



# Program Feedback Working Group Survey Results

*By: Theodora Okiro,*

**IQ North Advisory Committee Facilitation Team**

*04/02/19*

# Agenda



## Survey Results

Working Group Structure and  
Process

Working Group Deliverables



## Topics

Discussion Questions



## Next Steps

# Survey Results: Participation



**11 Responses to the survey**



**Including:**

Community Based Organizations

Implementer

Government Agency

Advocacy Organization/Environment Non-profit

Regulator

State Association

501c3 Not for Profit

Which of the following is more convenient for you to meet?

Q2

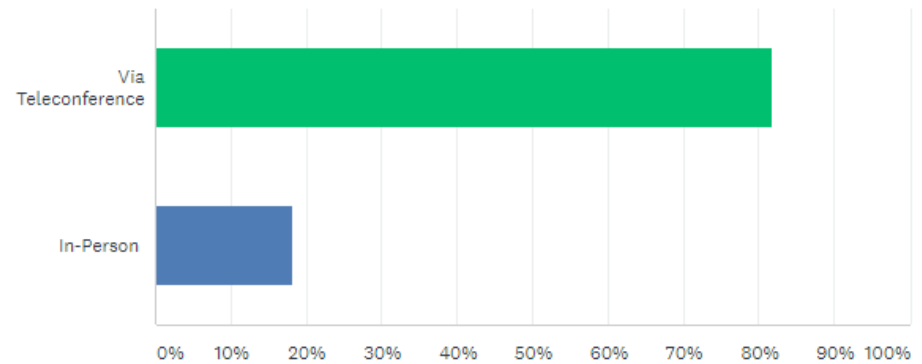


Customize

Save as

Working Group Meeting Structure: Which of the following is more convenient for you to meet?

Answered: 11 Skipped: 0

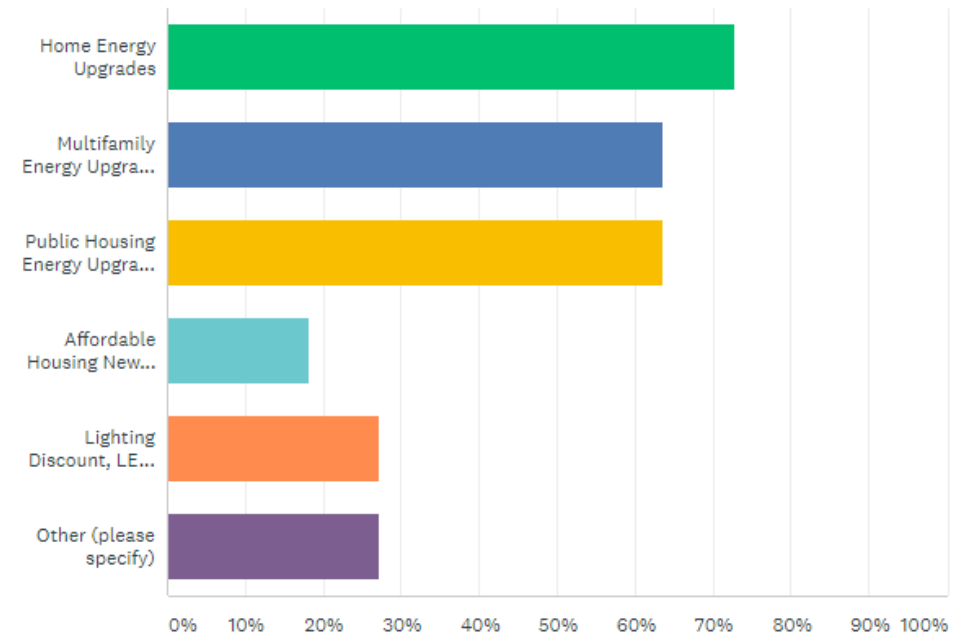


ANSWER CHOICES	RESPONSES	
▼ Via Teleconference	81.82%	9
▼ In-Person	18.18%	2
<b>TOTAL</b>		<b>11</b>

IQ Programs: Which Utility Programs are you interested in discussing? You can select up to 3 options.

Answered: 11 Skipped: 0

Which utility programs are you interested in discussing?



