



The Parker Ranch installation in Hawaii

Designing Effective Incentives to Drive Residential Retrofit Participation

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DOE Technical Assistance Program

Team 4 – Program & Project Development &
Implementation

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VEIC

- Introductions
- Technical Assistance Project (TAP) Overview
- Part 1: Retrofit Program Incentives Concepts (R. Faesy)
 - Incentive Types
 - Use of Incentives to Accomplish Program Goals and Objectives
- Part 2: Examples of Incentive Structures (J. Grevatt)
- Resources
- Q&A

- Richard Faesy
 - Principal at Energy Futures Group (EFG)
 - Since May 2010
 - Energy program design and implementation assistance
 - 21 years at Vermont Energy Investment Corp. (VEIC)
 - Energy Efficiency Division Manager within Consulting Group
 - Similar work as current
- Jim Grevatt
 - Managing Consultant at VEIC
 - Residential Energy Services, Director
 - 30 staff
 - Home Performance, new homes, renewables programs
 - Vermont Gas Systems, Program Manager



What is TAP?

DOE's Technical Assistance Program (TAP) supports the Energy Efficiency and Conservation Block Grant Program (EECBG), the State Energy Program (SEP) and the Better Buildings grantees by providing state, local, and tribal officials the tools and resources needed to implement successful and sustainable clean energy programs.



TAP offers:

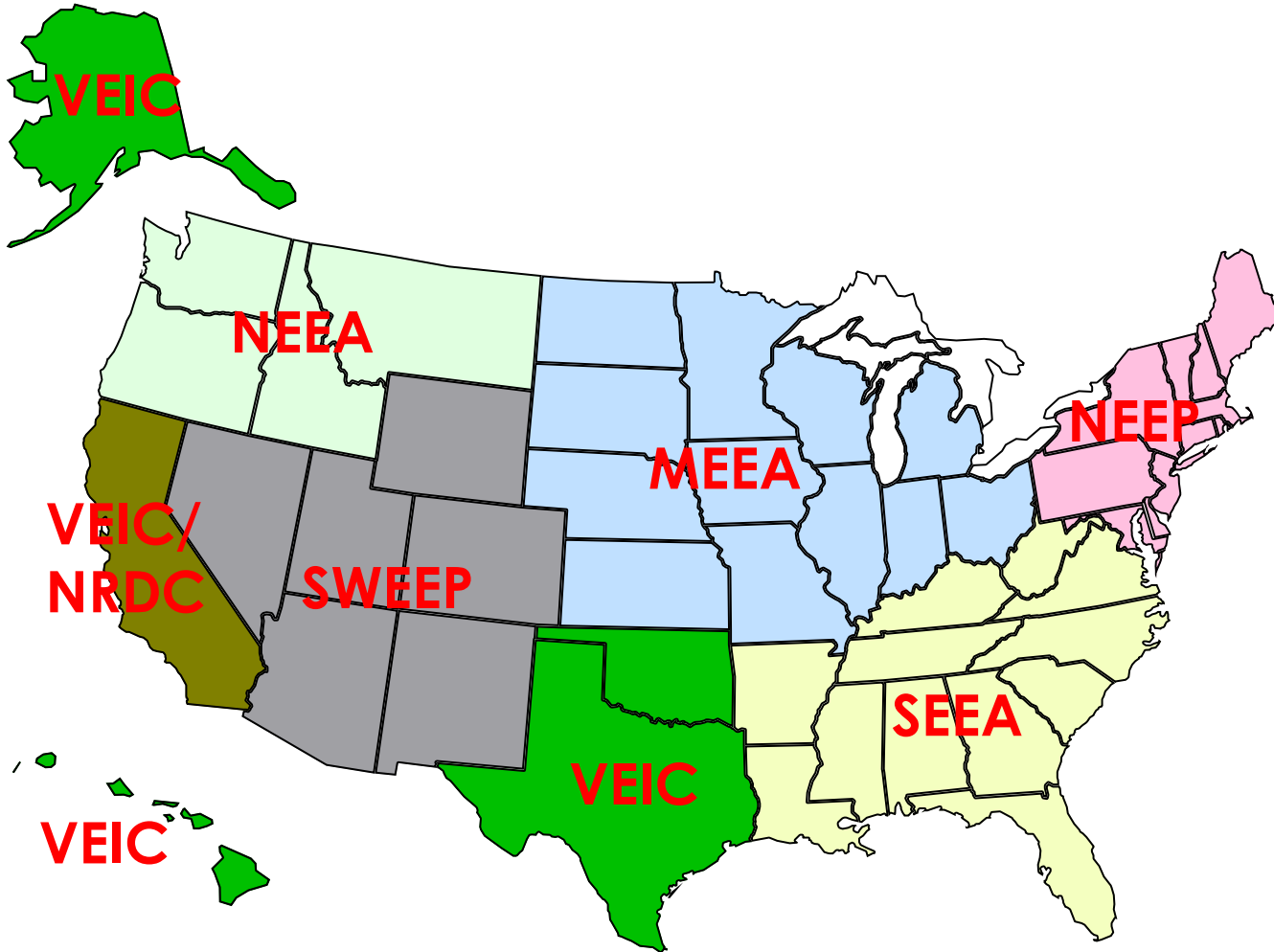
- One-on-one assistance
- Extensive online resource library, including:
 - Webinars
 - Events calendar
 - TAP Blog
 - Best practices and project resources
- Facilitation of peer exchange

