Insights from Smart Meters: Ramp-Up, Dependability, and Short-Term Persistence of Savings from Home Energy Reports

Customer Information and Behavior Working Group

April 2015
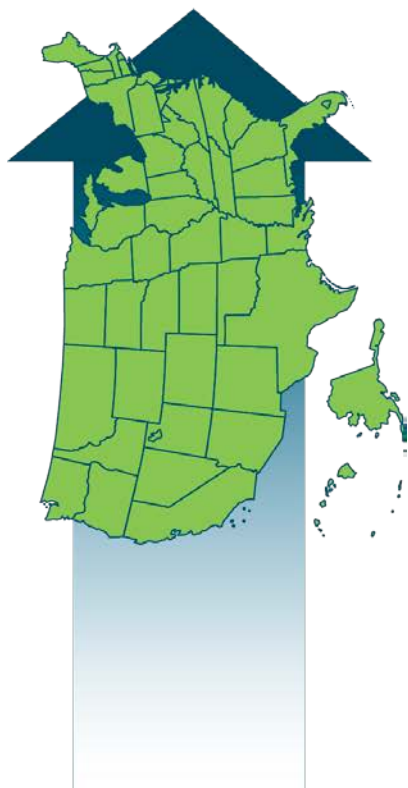
Insights from Smart Meters: Ramp-Up, Dependability, and Short-Term Persistence of Savings from Home Energy Reports was developed as a product of the State and Local Energy Efficiency Action Network (SEE Action), facilitated by the U.S. Department of Energy/U.S. Environmental Protection Agency. Content does not imply an endorsement by the individuals or organizations that are part of SEE Action working groups, or reflect the views, policies, or otherwise of the federal government.

This document was final as of April 21, 2015.

If this document is referenced, it should be cited as:

State and Local Energy Efficiency Action Network. (2015). *Insights from Smart Meters: Ramp-Up, Dependability, and Short-Term Persistence of Savings from Home Energy Reports.* Prepared by: Todd, A.; Perry, M.; Smith, B.; Sullivan, M.; Cappers, P.; Goldman, C. of Lawrence Berkeley National Laboratory.

Acknowledgments

Acronyms

BB behavior-based

CIB   Customer Information and Behavior

DOE   U.S. Department of Energy

DR demand response

EM&V evaluation, measurement, and verification

HER home energy report

PG&E   Pacific Gas and Electric

RCT randomized controlled trials

Table of Contents

List of Figures

Smart Meter Data: The Opportunity

Smart meters, smart thermostats, and other new technologies provide previously unavailable high-frequency and location-specific energy usage data. Many utilities are now able to capture real-time, customer-specific hourly interval usage data for a large proportion of their residential and small commercial customers. These vast, constantly growing streams of rich data (or big data) have the potential to provide novel insights into key policy questions about how people make energy decisions.

What Can We Do With All of These Data?

The richness and granularity of these data enable many types of creative and cutting-edge analytics. Technically sophisticated and rigorous statistical techniques can be used to pull useful insights out of this high-frequency, human-focused data. In this series, we call this behavior analytics. This kind of analytics has the potential to provide tremendous value to a wide range of energy programs.

For example, disaggregated and heterogeneous information about actual energy use allows energy efficiency and/or demand response (DR) program implementers to target specific programs to specific households; enables evaluation, measurement, and verification (EM&V) of energy efficiency programs to be performed on a much shorter time horizon than was previously possible; and may provide better insights into the energy and peak-hour savings associated with energy efficiency and DR programs (e.g., behavior-based [BB] programs).

In this series, "Insights from Smart Meters," we present concrete, illustrative examples of findings from behavior analytics research using data that are immediately useful and relevant, including:

- **Proof-of-concept analytics techniques** that can be adapted and used by others

- **Novel discoveries** that answer important policy questions

- **Guidelines and protocols** that summarize best practices for analytics and evaluation.

The goal of this series is to enable evidence-based and data-driven decision making by policymakers and industry stakeholders, including program planners, program administrators, utilities, state regulatory agencies, and evaluators. We focus on research findings that are immediately relevant.

Focus On: Ramp-Up, Dependability, and Short-Term Persistence of Savings

In this report, we use smart meter data to analyze the ramp-up, dependability, and short-term persistence of savings in one type of BB program: Home Energy Reports (HERs). In these programs, reports are mailed to households on a monthly, bi-monthly, or even quarterly basis. The reports provide energy tips and information about how a household's energy use compares to its neighbors. HERs typically obtain 1% to 3% annual electricity savings; several studies report that savings from mature HERs persist over multiple years while the programs are running (and decay after the reports are discontinued).[1]

Questions remain as to the *short-term* persistence of savings. How quickly do HERs ramp-up—how many days until we see savings? How reliable are the savings in the first few months— are there savings every day and do they decay over time between reports? Currently, there is less information about these questions.[2]

ANALYTICS TECHNIQUE
Smart meter data enables savings estimates for each day after each report

Why Does This Matter?

