

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition of Orlando Utilities
Commission for Approval of 2020
Demand-Side Management Plan

DOCKET NO. 20200058-EG

FILED: July 1, 2020

**NOTICE OF FILING ORLANDO UTILITIES COMMISSION'S
2020 DEMAND-SIDE MANAGEMENT PLAN PROGRAM STANDARDS**

The Orlando Utilities Commission (“OUC”), pursuant to Florida Public Service Commission (“PSC”) Order No. PSC-2020-0140-PAA-EG, issued May 12, 2020, and Consummating Order No. PSC-2020-0177-CO-EG, issued June 5, 2020, which approved OUC’s 2020 Demand-Side Management Plan (“DSM Plan”), hereby submits OUC’s Demand-Side Management Plan Program Standards for review by the PSC Staff. OUC’s DSM Program Standards document is attached hereto as Exhibit A.

Respectfully submitted this 1st day of July, 2020.

/s/ Robert Scheffel Wright

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CERTIFICATE OF SERVICE

I **HEREBY CERTIFY** that a true and correct copy of the foregoing has been furnished by electronic mail this 1st day of July 2020, to the following parties.

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/s/ Robert Scheffel Wright
Attorney

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EXHIBIT A

ORLANDO UTILITIES COMMISSION

2020 DEMAND-SIDE MANAGEMENT
PROGRAM STANDARDS

ORLANDO UTILITIES COMMISSION'S
2020 DEMAND-SIDE MANAGEMENT PROGRAM STANDARDS

This document presents the program standards for all programs included in OUC's 2020 DSM Plan. The discussion for each program includes a description of the program, requirements for customer participation, and a discussion of program administration, including the applicable standards for measures to qualify for OUC support, including, by way of example, minimum efficiency standards for appliances, equipment, and measures supported by OUC's DSM programs. For those programs including rebates, the amounts stated are current rebate amounts.

The final section of this document includes a discussion of OUC's program monitoring and verification.

Residential Home Energy Surveys

Program Description

The Residential Home Energy Survey Program consists of two measures: the Residential Energy Walk-Through Survey and the interactive Online Energy Survey. These measures are available to both single-family and multi-family residential customers.

The Residential Energy Walk-Through Survey includes a complete examination of the following:

- the attic;
- heating, ventilation, and air conditioning (HVAC) system;
- air ducts and air returns;
- window caulking;
- weather stripping around doors;
- faucets and toilets; and
- lawn sprinkler systems.

OUC provides participating customers specific tips on conserving electricity and water as well as details on customer rebate programs. OUC Conservation Specialists use this walk-through type audit as a means and opportunity to motivate OUC customers to participate in other conservation programs and qualify for appropriate rebates. The interactive Online Home Energy Audit is available on OUC's web site at <http://www.OUC.com>.

One of the primary benefits of the Residential Home Energy Survey Program is the education it provides to customers regarding energy conservation measures and ways their lifestyle can directly affect their energy use (and water use). Customers participating in the Home Energy Survey Program are informed about conservation measures that they can implement. Customers will benefit from the increased efficiency in their homes, as well as decreased electric and water bills.

Customer Participation and Program Administration

OUC customers can participate in this program by requesting an appointment for a Walk-Through Energy Survey by calling the OUC Customer Service Call Center. OUC customers can also use the Online Home Energy Audit at their convenience by visiting OUC's website at <http://www.OUC.com>. The Home Energy Audit rates how efficient a customer's home energy use is and where one can make improvements to lower utility bills. Participation is tracked through service orders that are produced when appointments are scheduled and completed. Online Surveys are tracked through the service provider, who produces monthly activity reports.

Residential Duct Repair Rebates

Program Description

The Residential Duct Repair Rebate Program is designed to encourage customers to repair leaking ducts on existing systems. Qualifying customers must have an existing central air conditioning system of 5.5 tons or less and ducts must be sealed with mastic and fabric tape or any other Underwriters Laboratory (UL) approved duct tape on all accessible boots, joints, and seams of the air duct system. Invoices must have a separately-itemized amount for each system repair and must reflect the method of repair used. Participating customers receive a rebate for 100 percent of the cost of duct repairs on their homes, up to \$100.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor or the customer. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Residential Ceiling Insulation Rebates