On topics including:

- State and local capacity building
- Energy efficiency and renewable energy technologies
- Program design and implementation
- Financing
- Performance contracting

| | |
|--|---|
| <p>State and Local Capacity Building</p> | <ul style="list-style-type: none"> • Trainings • Workshops • Peer-to-peer matching |
| <p>Technical</p> | <ul style="list-style-type: none"> • Renewable energy siting and development • Review of technical specs for RFPs • Strategic planning, energy management, and conservation strategies • Green building technologies • Building codes |
| <p>Program Design and Implementation</p> | <ul style="list-style-type: none"> • Policy and program development • Coordinating rate-payer funded dollars with ARRA projects and programs • Sustainable community and building design • State and regional EE and RE assessments and planning • EE and RE portfolio program design elements |
| <p>Financial</p> | <p>Program design support and guidance on financing mechanisms such as:</p> <ul style="list-style-type: none"> • Revolving loan funds (RLFs) • Property-assessed clean energy (PACE) • Loan loss reserves and enhanced credit mechanisms |
| <p>Performance Contracting</p> | <ul style="list-style-type: none"> • Designing and implementing a performance contract • Leveraging private investment • Reducing institutional barriers • Tracking and comparing programs |

Who We Are: Team 4



ACEEE, NRDC: National Support

- Why do we need incentives to drive demand in residential retrofit programs?
- What are the types of incentives programs use?
- Which are most effective?
- Which incentives should I use based on my program's goals and objectives?
- Where can we get funding for incentives?
- What are some examples of programs that use effective incentive structures?
- Which incentives seem to be working the best for those programs?

Part 1:

Retrofit Program Incentives Concepts

- Without them, attracting significant customer participation will be difficult
- Markets don't move quickly without financial incentives
- It depends on the depth of savings you are trying to reach
 - Market characteristics and audience need to be considered
 - When introducing a program, need to get attention and re-direct homeowner investments in their home towards energy
 - If trying for deeper savings, need to really incentivize in order to motivate

Incentive Types

What types of incentives do programs use?

- Percent of Job Costs
- Prescriptive
 - Equipment
 - Whole House
- Measured Energy Savings
- Homeowner vs. Contractor Incentives
- Cash Incentives vs. Loan Buy-Down
- The Bonus

- Most common approach, e.g.,:
 - Federal tax credits
 - 30% of the cost of equipment (materials only) with a \$1,500 cap, expiring at the end of 2010
 - Many utility and state programs
- 10-75% of the total job cost
- Easiest to administer
 - Present receipts
- Prone to price gouging
 - Contractors motivated to jack up the prices
 - History of solar systems in the 1980s
- Does not necessarily result in energy savings!

