

FALL 2020 FORUM & TRADE SHOW

Energy Efficiency Implementation in the Time of COVID-19

November 10, 2020

SPEAKERS

- Michael Hubbard, *Dominion Energy*
- Kerri Walker, *project:HOMES*
- Samuel Ringelberg, *Schneider Electric*
- Willie Fobbs, *DHCD* (moderator)

Dominion Energy

DSM COVID Impact & Response

November 2020

COVID DSM Program Focus Areas

**People &
Partnerships**

Process

Performance

Key Dates

Non-Residential Programs

- **March 17th** - Activities suspended
- **May 15th** - Programs resumed activity

Residential Programs

- **March 16th** - All residential programs suspended
(with the exception of the Market Placed Energy Efficient Products Program)
- **June 1st** - Smart Cooling Rewards Program resumed
- **June 22nd** – Income & Age Qualifying & EnergyShare weatherization resumed
- **June 29th** - Home Energy Assessment and Appliance Recycling resumed

Barriers

- Customer reluctance to participate
- Limited marketing (no display ads for March – early June)
- Cancelled bill inserts (Apr, May, Jun)
- Staffing (layoffs, family situations, virus concerns)
- Initial lack of access to retail locations
- Initial economic slowdown

Field Procedures

- Field vendors are taking extra steps during the pandemic that include
 - Wearing face coverings/PPE
 - Maintaining effective social distancing (remain remote where possible)
 - Using hand sanitizer and frequent handwashing (including vehicle precautions)
 - Cleaning and disinfecting tools, equipment and devices before and after the visit

Residential & Non-Residential Programs

People, Process & Performance Adaptations

Temporary suspension of new program in customer homes from Mar. 17 to June 28:

- Participating contractors in the Home Energy Assessment (HEA) Program must sign and adhere to Standard Op Procedures prior to resuming field activity
- Despite the challenges posed by the pandemic, the HEA Program is on pace to exceed 2,500 approved rebates with over \$1.0 Million in issued incentives in 2020 to DEV residential customers

People, Process & Performance Adaptations

Temporary suspension of new program in non-residential facilities from Mar. 17 to May 15:

- Developed new protocol for all participating contractors to follow health and safety guidelines while on-site at non-residential customer facilities, including but not limited to:
 - Perform a daily health screen
 - Verify you have adequate supply of PPE – including face masks, gloves, hand sanitizer and sanitizer wipes
 - Maintain effective social distancing when possible
 - Use hand sanitizer and frequent handwashing
 - Clean and disinfect tools, equipment and devices before and after the visit
- Despite the challenges posed by the pandemic, the Non-Residential Portfolio is on pace to exceed 1,700 approved rebates with over \$11.5 Million in issued incentives in 2020 to DEV non-residential customers

Low Income Weatherization

People, Process & Performance Adaptations

COVID-19 Plan (Mirrors DHCD / DOE Guidelines) Highlights

- Conduct daily health status checks of all workers/crew members
- Communicate regularly with clients to perform client risk assessments and inform clients of work safety protocols that must be followed
- **If client is determined to be “high risk” during the assessment, defer the project until it is safe to return.**
- Practice social distancing while performing all work inside the home
- Wear required PPE at all times while performing the work and offer PPE to clients (if applicable)
- Sanitize hands, equipment, and tools throughout the work day
- Required reporting/tracking for all site visits (ongoing)

People, Process & Performance Adaptations

Agency (Weatherization Service Provider) Readiness

- Communicated with all WSPs to gauge readiness to return to work safely
- Inventory of PPE
- Properly trained staff on work safety protocols/procedures
- Allowed each WSP the opportunity to develop additional work safety protocols
- Flexibility on return-to-work dates based on WSP readiness

People, Process & Performance Adaptations

Client Support (Ongoing)

- Support readiness on a continuous basis
- Promote and provide paperless options
- Provide financial assistance to purchase PPE equipment
- Communicate regularly with DHCD to stay updated on any changes

People, Process & Performance Adaptations

Performance

- Over 2,600 homes weatherized in 2020
- Pipeline of projects growing
- Preparing to launch House Bill 2789 (HVAC and health & safety measures)

