

BPA Brown Bag: 2018 Process Evaluation Survey Kickoff



February 21, 2018



Why is BPA conducting a survey?



Identify

areas for program improvement

Provide you with
program support

Pinpoint program areas for

targeted

assessments,

as needed

Make programs

easier

for you to implement



Survey structure & length

10-25 minutes

1. Residential

2. Commercial

3. Industrial

**No comments will be attributed to
specific individuals or utilities**



Research objectives

Sector	Objectives	Research Question
Residential	Gain insight into why you do or do not offer Heat Pump Water Heater measures.	This is a measure with high potential and low uptake. How can BPA shift the offering to encourage more savings and meet your needs?
Commercial	Understand which aspects of the NW Lighting TAN and Air Northwest HVAC TAN have you had direct interactions with, and what benefits have you derived from the TANs.	TANs will be foundational to the commercial program. How can BPA ensure the TANs are working as intended and supporting utilities optimally?
Industrial	Determine how do you deliver and implement the lighting component of the ESI program , and whether the program is meeting your needs.	Can we identify opportunities to meet customer needs and achieve savings with more streamlined resources?
Crosscutting	Understand which residential, commercial, and industrial program measures you currently offer .	How are BPA measure offerings distributed throughout customer utilities?



Who will receive the survey?

At least one
**primary
contact**
at each utility

Nominated
**secondary
contacts**



Primary contact nominates secondary contact



Closing1. Would you like us to send this survey to other program staff at your utility?

- Yes
- No



Closing2. Please enter their names, email addresses, and which sector(s) the contacts are involved with. (As a reminder, their responses will be kept confidential; their name and email address is needed only to facilitate survey management.)

	Contact Information		Sectors	
	Name	Email Address	Residential	Commercial
Additional Contact #1:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Contact #2:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Contact #3:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Additional Contact #4:	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>



Closing3.

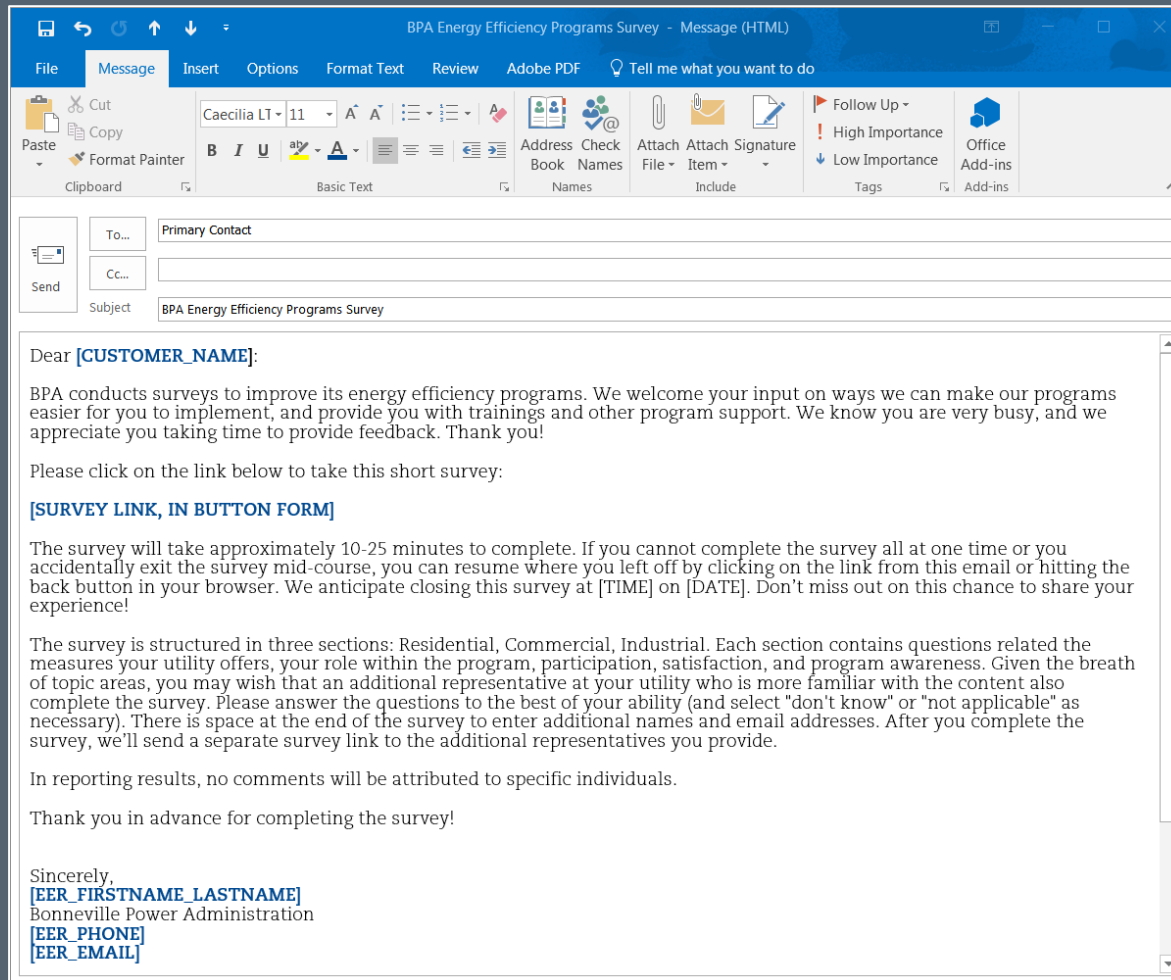
Should these program staff also receive questions about the measures your utility offers (specific to the sector(s) you indicated in the last question)? If you select no, they will receive a shorter version of the survey that does not include those questions.

