



SPOILER ALERT

Young Program + New Tricks = Great Outcomes
The evolution of the Home Performance Program

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Xcel Energy's Colorado Home Performance with ENERGY STAR Program

In 2009

- Subsidized Home Energy Audit program
 - Single “closed” partner doing majority of audits
- Required 5 measures to be eligible for Home Performance
- Connection to Home Performance was inconsistent

External Stakeholders Prompted Change....

- Established contractor community
- Struggles with generating leads
- Barriers of entry to Home Performance

Regulatory requirements

DISSEMINATION OF INFORMATION

Trade ally confusion

Adequate QA/QC procedure

Risk to cost-effectiveness

Common Fears of Program Change

Customer confusion

Participation drop-off

SAVINGS DECREASE

Technical assumptions

Commission approval

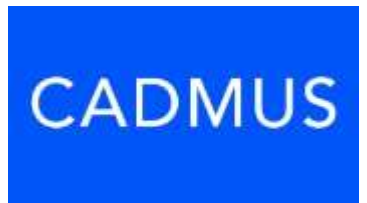
plan
adequate M&V

TRC compliance

Website re-design

Trade ally enrollment

Application processing delays



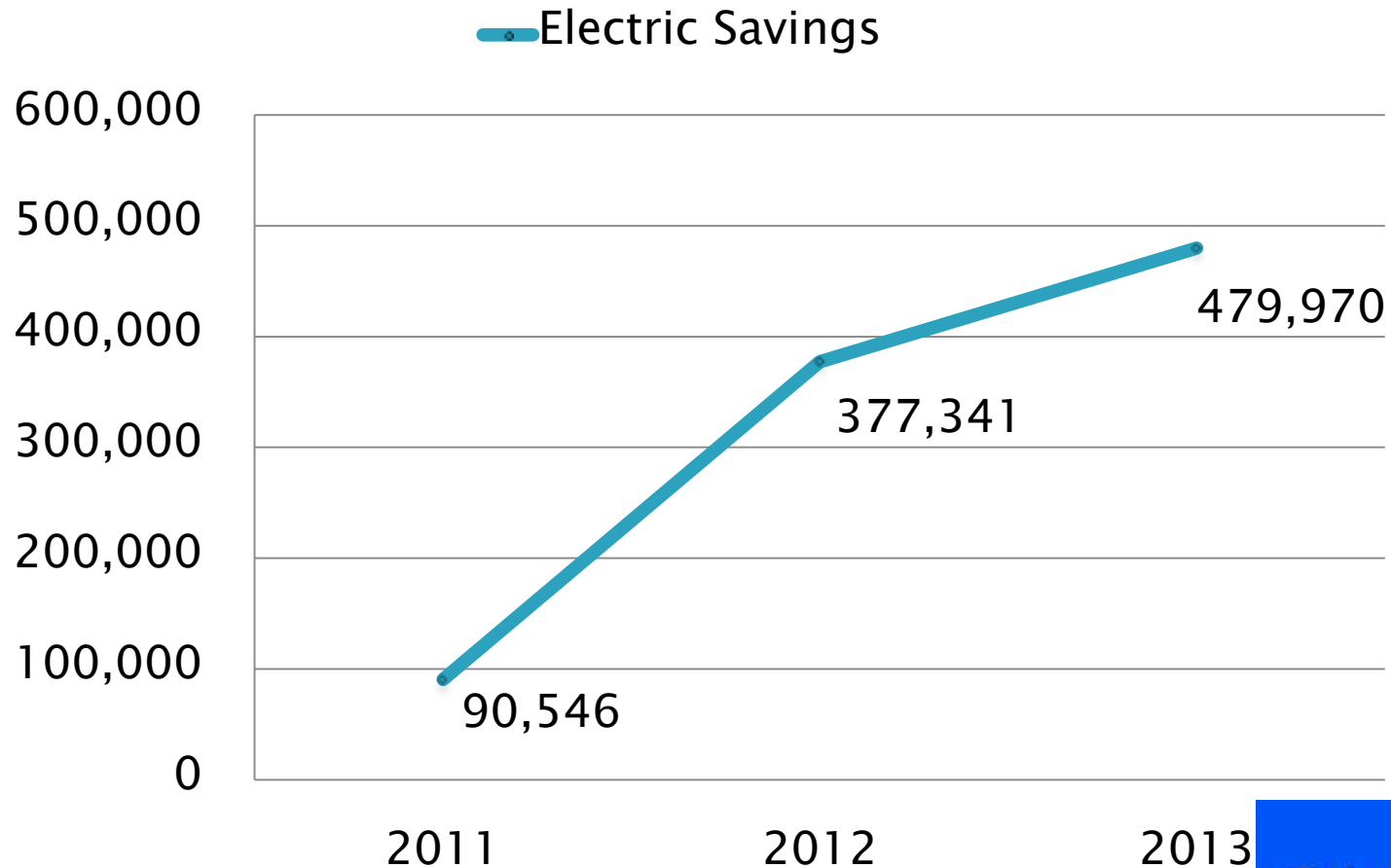
Changes Adopted in 2012

- Became a rebate program
- Closed to open
- Require measures 5 to 3
- Cooling measures
- Reduced participation requirements
- Utilize software as a sales tool
- BPI or NATE certification
- QA/QC 100% to 10%

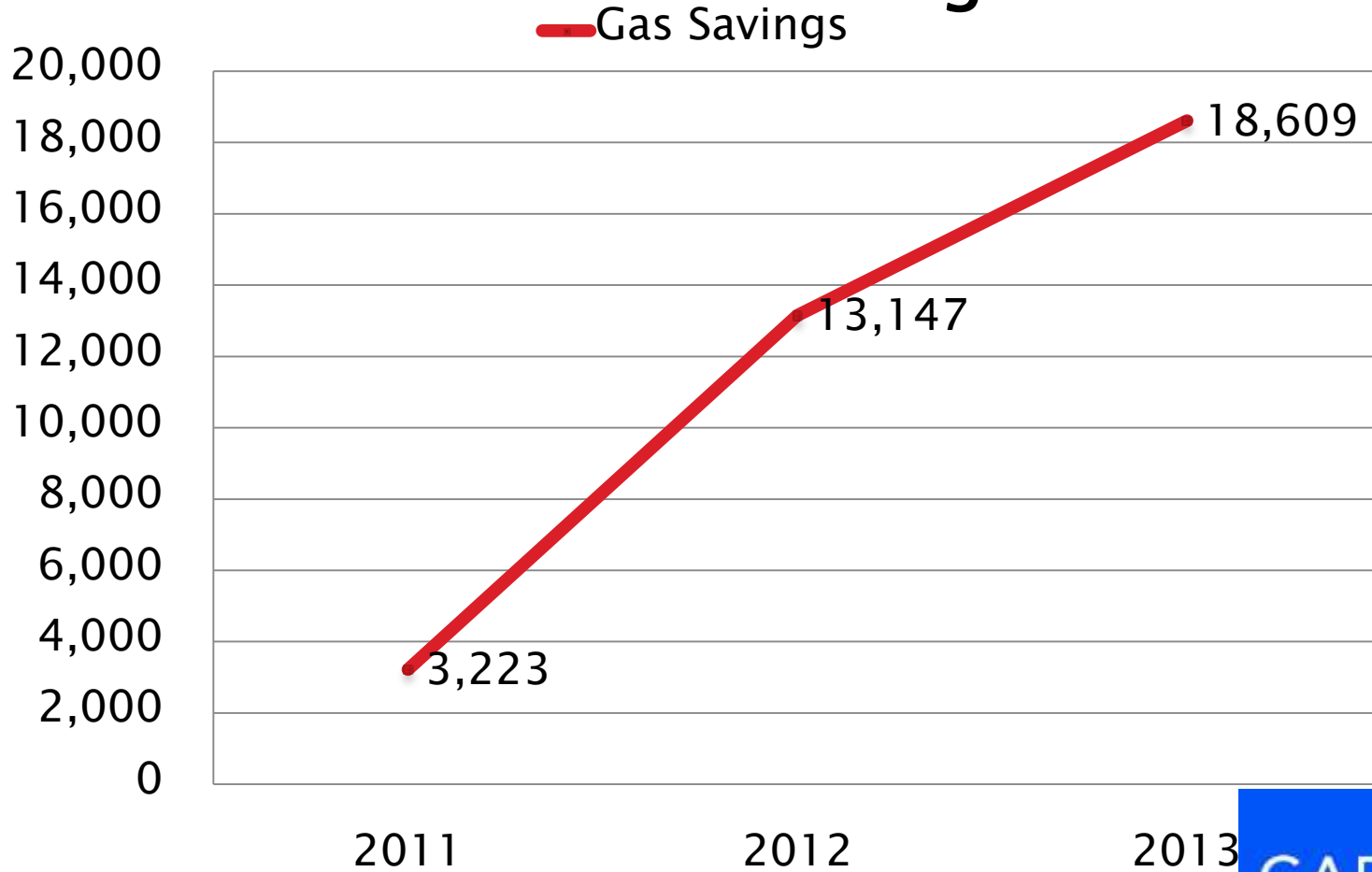
Changes Adopted in 2013–14

-  Energy Advisor Service for all
-  Engaging more with HVAC contractors
-  New FAQ materials produced
-  Financial component added

