

News From the Field

Network Members Make Multifamily Housing More Efficient – New Case Study

[Elevate Energy](#) and the [International Center for Appropriate and Sustainable Technology](#) (ICAST) are Better Buildings Residential Network nonprofit members that develop energy efficiency solutions for multifamily and affordable housing communities. Following are key takeaways from case study interviews with Elevate Energy Director of Building Retrofits Peter Ludwig and ICAST Founder and President Ravi Malhotra.



What has been Elevate Energy's strategy for success in the multifamily market?

Peter Ludwig: We serve as a one-stop-shop for building owners and managers. We conduct assessments, review energy bills, show the payback, and help with contractor bidding. We partner with a local community development financial institution. An energy analyst helps throughout the process. After completion, we review the energy bills and work on operations and maintenance if the upgrades are not performing as expected.

How did you engage residents of a Colorado building that reduced energy more than 20% in addition to upgrades?

Ravi Malhotra: We used various means including pizza parties, energy bingo, and other activities, and educated residents on ways to save energy and water through behavior changes like shutting off lights, arranging their furniture so it's not blocking heating vents, and using their window shades to control heat from the sun.

[Read](#) the full case study, and find more multifamily information in the [Better Buildings Residential Program Solution Center](#).

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In This Issue

- [Network Members Make Multifamily Housing More Efficient – New Case Study](#)
- [Explore Residential Network Members' Activity in New Interactive Map](#)
- [New Orleans Council Calls on Entergy to Increase Energy Savings](#)
- [EnergySavvy Wraps Up 2015 With Top Company and Workplace Accolades](#)
- [New Report: Energy Advisors Improve Customer Experience and Program Achievements](#)
- [New Organizations Nationwide Expand Network Success](#)
- [Ring in the New Year With a New Reading List](#)

REGISTER FOR
UPCOMING
PEER
EXCHANGE
CALLS »

JOIN THE
RESIDENTIAL
NETWORK »

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SUCSESSES
TO DOE »

Explore Residential Network Member Activity in New Interactive Map

The Residential Network has launched a new interactive map highlighting members' residential energy initiatives, programs, and areas of expertise. Use the map to [learn more](#) about the work members are doing to advance residential energy efficiency.



Residential Network website visitors can use the new map to search members geographically. Visual numbered clusters on the map show how many members are active in an area and where each member is located. Users can also search member organizations based on their role (e.g., program administrator, contractor, financial institution) or specific search terms.

Check out the new interactive [Residential Network member map](#).

New Orleans Council Calls on Entergy to Increase Energy Savings

The New Orleans City Council recently passed a resolution that called on Home Performance with ENERGY STAR Sponsor and Residential Network member [Entergy New Orleans](#) to ramp up its efforts to help the city reach a 2% annual energy savings goal, as recommended by Network member the American Council for an Energy-Efficient Economy (ACEEE).



The [Energy Smart program](#) has helped more than 22,000 Entergy New Orleans customers save energy and money through energy assessments and cash rebates on a variety of energy efficiency improvements. Depending on the project, Energy Smart pays over \$5,000 toward the improvements, which can save customers 20% or more on their annual utility bill.

[Learn more](#) about New Orleans' energy savings goals.

EnergySavvy Wraps Up 2015 With Top Company and Workplace Accolades

Residential Network member [EnergySavvy](#), based in Seattle, Washington, earned a variety of regional and national recognition in



Peer Exchange Calls —Register Directly Below

All are invited to take part in these topical calls that are more discussion than webinar and serve as a forum to ask questions and bounce ideas off peers. Register directly below:

January 21

The Energy-Water Nexus and What It Can Do for Your Residential Program (301)

1:00–2:30 PM ET

[Register now](#)

January 28

Keys to Successful Quality Assurance and Quality Control Programs (101)

1:00–2:30 PM ET

[Register now](#)

February 4

Einstein and Energy Efficiency: Making Homes Smarter (301)

1:00–2:30 PM ET

[Register now](#)

