

### Peer Exchange Calls, Fall 2019, No. 23

The Better Buildings Residential Network hosts Peer Exchange Calls that connect energy efficiency programs and partners to share best practices and learn from one another in order to increase the number of homes that are energy efficient. Follow the links below to view full summaries of each call, and visit the Better Buildings Residential Network website at [energy.gov/eere/better-buildings-residential-network](http://energy.gov/eere/better-buildings-residential-network) to view a schedule of upcoming Peer Exchange Calls.



#### Improving customer satisfaction through contractor collaborative development.

Build It Green's (recently acquired by Franklin Energy) Sara Zak recounted her experience working with a contractor to dramatically improve customer satisfaction. They came together to identify reasons for failures and opportunities for improvements in workflow, and implemented mandatory trainings and field mentoring sessions.

▶ [Tackling Workforce Shortages in the Residential Energy Efficiency Field](#) October 10, 2019



#### Emerging opportunities for health to drive residential energy efficiency.

The American Council for an Energy Efficient Economy's health team explored a number of opportunities for driving residential efficiency, including building cross-sector partnerships, using energy policy to address health inequity, mitigating the health effects of climate change, in-home energy efficiency programs as a preventive health care strategy, and using energy efficiency to achieve specific community needs.

▶ [Health and Energy Efficiency Are Trending – Learn What's Happening](#) October 24, 2019



#### Incorporate window attachments into your program to drive energy savings.

Pacific Northwest National Laboratory's window attachments research, which included a comprehensive energy-modeling study, examined 11 different typical residential window attachments. For most of the studied attachments, energy savings were found to be significant. In heating dominated climates, low-storm panels and cellular shades were the most effective at reducing HVAC energy use.

▶ [Window Treatments: The Undervalued, Highly Efficient Energy Efficiency Measure](#) November 14, 2019



#### Break down program silos to coordinate efficiency, electrification, and flexibility.

The Vermont Energy Investment Corporation recommended that programs integrate and coordinate the delivery of efficiency, demand flexibility, and electrification offerings as one of six steps to deploy energy efficiency and electrification strategically.

▶ [Electrification – What Does It Mean for Energy Efficiency?](#) December 12, 2019

