



# **Better Buildings Residential Network Peer Exchange Call Series: *Making an Impact: Low-Income Energy Efficiency Programs***

February 23, 2017

*Call Slides and Discussion Summary*

# Agenda

- Agenda Review and Ground Rules
- Opening Polls
- Brief Residential Network Overview and Upcoming Call Schedule
- Featured Speakers
  - **Lauren Ross**, Senior Manager, Local Policy, American Council for an Energy-Efficient Economy (ACEEE) (*Network Member*)
  - **Kimberly Loewen**, Senior Manager of Technical Services, Elevate Energy (*Network Member*)
  - **Jennifer Gremmert**, Deputy Director, Energy Outreach Colorado
- Discussion
  - What are key challenges for energy efficiency programs serving lower income residents in single-family and multifamily housing?
    - What are effective ways to address those challenges?
  - What are best practices for maximizing energy and non-energy benefits of projects?
  - What strategies help ensure that programs are cost effective?
  - Other questions/issues related to low-income and affordable multifamily programs?
- Closing Poll

# Better Buildings Residential Network

**Better Buildings Residential Network:** Connects energy efficiency programs and partners to share best practices and learn from one another to increase the number of homes that are energy efficient.

**Membership:** Open to organizations committed to accelerating the pace of home energy upgrades.

## **Benefits:**

- Peer Exchange Calls 4x/month
- Tools, templates, & resources
- Recognition in media, materials
- Speaking opportunities
- Updates on latest trends
- Voluntary member initiatives
- Residential Program Solution Center guided tours

**Commitment:** Provide DOE with annual number of residential upgrades, and information about associated benefits.

*For more information or to join, email [bbresidentialnetwork@ee.doe.gov](mailto:bbresidentialnetwork@ee.doe.gov), or go to [energy.gov/eere/bbrn](http://energy.gov/eere/bbrn) and click Join*

# Peer Exchange Call Series

***We hold one Peer Exchange call the first four Thursdays of each month  
from 1:00-2:30 pm ET***

Calls cover a range of topics, including financing & revenue, data & evaluation, business partners, multifamily housing, and marketing & outreach for all stages of program development and implementation

## Upcoming calls:

- March 2: [It's a Beautiful Day in the Neighborhood: Scale Interventions](#)
- March 9: [Who's Got Game? Interactive Customer Engagement Strategies](#)
- March 16: [Sold! Engaging the Real Estate Industry in Home Performance](#)
- March 23: [Effecting Behavior Change: Energy Report Data Usage](#)

*Send call topic ideas to [peerexchange@rossstrategic.com](mailto:peerexchange@rossstrategic.com)*

*See the Better Buildings Residential Network Program [website](#) to register*

# March Energy Madness: Join the Game!



## Tournament Details:

- Residential energy-related marketing messages submitted by February 17, 2017.
- We will announce the **Sweet 16** entering the race on the March 2<sup>nd</sup> Peer Exchange call.
- **Call Participants will make their picks** to determine what messages are best in 8 head-to-head match ups.
- **On each of the following Peer Exchange Calls in March**, you'll find out who has made it on to the next round and vote on your favorites.
- **The winning message** will be selected on the **March 23<sup>rd</sup> call!**



U.S. Department of Energy  
See the [video](#)



Utilitywise  
[More information](#)

*Better Buildings Residential Network members may be given priority consideration.*

# **Best Practices: American Council for an Energy-Efficient Economy (ACEEE)**

# Best practices for implementing low-income and multifamily energy efficiency programs

**Lauren Ross**

**Senior Manager, Local Policy**

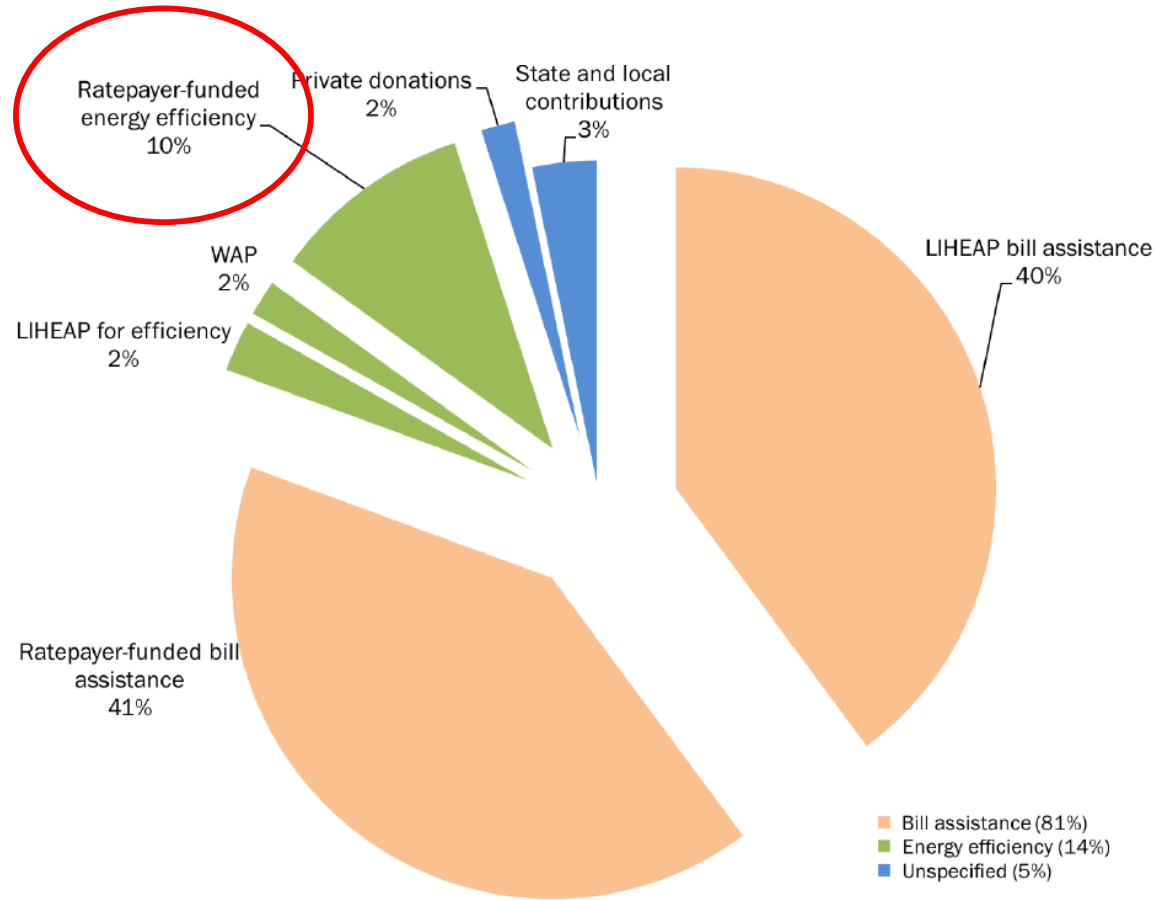
**American Council for an Energy-Efficient Economy**

# The issue and challenges

- Energy affordability and access to energy efficiency services remain a problem for low- and moderate-income households
  - Higher energy costs
  - Lack of comprehensive low-income and multifamily programs
  - Older and less efficient appliances, equipment, and homes
  - Lack of discretionary capital to invest in energy efficiency measures
  - For renters, the “split incentive” problem and lack of authority to make property modifications



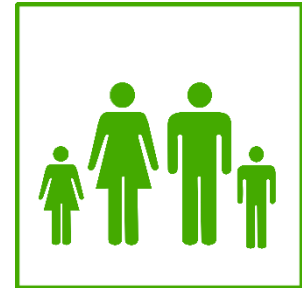
# Low-income program funding breakdown



Data on ratepayer-funded bill assistance, ratepayer-funded energy efficiency, WAP, and LIHEAP assistance from 2013. LIHEAP spending on efficiency is approximately based on 6% LIHEAP funds spent on efficiency in 2006. Data on state and local contributions and private donations are from 2010. *Source:* LIHEAP Clearinghouse 2016.