Program Description

The attic is the easiest place to add insulation and lower total energy costs throughout the seasons. The Residential Ceiling Insulation Rebate Program has been offered for several years to customers in single-family residences to encourage those customers to upgrade their attic insulation. Participating customers receive \$0.10 per square foot for upgrading their attic insulation up to R-30 or greater. Any work performed by the customer must be accompanied with a copy of the invoice showing the type and quantity of insulation purchased.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the rebate application, and the installation can be performed by a licensed contractor or the customer. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Residential High Performance Windows Rebates

Program Description

Energy-efficient windows can help minimize heating, cooling, and lighting costs. The Residential High Performance Windows Rebate Program has been offered for several years and is designed to encourage customers to install windows that improve energy efficiency in their homes. Customers will receive a \$1.50 rebate per square foot of conditioned space for the purchase of Energy Star® rated energy efficient windows.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application, and the installation can be performed by a licensed contractor or the customer. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Residential Efficient Electric Heat Pump Rebate Program

Program Description

The Residential Efficient Electric Heat Pump Rebate Program provides rebates to qualifying customers in existing single-family and multi-family homes who install heat pumps having a seasonal energy efficiency ratio (SEER) of 15.0 or higher. Customers will obtain a rebate in the form of a credit on their bill ranging from \$30 to \$1,630, depending upon the SEER rating and capacity (tons) of the new heat pump. The following table illustrates the rebates available depending on the size and efficiency of the heat pump installed.

Existing and New Construction - Rebate Values by Size and SEER (Rounded)										
	SEER	15	16	17	18	19	20	21	22	23
Heat Pump Size (Tons)	1		\$ 55	\$ 95	\$ 135	\$ 170	\$ 205	\$ 230	\$ 260	\$ 280
	1 1/2	\$ 30	\$ 105	\$ 175	\$ 230	\$ 285	\$ 330	\$ 375	\$ 415	\$ 450
	2	\$ 60	\$ 160	\$ 250	\$ 325	\$ 400	\$ 460	\$ 520	\$ 570	\$ 620
	2 1/2	\$ 90	\$ 215	\$ 325	\$ 425	\$ 510	\$ 590	\$ 660	\$ 725	\$ 785
	3	\$ 115	\$ 270	\$ 400	\$ 520	\$ 625	\$ 720	\$ 805	\$ 885	\$ 955
	3 1/2	\$ 145	\$ 320	\$ 475	\$ 615	\$ 740	\$ 850	\$ 950	\$ 1,040	\$ 1,125
	4	\$ 175	\$ 375	\$ 550	\$ 710	\$ 850	\$ 975	\$ 1,090	\$ 1,195	\$ 1,290
	4 1/2	\$ 205	\$ 430	\$ 630	\$ 805	\$ 965	\$ 1,105	\$ 1,235	\$ 1,355	\$ 1,460
	5	\$ 230	\$ 485	\$ 705	\$ 900	\$ 1,075	\$ 1,235	\$ 1,380	\$ 1,510	\$ 1,630

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase or receipts are required to be attached to the application, and work must be performed by a licensed contractor. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill or a check can be processed and sent to the property owner who may have paid for the improvement.

Residential New Home Rebate Program

Program Description

The Residential New Home Rebate Program is a flexible "a la carte" program offering a variety of choices for the builder or home buyer. This format of the program is based on feedback OUC received from the residential building community in order to increase the level of participation in OUC's program. The chart below reflects examples of available incentives.

Rebate	Rate of Rebate	Square Footage	Total
Ceiling Insulation Upgrade to R-38 or higher	\$0.03/sq. ft.	2,000	\$60
Heat Pump	Up to \$1,630	N/A	\$500
Energy Star® Heat Pump Water Heater	\$500	N/A	\$500
Solar Water Heater	\$900	N/A	\$900

Customer Participation and Program Administration

The home builder supplies OUC with proofs of purchase for eligible items purchased and installed, and rebate checks are processed and mailed to the home builder. Participation is tracked based on the number of rebates processed.