- Equipment
 - For specific equipment, e.g.,:
 - \$X furnace with AFUE of $>.92$ with ECM motor
 - \$Y water heater with EF of $>.80$
 - \$Z for ENERGY STAR washing machine
 - Typically a fixed dollar amount per equipment type
 - Regardless of size, capacity, make or other features
- Whole House
 - Thermal boundary improvements, e.g.,:
 - \$/sq. ft. for insulation
 - \$ for reducing air leakage (per CFM-50 reduction or target)
 - Can include bonus option to drive bundling of measures
- Benefits:
 - Easy to sell by contractors to homeowners
 - Faster transactions
 - Transparency

- Pay for performance
- Requires approved audit tools
 - Few recognized standards for retrofit program audit tools
 - Some use HERS:
 - \$/point score (on RESNET-approved HERS rating scale)
 - Ratings can be expensive (\$300-\$800 per rating)
 - Lots of tools available
 - See DOE's Building Energy Software Tools Directory
- Tiered thresholds
 - Increased incentives for achieving more savings
- Bonus for comprehensiveness
- Ensures results when audit tools are used properly
- Not as transparent and may delay information/decisions

- Homeowner vs. contractor incentives
 - Incentivizing homeowners:
 - Drives market demand for contractors
 - Values true cost of making improvements in marketplace
 - Incentivizing contractors:
 - Ensures contractors are paid for services
 - Holds them accountable to programs standards and QA
 - Allows for better program data collection
- Cash incentives vs. loan buy-down
 - Depends on market demographics program is trying to serve
 - Higher income homeowners prefer cash
 - Lower income homeowners need loans
 - Offering both provides options for contractors selling jobs

- Multiple uses:
 - “Act now, limited time offer...” move to **action**
 - Achieve **comprehensiveness** of improvements
- Offering a bonus incentive for comprehensiveness is critical for driving to deeper savings
- Whole House Prescriptive Incentives:
 - E.g.: Install insulation in areas equivalent to at least 75% of the home's finished floor area and air seal to X and receive a bonus of \$500!
- Measured Energy Savings Incentives:
 - E.g.,: \$X for 20% savings, \$1.5X for 30% or \$3X for 40% savings!

Program Goals & Objectives

What goals and objectives is your program trying to accomplish?

- Attention grabber
- Encouraging comprehensiveness
- Encourage deep (50%+ savings) retrofits
- Overcome cost barrier for low/moderate income homeowners
- Incentive duration to create buzz
- Incentives vs. buying down loan
- Transparency
- Build marketplace value for efficiency
- Resource acquisition vs. market transformation

- Energy is not a high priority for most
- Competition for home owners' time
- Most don't even know they could be more comfortable and spend less money
- Grab their attention so that the education and sales process can start
- Continual reminders (marketing) that they should consider retrofit options
- Adjust incentives based on fuel prices and attention to energy issues; remain nimble--but remain a stable, reliable presence in the market

- Incentives for individual measures don't generate deep savings
- Comprehensiveness results from holistic approach treating the building
- Encourage multiple “traditional” contractors
 - HVAC
 - Envelope
 - Renewables
 - Ensure a single GC or facilitator is in charge of job to avoid finger-pointing if anything goes wrong
- Offer bonus for multiple measures that exceed a certain threshold

- Sequence measures
 - Reduce load first
 - Size equipment to reduced load
- Bundle measures (with incentives tied to “loading order”)
 - Air seal
 - High and low
 - Then walls
 - Insulate
 - Heating/cooling equipment
 - Hot water
 - Products (lights and appliances)

- WAP is first resource; free for those who qualify
- Increase incentives based on income
- Assume that low/moderate homeowners have no disposable income to put into measures
- Landlord/tenant issues need to be addressed
 - Landlords have no incentive to upgrade buildings if the tenants pay the energy bills
 - Consider what motivates landlords if rental buildings are a target

- Set deadline to create urgency
 - “Limited time offer”
 - “Act now”
 - “First come, first served”
- Strive for consistent buzz to avoid waves of interest
 - Risks of creating too much interest result in unfulfilled expectations through excessive demand with inadequate contractor supply
 - Avoid the cliff-effect when the buzz ends
- Be sure to line up the next incentive to follow the “limited time offer”
- Plan for a series of “special offers” to keep the buzz going

- Incentives are necessary to drive program demand
 - Marketing alone won't move markets
- Loans are optional but nice to have
 - For low/moderate income, absolutely necessary
 - Unsecured for fast approval
 - Won't get used if rates are set at market rate (10%-15%)
 - Buy down to <10%
 - Reflect energy savings in finance terms
 - Lower interest rates for more savings
- In many programs, most homeowners go for the cash incentives but contractors like having the loan to offer
- As programs focus beyond those with disposable income, loans will become more necessary