# Multiple benefits of energy efficiency for low-income households

- **Lower monthly bills (residents)** – more disposable income, reduced stress, more money spent in local economy
- **Improved housing (residents)** – better health and safety, increased property value and housing satisfaction, lower maintenance costs
- **Local economic development (community)** – more local jobs, improved quality of life, increased property values
- **Less power used (utilities and community)** – reduced environmental pollutants, improved public health, avoided excess costs of increased generation, capacity, and transmission investments



# Best practices for low-income and multifamily utility programs

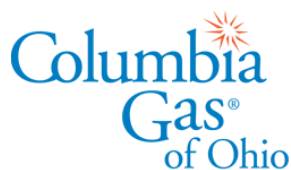
- Offer a range of eligible measures
- Use a portfolio approach
- Coordinate with other state and local organizations and programs
- Coordinate efficiency and bill payment assistance
- Address health, safety, and building integrity issues

# Best practices for low-income and multifamily utility programs

- Coordinate programs across electric, natural gas, and water utilities
- Incorporate high-efficiency products and equipment
- Incorporate customer energy efficiency education
- For multifamily, offer an one-stop-shop approach and incorporate low-cost financing

# Conclusion

- Flexibility, coordination, and collaboration will make for better programs that serve low-income and multifamily households
- Examples of leading programs:



# ACEEE research/resources

- Multifamily and Low-Income Utility Working Groups
- Published reports
  - More Savings for More Residents: Progress in Multifamily Housing Energy Efficiency, February 2017, <http://aceee.org/research-report/u1702>
  - Reaching More Residents: Opportunities for Increasing Participation in Multifamily Energy Efficiency Programs, May 2016, [aceee.org/research-report/u1603](http://aceee.org/research-report/u1603)
  - Best Practices in Developing Energy Efficiency Programs for Low-Income Communities and Considerations for Clean Power Plan Compliance, April 2016, [aceee.org/white-paper/cpp-low-income](http://aceee.org/white-paper/cpp-low-income)
  - Lifting the High Energy Burden in America's Largest Cities: How Energy Efficiency Can Improve Low-Income and Underserved Communities, April 2016, [aceee.org/research-report/u1602](http://aceee.org/research-report/u1602)
  - Building Better Energy Efficiency Programs for Low-Income Households, March 2016, [aceee.org/research-report/a1601](http://aceee.org/research-report/a1601)

# Thank you!

# Questions?

Lauren Ross  
Senior Manager, Local Policy  
American Council for an Energy-Efficient Economy