Residential Efficiency Delivered Program

Program Description

The Residential Efficiency Delivered Program is available to residential customers (single family homes) and provides up to \$2,000 of energy and water efficiency upgrades based on the needs of the customer's home and the customer's income level. A Conservation Specialist from OUC performs a survey at the home and determines which home improvements have the potential of saving the customer the most money. As noted above, OUC's contributions are based on a sliding scale of income levels; of three household income tiers are listed below and summarized in the following table:

- Household income of \$40,000 or less: OUC will contribute 85 percent of the total cost
- Household income of \$40,001 to \$60,000: OUC will contribute 50 percent of the total cost
- Household income of greater than \$60,000: OUC will contribute the rebate incentives that apply toward the total cost

Household Income	OUC Contribution
Less than \$40,000	85% (not to exceed \$2,000)
\$40,001-\$60,000	50% (not to exceed \$1,000)
Greater than \$60,000	Rebates only

Ordinarily, Energy Survey recommendations require a customer to spend money out-of-pocket to replace or add energy conservation measures: however, customers may not have the discretionary income to implement these measures especially those in the lower income tier. Under this program, OUC will arrange for a licensed, approved contractor to perform the necessary repairs based on a negotiated and contracted rate. The remaining portion of the cost, for which the customer is responsible, can be paid directly to OUC or interest-free over a 12-month period on the participant's monthly electric bill. To be eligible for this program, the customer's account must be in good credit standing with the exception of low-income customers (household income of \$40,000 or less) who are only required to have a current balance. Some of the improvements covered under this program include ceiling insulation, duct system repair, pipe insulation, window film, solar screen, A/C Tune-up, evaporator coil cleaning, Smart Thermostat, Heat Pump Water Heater, window caulk, door caulk, door weather stripping, door sweep, threshold plate, toilet replacement, irrigation repairs, water flow restrictors, and minor plumbing repairs.

The purpose of the program is to reduce the customer's energy and water costs, especially for low- income households and households with elderly persons, disabled persons, and children. Through this program, OUC helps to lower the bills of customers who may have difficulty paying their bills, thereby decreasing the potential for costly service disconnect fees and late charges. OUC believes that this program will help customers afford other essential living expenses. For others, this program offers a one-stop-shop to facilitate the implementation of a whole suite of conservation measures at reasonable costs and installed by pre-screened qualified contractors.

Customer Participation and Program Administration

Efficiency Delivered contractor(s) are selected through a Request For Proposal (RFP) process on a routine basis. Eligible customers are referred to the participating contractor after the OUC Conservation Specialist inspection is complete. Participating customers must request and complete a free Residential Home Energy Survey. The Efficiency Delivered contractor then inspects the home and creates a proposal to install eligible measures. Once the customer accepts the proposal and signs the agreement the contractor calls the customer and schedules the work. Typically, the work is completed within 45 days. Upon receipt of notice of completion and customer acceptance, payment to the contractor is processed and the customer's share of the conservation improvements is billed. Participation is tracked based on completed installations.

Heat Pump Water Heater Rebates

Program Description

Commonly referred to as hybrid electric heat pump water heaters, such water heaters with a COP of greater than 2.0 can cut water heating electric use and costs by more than half. OUC's Heat Pump Water Heater Rebate program provides rebates for the heat pumps for qualifying installations. The contractor's and/or retailer's invoice is required to receive this rebate and must reflect the system model number. If the receipt does not include the model number, a copy of the retailer's item description of product installed should be submitted that can be matched to the proof of purchase. OUC's rebate is \$500.

Description of Program Operation and Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase or receipts are required to be attached to the application, and work must be performed by a licensed contractor. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill or a check can be processed and sent to the property owner who may have paid for the improvement.

Commercial Energy Audits

Program Description

The Commercial Energy Audit Program is focused on increasing the energy efficiency and energy conservation of commercial buildings and includes a free survey comprised of a physical walk-through inspection of the commercial facility performed by highly trained and experienced energy experts. The survey will examine heating and air conditioning systems including duct work, refrigeration equipment, lighting, water heating, motors, process equipment, and the thermal characteristics of the building including insulation. Following the inspection, the customer receives a written report detailing cost-effective recommendations to make the facility more energy and water efficient. Participating customers are encouraged to participate in other OUC commercial programs and directly benefit from energy conservation, which decreases their electric and water bills.

Customer Participation and Program Administration

OUC customers can participate by calling the OUC Customer Service Call Center and requesting an appointment for an audit. Participation is tracked through service orders that are produced when appointments are scheduled and completed.

Commercial Efficient Electric Heat Pump Rebates

Program Description

The Commercial Efficient Electric Heat Pump Rebate Program provides rebates to qualifying customers in existing buildings who install heat pumps having a seasonal energy efficiency ratio (SEER) rating of 15.0 or higher. Customers will obtain a rebate in the form of a credit on their bill ranging from \$30 to \$1,630, depending upon the SEER rating and capacity (tons) of the new heat pump. The following table illustrates the rebates available depending on the size and efficiency of the heat pump installed.