Because BB programs are focused primarily on reducing electricity consumption through behavioral changes, there is concern that these savings may be less dependable day-to-day than savings from installation of energy-efficient equipment. This uncertainty may pose a barrier to broader deployment of BB programs as an energy efficiency and/or DR resource because system planners and regulators may not see these programs as a dependable resource. Our analytics technique uses easily available data to determine the ramp-up and dependability of HER program savings over the short-term (day-to-day), which can help utilities, program planners, system planners, regulators, and policymakers:

- **Improve HER program design and reduce deployment costs by optimizing report frequency,** where reports could be sent out less frequently over time with minimal consequence to the achieved savings levels

- **Improve short-term demand and overall energy forecasts,** where daily savings can be predicted with a reasonable degree of accuracy, resulting in more effective hedging strategies for fuel and purchased power procurement

- **Improve HER cost-effectiveness,** as program costs can be reduced and program benefits can be more accurately predicted.

KEY RESULTS
Our results show on example of a HER savings resource with: • Quick ramp-up: savings in two weeks • Dependability: relatively stable savings every day between reports **Implication:** less frequent reports may increase cost-effectiveness.

---

[1] For example, see: Khawaja and Stewart (2014), DNV GL (2014), Todd et al. (2014), Stewart (2013), Integral Analytics (2012), KEMA (2012), Allcott (2011), Allcott and Rogers (2013), Opinion Dynamics (2012).

[2] Allcott and Rogers (2013) report a pattern of "action and backsliding" in which customers start saving energy within days of receiving a report, but then slowly return to their original energy use between reports.

Analytics Technique

Smart meter data allows us to estimate the savings from HERs on each day after each report was mailed out. Our analytics technique compares the daily electricity use of the treatment group (those who received the HERs) to the daily electricity use of the control group (those who did not receive the HERs). We estimate the savings separately for each day after each report was mailed out.[3] This analysis is complex for a few reasons:

- Every household may not receive their reports at the same time. Reports could be sent based on any number of factors: day of month, address, bill date, etc.; these mailing dates could vary across customers throughout the month. For our test-case program rollout (discussed in more detail below), reports were sent out based on billing dates.

- The number of days between reports need not be constant; each report may be mailed with a different number of days between them. For example, for our test-case program rollout, there were four weeks between the first-to-second and second-to-third mailings but 56 days between all subsequent mailings.

Because of these complexities, in order to estimate the savings for each day after the mailing of each report we cannot simply estimate the savings during each calendar date. Instead, we need to align the various mailing dates of different customers to estimate the savings on the first, second, third, etc. day after each report was mailed, even if those days are associated with different calendar dates.[4] Note that this alignment presents a challenge as to what segment of control group customers is appropriate to use as a comparison group for treatment group customers that receive their reports on a certain day. We solved this issue by estimating "predicted mailing dates" for control customers based on their billing dates; see the Appendix for more information. We estimated savings for every consecutive day, including weekends.

While mailing the reports out at different times to different customers requires a more complex analysis technique than if all reports were sent on the same date with the same time period between mailings, it does have one advantage—it better controls for variation in impact over time that may be caused by external temporal factors (e.g., savings may increase or decrease as the daylight and weather changes between report mailings; a difference in mailing dates helps wash out these differences).[5]

We use data from one particular program rollout as a test-case and we draw upon electricity data from the Pacific Gas & Electric (PG&E) smart meter system to analyze the daily impacts of their HER BB program.

The design of this HER program involves mailing reports to households on a monthly or bi-monthly basis. The letters provide information about the household's energy use in addition to how their energy use compares to their neighbors. The letters also include some energy savings tips. These HER programs are designed as randomized controlled trials (RCTs): households are randomly assigned to either the treatment group that receives the reports, or the control group that does not. A well-designed RCT is the "gold standard" of program evaluation design and thus allows us to produce unbiased estimates of the energy savings each day.[6]

We analyze hourly interval electricity consumption data for one particular HER program pilot rollout (called the "Gamma Wave" by PG&E). It includes 145,000 households across all electricity usage levels (other rollouts typically

---

[3] The appendix describes the regression technique and provides summary statistics and validation of randomization.

[4] For example, if one customer were mailed a report on January 1, and another customer were mailed a report on January 7, the first day after the report was mailed would be January 2 and 8, respectively.