# Program Experience: Elevate Energy





# Making an Impact: Low-Income Energy Efficiency Programs

Better Buildings Residential Peer Exchange — February 23, 2017

Kimberly Loewen



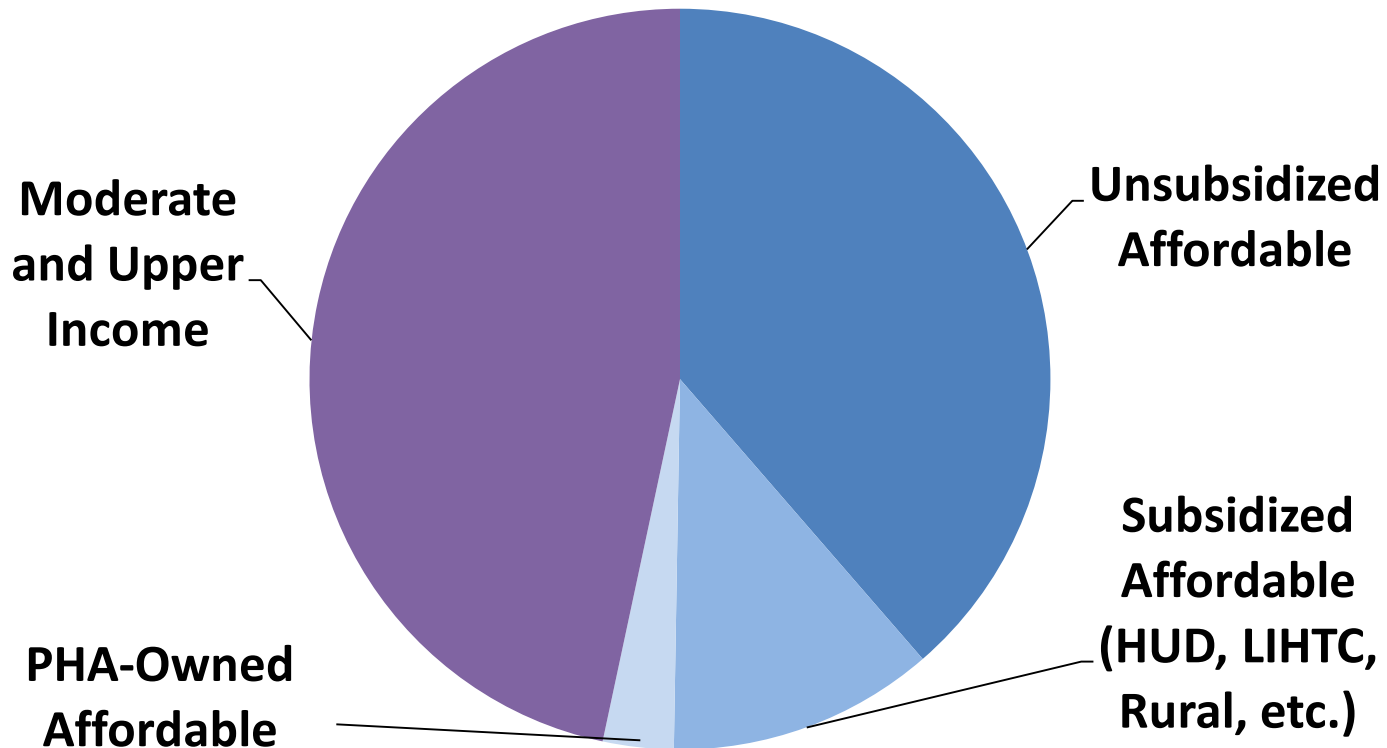
**ELEVATE** ENERGY

Smarter energy use for all



# Need for Low-Income Programs

## Illinois Multifamily (2+ Units) Housing Stock



Source: American Community Survey, 2013 5-Year Estimates

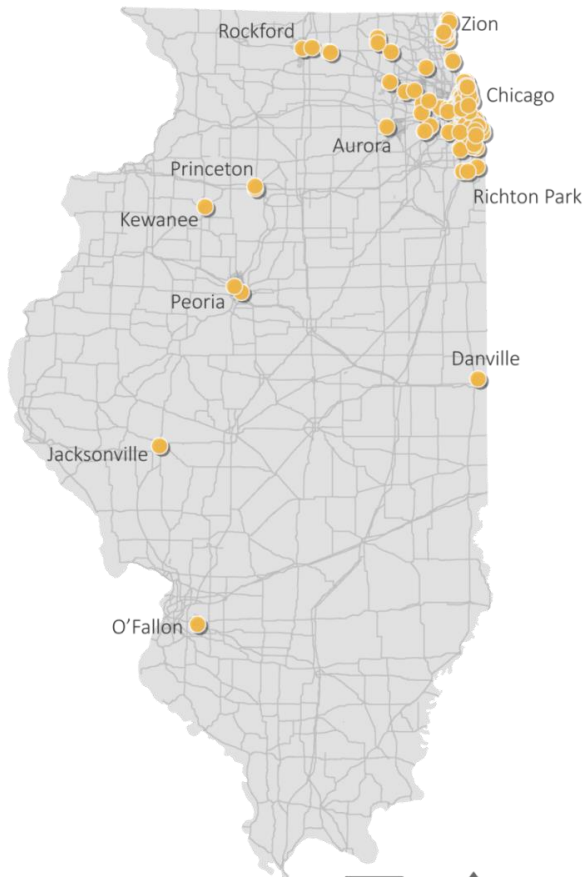


# Elevate's Impact to Date

## Elevate Energy Multifamily Upgrades from 2008 – Present

n= 580

● Multifamily 5+ Upgrades



### Multifamily Retrofits

27,000 units

### Energy Savings

6.5 million therms  
18 million kWh  
Typical savings 15-30%