Existing and New Construction - Rebate Values by Size and SEER (Rounded)										
	SEER	15	16	17	18	19	20	21	22	23
Heat Pump Size (Tons)	1		\$ 55	\$ 95	\$ 135	\$ 170	\$ 205	\$ 230	\$ 260	\$ 280
	1 1/2	\$ 30	\$ 105	\$ 175	\$ 230	\$ 285	\$ 330	\$ 375	\$ 415	\$ 450
	2	\$ 60	\$ 160	\$ 250	\$ 325	\$ 400	\$ 460	\$ 520	\$ 570	\$ 620
	2 1/2	\$ 90	\$ 215	\$ 325	\$ 425	\$ 510	\$ 590	\$ 660	\$ 725	\$ 785
	3	\$ 115	\$ 270	\$ 400	\$ 520	\$ 625	\$ 720	\$ 805	\$ 885	\$ 955
	3 1/2	\$ 145	\$ 320	\$ 475	\$ 615	\$ 740	\$ 850	\$ 950	\$ 1,040	\$ 1,125
	4	\$ 175	\$ 375	\$ 550	\$ 710	\$ 850	\$ 975	\$ 1,090	\$ 1,195	\$ 1,290
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	5	\$ 230	\$ 485	\$ 705	\$ 900	\$ 1,075	\$ 1,235	\$ 1,380	\$ 1,510	\$ 1,630

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and the installation must be performed by a licensed contractor. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Commercial Duct Repair Rebates

Program Description

The Commercial Duct Repair Rebate Program is designed to encourage customers to repair leaking ducts on existing systems. OUC will rebate 100 percent of cost, up to \$100. Qualifying customers must have an existing central air conditioning system of 5.5 tons or less and ducts must be sealed with mastic and fabric tape or Underwriters Laboratory (UL) approved duct tape on all accessible boots, joints, and seams of the air duct system. Invoices must have a separately-itemized amount for each system repair and must reflect the method of repair used.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application, and the duct repairs can be performed by a licensed contractor or by the customer. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Commercial Custom Incentive Program -

Program Description

Through the Custom Incentive program, commercial customers receive incentives based on the reduction in peak demand their projects achieve plus the first year energy savings. Energy and demand saving incentives are paid for the maximum one-hour average demand reduction that occurs during OUC's Summer Demand period defined as weekdays, between 1 p.m.– 6 p.m., from April through October. Pre- and post- inspections are required. Incentives and other program considerations are summarized below.

- \$550 per kW reduction incentive and/or energy reduction measures will also be incentivized at \$0.032 per kWh reduced.
- \$250 per kW reduction incentive for all lighting measures.
- Incentives shall not exceed 50% of project cost.
- Incentives may be paid at 50% on project completion and remainder at one year depending on performance results.
- All incentives will be paid as a credit appearing on the Customer's OUC statement.
- Simple return on investment must be greater than 2 years.
- Energy and demand conservation measure should have a useful life of at least 10 years.
- A maximum incentive of \$100,000 per customer annually.

Description of Program Operation and Administration

The following requirements must be met prior to work beginning:

1. Customer prepares and submits a Project Application. Customer downloads the application at: WWW.OUC.COM/SAVEYOURWAY.
2. Customer schedules on-site inspection(s) and meeting(s) with OUC to review proposed project.
3. Customer works with OUC through the incentive funding commitment and approval process.
4. OUC provides Customer project approval and incentive funding commitment.
5. Customer performs any required pre-installation Measurement and Verification (M&V).

After work is complete, the following must occur:

1. Customer submits Installation Report.
2. Customer performs post-installation M&V.
3. Customer documents the kW and kWh savings.
4. Customer schedules on-site inspection(s) by OUC to confirm installation and M&V results.
5. Customer obtains final approval from OUC and receives rebate in the form of a credit on the customer's OUC monthly bill.

Commercial Custom Incentive Program-

Program Description

(Continued)

OUC has designed the Custom Incentive Program to encourage electric demand reductions that go above and beyond the efficiency gains typically achieved in retrofit or replacement projects. Accordingly, demand savings credit is based only on reductions that exceed current state and federal minimum efficiency standards, wherever such standards apply (example: Florida's Energy Efficient Building Code Standards). In cases where these standards do not exist, savings credit is based on improvements relative to a customer's electric demand prior to participating in the program.