Marketplace Program

People, Process & Performance Adaptations

Field Team Telephone Outreach Initiative & Field Practices

- Initial work from home and social distancing guidelines for field team with retail partners; moved in-store visits temporarily to telephone outreach
- Guidelines have been designed to provide the team with expectations; includes scripts
- A schedule and reporting requirements expectations
- Program Management Team monitoring and reporting progress
- Surveys; temperature checks; PPE requirements; travel expectations on sanitizing

People, Process & Performance Adaptations

Continued Strong Performance

- In store discounts in over 478 stores throughout the Company's service territory
- Over 2.36 million LED bulbs discounted in 2020
- Over 13,000 appliances discounted in 2020
 - Clothes washers, clothes dryers, refrigerators, and dishwashers are the top appliances discounted



Energy Efficiency in the time of COVID-19

 project:HOMES



Preparing to Work in a COVID World

- Emergency Leave Policies
- Safe Office Work Guidelines
- Safe Warehouse Guidelines



Energy Conservation Department Protocols

- Energy Auditor and Quality Control
Inspector Protocol
- Crew and Sub-Contractor Protocols
- Client Services Protocol



Energy Auditors COVID Work Day

- COVID-19 Screening with Clients
- Embracing the use of Personal Protective Equipment
- Going Paper-Free for Audits & Files

Energy Auditors COVID Work at the Site

- Front Door Introductions
- Health Change Status
- Preparing to Audit the Home
- Post-Audit of the Home



Crew Members COVID Work Day



- Daily Crew Member Health Checks
- Driver Assignments for the Day
- Equipment & Tool Assignments
- Front Door Introductions
- Containment Area Set Ups
- End of Day Clean Up

How COVID Impacts the Bottom Line

- Extra time with every aspect of the job.
- The cost of PPE & cleaning products.
- Inability to obtain PPE products.
- Time lost when COVID shuts a job down.
- Wears down the collaborative nature of the teams.

What May be Kept Post-COVID

- Scaled-back client questionnaire
- PDA Forms and the IPAD
- Cleaning protocol for equipment
- More conscientious use of PPE