### Loans (Community Investment Corporation)

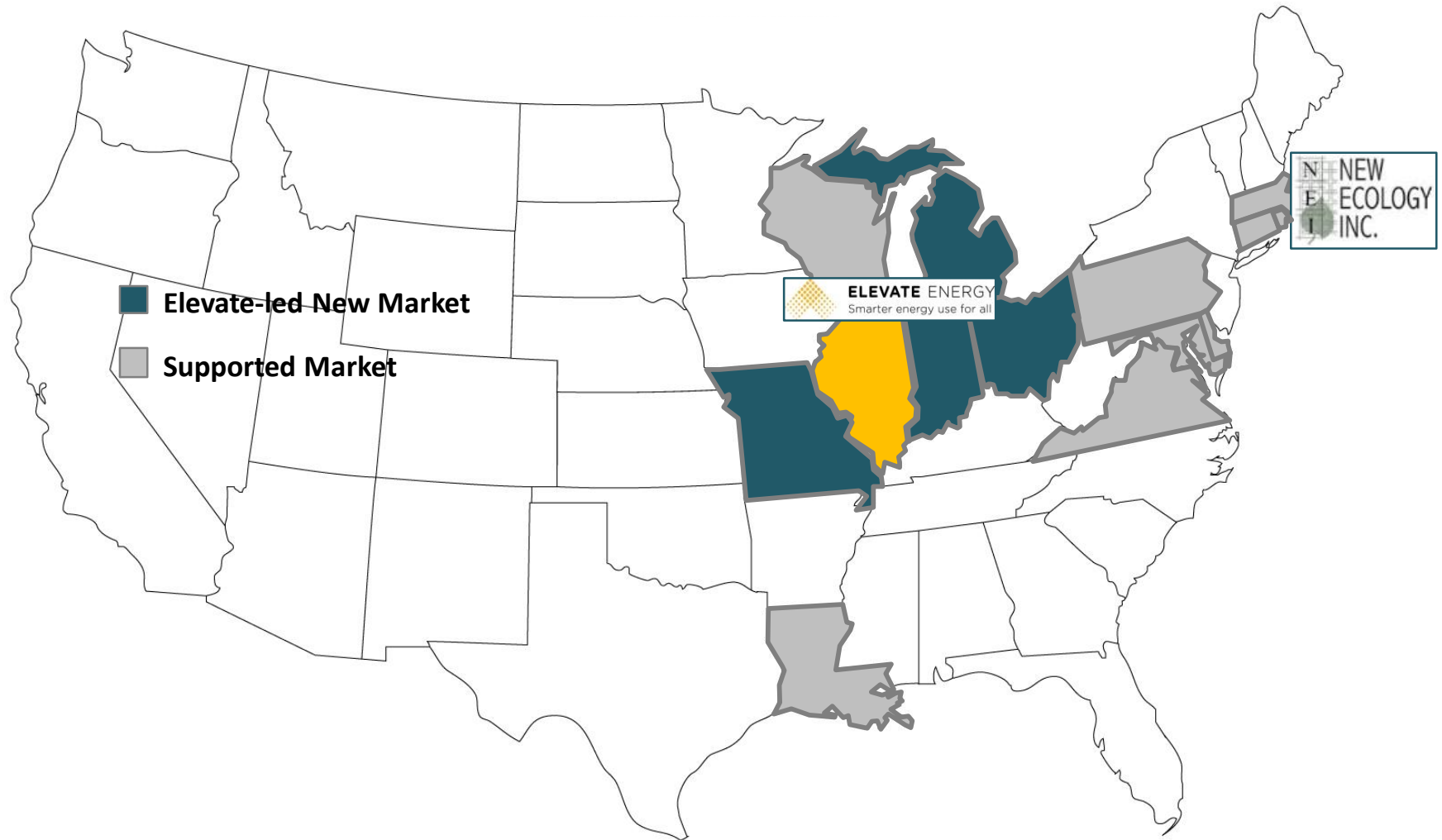
Over \$15 million

### Incentives

\$15,000,000



# States We Are Active In





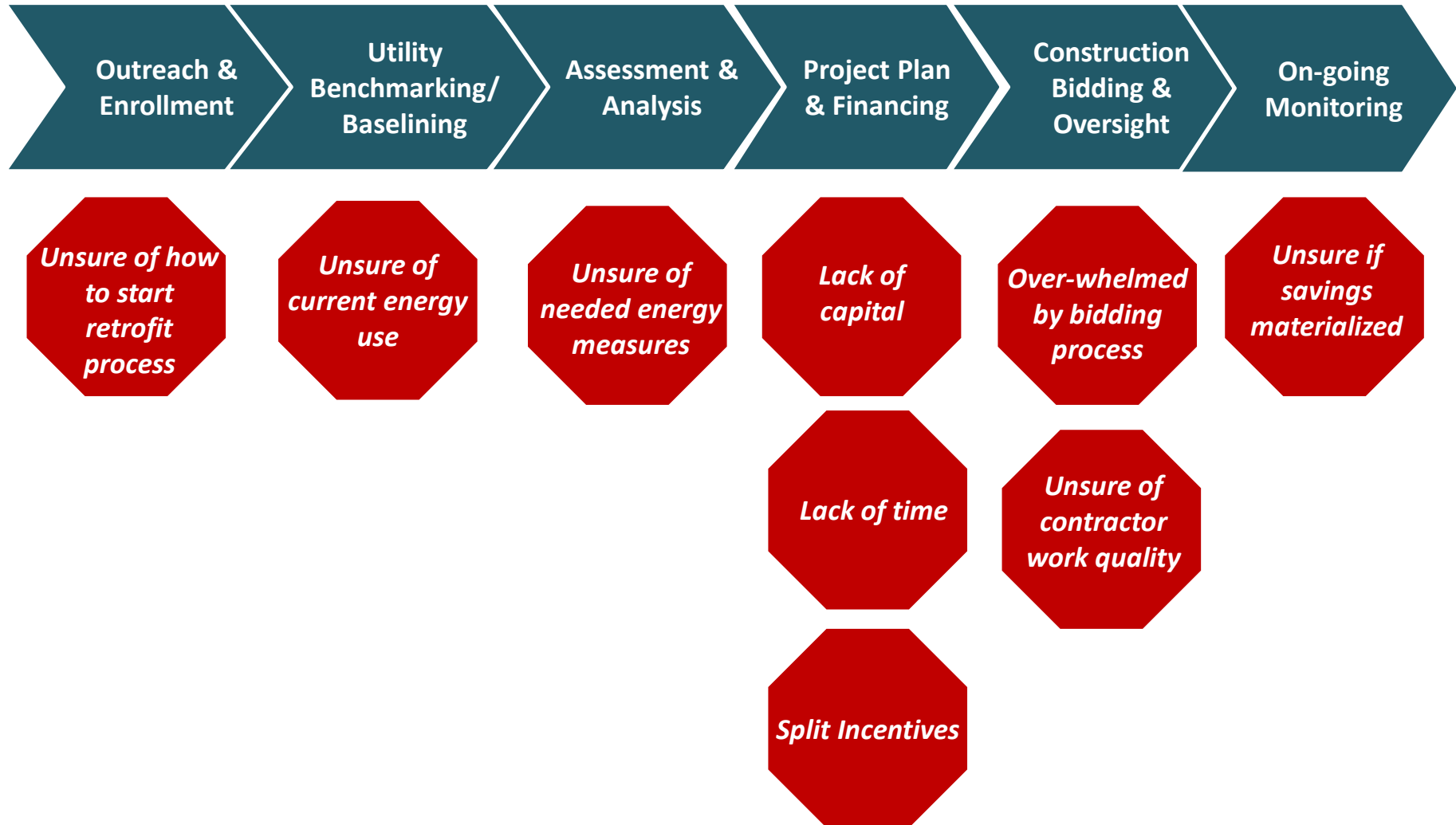
# The Service Delivery Model

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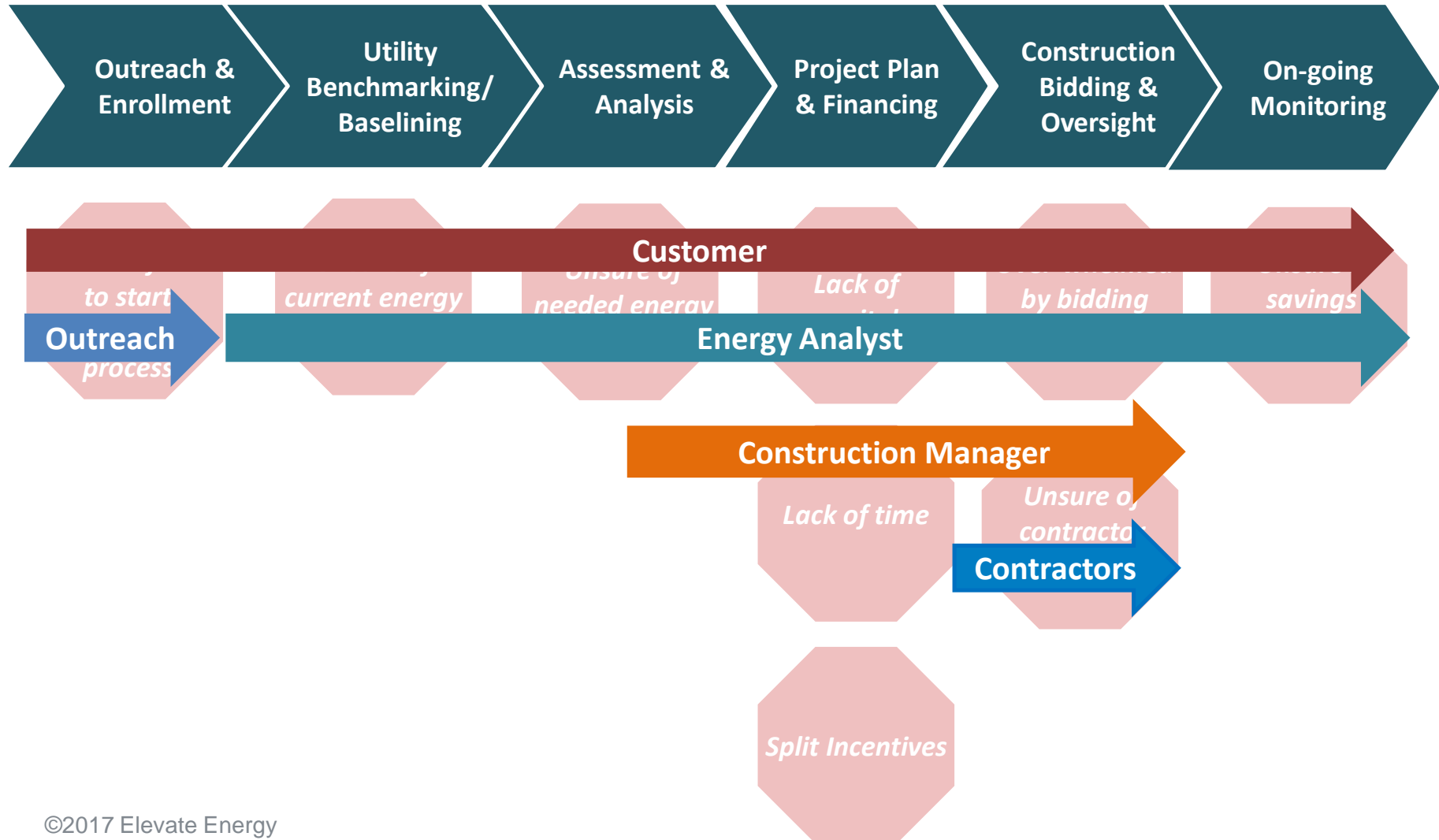


# The Service Delivery Model and *Challenges*





# The Service Delivery Model and *Process*







# What Motivates Building Owners?

**Tenant Retention**



**Saving Time**



**Low or No Hassle**



**Positive Cash Flow**



## Building Overview

- 4-story, 23-units
- Year of construction: 1925
- Heating system: natural gas fired steam boiler