- Make the process and incentives clear, open, up front and simple
- Publicize all program details, including incentives
- Black-box or back-office incentive calculations delay transactions and lower sales opportunities

- Limit free services
- Ensure that when incentives go down/away, consumers understand the value of efficiency and don't just think of it as needing to be free
- Make audits low-cost or partially subsidized, not free
 - \$100-\$200 target
 - Refundable if work is pursued
- Consider low-income needs and adjust subsidies accordingly

- Resource Acquisition
 - Encouraging/buying energy savings; short-term
- Market Transformation
 - Changing markets to support energy efficiency with a longer-term perspective
- Bundle both approaches
 - Achieve some savings with first visit to house while demonstrating the value of participating
 - Typically utility/PA sponsored
 - CFL direct install
 - Monitor refrigerator and enroll in replacement program
 - HVAC filter replacement/inspection
 - Showerhead replacement
- Strive for market stability and predictability for contractors
- Balance “free gifts” with longer-term goals of “free market”

- First, assess other efforts that exist and then build on those
- Utility
 - Electric
 - Gas
 - Water
- System Benefit Charge (SBC)
- DOE
 - EECBG
 - Competitive Block Grants
 - SEP
 - Better Buildings
 - Weatherization Assistance Program (WAP)
- Other State or Federal Grants
- Other fuel surcharges
 - Oil, propane
- IRS/tax credits

1. Know your market

- Understand how rich an incentive needs to be in order to motivate to action and overcome the inaction barriers
 - Demographic-specific
 - Combine with other offerings, programs, organizations, etc.

2. Be responsive

- Adjust to changing market conditions
 - Fuel costs
 - Energy in the news
 - Income levels of customers
 - Availability of accredited contractors
- Lower incentives or ramp up standards over time
- Strive for optimal mix of incentives and marketing to drive demand

Part 2:

Examples of Incentive Structures

- Home Performance with ENERGY STAR[®]
- Needed quick ramp to meet aggressive goals
 - January 2010
 - Rebate up to \$10,000 for 50% of approved job cost
PLUS
 - 0% financing for up to \$10,000
- Highly successful at drawing customers- Annual budget depleted within 1st quarter
- Reduced rebate to \$5000 max
- Still successful- budget exhausted in 2 weeks!
- Suspended program and reopened August 2010

Tiered Incentives

- August 2010
 - 5%-25% savings
 - 10% job cost rebate up to \$1300 or 5.99% loan
 - >25%
 - 50% rebate up to \$3000 and 0% loan up to \$10,000
- 2011
 - Considering decoupling incentive from job cost with 3 tiers:
 - 10%-19% savings = \$1000
 - 20%-24% savings = \$3000 + 0% loan
 - >25% savings = \$4000 + 0% loan

Lessons learned:

- High incentives do attract participants!
- Concern that high incentives linked to job cost has caused contractors to increase pricing
- Early budget depletion caused program disruption
- Frequent incentive changes caused market confusion
- Participation has decreased as current incentives appear less attractive
- Customers may be waiting in hopes that incentives will increase in future?

- Home Performance with ENERGY STAR[®]
- Goals for both short term savings and long term infrastructure building and market growth
- Program in place since 2005 with limited incentives
 - Initially only 3.5% interest rate buy down, no cash
- Multiple new loan and rebate funders in 2008-09
 - Moderate income, GMP, and VGS eligible for 1/3 of job cost up to \$2500
 - Complex incentive options led to Black Box
- January 2010 rolled out consistent state-wide incentives
 - Prescriptive based on installed measures, not job costs
 - Bonus for more comprehensive projects
 - Dropped loan option (limited uptake)



INCENTIVES

ENERGY AUDITS & HOME IMPROVEMENTS with Home Performance with ENERGY STAR®

When you have a drafty home, you aren't just losing heat – you're losing money.

Improving the energy efficiency of your home not only keeps more money in your pocket, it increases comfort, durability, and indoor air quality.

Certified Home Performance with ENERGY STAR contractors take an integrated whole-house approach to solve your home's problems and save you energy.