Performance Contracting in the time of COVID

Presented by: Sam Ringelberg, Schneider Electric

Agenda



**Performance
Contracting**



COVID Impact



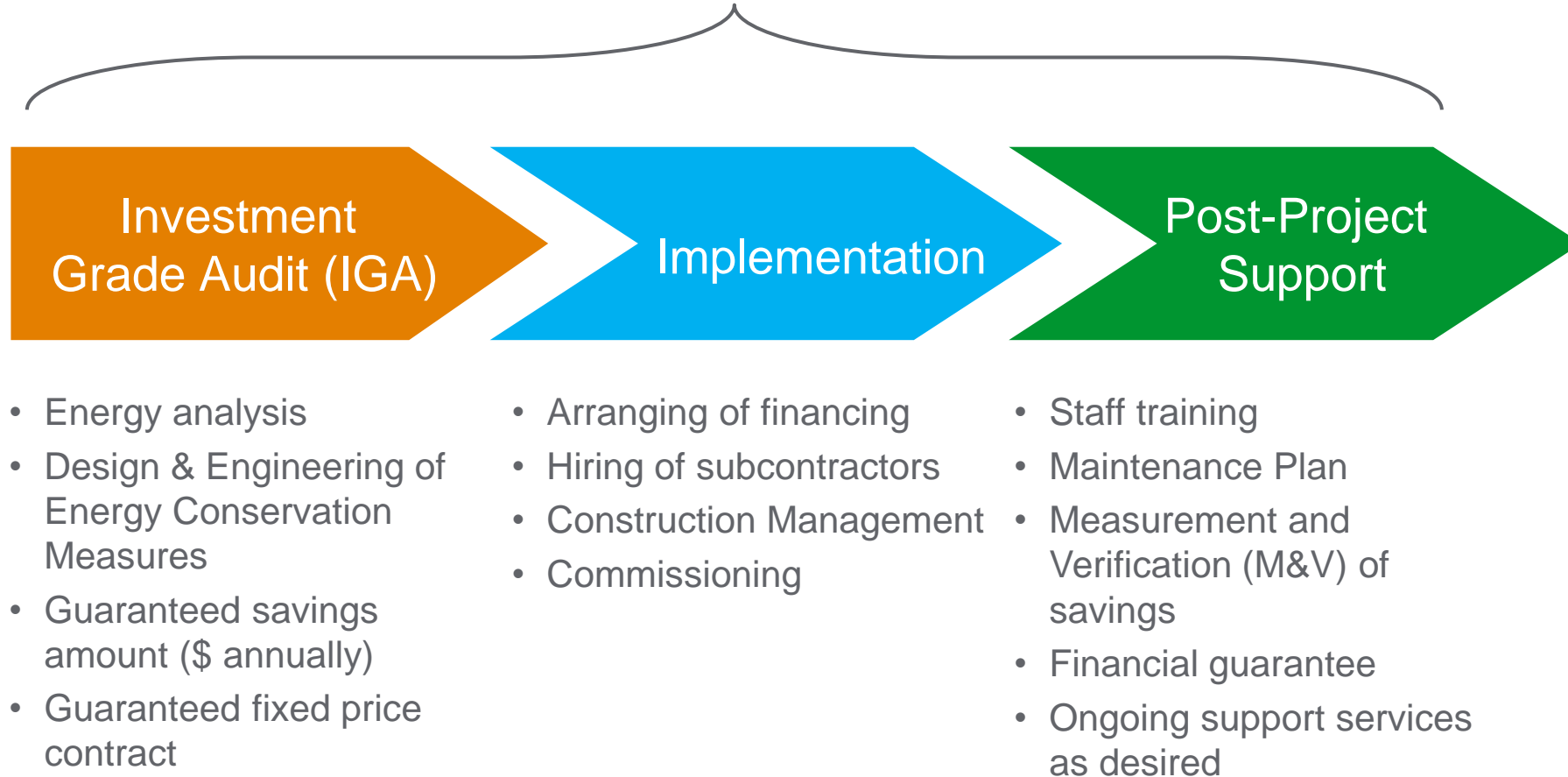
Current Industry



Post COVID

General Process

Energy Services Company (ESCO)



Amount of Activity in Virginia

- 900M in public work since 2002
- ~\$3,400,000 project size
- Over 250 projects

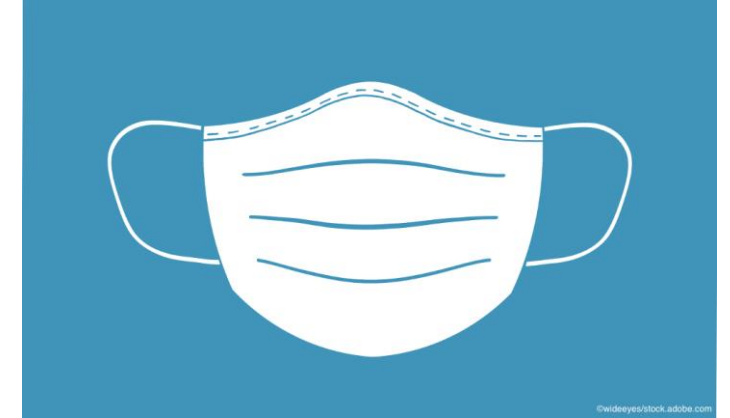
Initial Reaction in March/April

- Nearly all government types
- Re-prioritization of staff and resources
- 69,000 Energy efficiency jobs in March (BW Research)



Performance Contracting during this pandemic

- Following Building Owner Guidance – safety is paramount
- Following customer/contractor protocols
 - Masks
 - Gloves
 - Reduced crew size
 - Health questionnaires and fever checks



Energy Auditing and Scope Development

- Remote auditing
- Remote access
 - Building automation systems
 - Utility meters
- More virtual meetings
- Reduced crew size and emphasis on the real need