**Annual Savings:** 37% (\$9,600)

**Funding:** 85,000 low-cost loan





# Partnerships



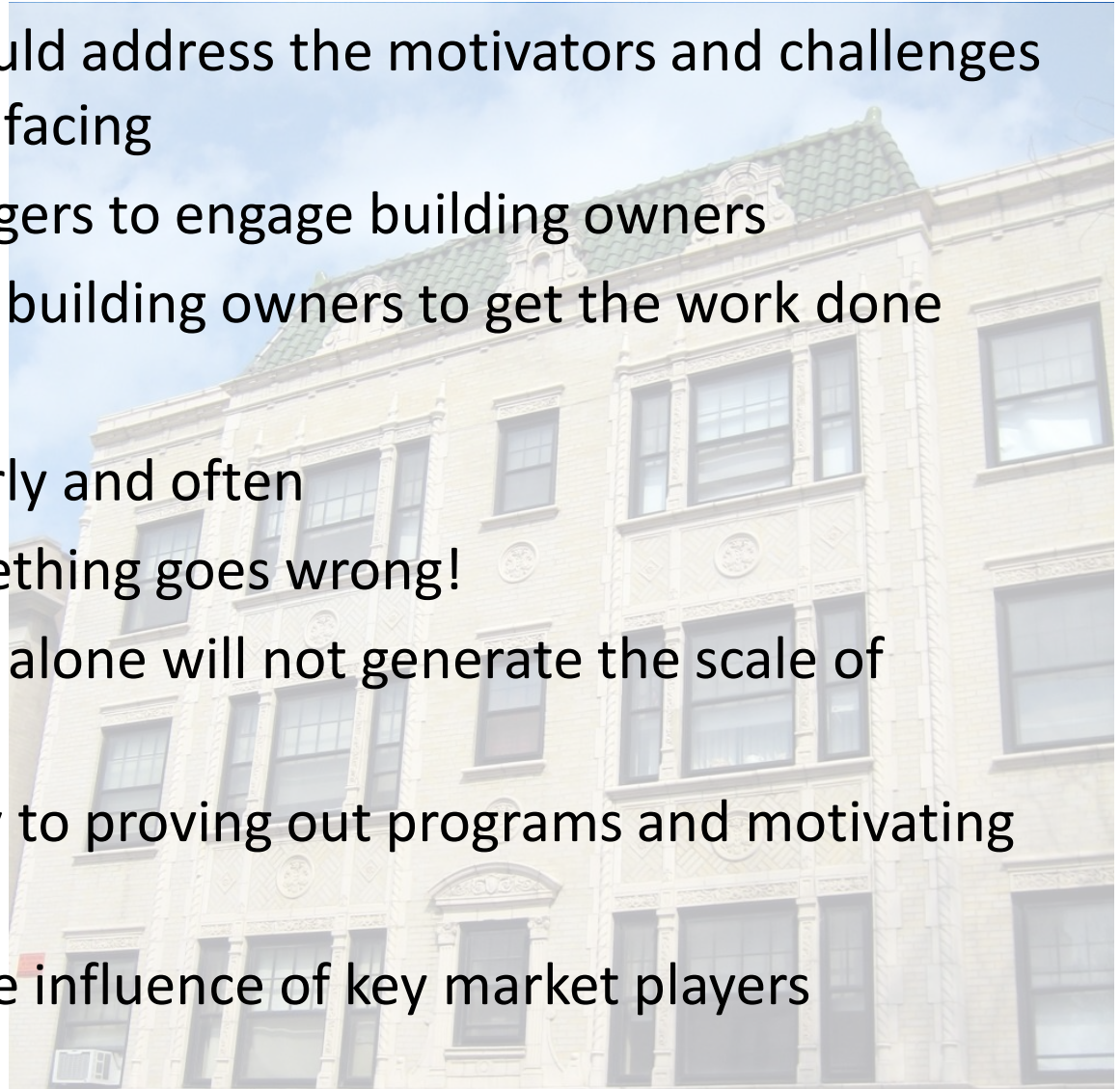
“Dedicated to linking the energy and housing sectors together in order to tap the benefits of energy efficiency for millions of low-income families.”

- Partnership
  - NRDC, National Housing Trust, Elevate Energy and Energy Foundation
  - Over 100 members in the network
- Elevate's Role
  - Help think through implementation as they advocate for larger MF programs
- Resources
  - Program Design Guide:
    - <http://energyefficiencyforall.org/program-design-guide>



## Best Practices and Lessons Learned

- Program design should address the motivators and challenges building owners are facing
- Use trusted messengers to engage building owners
- Make it easy for the building owners to get the work done
- Focus on quality
- Gather feedback early and often
- Be there when something goes wrong!
- Voluntary strategies alone will not generate the scale of “demand” required
- Access to data is key to proving out programs and motivating key stakeholders
- Need to leverage the influence of key market players



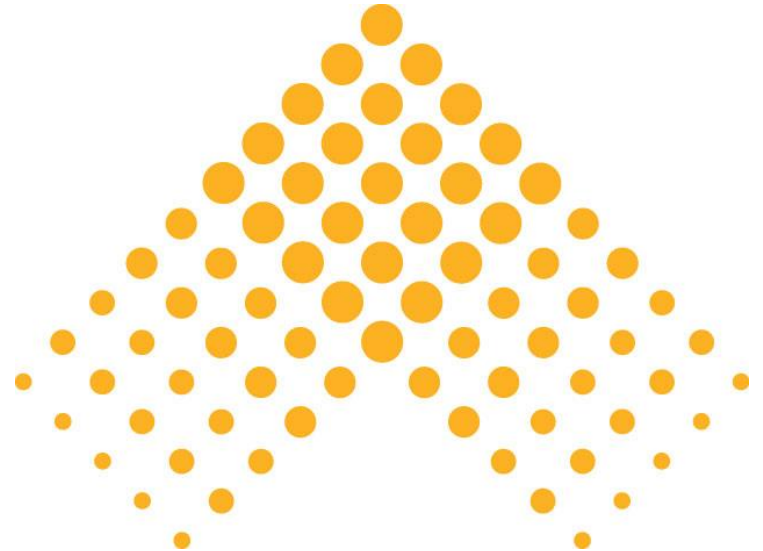


# Thank You

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Kimberly Loewen, Senior Manager of Technical Services

**ElevateEnergy.org**



@elevate\_energy



Facebook/ElevateEnergy



LinkedIn

# Program Experience: Energy Outreach Colorado



ENERGY OUTREACH  
*Colorado*

Helping Coloradans afford home energy

# Better Buildings Peer Exchange

Making an Impact: Low-income EE Programs

February 23, 2017



# Energy Outreach Colorado Efficiency Programs

Multi-family Affordable Housing	Nonprofit Energy Efficiency Program	Single Family
Centrally heated and individually heated buildings – more than 5 units	Commercial buildings – shelters, food banks, transitional housing, administrative offices	Colorado Affordable Residential Energy Program (CARE) – up to 80% AMI Coordinate with State Weatherization Program
Statewide provider for State Weatherization Program <200% FPL	City and County of Denver	Crisis Intervention Program – LIHEAP - Furnace replacement and repair
Utility DSM - Xcel Energy, Atmos Energy, Black Hills Energy, Colorado Natural Gas - Custom Rebates - Up to 80% AMI	Utility DSM - Xcel Energy, Atmos Energy, Black Hills Energy, Colorado Natural Gas - Custom Rebates	Utility DSM - Xcel Energy, Atmos Energy, Black Hills Energy, Colorado Natural Gas - Prescriptive Rebate Levels
Also working with Rural Electric Cooperatives and Municipal Utilities	Large energy users that have not been targeted historically	Propane conversion program - Atmos Energy, Colorado Natural Gas - Rural communities – DSM funds
Ability to decrease customer bills; deal with split incentives	Used to “band aiding” systems	Creates unique access points to customers



# Enrollment Success

- **Multi-family Weatherization**

- One-stop shop – EOC manages all aspects of the project
- Leveraging multiple funding sources, including owner contributions; projects rarely completed without multiple funding sources
- DSM - Total Resource Cost (TRC) test can be lower than 1.0 for specific projects as long as overall portfolio is greater than 1.0; allows us to install “failed” measures
- 25% non energy benefit adder for all low-income programs
- Used Youth Corps to “blast” large buildings with low-cost measures and behavior change programs

