



*Serving our customers*



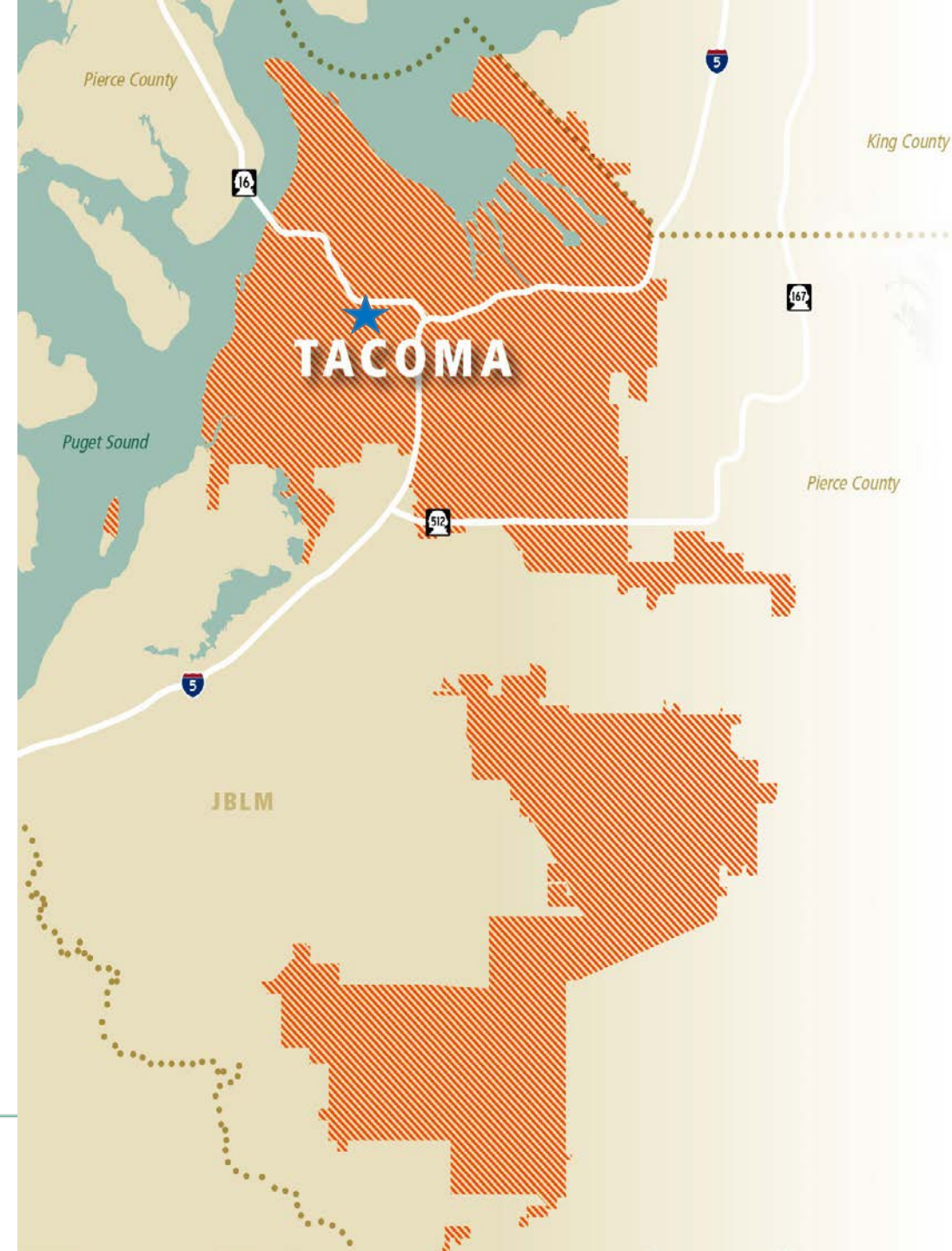
# Video Chat Inspections

Sara Bowles  
Customer Energy Programs

## VCI

# Who is Tacoma Power

- Public Utility
- Unique service territory
- Shared with gas utility
- 155,000 customers
- 54% city / 46% rural
- 40% electric heat
- I-937