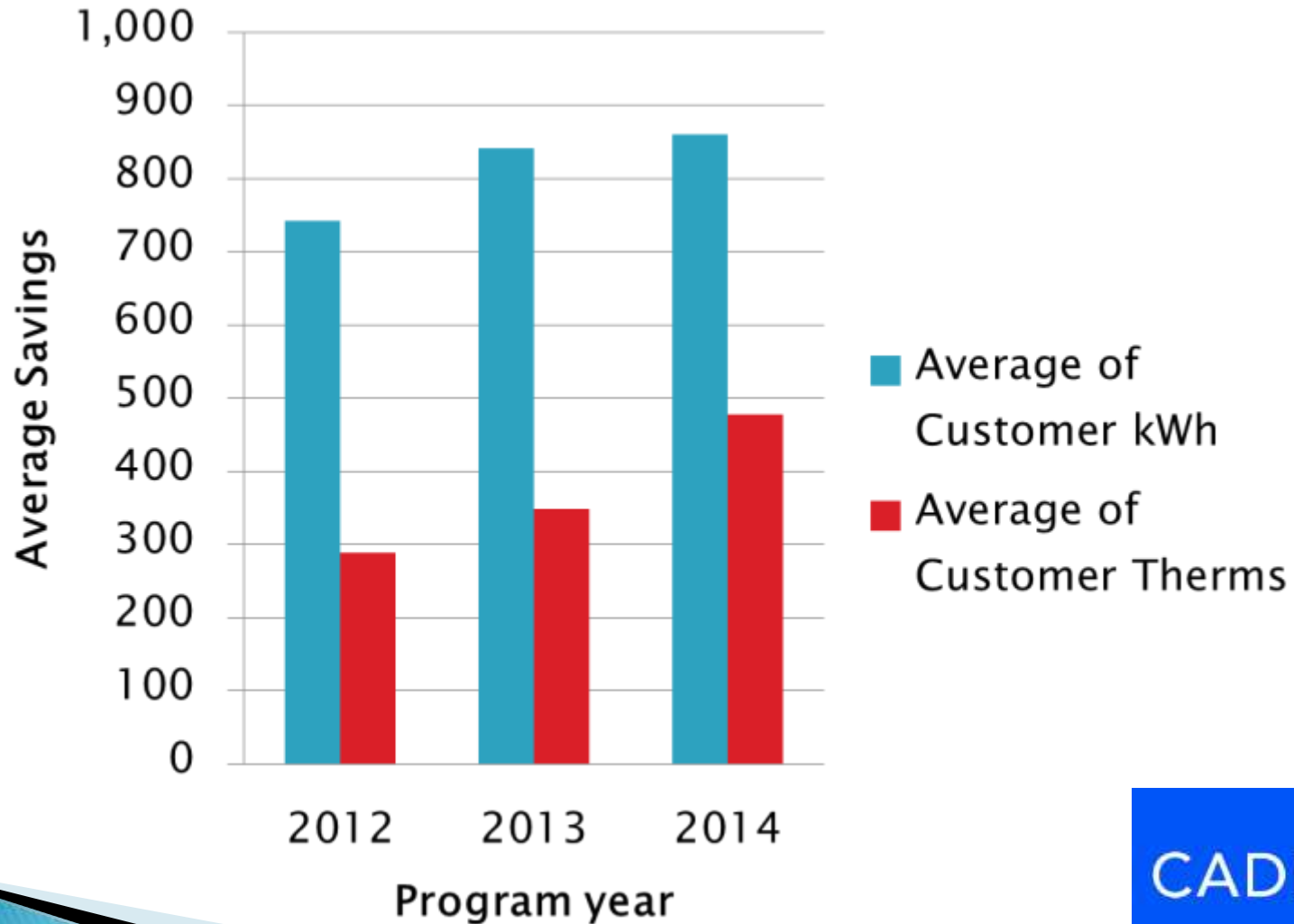
Home Performance Program Progress of Actual Savings



Home Performance Program Progress of Actual Savings



Average Customer Savings Per Home



Possible Changes in the Future

Use NTG of 116% in 2015 – 2016 filing

Measures and rebates continuously monitored

Considering DI component

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Questions





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