- **Nonprofit Energy Efficiency Program**

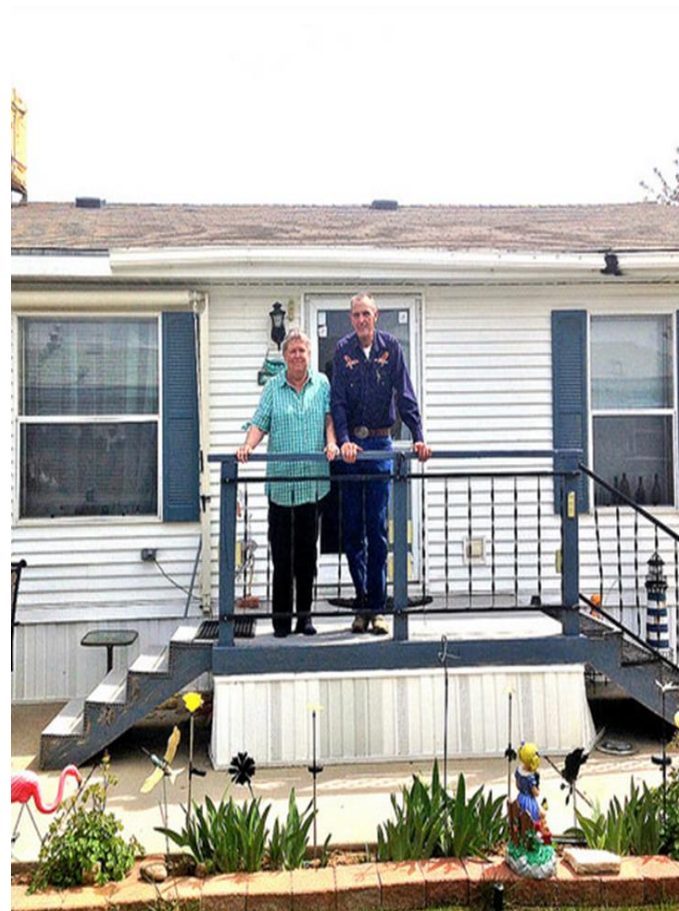
- Organizations serving low-income families - homeless shelters, food banks, transitional housing
- Large energy users that did not have active utility account managers
- Needed to do a lot of education to encourage participation
- Large energy savings opportunities





# Enrollment Success

- **Single-Family Weatherization**
  - Created Colorado Affordable Residential Energy Program (CARE) to serve previously weatherized or waitlisted “gap” utility customers, 60-80% AMI
  - Focus on highly cost effective measures that align with utility rebate programs
  - Address countless health and safety issues for clients
  - Energy Saving Kits – created cost effective program with large savings





# Key Factors for Growth and Success

- Subcontractor Model – able to ramp up and down quickly
- Leveraging Funds – public, utility and other private funds
- Understanding Funders' Goals
  - Utilities = Savings
  - State and DOE = Production
  - Cities/Corporations = Carbon Reduction
- Producing and Tracking Results and Good Reporting
  - Database – tracking units, kW, kWh, Dths, carbon – working to add water savings
  - Outcomes – Measurement and Verification
  - Continuous Process Improvement
- Keeping the Clients needs first
  - Building Owners and Residents
  - Advocacy on their behalf – no one else considered their needs
  - Key partner for affordable housing efforts



# Garden Court Apartments, Denver



**15 buildings with 300 units of affordable housing**

- Annual total utility costs of \$263,765

## **Energy Efficiency Measures installed:**

- Boiler replacements (\$895K)
- Insulation
- Lighting, common areas and in unit lighting,
- Refrigerators

**Total Project cost – \$1,050,000**

- Leveraged five (5) funding sources and financing (40%)
- Xcel Energy provided 20% of the cost through rebates

**Predicted Annual Savings – \$69,120 – 26% Annual utility bill reduction**

- With leveraged grant funds, 6-year simple payback for owner

## **Savings can be spent on:**

- Other capital improvements
- Additional staff for supportive services

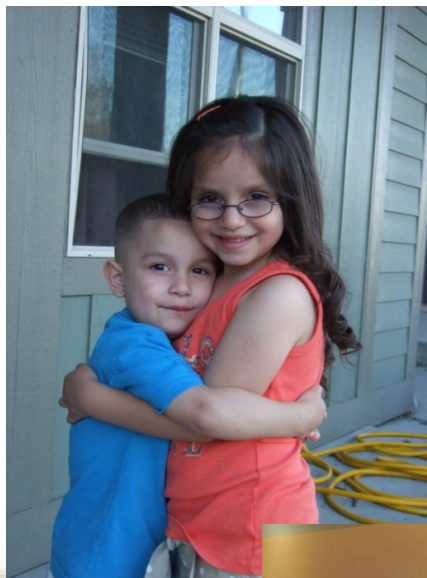


# Denver Rescue Mission





# Community Impact



# Making an Impact

- Since 1989 –
  - 40,000 multi-family and single family units served (\$53 M)
  - 339 nonprofits served through NEEP (\$18 M)
  - 277 CARE families helped (\$775,000) NEW
  - \$10.6 M in lifetime electric and gas savings saved for families (Lifetime = 8 yr. electric; 16 yr. gas savings)
  - Approx. 20,000 Metric Tons of CO2 reduced





# Jennifer Gremmert

Deputy Director

[www.EnergyOutreach.org](http://www.EnergyOutreach.org)

More Information –

[Case Study - EPA](#)

[Case Study - Regional Energy Efficiency Organizations](#)



# Discussion Highlights (1 of 5)

## Best practices to increase interest in program participation and engage low-income communities:

- **Tailor the value proposition to relate to their specific needs.**
  - Messaging may vary from community to community. Consider partnering with a local trusted messenger to help reach communities.
  - Have an outreach team on the ground building relationships and participating in local events.
- **Collaborate with portfolio owners** managing low-income buildings; they can help promote your program through their channels.
- **Coordinate with other organizations** serving low-income households to reach your audience through innovative channels such as via food banks, community events, or religious centers.
- **Meet them where they are:** Energy Outreach Colorado has “navigators” working at low-income schools that can offer energy assistance and enroll people in programs.

# Discussion Highlights (2 of 5)

- **Create opportunities for customers to connect with you through informal and non-binding communication channels.**
  - Energy Outreach Colorado implemented “**speed dating**” calls to educate prospective customers about available programs.
- **Leverage bill assistance programs to boost participation in low-income energy efficiency programs. Strategies include:**
  - **Specific requirements:** California, for example, requires bill assistance program participants to enroll in the local low-income energy efficiency program.
  - **Targeted outreach:** In some cases, utilities reach out to households receiving bill assistance to encourage them to enroll in low-income energy efficiency programs.
- **Invest in other innovative ways that can boost residential energy efficiency and cover a larger scale of customers.**
  - In the next few years, Energy Outreach Colorado will develop solar gardens for low-income communities.



# Discussion Highlights (3 of 5)

## Considerations for programs engaging multifamily building owners:

- **Understand their specific challenges:** Building owners have very tight profit margins and often receive many other competitive offers.
- **Address their motivations.** Building owners are more likely to be motivated by:
  - **Tenant retention**, which is the number one reason why they conduct energy efficiency upgrades
  - **Financial savings**, which can be redirected to other small improvements, such as parking lots or outdoor lighting
  - **Time savings**, which can be provided by combining energy upgrades with proactive maintenance
- **Be aware of split incentives:** A decrease in energy usage is not what typically appeals to private building owners since tenants pay utility bills.
  - Make benefits of energy upgrades visible for both building owners and tenants. To do this, Elevate Energy offers both whole building and in-unit energy upgrades.

# Discussion Highlights (4 of 5)

## Lessons learned from implementing low-income energy efficiency programs:

- **Going beyond basic installations and offering a range of measures can increase savings dramatically.**
  - In some cases, energy upgrades are coupled with gas and water improvements.
  - Connecticut's Low-Income Multifamily Energy Program, for example, includes measures such as insulation, HVAC systems, lighting, water efficiency, and appliance upgrades.
- **Providing funding opportunities for structural repairs** that low-income homes often need before any energy improvements can be made, helps increase program participation.
- **A “one-stop shop” process for customers** helps streamline and simplify the program application and implementation.