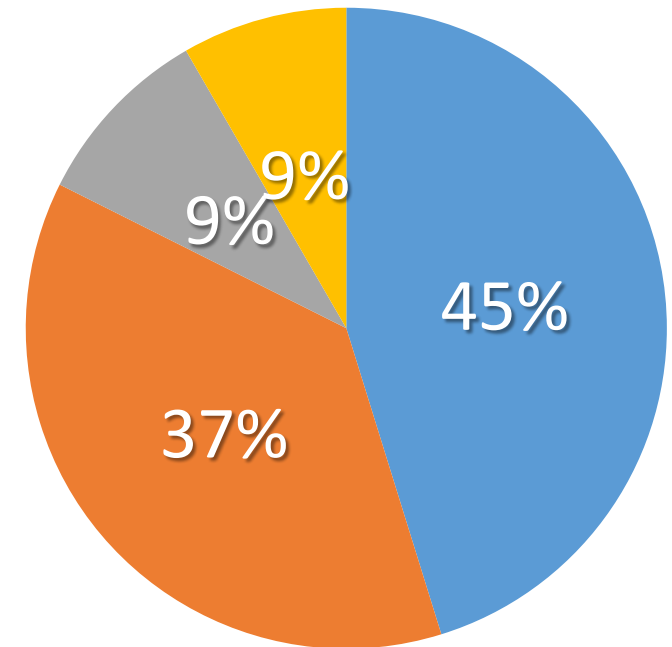


# About Residential Conservation

## 2015 Projects

- 4 Residential Auditors
- Loans/Grants/Rebates
- 1,341 Incentive requests
- 695 Inspections

2015 Project Types



- Ductless Heat Pump
- Duct Sealing
- Weatherization
- Multiple Measures

# Opportunity for Improvement

## Time consuming for customers

- Multiple inspections
- Phone tag
- Lack of flexibility
- Limited times for inspections

## Challenge for utility

- Auditors in-office & in-field
- Limited staff resources
- Environmental Action Plan



# Can we leverage existing technology?

- Improve customer experience
- Improve internal process
- Improve approval/payment time

# Anticipated Challenges



# Data From Pilot

## 37 inspections

Testing :

- ✓ Ductless Heat Pumps
- ✓ Windows
- ✓ Insulation

Time Comparison in Minutes			
Inspections	Inspection Time	Travel Time	Total
37 Video Inspections	240 minutes	none	240 minutes
37 On-Site Inspections	780 minutes	1,140 minutes	1,920 minutes
28 hours saved			

# VCI Pilot Savings

## 37 Video inspections Saved:

- 474 miles of driving
- 19 hours on road
- About \$90 in gas
- Reduced carbon footprint
- No need to re-inspect





# Lessons Learned

- Multiple software options
- Apple Vs Android
- Jargon
- Contractor skepticism
- New relationships



# Benefits to Customers

- Less time off work
- Added time slots available
- Shorter inspections
- Added service from contractors



# Benefits to Contractors

*“We are seeing rebate payments hit our accounts within 5 business days from the install date”*

**Participating Contractor – Gregg S.**

# How a VCI Works

**“Are you ready”**

- Contractor VS Customer

**Verify location**

- Verbal
- Visual



# Equipment and Specifications



# Lights – Camera – Action

- [https://youtu.be/8SRl9g8q\\_p4](https://youtu.be/8SRl9g8q_p4)

# Our VCI Scheduling Process

## With Contractors



## With Customers



# Weekly Auditor Schedule

Sent to Contractors

Day	Date	Video Inspection Contact	Facetime contact #	Skype contact name
Monday	18-Feb	CLOSED FOR HOLIDAY		
Tuesday	19-Feb	Jordan Whiteley	253-348-1937	jordan.tacoma.power
Wednesday	20-Feb	Sara Bowles	253-348-1949	sara.tpu.auditor
Thursday	21-Feb	Sara Bowles	253-348-1949	sara.tpu.auditor
Friday	22-Feb	Jordan Whiteley	253-348-1937	jordan.tacoma.power