Yes, include measure offerings questions No, do not include those questions

John Doe



How will you receive the survey?



Survey landing pages

qualtrics.com/jfe/preview/SV_eKwrTZMPRDdTzQx?Q_CHL=preview&Utility=Utility%20X&IndFlag=Yes&PrimaryContact=Yes

CO Phase III - Home Energy Portal - Home Blue Cross Blue Shield - Cl... Proposal Portal ECM Editing-Formattin

Restart Survey [Settings]

Bonneville
POWER ADMINISTRATION

Primary Contact

LandingPrimary.
BPA conducts surveys like this one to improve its energy efficiency programs. We welcome your input on ways we can make our programs easier for you to implement and provide you with program support. We know you are very busy, and we appreciate you taking time to provide feedback. Thank you!

We expect the survey to take no longer than 10-25 minutes to complete. Your responses will be kept confidential, shared only with BPA. In reporting results, no comments will be attributed to specific individuals and utilities.

The survey is structured in three sections: Residential, Commercial, Industrial. Each section contains questions related the measures your utility offers, your role within the program, participation, satisfaction, and program awareness. Given the breath of topic areas, you may wish that an additional representative at your utility who is more familiar with the content also complete the survey. There is space at the end of the survey questions to enter their name and email address.

Thank you for participating in this important survey!

[Next]

qualtrics.com/jfe/preview/SV_eKwrTZMPRDdTzQx?Q_CHL=preview&ResFlag=Yes&ComFlag=Yes&IndFlag=Yes&Utility=Utility?

CO Phase III - Home Energy Portal - Home Blue Cross Blue Shield - Cl... Proposal Portal ECM Editing-Formattin

Start Survey [Settings]

Bonneville
POWER ADMINISTRATION

Secondary Contact(s)

LandingSecondary.
You were nominated by John Doe to answer questions about Utility X's participation in BPA's residential, commercial, and industrial programs.






BPA conducts surveys like this one to improve its energy efficiency programs. We welcome your input on ways we can make our programs easier for you to implement and provide you with program support. We know you are very busy, and we appreciate you taking time to provide feedback. Thank you!

We expect the survey to take no longer than 10-25 minutes to complete. Your responses will be kept confidential, shared only with BPA. In reporting results, no comments will be attributed to specific individuals and utilities.

Thank you for participating in this important survey!

[Next]

How long do I have to take the survey?

Monday	Tuesday	Wednesday	Thursday	Friday
19	20	February 21	February 22	23
		Brownbag	Survey launches 	
26	27	28	March 01	02
			Reminder email	
05	06	07	08	March 09
				Survey closes



Tips

Answer the whole survey to the best of your ability.

Choose “Don’t Know” as needed.

Complete the survey from beginning to end.

Use back buttons as necessary.

If you need to exit the survey,

resume where you left off by clicking the link in your email invitation.

Please reach out to your
EER with any questions.

What happens after the survey?

Navigant will **analyze results**



Share results via Brownbag

Reminder: No comments will be attributed to specific individuals or utilities



Pinpoint program areas for
targeted assessments, as needed

Questions?





We



first
responders!

Thank you!

A stylized landscape illustration with a green background. On the left is a large white tree with many small leaves. In the center is a white winding path. To the right of the path are three dark blue trees of varying sizes. In the background, there are white, rounded mountain shapes and a large white circle in the top right corner, resembling a sun or moon.

Visit www.bpa.gov/goto/evaluation
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