INCENTIVES

Step 1: Meet these minimum requirements in order to qualify for all other Home Performance with ENERGY STAR incentives. Many Vermont homes have the potential to reduce air leakage by 30% or more. In 2009, more than 90% of homes achieved at least a 10% reduction.

| Energy Efficient Home Improvement | Qualifying Criteria | Customer Incentive |
|-----------------------------------|--|------------------------|
| Minimum Requirement | Air leakage reduction \geq 10% as measured by a pre- and post- blower door test* | \$250 audit fee rebate |
| | Install all recommended health and safety improvements including mechanical ventilation, CO detectors, or other essential health and safety improvements | |

Step 2: Complete additional energy efficiency improvements to increase your incentive. Not every home will qualify for an incentive in every category. Efficiency Vermont offers incentives for the energy efficiency improvements that save the most energy. In general, the less efficient your home was to start, the more opportunity there is to save.

| Energy Efficient Home Improvement | Qualifying Criteria | Customer Incentive | | |
|-----------------------------------|---|---------------------------|-------------------------------|---|
| Air Sealing | Reduce air leakage as measured by a pre- and post- blower door test | 20-35% reduction \$500 | \geq 35% reduction \$750 | |
| Insulation | Install insulation meeting the following R-value* criteria: | | | |
| | Location | Existing Insulation | New Insulation | \$0.50 per square foot of additional insulation |
| | Attic flat | R-value \leq R-16 | R-value \geq R-49 | |
| | All other locations | R-value \leq R-6 | R-value \geq R-12 | \$0.75 per square foot of additional insulation |
| R-values between 6 and 8 | | R-value \geq R-18 | | |
| | R-values between 8 and 16 | R-value \geq R-49 | | |
| Heat Distribution Improvement | Install at least \$200 of duct sealing, leak repair, or other heat distribution improvements | \$100 | | |
| Heat System Replacement | Replace an inefficient heating system with an efficient new system. See your contractor for details on qualifying criteria. | \$500 | | |

Step 3: See if you qualify for bonus incentives. Bonus incentives are for truly comprehensive projects that substantially improve the air tightness and insulation levels of your home.

| Energy Efficient Home Improvement | Qualifying Criteria | Customer Incentive |
|--------------------------------------|--|--------------------|
| Comprehensive Retrofit Bonus Package | Reduce air leakage \geq 35% as measured by a pre- and post- blower door test | \$500 |
| | Install insulation in areas equivalent to at least 75% of the home's finished floor area (example: a 2000 sq. ft home could qualify by installing 1000 sq. ft of insulation in the attic and 500 sq. ft of insulation in the walls). Insulation must meet the above criteria for pre- and post- effective R-value. | |

Step 4: Calculate your total incentive based on the completed energy efficiency home improvements.

| | |
|-------------------------------------|---------|
| Maximum total incentive per project | \$2,500 |
|-------------------------------------|---------|

*See Frequently Asked Questions for definitions.

Lessons learned:

- Even limited incentives can produce participants when accompanied by:
 - Contractor training and support
 - Brand building
 - Time!
- Bigger incentives don't help if accessing them is too complex
 - Black box lack of transparency
 - Too hard for contractors to sell- lots of complaints
- Contractors need predictability of incentives
 - in order to evaluate their risks and opportunities
 - In order to determine staffing and investment levels



- Home Energy Savings Program
 - Comprehensive home retrofit program
 - Goal of 4000 homes, at least 25% savings
- <25% savings- no incentive
- 25%-49% savings- 30% job costs up to \$1500
- >50% savings- 50% of job costs up to \$3000
- \$1000 bonus for projects enrolled before 8/31/10 and completed by 12/31/2010

Lessons learned:

- Time-limited bonus works to increase uptake
- Anticipate possible drop off in inquiries with end of bonus
- Working to develop strategy to keep customers coming in rather than waiting for the next special deal
- Approach has been simple to understand for customers and contractors
- Deep savings (33% of heating & hot water) available in older housing stock



- Home Performance with ENERGY STAR[®]
- First in the country, continues to be a model
- Goals primarily for long term infrastructure building and market growth
- Reduced rate financing up to \$20,000 for 10 years
- Alternative 10% rebate up to \$3000
- Income-eligible customers below 80% of median
 - 50% of job cost up to \$5000
- Aggressive marketing and awareness can work effectively in lieu of substantial incentives