[5] However, the assignment of customers as to which day during the month they were mailed their report was not random, it was based on the customers' billing dates. This means that reports received at different times during the month do not perfectly control for external temporal factors to the extent that customers with one bill date change their reaction to the treatment over time in a way that is different than the change in reaction over time for customers with another bill date. For example, customers who have a bill date at the beginning or end of the month may be very different than customers with bill dates in the middle of the month. These unobservable differences may be a cause for different response to the receipt of HERs.

[6] In addition to RCTs, there are other factors that are needed to produce valid energy savings estimates; see Todd et. al (2012).

target the top 75% of energy users). Households were drawn from five geographic regions in PG&E's service territories. The PG&E Gamma Wave rollout began in November 2011, with reports being delivered at different times to different groups of customers starting in December 2011 and continuing roughly through the next six months.[7]

ANALYTICS TECHNIQUE: EXAMINE SHORT-TERM SAVINGS PERSISTENCE
Smart meter data allows us to use an analytics technique that estimates the savings from a HER program on each day after each report is mailed out.
Implication: This technique may help program administrators and evaluators understand the ramp-up, dependability, and short-term persistence of savings in BB programs, which can lead to improved program design, increased cost-effectiveness, and better short-term forecasts.

---

[7] Because participating customers received reports based on bill dates, customers received their first and subsequent reports at different points during the month.

New Results: Insights from the Data

We estimate the savings on each day after each report is mailed to gain insights into the short-term persistence of savings. For example, we estimate the savings on the first, second, third, etc., day after the first report ("Report 1") is mailed, savings on the first, second, third, etc. day after Report 2 is mailed, and so on.

First, we examine ramp-up: after the very first report is sent, how soon do we see savings? Results for savings estimates on each day after the first report are shown in Figure 1 (along with the 95% confidence intervals in dotted lines).
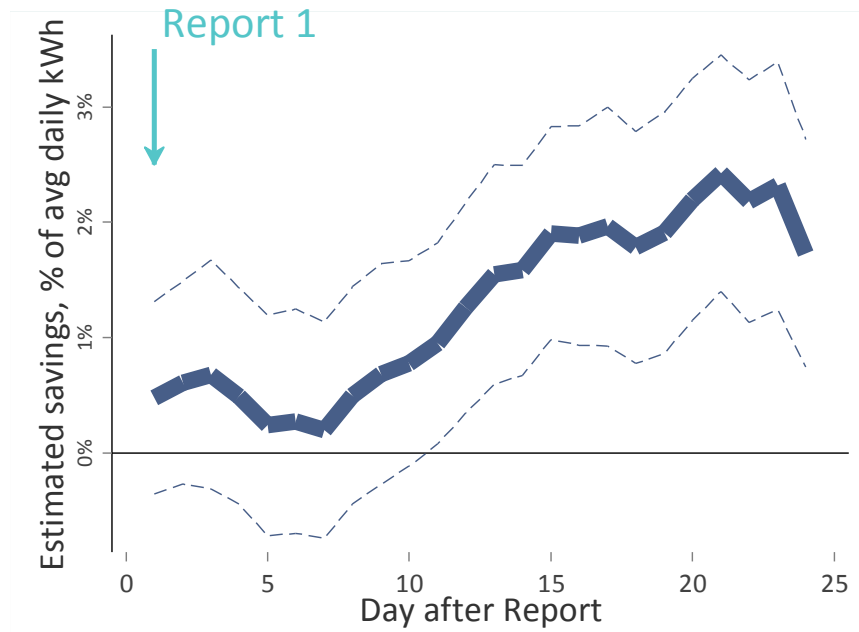

Figure 1. Savings on each day after the first report

The y-axis displays savings as a percent of the average daily energy usage of the control group; the x-axis shows each day after Report 1.

KEY RESULT 1: QUICK RAMP-UP: SAVINGS WITHIN TWO WEEKS

After the first report is mailed out, savings appear to increase rapidly after one week, and are statistically significant after two weeks.

Implication: Once deployed, HER programs can be a fast-acting resource for reducing electricity consumption. This is especially true with respect to traditional energy efficiency programs such as whole house retrofits, which typically involve a lengthy process of several months between the time when customers get an energy audit, decide on a retrofit package, have a contractor install and commission measures, and observe energy savings on their utility bill.