# Remaining Challenges

## Lighting limitations

## On-Call

- Benefit for customer
- Drawback for auditors

## Connectivity

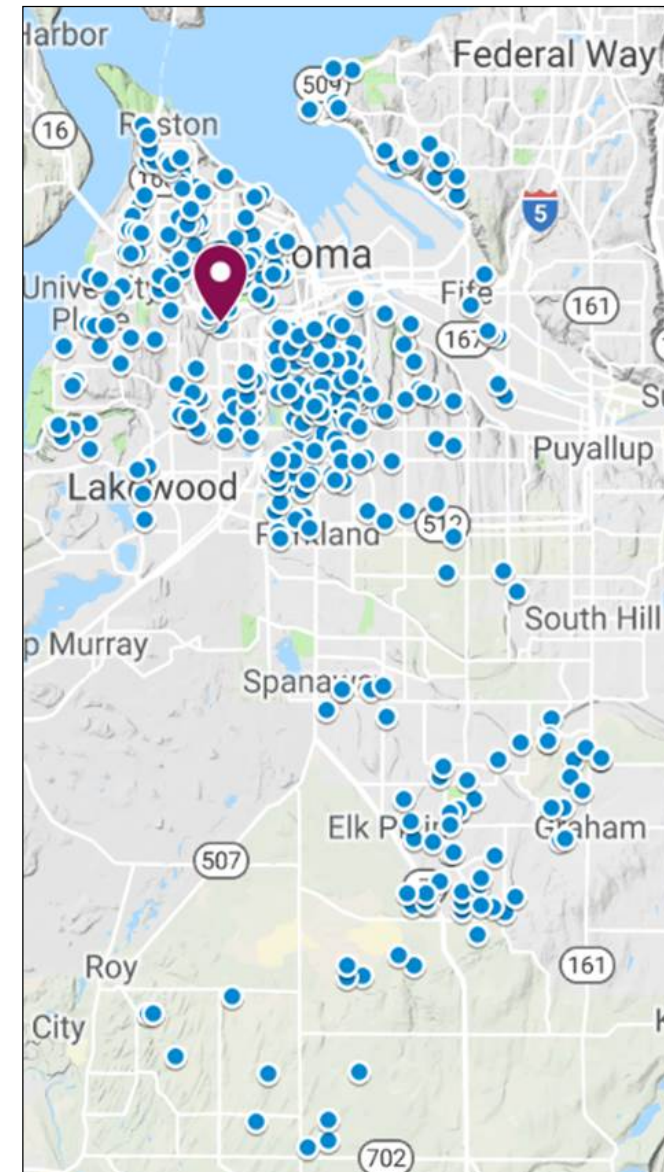
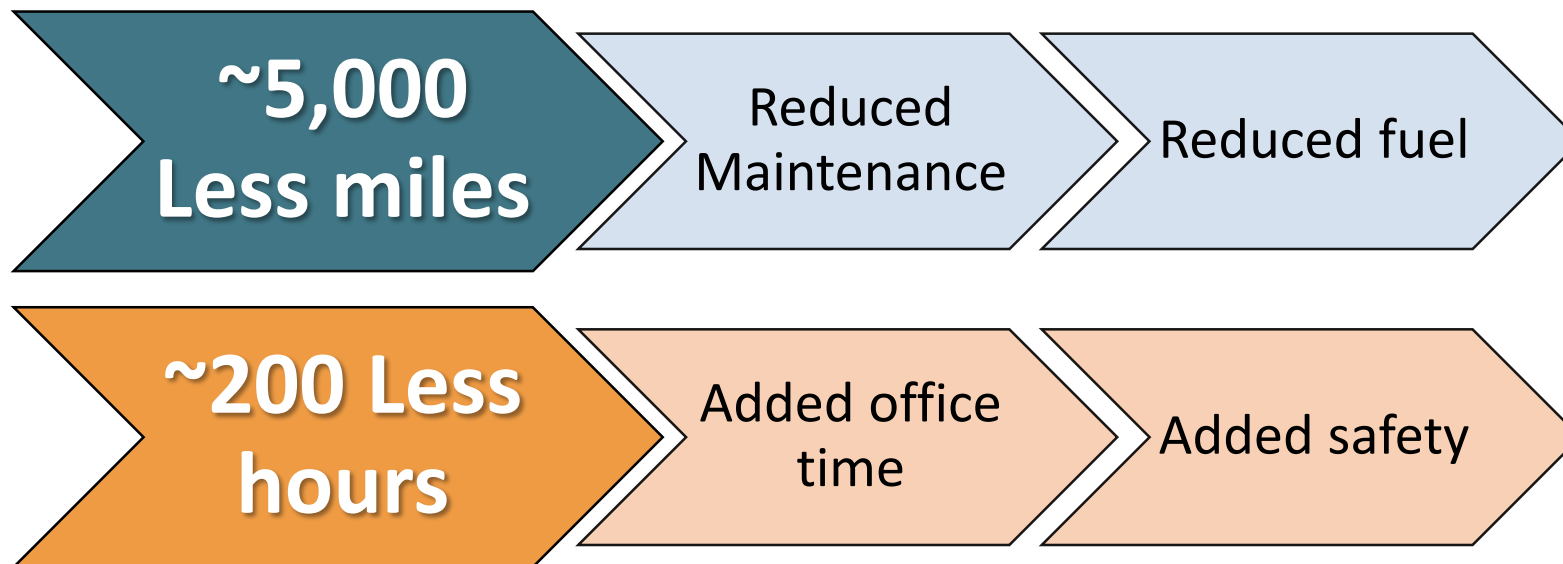
- Rural areas
- Basements



# 2017-18 VCI Data

1,410 Completed Inspections

374 Completed with Video



# Continued Innovation

## Added Measures

- Central Heat Pumps
- Heat Pump Water Heater



# Conclusion

## WIN – WIN – WIN

- Improved customer experience
- Better relationship with contractors
- Increased output from staff

# Questions

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