- Power Saver Program
- Home Performance with ENERGY STAR®
- Program goal to bring older buildings up to current code
- Prescriptive incentives for up to 20% of measure cost, capped at \$1575
- Bonus for AC/heat pump installed as part of a weatherization project
- Prescriptive incentives have been effective in bringing older homes to current code levels

Power Saver™ Program

Home Performance with ENERGY STAR®—Rebate Levels

Earn a Bonus Rebate for Making Multiple Improvements

| Home Performance with ENERGY STAR®—Rebate Amounts | |
|---|--|
| Improvement Made | Rebate Allowed |
| Attic Insulation to R38 | Multiply the square footage of the home X \$.0035 (per square foot) X the R-value added, + \$45 setup fee. |
| Solar Screens/Solar Film /Low-E Windows | \$1.00 per square foot |
| Radiant Barrier * | Multiply the square footage of accessible attic X \$.10 |
| Duct Replacement/Insulation | \$1.75 per linear foot/\$1.25 per linear foot |
| External Combustion Air | \$20.00 each |
| Air Infiltration and Duct Sealing | \$.12 per square foot |
| Duct System Performance Testing (Initial and Final System Performance Tests and Final Blower Door Test Required) | \$200 each system/\$50 per new return air improvement |

**Eligibility is determined on a case-by-case basis.*

Power Saver™ Program

Home Performance with ENERGY STAR®—Rebate Levels

Earn a Bonus Rebate for Making Multiple Improvements

Receive the Home Performance Bonus Rebate when you install a new air conditioning unit or heat pump and perform all the weatherization measures listed, if needed:

- Install additional attic insulation
- Repair leaking AC ducts
- Caulk around plumbing under sinks
- Weather-strip doors
- Install Low-E windows, solar screens, or awnings (to windows in direct sun)
- Radiant barrier

New AC unit or heat pump must be sized to service at least 600 square feet per ton (exceptions may be considered) and meet or exceed minimum SEER requirements.

Rebate Amounts

| If Weatherization Rebate Total Is | Home Performance Bonus Is |
|-----------------------------------|---------------------------|
| \$150-\$250 | \$250 |
| \$250-\$350 | \$400 |
| \$350 & above | \$500 |

| If New Central AC or Heat Pump | | | | |
|--------------------------------|--------------|--------------|----------------------|------------------|
| Rebate Tier | SEER | EER | Central Split Rebate | Heat Pump Rebate |
| 1 | 14.0 | 12.0 | \$200 | \$250 |
| 2 | 15.0 | 12.5 | \$350 | \$400 |
| 3 | 16.0 | 13.0 | \$450 | \$500 |
| 4 | 17.0 & above | 13.5 & above | \$550 | \$600 |

* Rebate listed above includes a 20% Bonus.

| New Package Unit Air Conditioner or Heat Pump | | | | |
|---|--------------|--------------|----------------------|------------------|
| Rebate Tier | SEER | EER | Central Split Rebate | Heat Pump Rebate |
| 1 | 14.0 | 11.3 | \$300 | \$350 |
| 2 | 14.0 | 12.0 | \$400 | \$450 |
| 3 | 15.0 & above | 13.0 & above | \$500 | \$550 |

* Rebate listed above includes a 20% Bonus.

- In-Home Energy Evaluation Program
- Reimburses up to 50% of installed cost
- Total incentive capped at \$500
- Measures must be installed by a member of the TVA Quality Contractor Network
- Exception- some measures can be DIY with approval
- Also can get \$150 audit rebate if measures are installed within 90 days
- \$500 cap clearly limits comprehensiveness

| Energy Efficiency Measure | Cash Incentive | Financing available? |
|--|----------------|--|
| Replace windows Must be ENERGY STAR® qualified | \$500 | No |
| Storm windows | \$500 | Yes |
| Duct repair/ replacement & sealing Existing HVAC only | \$500 | Yes |
| Rehabilitation work Minor repair work such as broken glass, glazing or prime door replacement, with power company pre-approval | \$250 | Yes |
| Replace HVAC <ul style="list-style-type: none"> •All heat pumps included •Must be ENERGY STAR qualified •Power company pre-approval for dual-fuel or air conditioning | \$250 | <ul style="list-style-type: none"> •Heat pumps •Dual-fuel heat pumps |
| Attic insulation/ ventilation (must be nonpowered) | \$500 | Yes |
| Floor or perimeter insulation, and ground cover | \$500 | Yes |
| Knee wall insulation (in attic) | \$500 | Yes |
| Electric water heater and pipe insulation | \$50 | Yes |
| Air sealing (including weatherstrip and caulk) | \$500 | Yes |
| Self-installed insulation, caulk, weatherstrip, rehabilitation (as defined above) <ul style="list-style-type: none"> •Only the cost of materials may be claimed •Power company pre-approval | \$250 | No |
| Central AC/heat pump tune-up | \$150 | Yes |