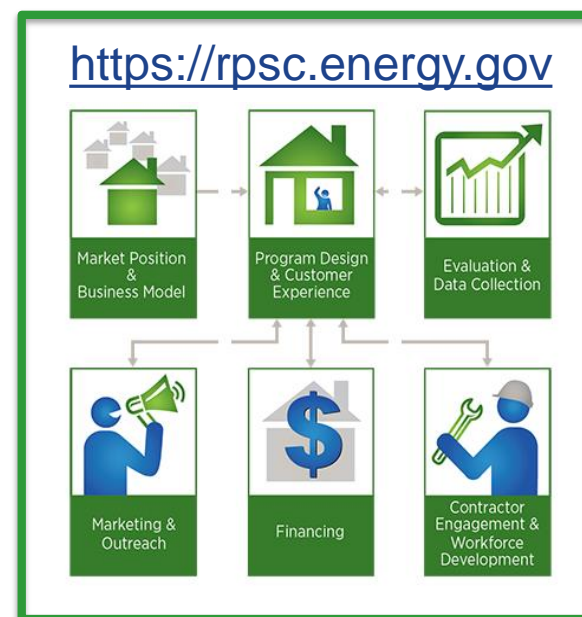
# Discussion Highlights (5 of 5)

- **Education can have a great impact on savings:**
  - Energy Outreach Colorado has seen about 5% – 7% energy savings before any energy efficiency measures were done, just by engaging customers on behavior change.
- **Non-energy benefits appeal to customers**, especially where certain market segments are not sensitive to economic arguments.
  - Colorado has low energy costs and hence, communicating the non-energy benefits, has a positive impact on program participation.

# Related Resources in the Residential Program Solution Center

## Explore resources related to low-income energy efficiency programs:

- See recommendations and strategies for increasing the savings and reach of energy efficiency programs for low-income households in this [ACEEE report](#).
- Explore this [EPA webinar](#) linking and leveraging efficiency programs for low-income households and the need to coordinate with other assistance programs.
- Read Opower's four [key lessons](#) from real-world program experience on unlocking energy efficiency for low-income utility customers.



- Check out the latest [Proven Practices](#) post on [Recognizing Good Contractor Performance](#).
- The Solution Center is continually updated to support residential energy efficiency programs—[member ideas are wanted!](#)

# Additional Resources

- U.S. EPA, [Bringing the Benefits of Energy Efficiency and Renewable Energy to Low-Income Communities](#) (including [Case Studies and Program Profiles](#))
- Low-Income Home Energy Assistance Program (LIHEAP) State programs clearinghouse: <https://liheapch.acf.hhs.gov/state>
- DSIRE, [Database of State Incentives for Renewables & Efficiency](#)

# 2017 Better Buildings Summit

Registration is now open!



Be sure to [register today](#) for the 2017 [Better Buildings Summit!](#)



Spread the word:

[#BBSummit17](#) registration is right around the corner. Get ready to learn about expert [#EnergyEfficiency](#) enhancements <http://bit.ly/2iZCMsB>

# GET SOCIAL WITH US



Stay engaged and connected with the Better Buildings Residential Network and our partners from the residential and multifamily sectors!

**Follow us to plug into the latest Better Buildings news and updates!**

**Share with us** your top stories on how your organization is accelerating energy savings through efficiency upgrades, strategies, and investment!



**[Better Buildings Twitter](#) with [#BBResNet](#)**



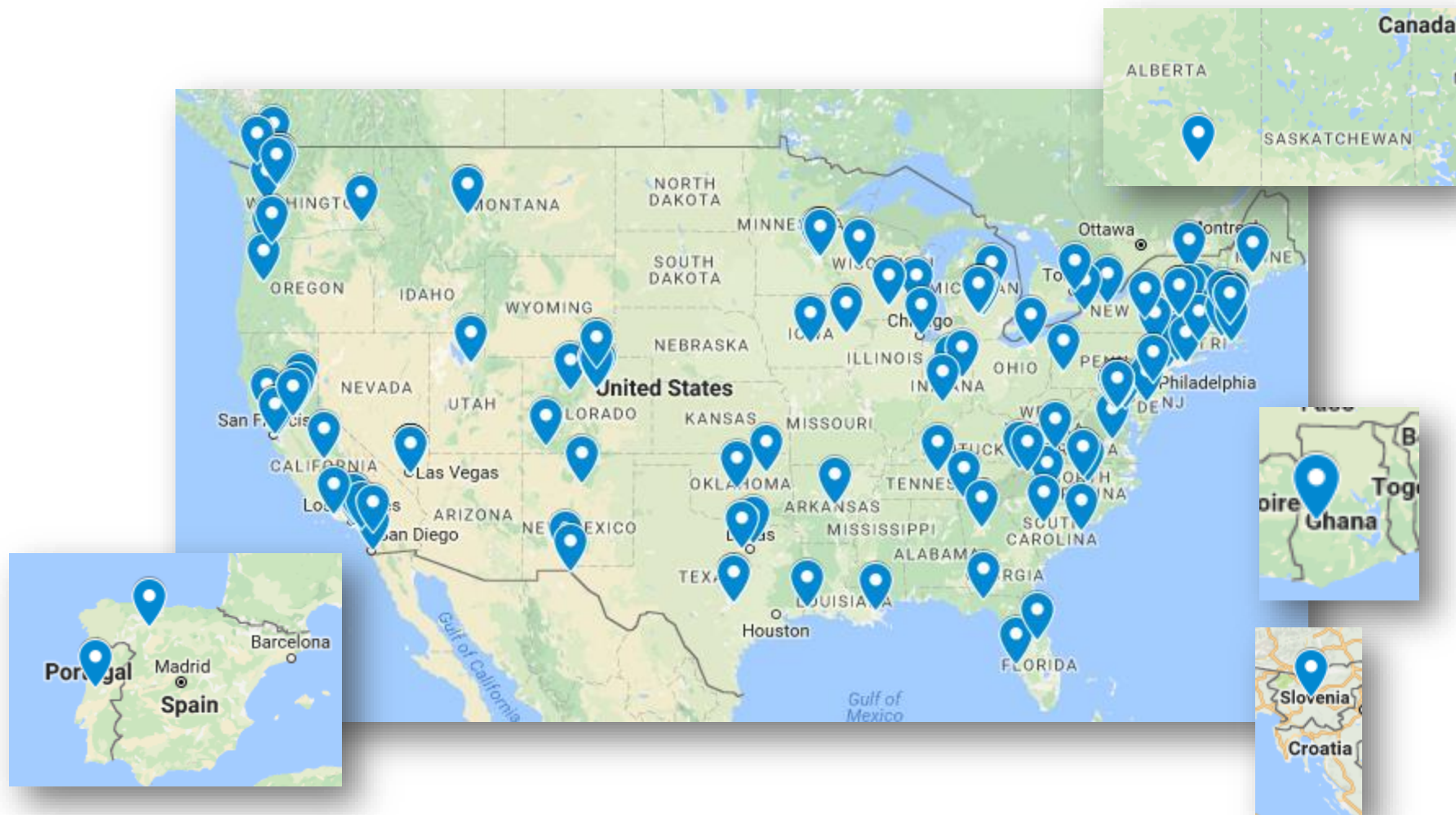
**[Better Buildings LinkedIn](#)**

**We can't wait to hear from you!**



# Addenda: Attendee Information and Poll Results

# Call Attendee Locations



# Call Attendees: Network Members (1 of 3)

- American Council for an Energy-Efficient Economy
- AppleBlossom Energy Inc.
- Arlington County (WA)
- Athens County (OH)
- Austin Energy
- Boulder County (CO)
- Build It Green
- CalCERTS, Inc.
- Center for Energy and Environment (CEE)
- Center for Sustainable Energy
- City of Bellevue (WA)
- City of Bloomfield (NJ)
- City of Fort Collins (CO)
- City of Plano (TX)
- Civic Works
- CLEAResult
- Cleveland Public power
- Connecticut Green Bank
- Delaware Sustainable Energy Utility
- Earth Advantage Institute
- Ecolighten Energy Solutions Ltd.
- Efficiency Maine
- Efficiency Vermont
- Elevate Energy
- Emerald Cities Seattle
- EnergySavvy

