Shared Value in Utility and Efficiency Partnerships
Lessons in Perseverance, Flexibility and Mutual Respect
July 10, 2012
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!
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
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
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
Your Monthly Electric Bills

Average daily usage: $10.04  Peak usage: $458.00  Lowest usage: $208.00

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 this?  ✔️ Will do  ✔️ Did it  No thanks
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
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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