- LBNL's [Driving Demand for Home Energy Improvements](http://drivingdemand.lbl.gov/), September 2010, <http://drivingdemand.lbl.gov/>
- [Database of State Incentives for Renewables and Efficiency \(DSIRE\)](http://www.dsireusa.org/), <http://www.dsireusa.org/>
- [Tax Incentives Assistance Project \(TIAP\)](http://energytaxincentives.org/), <http://energytaxincentives.org/>
- EPA's "Federal Tax Credits for Consumer Energy Efficiency", http://www.energystar.gov/index.cfm?c=tax_credits.tx_index
- DOE's "Building Energy Software Tools Directory", http://apps1.eere.energy.gov/buildings/tools_directory/
- [Home Performance Resource Center article on Financing and Incentives Recommendations](http://hprcenter.org/publications/best_practices_financing_and_incentives.pdf); http://hprcenter.org/publications/best_practices_financing_and_incentives.pdf

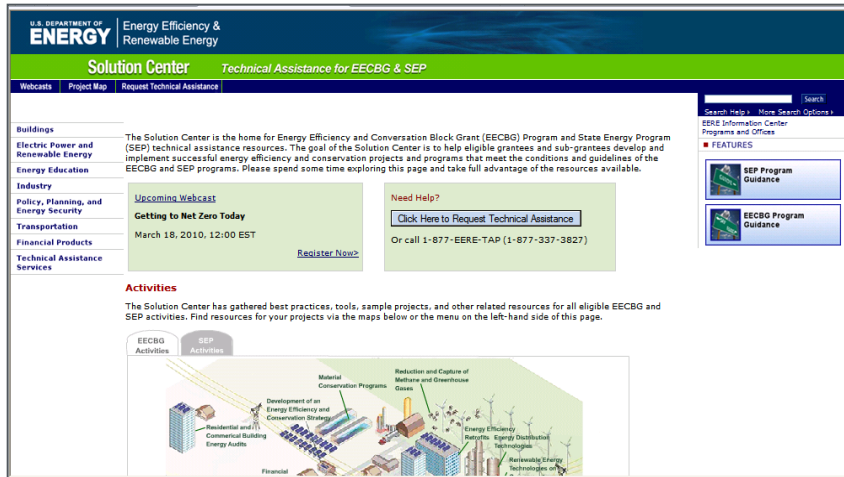
- EnergySavvy.com Blog: Energy Audit Programs that Work:
<http://www.energysavvy.com/blog/2010/09/14/energy-audit-programs-that-work/>
- CEE Existing Homes program Guide Executive Summary (to obtain full program guide, contact Rebecca Foster of CEE):
www.cee1.org/.../2010ExistingHomesProgramGuideExecutiveSummary.pdf
- Energy Trust of Oregon have commissioned extensive assessments of their Home Energy Solutions program. :
 - http://energytrust.org/library/reports/ETO_HES_Process_and_Impact_Report_Volume_1.pdf
 - http://energytrust.org/library/reports/ETO_HES_Process_and_Impact_Report_Volume_2.pdf

- New Jersey HPwES Program:
<http://www.njcleanenergy.com/residential/programs/home-performance-energy-star/home-performance-energy-star-r>
- Efficiency Vermont
<http://efficiencyvermont.com/pages/Residential/SavingEnergy/HomePerformanceWithENERGYST/HomePerformanceFinancing/>
- Maine HESP: http://www.efficiencymaine.com/at-home/hesp_program
NYSERDA's HPwES Program:
<http://www.getenergysmart.org/SingleFamilyHomes/ExistingBuilding/HomeOwner/Financing.aspx>
- Austin Energy Residential Energy Efficiency Rebate Program:
<http://www.austinenergy.com/Energy%20Efficiency/Programs/Rebates/Residential/Home%20Performance%20with%20Energy%20Star/rebateLevels.htm>
- TVA: http://www.tva.gov/ee/in_home_eval.htm