Next, we examine the short-term dependability of savings over time: do the savings persist between mailings and are there savings every day? Do the savings decay or grow over time? Results for savings estimates on each day after the first four reports are shown in Figure 2.
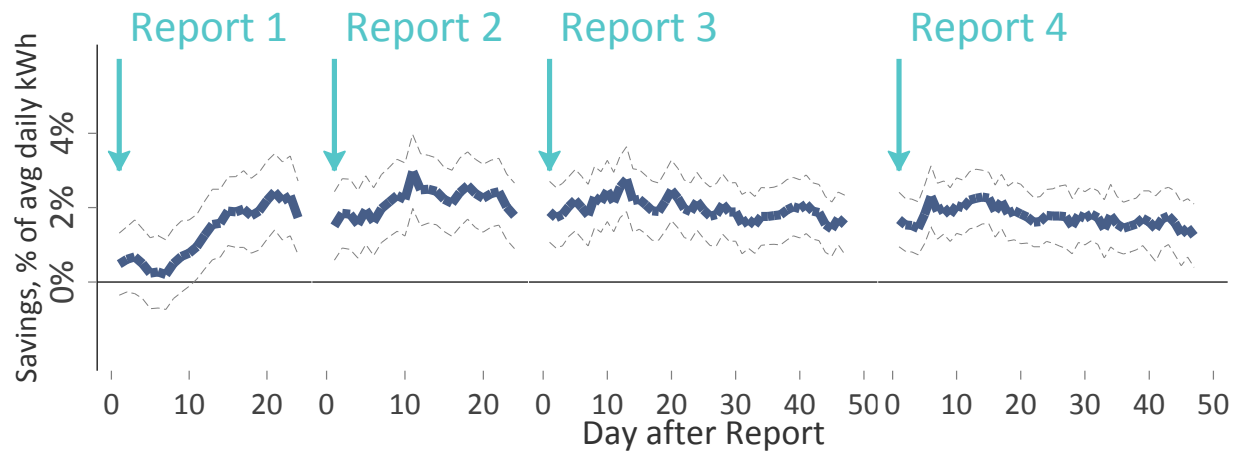
Figure 2. Savings each day after the first, second, third, and fourth report (first 6 months)

The y-axis displays savings as a percent of the average daily energy usage of the control group; the x-axis shows each day after each report. The dotted lines indicate 95% confidence intervals. Note that although there may appear to be variation across days, and that the savings may appear to be decreasing slowly over time, neither of these effects is statistically significant.[8]

KEY RESULT 2:   SAVINGS ARE RELIABLE—THEY PERSIST BETWEEN MAILINGS AND ARE RELATIVELY STABLE

Savings persist between mailings: there are statistically significant savings every day between mailings. The savings are relatively stable: after the first mailing, there is no statistically significant growth or decline in savings over time, and no statistically significant variation in savings day-to-day

Implication:

Savings from HERs appear to persist and provide a stable resource for load reduction in the short-term; this is useful information for system and program planning as well as load procurement and forecasting.

Because the savings appear to stabilize, and do not significantly decline in the eight weeks between mailings 3 and 4, or 4 and 5, it may be possible to increase the duration between reports without affecting the level.

How Does This Relate to Other Studies?

Allcott and Rogers (2013) estimate daily savings for a HER rollout in the Pacific Northwest; they find a pattern of action and backsliding, in which customers start saving energy within days of receiving a report, but then slowly return to their original energy use. They note that this is consistent with the idea that the reports "cue" customers to remember to perform day-to-day energy savings actions, such as turning off lights when leaving the house. We do not see the same results as Allcott and Rogers: that is, we do not see backsliding to original energy usage levels between reports. The difference in results between this report and their findings may be a difference in the customer base, the year that the program was rolled out, or other external factors. It may also be because our HER program started on different days of the month for different customers, allowing us to partially control for changes in savings due to daily seasonal affects.

---

[8] That is not to say that daily variations or slow reductions over time in the savings level do not exist, but rather we simply don't have sufficient power and precision to say that either are occurring.

Studies looking at multi-year persistence (Khawaja & Stewart [2014] and DNV GL [2014]) have found savings increase over the first few years. We look only at short-term persistence, over six months; our results do not speak to whether or not there is an increase in savings over the first few years.

Next Steps and Future Research

In this report we discussed analytic techniques that can be used to provide insights into the ramp-up, dependability, and short-term persistence of HERs. Our results suggest that savings ramp-up quickly and are relatively reliable and stable. Our results may be specific to this particular program in this specific situation. Because we only have data from one utility, with a limited set of time-series data, we do not suggest that these results can be generalized to all HER programs.[9] It is important to use these analytics methods for other iterations of this program type in order to draw broader conclusions.

Future research with more data could examine the ramp-up and dependability of savings between mailings on a longer time horizon, for different HER programs, and for different BB programs more broadly.

