Assessment

Action Scoreboard



Reduce your energy use with these simple actions!

What's this?

New Will do Did it No thanks

Dial Two for Savings

Cooling your home can add up to about 40% of total home electricity use, so if you really want to cut back on th... [See more.](#)

Will do you this? Will do Did it No thanks



Your Goal
20%
 energy reduction

2008 to 2011 Total Town Residential Sector Consumption per Year (kWh)

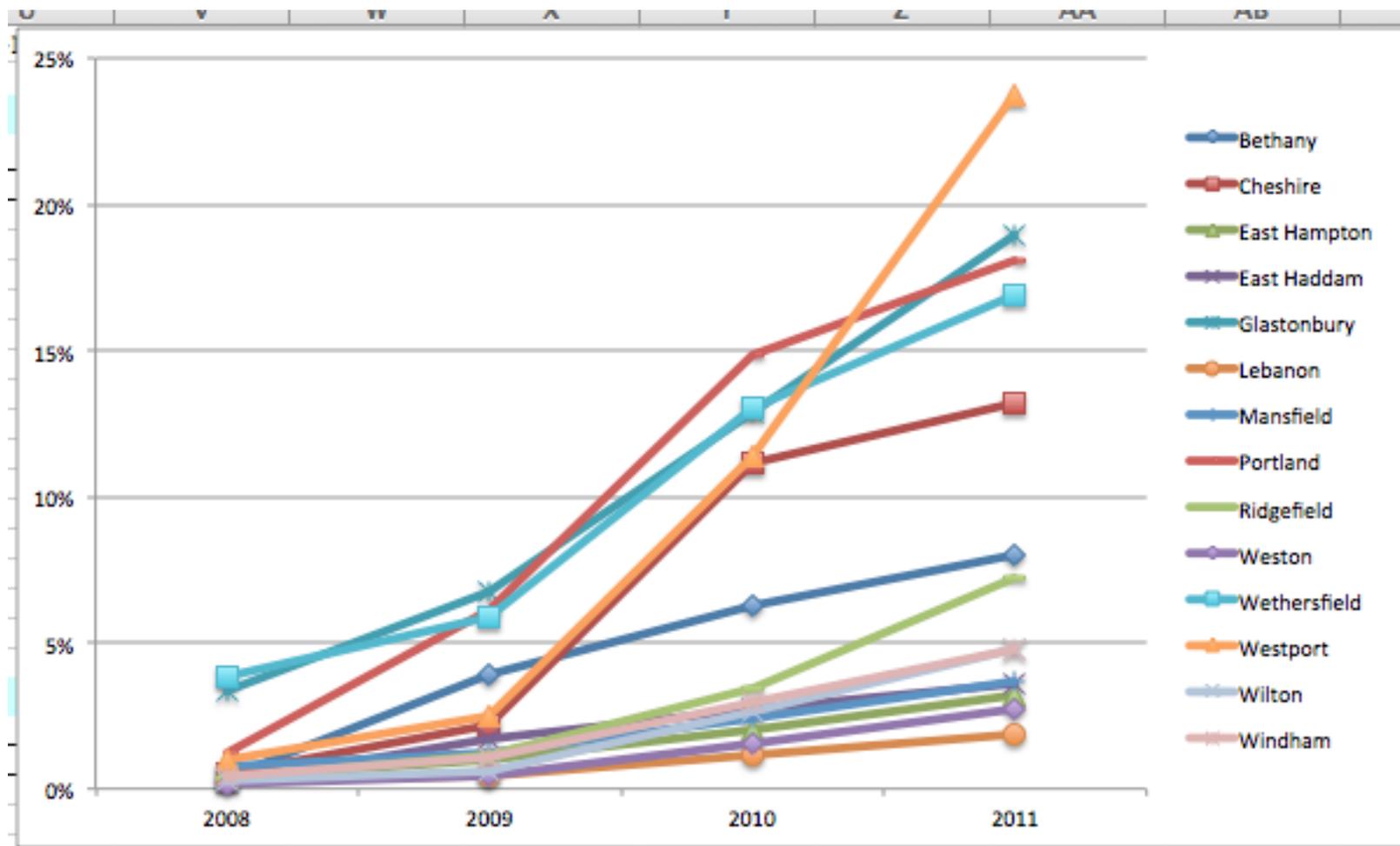




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Negotiating & Implementing Data Access

- We pioneered with utility thorny legal, privacy, IT security issues... in real time, over 8 months
- Customer release form covering permissions, confidentiality, allowable uses
- IT Security requirements to allow new type of 3rd party to receive data
- IT protocols/data formats for requesting and receiving data – had to be negotiated, then debugged



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Lessons Learned

- Invest in building relationships
- Really get to know and understand the utility and how it operates
- Be flexible and pragmatic
 - We “gave” on timeliness of data received due to utility system constraints
- Be persistent – it’s worth it!



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