# Call Attendees: Network Members (2 of 3)

- Enervee
- Enhabit
- Fresh Energy
- green|spaces (Chattanooga)
- Group14 Engineering Inc.
- High Country Conservation Center
- Historic Chicago Bungalow Association
- Honeywell
- Institute for Market Transformation
- International Center for Appropriate and Sustainable Technology (ICAST)
- Katsujinken Foundation
- La Plata Electric Association
- Michigan Saves
- Milepost Consulting
- Mitsubishi Electric Cooling & Heating
- National Grid
- National Housing Trust
- New York State Energy Research & Development Authority (NYSERDA)
- North Slope Borough - Public Works
- Northeast Energy Efficiency Partnerships (NEEP)

# Call Attendees: Network Members (3 of 3)

- Optimal Energy, Inc.
- Puget Sound Energy
- PUSH Buffalo
- Renovate America
- Richmond Region Energy Alliance (RREA)
- Rocky Mountain Institute
- San Luis Obispo County (CA)
- Southeast Energy Efficiency Alliance (SEEA)
- Southface
- The Insulation Man, LLC
- TRC Energy Services
- WattzOn
- Windham & Windsor Housing Trust
- Wisconsin Energy Conservation Corporation (WECC)
- Xcel Energy Colorado

# Call Attendees: Non-Members (1 of 7)

- Acoma Mechanical Services
- Action for Boston Community Development
- Action Inc.
- Alliant Energy
- Alternative Energy Systems Consulting, Inc.
- Appalachian Voices
- Architectural Nexus
- Association for Energy Affordability
- BA Consult
- BAE Systems
- Ball State University
- Bank of Montreal
- Bay City Electric Light & Power
- BKi
- Bonneville Power Administration
- Boston Housing Authority
- Brand Cool
- Brookside Construction
- Building Energy Services LLC
- Building Envelope Materials
- C2E2 Strategies, LLC
- California Alternative Energy and Advanced Transportation Financing Authority (CAEATFA)
- California Public Utilities Commission
- Cascade Natural Gas
- Centennial Contractors Enterprises, Inc.



# Call Attendees: Non-Members (2 of 7)

- Center for Sustainable Building Research (CSBR)
- Chicago Energy Technology
- City of Atlanta (GA)
- City of Houston (TX)
- City of Milwaukee (WI)
- City of Orlando (FL)
- City of Pasadena (CA)
- City of Philadelphia (PA)
- CivicSpark
- Clallam County (WA)
- Codman Square Neighborhood Development Corporation
- ComEd
- Community Housing Partners
- Community Investment Corporation
- Community Office for Resource Efficiency (CORE)
- Conservation Connection Consulting
- Consortium for Energy Efficiency
- Cook County (IL)
- Couleecap
- County of San Diego (CA)
- Craft3
- Donna Arthur Landscaping
- Duke University
- ecoREHAB of Muncie, Inc
- EfficiencyOne
- El Paso Electric

# Call Attendees: Non-Members (3 of 7)

- Emerson Electric Company
- Enbridge Gas Distribution Inc.
- Energetics, Inc.
- Energy Management Services (EMS)
- Energy Outreach Colorado
- Energy Smart Colorado
- Energy Solutions
- Energy Wise Alliance
- Energy Wise Solutions
- EnergyWorks
- Environmental and Energy Study Institute (EESI)
- Environmental Finance Center at the University of North Carolina
- Eric Kjelshus Energy Heating and Cooling
- Evaluation + Strategy
- Florida Department of Agriculture and Consumer Services
- FM Consultores
- Fox Energy Specialists
- Franklin Energy
- Frontier Energy
- Gas Technology Institute
- Georgia Watch
- GoodCents
- Gradbeni inštitut ZRMK
- Greater Minnesota Housing Fund
- Green Building Alliance
- Groundswell

# Call Attendees: Non-Members (4 of 7)

- Holy Cross Energy
- Housing Authority of the County of San Bernardino
- ICF International
- Iowa Economic Development Authority
- Johnson City Power Board
- Johnson Home Performance
- Kansas Housing Resources Corporation
- Katerra Inc.
- King County (WA)
- LEENA Laboratories
- Legacy Real Estate Ventures, LLC
- Local 20/20
- Local Government Commission
- Local Initiatives Support Corporation
- Lockheed Martin
- LT Restoration LLC
- Madison Gas and Electric
- Massachusetts Department of Energy Resources
- MassHousing
- Mercy Housing Management Group
- Michigan Energy Options
- Michigan Environmental Council
- Mid-Carolina Electric Cooperative

# Call Attendees: Non-Members (5 of 7)

- Minnesota Department of Commerce
- Minnesota Housing
- Minnesota Pollution Control Agency
- Montana Department of Environmental Quality
- Montana Department of Public Health & Human Services
- NANA Regional Corporation
- National Association for State Community Services Programs (NASCSPP)
- National Consumer Law Center
- National Council of Structural Engineers Associations
- Natural Resources Defense Council
- Navigant Consulting
- New Bedford Housing Authority
- New Ecology, Inc.
- New York City (NY)
- New York City Housing Development Corporation
- New York State Homes and Community Renewal
- Nexant
- Oakland Housing Authority
- Off The Grid Renovations, LLC.
- Office of the People's Counsel
- Oklahoma Department of Commerce (OK)

# Call Attendees: Non-Members (6 of 7)

- Ontario Ministry of Energy
- Oregon Institute of Technology
- Pacific Power
- Passive House Institute US (PHIUS)
- Pennsylvania Public Utility Commission
- Pennsylvania Utility Law Project
- PosiGen Solar
- PUSH Green
- PV Blue
- Rothschild Doyno Collaborative
- Sarasota County
- Seattle City Light
- Shoshone-Bannock Tribes
- SIM2
- Simonson Management Services (SMS)
- Smart Energy Design Assistance Center
- SmartSolar Ghana
- Snohomish County
- Southern Energy Management
- Sparhawk Group
- Springfield Utility Board
- State of Delaware (DE)
- State of Michigan (MI)
- State of New Mexico (NM)
- Stone Energy Associates

# Call Attendees: Non-Members (7 of 7)

- Sullivan County (NY)
- Sustain Dane
- Sustainable South Bronx
- Tempo Partners
- Tennessee Valley Authority
- The Cynthia and George Mitchell Foundation
- The Electric Cooperatives of South Carolina
- The Energy Coalition
- The Energy Network
- The George Washington University
- Tohn Environmental Strategies
- University of Coimbra
- Urban Homesteading Assistance Board
- Ventura County Regional Energy Alliance (VCREA)
- Virgin Islands Housing Authority
- Virginia Housing Alliance
- Washington State Department of Commerce
- Washington State University

# Opening Poll #1

- Which of the following best describes your organization's experience with low-income energy efficiency programs?
  - Very experienced/familiar – **52%**
  - Some experience/familiarity – **31%**
  - Limited experience/familiarity – **15%**
  - No experience/familiarity – **1%**
  - Not applicable – **1%**



# Closing Poll

- After today's call, what will you do?
  - Seek out additional information on one or more of the ideas – **80%**
  - Consider implementing one or more of the ideas discussed – **13%**
  - Make no changes to your current approach – **5%**
  - Other (please explain) – **2%**