



# Residential Sector

**Spokane Regional Utility Roundtable**

**Inland Power & Light**

**August 21-22, 2023**



# Discussion Topics

- HVAC
- Home Energy Reports
- Multifamily
- Comfort Ready Home
- Water Heaters

# HVAC



# Residential HVAC is entering an interesting time

- Increased messaging from many sources on the benefits of heat pumps
- Opportunities to braid incentive/rebates together from multiple sources
  - Inflation Reduction Act (IRA) tax credits and incentives
  - State heat pump programs
  - Utility incentives
- Expanded heat pump offerings and improved technology
  - VSHPs
  - High performance, high capacity
  - Cold climate

# Updating HVAC Strategy

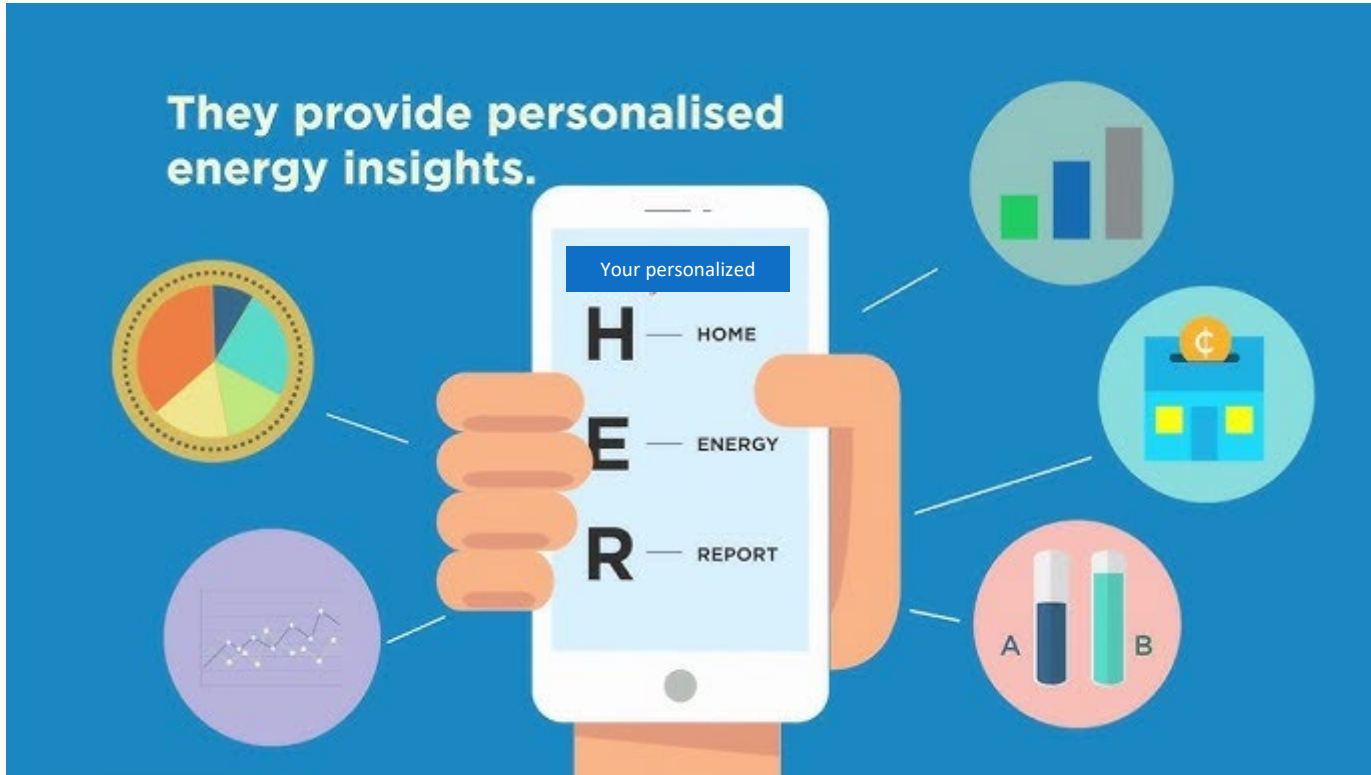
- Residential HVAC is a strategic component of BPA's 2022-2027 Energy Efficiency Action Plan
- Lots of market actors in the region (RTF, NEEA, etc.) are asking similar questions and we are working together to answer them.
  - What will the HVAC market look like in 2, 5 and 10 years?
- We will ask for utility insights on the strategy in the coming months

# Best Practice Resources and Forms

BPA created accessible resources that will easily fit into an existing or new utility program structure for gathering information from contractors

- Changed PTCS materials from requirements to best practices with an in-depth engineering review.
- Changed specifications to match rate period requirement updates.
- Reflected on forms and ensured the information gathered was appropriate for measure incentive requirements.
- Optional Data Collection Forms: DHP, ASHP/VSHP, GSHP, Smart Thermostat
- Required Data Collection Form: Prescriptive Duct Sealing
- Installation Best Practices Documents: ASHP/VSHP, DHP