One important implication of this research that should be tested with future HER programs is the optimal frequency of report delivery, which may be utility or program specific. Because our research suggests that the savings appear to stabilize and do not significantly decline in the two month gaps between Reports 3, 4, and 5, it is possible that the savings would not decline if there were larger gaps between those reports (as well as later reports). For example, we suggest testing the effectiveness of a program with one month between Reports 1, 2, and 3; three months between 3, 4, and 5; four months between 5 and 6; and larger gaps in between subsequent reports. An increase in the duration between reports as the program progresses may significantly improve the cost-effectiveness of HER programs depending on how the program implementer providing the HER is compensated.[10] This may be true even if there are slightly less savings.

This series will continue to explore the kinds of insights that can be pulled from the newly available data captured by smart meters and other sources, and to report our key findings.

---

[9] In other words, even though the RCT design ensures that the results are *internally valid* (e.g., unbiased for a particular program, with a given participant population and a given time frame) it does not mean that the results are *externally valid* (e.g., can be generalized and applied to new populations, circumstances, and future years).

[10] If there is a cost per report, this might improve the cost-effectiveness. For a different business model in which HER programs are compensated based on savings, this may not improve cost-effectiveness.

References

Allcott, H. (2011). "Social Norms and Energy Conservation." *Journal of Public Economics* , Vol. 95, No 9-10 (October), pages 1082-1095.

Allcott, H. (2014). "Site Selection Bias in Program Evaluation." Working paper, R&R in the *Quarterly Journal of Economics*.

Allcott, H.; Rogers, T. (2013). *The short-run and long-run effects of behavioral interventions: Experimental evidence from energy conservation*. National Bureau of Economic Research Working Paper.

Allcott, H.; Sweeney, R. (2014). "Information Disclosure Through Agents: Evidence From a Field Experiment." 2014 POWER Conference.

DNV GL. (2014). *Home Electricity Report Program, January 2012 through December 2013 Study Period: 2013 Impact Evaluation, Seattle City Light*.

EPRI. (2011). *The Effect on Electricity Consumption of the Commonwealth Edison Customer Application Program Pilot: Phase 1*. EPRI, Palo Alto, CA: 2011. 1022703.

Freeman, Sullivan & Co. (2012). *2011 Load Impact Evaluation for Pacific Gas and Electric Company's SmartAC Program*. San Francisco, CA.

Integral Analytics. (2012). *Impact & Persistence Evaluation Report: Sacramento Municipal Utility District Home Energy Report Program*.

Khawaja, S.M.; Stewart, J. (2014). *Long-Run Savings and Cost-Effectiveness of Home Energy Report Programs*. The Cadmus Group, Waltham, MA. CAD10312014.

KEMA. (2010). *Puget Sound Energy's Home Energy Reports Program: 20 Month Impact Evaluation*. Madison, WI.

KEMA. (2012). *Puget Sound Energy's Home Energy Reports Program: Three Year Impact, Behavioral and Process Evaluation*. Madison, Wisconsin: DNV KEMA Energy and Sustainability.

Opinion Dynamics. (2012). *Massachusetts Three Year Cross-Cutting Behavioral Program Integrated Report*. Waltham, MA: Opinion Dynamics Corporation.

SMUD. (2013). *Smart Pricing Options Interim Evaluation: An interim evaluation of the pilot design, implementation, and evaluation of the Sacramento Municipal Utility District's Consumer Behavior Study*.

Stewart, J. Work in progress. (2013). *Peak-Coincident Demand Savings from Residential Behavior-Based Programs: Evidence from PPL Electric's Opower Program*.

Smith, B.A.; Arnot, L. (2014). *Neighbor Comparison Reports Produce Savings, but HOW?* ACEEE Summer Study 2014. Working Paper.

State and Local Energy Efficiency Action Network. (2014). *Insights from Smart Meters: The Potential for Peak-Hour Savings from Behavior-Based Programs.* Todd, A.; Perry, M.; Smith, B.; Sullivan, M.; Cappers, P.; Goldman, C of Lawrence Berkeley National Laboratory. https://www4.eere.energy.gov/seeaction/system/files/documents/smart_meters.pdf.

State and Local Energy Efficiency Action Network. (2012). Evaluation, Measurement, and Verification (EM&V) of Residential Behavior-Based Energy Efficiency Programs: Issues and Recommendations. Todd, A.; Stuart, E.; Schiller, S.; Goldman, C. of Lawrence Berkeley National Laboratory.
https://www4.eere.energy.gov/seeaction/system/files/documents/emv_behaviorbased_eeprograms.pdf.