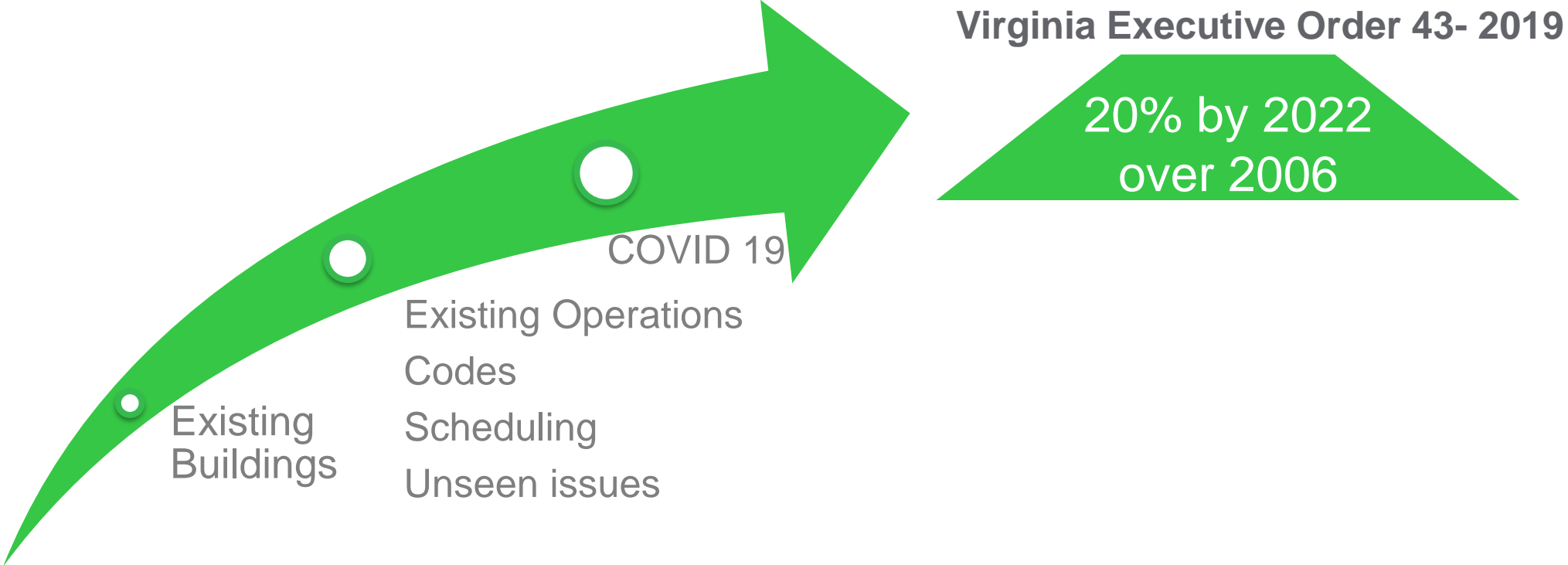


Current State

- Back at full speed
- An increased awareness of healthy buildings
 - Ventilation
 - Touchless fixtures
 - Increased signage



COVID 19 is another constraint – not a progress killer



Resources

- <https://www.naesco.org/esco>
- ashrae.org/technical-resources/resources
- <https://perspectives.se.com/performance-contracting/clean-air-is-complicated-understand-the-tradeoffs-before-you-act>

QUESTIONS & ANSWERS

To submit a question,

- Request to share your audio, or
- Use the session chat-box

AGENDA

12:00-12:15 PM	WELCOME & UPDATES
12:15-12:30 PM	EXHIBITOR & NETWORKING SHOWCASE
12:30-1:30 PM	ADVANCING EFFICIENCY WITH EMERGING TECHNOLOGIES
1:30-1:45 PM	EXHIBITOR & NETWORKING SHOWCASE
1:45-2:45 PM	LARGE ENERGY USERS: EFFICIENCY OPPORTUNITIES & CHALLENGES
2:45-3:00 PM	ENERGY EFFICIENCY IMPLEMENTATION IN THE TIME OF COVID-19
3:00-4:00 PM	EXHIBITOR & NETWORKING SHOWCASE
4:00-4:30 PM	EXPLORING THE INTERSECTION OF HEALTH & ENERGY EFFICIENCY
4:00-4:30 PM	NETWORKING RECEPTION