Appendix 5
Utah Program Evaluation
Recommendations and Responses

Utah 2015 Program Evaluations

Program Evaluation Recommendations and Company Responses

Evaluation reports provide detailed information on the process and impact evaluations performed on each program, summarizing the methodology used to calculate the evaluated savings as well as providing recommendations for the Company to consider for improving the process or impact of the program, as well as customer satisfaction.

Outlined below is a list of the programs, the years that were evaluated during 2015 and the third party evaluator who completed the evaluation. Program evaluations are available for review at www.pacificorp.com/es/dsm/utah.html

Table 1 – Program Evaluations

Program / Activities	Years Evaluated	Evaluator	Progress Status
FinAnswer Express	2012 – 2013	Navigant Consulting	Completed
Energy FinAnswer	2012 – 2013	Navigant Consulting	Completed
Recommissioning	2012 – 2013	Navigant Consulting	Completed
Self-Direction	2012 – 2013	Navigant Consulting	Completed
Home Energy Savings	2013 – 2014	The Cadmus Group	In progress
Home Energy Reports	8/1/2012 - 1/31/2014	Navigant Consulting	In progress
Refrigerator Recycling	2013 - 2014	The Cadmus Group	Completed Q1 2016

The third party evaluator's recommendations and Company's responses are provided in the below Tables:

Table 2 – Energy FinAnswer Evaluation Recommendations

Evaluation Recommendations	Rocky Mountain Power Action Plan
Leverage available marketing channels to improve program awareness. Nearly half of the interviewed participants learned of the program through prior projects (28%) or through program staff referrals (20%).	Through the *watt*smart Business Program, RMP has included face to face interactions, industry association interaction, improved collateral material and specific targeting of high-intensity energy use marketing segments. RMP is completing a Comprehensive Web and Mobile Strategy which aims to improve customer interaction through digital platforms.
Ensure measure classifications in database are correct.	RMP has implemented its Technical Resource Library (TRL) and DSM Central (DSMC) software. These two applications assist in providing the administrative checks and balances to manage measure classification.
Detailed baseline and measure information should be included in all project files. Most files contained this information, but some were missing important measure specific details.	DSMC allows attachment of project documentation to show achieved savings. RMP process now requires all project documentation be zipped and

Evaluation Recommendations	Rocky Mountain Power Action Plan
	attached to the project within the database before closing a project and seeking cost recovery.

Table 3 – FinAnswer Express Evaluation Recommendations

Evaluation Recommendations	Rocky Mountain Power Action Plan
Review procedure for determining claimed hours of use for lighting projects with savings above 200,000 kWh.	A table of Hours of Reasonable Operation has been created for all lighting auditors, providing guidelines of reasonableness based upon lighted space types. Additionally, RMP has increased trainings on pertinent lighting tools (in-person trainings and webinars).
When entering lighting project details into the program tracking database, use measure sub-types that allow for greater resolution in the application of effective useful life (EUL) values.	RMP has implemented its TRL and DSMC software following Navigant's evaluation. The TRL breaks out lighting measures into subtypes within the database and provides the ability to assign them an individual EUL
Use greater resolution in the application of EUL values in the program tracking database.	RMP has implemented recommended changes due to the TRL and DSMC.
Review and enhance the usability of the website.	RMP recently completed a web usability study and is in the final stages of completing its Comprehensive Web and Mobile Strategy. This strategy aims to provide a working plan of improvement to customer interaction through digital platforms.

Table 4 – Recommissioning Evaluation Recommendations

Evaluation Recommendations	Rocky Mountain Power Action Plan
Account for kW demand savings on all applicable projects.	The kW savings is now tracked for projects that produce quantifiable kW savings.
Improve customer communications. Both near-participants interviewed felt they were dropped or canceled due to errors made by utility.	RMP has acted to improve customer communication through the implementation of a single, general application for Energy Management and the introduction of new delivery channel partners, to help manage communications among unmanaged accounts. This should limit or reduce project cancellation errors in the future.

Table 5 – Self-Direction Evaluation Recommendations

Evaluation Recommendations	Rocky Mountain Power Action Plan
Ensure measure classifications in database are correct.	RMP has implemented its TRL and DSMC software. These two applications assist in providing the administrative checks and balances to manage measure classification.