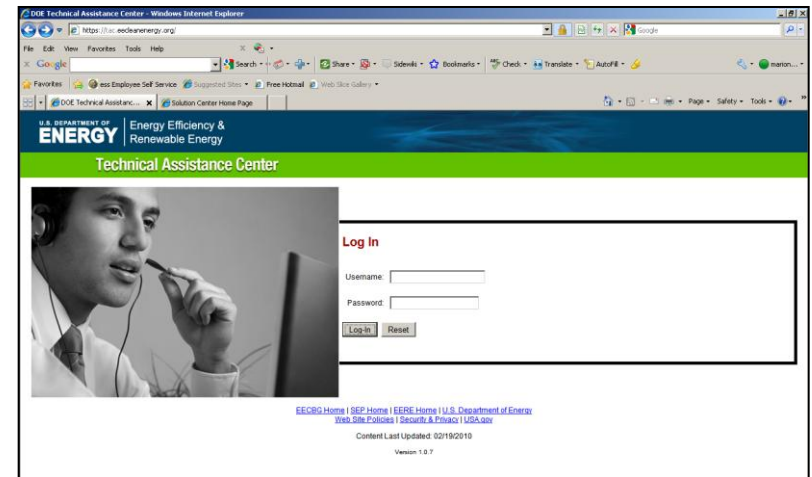
We encourage you to:

1) Explore our online resources via the [Solution Center](#)

2) Submit a request via the [Technical Assistance Center](#)



The screenshot shows the 'Solution Center' page for the U.S. Department of Energy. The header includes the DOE logo and 'Energy Efficiency & Renewable Energy'. Below the header, there are navigation tabs for 'Webcasts', 'Project Map', and 'Request Technical Assistance'. The main content area is divided into several sections: 'Buildings' (describing the Solution Center's purpose), 'Energy Education', 'Industry', 'Policy, Planning, and Energy Security', 'Transportation', 'Financial Products', and 'Technical Assistance Services'. A 'Need Help?' section contains a 'Click Here to Request Technical Assistance' button and the phone number '1-877-EERE-TAP (1-877-337-3827)'. At the bottom, there is an 'Activities' section with a diagram showing various energy efficiency and conservation strategies.



The screenshot shows the 'Technical Assistance Center' page in a Windows Internet Explorer browser. The header includes the DOE logo and 'Energy Efficiency & Renewable Energy'. The main content area features a 'Log In' section with 'Username:' and 'Password:' input fields, and 'Log In' and 'Reset' buttons. Below the login section, there are links for 'EECBG Home', 'SEP Home', 'EERE Home', 'U.S. Department of Energy', 'Web Site Policies', 'Security & Privacy', and 'USA.gov'. The footer indicates 'Content Last Updated: 02/19/2010' and 'Version: 1.0.7'.

3) Ask questions via our call center at 1-877-337-3827 or email us at solutioncenter@ee.doe.gov

Please join us again:

Upcoming Webcast Presentations

[How to Design a Community Energy Alliance](#)

November 1, 2010 2:00 - 3:15pm EDT

[Preparing for the Arrival of Electric Vehicle](#)

November 3, 2010 2:00 - 3:00pm EDT

[Effective O&M Policy in Public Buildings](#) November

4, 2010 2:00 - 3:00pm EDT

[Local Power Empowers: CHP and District Energy](#)

November 8, 2010 2:00 - 3:00pm EDT

[Driving Demand: Working With and Learning from](#)

[Contractors](#) November 9, 2010 2:00 - 3:15pm
EST

[EM&V 101: General Approaches to Tracking Data
and Estimating Savings](#) November 10, 2010

2:00 - 3:00pm EST

[Energy Efficiency Rebate Programs 101](#) November

15, 2010 12:00 - 2:00pm EST

[State Clean Energy Policy Impact](#) November 17,

2010 3:00 - 4:15pm EST

[Negotiating and Entering Into an ESPC](#) November

18, 2010 1:30 - 2:30pm EST

[Community Renewables Projects](#) November 30,

2010 12:00 - 1:00pm EST

For the most up-to-date information and registration links, please visit the Solution Center webcast page at www.wip.energy.gov/solutioncenter/webcasts

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