February 11

He Said, She Said: The Power of Messaging (101)

1:00–2:30 PM ET

[Register now](#)

February 18

Where Do We Go From Here? The Changing Landscape of Residential Energy Efficiency (201)

1:00–2:30 PM ET

[Register now](#)

February 25

Making PACE Work for Residential (201)

1:00–2:30 PM ET

[Register now](#)

[Find the Latest Peer Exchange Call](#)

the past year, including being named one of 10 energy analytics companies to watch by [Forbes magazine](#) based on innovations and activity. Energy Savvy also received the [Tech Impact Award](#) and recognition as one of the [Best Places to Work](#) from *Seattle Business Magazine* and the [Best Workplace Award](#) from the *Puget Sound Business Journal*.

[Learn more](#) about how EnergySavvy helps utilities engage customers in energy efficiency efforts.

New Report: Energy Advisors Improve Customer Experience and Program Achievements

The U.S. Department of Energy (DOE) has released a new program brief, [Energy Advisors: Improving Customer Experience and Efficiency Program Outcomes](#), which addresses how residential energy efficiency programs can employ energy advisors to help homeowners overcome obstacles to complete energy upgrades.

Energy advisors guide customers through the home upgrade process in a variety of ways, including orienting potential customers to the program, conducting home walk-throughs, scheduling energy assessments, and reviewing contractor findings and work.

Prepared by Lawrence Berkeley National Laboratory (LBNL), the program brief provides examples of common barriers to home energy upgrades and how programs across the United States have successfully incorporated energy advisor services to respond to those challenges.

[Read](#) the full program brief for more information on how energy advisors can improve customer experience and energy upgrade program outcomes.

Meet the Members

New Organizations Nationwide Expand Network Success

The Better Buildings Residential Network is pleased to welcome its newest members:

- [Build It Green](#) is a California-based nonprofit that offers training, support, and energy programs to help home performance professionals build and upgrade efficient homes and grow business in the process.



Summaries

Readers can now review summaries from the following past calls:

- November 12, 2015: [Driving Accountability for Program Performance Using Measured Energy Savings \(201\)](#)
- November 18, 2015: [Home Upgrades: Leveraging HVAC Upgrades for Greater Impact \(201\)](#)
- December 3, 2015: [Shark Tank: Residential Energy Efficiency – Episode #2 \(301\)](#)
- December 10, 2015: [Capitalizing on Multi-benefits of Energy Upgrades at Multifamily Housing \(301\)](#)

Related Events

[2016 American Society of Heating, Refrigerating, and Air-Conditioning Engineers Winter Conference](#)

January 23–27
Orlando, FL

[Association of Energy Services Professionals National Conference and Expo](#)

February 1–4
Phoenix, AZ

[Midwest Energy Efficiency Alliance Midwest Energy Solutions Conference](#)

February 24–26
Chicago, IL

[Residential Energy Services Network 2016 Conference](#)

February 29–March 2
Scottsdale, AZ

[2016 National Symposium on Market Transformation](#)

March 20–22
Baltimore, MD

[2016 ACI National Home Performance Conference and Trade Show](#)

- [Homesol Building Solutions, Inc.](#) assists builders, designers, owners, and policymakers nationwide in creating energy-efficient homes through collaborative design and the use of building knowledge, technologies, and energy performance standards.
- [Xcel Energy Minnesota](#) is a Home Performance with ENERGY STAR Sponsor and energy delivery company offering rebates, energy efficiency, and renewable energy solutions to residential customers throughout Minnesota.
- [Efficiency Vermont](#), a Home Performance with ENERGY STAR Sponsor, creates energy savings in homes, businesses, and communities through energy-efficiency initiatives with government, policymakers, and community groups.
- [Delaware Sustainable Energy Utility](#) is a Home Performance with ENERGY STAR Sponsor that saves residential customers energy and money by increasing the energy efficiency of homes and facilities through Energize Delaware.

Learn more from these programs and other members. Sign up to become a Residential Network member by completing a [membership form](#).