# Home Energy Reports



# Home Energy Reports (HER)

- Targeted reports sent to a sampled group of a utility's residential customers that provide information on home energy use compared to similar households
- Contains behavior change tips and information on energy efficient technology to reduce energy use in the home
- Reports can be distributed via hard copy in the mail, a digital report over email, or a combination of both delivery methods



# How are HERs Generated?

- A utility contracts with an approved vendor who provides the energy reports
- Utility and vendor collaborate and define what to include in home energy reports and to perform data integration of customer use data
- Vendor pulls a sample of residential customers who will receive the reports, *Treatment Group*, and customers who don't receive reports are called the *Control Group*.
- Vendor tracks energy usage, generates and distributes reports, provides on-going program tracking metrics to utility

# BPA HER Program

- Available for all residential housing types:
  - Single-family
  - Multifamily
  - Manufactured
- Program requirements:
  - Reports delivered on a minimum quarterly basis
  - Households must be enrolled for one continuous year
- Report delivery pathways:
  - Paper
  - Digital
  - Combination of Paper and Digital
- Reports from vendor must include the following:
  - Seasonal household energy consumption information
  - A normative comparison of household energy consumption to similar households
  - Tips and strategies to reduce home energy consumption

# Considerations for Report Delivery

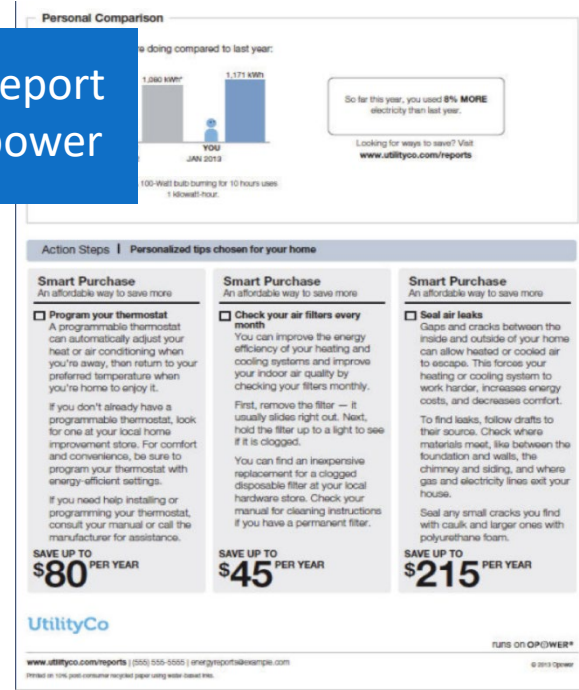
- Residential customer mix – high energy users, low income households
- Quantity of reports – send combo of paper/digital reports during peak seasons
- Frequency of reports – more reports can generate more behavior change; seasonal targeting
- Cost of implementation – paper is more expensive than digital because of printing/mailing costs

# HER Examples

Paper Report  
from Bidgley



Digital Report  
from Opower



# HER '24-'25 Rate Period Changes

- Incentive levels differ by age of program and by delivery channel:
  - First year program costs are higher – data integration, sample draw, program design
  - BPA provides higher incentive for first program year to account for cost
  
- Savings differ by delivery channel
  - Utilities wishing to offer some customers paper reports and some digital reports would be considered a hybrid program.
  - The utility would claim “paper” with X customers and “digital” with Y customers.

	First Year Incentive (per household)	Second and Beyond Year Incentive (per household)
Paper	\$14	\$7
Digital	\$12	\$5

	Site Savings per Household (kWh)
Paper	417.27
Digital	469.85

# Why Consider HERs?

- Ability to get energy saving information out to a large subset of residential customers
- Promotes conversation with customers about energy saving technologies and available incentives for upgrade to energy efficient equipment
- A great “first touch” for customers who may not have considered ways to reduce energy use

# Challenges and Support

- **Challenge:** Data integration phase can be challenging.
- **Support:** Upcoming opportunity to hear lessons learned from utilities who have participated in HER program
- **Challenge:** Small utilities have a hard time finding a vendor to work with them to develop a HER program.
- **Support:** BPA is in early stages of researching the possibility of a Master Services Agreement for regional vendor support

# Multifamily





# Multifamily Strategy

- Updating strategy for Multifamily offerings
- Low-Income and Standard-Income customers
- More opportunities

# Multifamily New Construction

- Energy Efficient New Multifamily Construction
- Zero Energy Ready New Multifamily Construction
- Updated QPL

# Comfort Ready Home

- Continue single family home retrofit help
- Expanding support role for multifamily retrofit

# Comfort Ready Home

- Live trainings in your area
- eLearning online courses
  - Continuing Education Credits (CEC)
- Videos, resources, guides, and more
  - CRH Webpage: [comfortreadyhome.com](http://comfortreadyhome.com)
- Marketing kits

# Water Heating



# Water Heating

- Big increases in BPA HPWH payments
  - \$700-\$1,100
- Custom project support available

# Questions?

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Thank you!