Commercial Ceiling Insulation Rebates

Program Description

The Commercial Ceiling Insulation Rebate Program is designed to increase a building's resistance to heat loss and gain. Participating customers receive \$0.10 per square foot for upgrading their attic insulation to R-30 or greater.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application and repairs can be performed by a contractor. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Commercial Cool/Reflective Roof Rebates

Program Description

The Commercial Cool/Reflective Roof Rebate Program is designed to reflect the sun's rays and lower roof surface temperature while increasing the lifespan of the roof. OUC will rebate customers at \$0.12 per square foot for Energy Star® cool/reflective roofing that has an initial solar reflectance greater than or equal to 0.70. The program applies to conditioned area only.

Customer Participation and Program Administration

Customers can participate by submitting a rebate application form available online at <http://www.OUC.com>. Proofs of purchase and/or receipts are required to be attached to the application along with documentation that the material meets Energy Star® criteria and has an initial solar reflectance greater than or equal to 0.7. Participation is tracked based on the number of rebates processed. Typically, these rebates are credited on the customer's bill, or a check can be processed and sent to the property owner who may have paid for the improvement.

Commercial Indoor Lighting Billed Solution or Lighting Rebate

Program Description

The Commercial Indoor Lighting Billed Solution Program reduces energy consumption for the commercial customer through the replacement of less efficient older lighting with newer, more efficient lighting technologies. Carefully negotiated contracts between OUC and lighting contractors enable OUC to offer the customer a discounted project cost. An additional feature of the program is a "cash-flow neutral billing solution" that allows the customer to pay for the retrofit through the monthly savings that the project generates. This removes the major participation barrier of lacking the upfront capital funding normally required to implement an impactful conservation measure. The project payment appears on the participating customer's utility bill as a line-item and is typically offset by the energy savings. The payment term is set to be equal to the pay-back period of the project. After the project has been completely paid for, the participating customer's utility bill will decrease by the energy cost savings, with those savings continuing for the remaining life of the lighting installation.

Customer Participation and Program Administration

Lighting contractor(s) are selected through a Request for Proposals (RFP) process. Eligible customers are referred to the lighting contractor typically after an energy survey or through other contacts generated by OUC's Account Representatives. The Lighting contractor inspects the facility and creates a proposal to install eligible measures. Once the customer accepts the proposal and signs the payment agreement, the work is scheduled and completed. Upon receipt of notice of completion, customer acceptance and an OUC inspection, payment to the contractor is processed, and the customer is billed through their OUC bill based on the terms of the payment agreement. Participation is tracked based on completed installations.

As described in OUC's FPSC-approved DSM Plan, OUC has expanded its Indoor Lighting retrofit program by offering the option of receiving a \$250/kW rebate instead of the billed solution mentioned above. The lighting rebate is administered in a similar manner as the Custom Incentive program. This expansion provides more options to encourage participation.

OUC Program Monitoring and Verification

Program monitoring and evaluation are important components of DSM implementation. They serve the purpose of ensuring that all DSM resources are acquired in an efficient manner. Specifically, program monitoring includes tracking program data and ensuring quality control. Program impact evaluation results document the energy and demand impacts. Process evaluation and market assessment measures the delivery efficiency of the program and helps OUC to identify ways that the program can be improved by increasing savings, reducing costs, or increasing participation.

While there is a need to regularly evaluate programs to ensure their effectiveness, there is an equal need to utilize the evaluation methods that are most appropriate for each program. Imprudent expenditures on evaluation can significantly affect the program to its detriment. The level of evaluation effort must be balanced with the need. For example, the programs that provide the largest portion of the total DSM impact should be given the greatest evaluation emphasis. Programs (or measures) that provide small per unit impacts or which have had relatively low levels of participation should be evaluated using approaches that can be justified given their relative contribution to the benefits. Therefore, while there are many methods available to evaluate the impacts of these programs, OUC will determine, on a program-by-program basis, the most efficient evaluation method based on factors such as participation levels, program performance, dollars invested, the level of uncertainty of measure performance, and other appropriate metrics.

OUC will continue this approach to M&V to validate energy and demand savings through the most appropriate methodology for the given program, including but not limited to: engineering calculations, pre- and post-billing data analysis, simulation modeling, onsite inspection/data collection, and/or metering/load research. Process evaluations will also examine how to improve the delivery of DSM programs through interviews with the design and delivery staff, customer and contractor interviews or surveys, and customer/contractor focus groups.