ANSWER CHOICES	RESPONSES	
▼ Home Energy Upgrades	72.73%	8
▼ Multifamily Energy Upgrades	63.64%	7
▼ Public Housing Energy Upgrades	63.64%	7
▼ Affordable Housing New Construction	18.18%	2
▼ Lighting Discount, LED Distribution, Energy Saving Kits	27.27%	3
▼ Other (please specify)	27.27%	3
<a href="#">Responses</a>		
<b>Total Respondents: 11</b>		

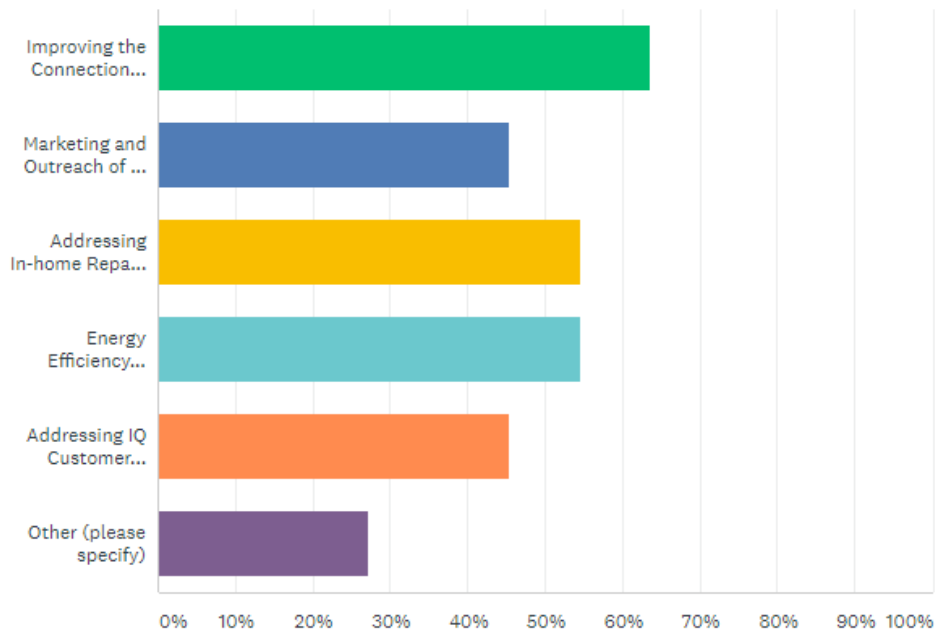


Which topics would you like discussed?

Q4

Discussion Topics: Of the options below, which topics would you would like discussed? You can select up to 3 options.

Answered: 11 Skipped: 0



ANSWER CHOICES	RESPONSES
Improving the Connection between EE and Bill Assistance Programs	63.64% 7
Marketing and Outreach of IQ EE Programs	45.45% 5
Addressing In-home Repairs prior to Program Delivery	54.55% 6
Energy Efficiency Education and Addressing the EE Knowledge Gap	54.55% 6
Addressing IQ Customer Barriers to Participation	45.45% 5
Other (please specify)	Responses 27.27% 3
<b>Total Respondents: 11</b>	

Working Group Outcome:  
What are some tangible outcomes you would like this working group and your participation to accomplish?

Major themes from responses:

- **Role of Utilities:**
  - To ensure that utilities respond to recommendations made by the working group.
  - Utility programs improve as a result of recommendations.
  - For utilities to understand how difficult it is to overcome barriers to participation, and to understand the lives of participants.
- **Tangible outcomes for IQ Customers:**
  - Real resource delivery and to be engaged in the communication of EE opportunities.
  - Barriers faced by IQ Customers are addressed

Working Group Outcome:  
What are some tangible outcomes you would like this working group and your participation to accomplish?  
– contd.

Major themes from responses:

- **IQ Programs Improvements:**
  - Small pilots to test different solutions.
  - Adding Window AC's to the Direct Install offerings.
- **IQ North Committee:**
  - Ensure the IQ North committee is informed of working group updates.
  - Working group participants feel they are part of a collaborative process and are well-informed of best practices.



Working Group  
Deliverable(s): Please indicate  
any deliverable suggestion(s)  
you have for the working  
group.

Some ideas:

- **Reports:**
  - Facilitation team should produce a report that identifies concerns that stakeholders expressed and how the utilities responded to those requests.
  - A report that pulls data from bill-payment assistance programs, EE programs, and meter data to provide a comprehensive analysis of participation and impact.
- **Memo:**
  - Memo summarizing the acceptable income qualification strategies for upstream programs.
- **Mapping:**
  - Create a customer experience map for each program design.

Additional Input and Comments : Are there other topics related to program feedback that you'd like addressed via this working group?

Some additional suggestions:

- **Best Practices:**
  - How are other programs and services braiding offerings into theirs (we already braid IQ\$ into IHWAP) – we can address how to braid other programs.
  - Finding funding sources for Green and healthy homes.
- **Utility Budgets:**
  - Utilities should consider a budget to build local agencies capacity. For instance, a stipend to cover cost of staff training.
  - Utility budgets should consider any connections to provide discounts on equipment purchase for assessments.

# Next Steps

## Working Group Plan:

- A Working Group Plan will be developed and circulated soon...

## Upcoming Meeting Date:

- The meeting date for the next Program Feedback Working Group will be announced soon.
- We plan to schedule meetings every 6 weeks through September (excluding August).



# Q&A

Are there any outstanding questions?