Resource Corner

Warm Up to These Winter Reads

- [“2015 Was a Good Year For Energy Efficiency. 2016 Could Be Even Better”](#) discusses how cities like Atlanta, Georgia, Portland, Oregon, and Kansas City, Missouri, have increased energy efficiency efforts through energy benchmarking ordinances and boosted energy savings. This blog article identifies future opportunities to reduce energy bills and carbon emissions through utility sector reform and improved residential resiliency (ACEEE, December 2015).
- [“Future Home Tech: 8 Energy-Saving Solutions on the Horizon”](#) discusses the latest lighting, heating, and cooling technologies used in residential homes to help consumers save on energy and utility costs, slash carbon pollution, and improve the sustainability of homes (DOE blog, December 2015).
- [“Home Performance Market Innovations and Solutions”](#) summarizes the top issues discussed during the 2016 Market Innovation Forum, which aimed to identify challenges faced by the home performance industry, share ideas, and generate action steps to enhance the value proposition and expand the market for home performance services and products (Home Energy magazine blog, December 2015).
- [“How Appliance Standards Help Consumers Save Big”](#) discusses the various efficiency standards set by DOE’s Appliance and Equipment Standards Program that are designed to save residential customers energy and money by mandating efficiency improvements in household lighting,

April 4–7
Austin, Texas

[Better Buildings Summit](#)

May 9–11
Washington, DC

Have an event you want featured? Email the details to [Better Buildings Residential Network support](#).

Proven Practices Spotlight



Q: How can we reduce the burden on homeowners interested in financing upgrades?

A: The upfront cost of an energy upgrade can derail homeowners interested in home performance improvements. One program strategy for making projects more affordable is to offer financing; however, complicated loan application and approval processes can cause delays. Streamlining the loan application process is an effective way to remove this process barrier. By reducing the number of requirements that homeowners must meet to secure a loan, and by accelerating loan application processing, programs across the country have increased the number of completed home energy upgrades.

Visit the [Better Buildings Residential Program Solution Center](#) to learn about proven practices, such as streamlining the loan application and approval process. Contribute your successes and materials to this ever growing resource, and gain recognition for your

heating, and cooling systems (DOE blog, December 2015).

- [How Information and Communications Technologies Will Change the Evaluation, Measurement, and Verification of Energy Efficiency Programs](#) reviews traditional energy program evaluation measures, explores new enabling technologies and remote building analysis, and describes how the residential sector has already achieved an increased level of automation by changing customer habits and utilizing robust technologies (ACEEE, December 2015).
- [Local Energy Efficiency Self-Scoring Tool, Version 2.0 Beta](#) is an updated energy efficiency tool that evaluates community-wide initiatives, government operations, and buildings, utility, and transportation policies to score any community's energy efficiency efforts and create an efficiency roadmap (ACEEE, December 2015).
- [Making It Count: Understanding the Value of Energy Efficiency Financing Programs Funded by Utility Customers](#) features case studies of residential financing and loan programs in Massachusetts and Illinois and explores regulatory and policy mechanisms for ensuring that efficiency financing initiatives optimize savings and value in the residential sector (DOE's State and Local Energy Efficiency Action Network, December 2015).

Share the *View*

Forward this email to colleagues or encourage them to sign up to receive each issue by selecting "Better Buildings Residential Network" when updating their [DOE email subscription preferences](#).

Do you have something you would like to share with other members through the *Better Buildings Network View*? Send an email to [Better Buildings Residential Network Support](#) to submit your idea.

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U.S. Department of Energy
1000 Independence Ave., SW
Washington, DC 20585

betterbuildings.energy.gov/bbrn

program.

Social Media Spotlight



Want to help consumers resolve to take simple steps to save energy in their homes? Share DOE's [six smart energy resolutions for 2016](#) on social media and in your materials.

Share your social media with other members and readers through the *Better Buildings Network View* by sending an email to [Better Buildings Residential Network Support](#).