Northeast/Mid-Atlantic Retail Products Working Group Meeting

Hosted By: Northeast Energy Efficiency Partnerships
Tuesday, March 28, 2016
1:00 – 3:00pm
About NEEP

Mission

Accelerate energy efficiency as an essential part of demand-side solutions that enable a sustainable regional energy system

Approach

Overcome barriers and transform markets via Collaboration, Education and Enterprise

Vision

Region embraces next generation energy efficiency as a core strategy to meet energy needs in a carbon-constrained world

One of six regional energy efficiency organizations (REEOs) funded by the US Department of Energy (US DOE) to link regions to US DOE guidance, products and programs
AGENDA

Introductions
Retail Products Platform
State Roundtable: Latest and Greatest
Home Energy Management Systems
Short Takes & Wrap-up
INTRODUCTIONS

• I will run through the list
• Please introduce yourself
  – Name
  – Organization
  – Title
  – It’s Spring!
    • Favorite springtime activity?

*you will all be un-muted, but please mute the phone on your line if there is background noise for ease of discussion*
WHAT TO EXPECT FROM NEEP IN 2016

• Quarterly virtual meetings of RPWG
• Regular E-Newsletter
• Specific Initiatives:
  – Residential Lighting
  – Home Energy Management Systems
  – Air-Source Heat Pumps
  – Appliance Standards
  – Industrial Efficiency
  – Commercial HVAC (pending DOE Funding)
Retail Products Platform

• Launching in Q1!
• NEEP’s role with RPP in 2016
  – EM&V task force, including cost-effectiveness
  – Product selection task force
  – General assistance/information communicator
• Any questions about RPP?
STATE ROUNDTABLE: LATEST AND GREATEST

• Snapshots
# 2016 Appliance Programs

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>CT</td>
<td>Eversource The United Illuminating Co.</td>
<td></td>
<td>Fridge $50</td>
<td>Freezer $25</td>
<td>Electric $50 Heat Pump $200</td>
<td>$50</td>
<td>Up to $400</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DC</td>
<td>DCSEU</td>
<td></td>
<td>Fridge $50-75</td>
<td></td>
<td>Electric $50 Heat Pump $250</td>
<td>$50-75</td>
<td>$500</td>
<td></td>
<td>$25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MA</td>
<td>Cape Light Compact Unitil</td>
<td></td>
<td></td>
<td></td>
<td>$40</td>
<td>$50</td>
<td>$750</td>
<td>$300-600</td>
<td>$30</td>
<td>TBD $50</td>
<td>$15</td>
</tr>
<tr>
<td>NH</td>
<td>Eversource Liberty Utilities NH Electric Co-op Unitil</td>
<td>$20</td>
<td>Fridge $20</td>
<td></td>
<td>$30</td>
<td>$500-600 EF=2.3</td>
<td></td>
<td></td>
<td></td>
<td>TBD</td>
<td></td>
</tr>
<tr>
<td>NY</td>
<td>PSEG-Long Island</td>
<td></td>
<td>Fridge $75 for Most Efficient</td>
<td>Electric $150 Heat Pump $300</td>
<td>$75</td>
<td>$150-350 to customer $75-100 to installer</td>
<td>$50 ($35 add-on for RAC or Dehumidifier)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RI</td>
<td>National Grid (RI)</td>
<td></td>
<td>Fridge $50 for Most Efficient</td>
<td></td>
<td>$40</td>
<td>$50</td>
<td>$750</td>
<td>250-600</td>
<td>$30</td>
<td>TBD $50</td>
<td>$15</td>
</tr>
<tr>
<td>VT</td>
<td>Efficiency Vermont</td>
<td>RPP $5</td>
<td>RPP $5</td>
<td>RPP $20</td>
<td>Electric or Heat Pump $50-400</td>
<td>$40-75</td>
<td>$400</td>
<td>$400</td>
<td>$25</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# 2016 Electronics Programs

<table>
<thead>
<tr>
<th>State</th>
<th>Utility/Energy Efficiency Service Provider</th>
<th>TV</th>
<th>Desktop Computer</th>
<th>Monitors Display</th>
<th>Advanced Power Strip</th>
<th>Programmable or Wi-Fi Thermostat</th>
<th>Servers</th>
<th>Sound Bar</th>
</tr>
</thead>
</table>
| CT    | Eversource  
The United Illuminating Co. |    |                 |                 |                     |                                  |        |          |
| DC    | DCSEU                                      |    |                 |                 |                     | $25 for programmable             |        |          |
| MA    | Cape Light Compact Unitil                  |    |                 |                 | Up to $15 for Tier 1 | $25 for programmable            |        |          |
|       |                                             |    |                 |                 | Up to $40 for Tier 2 | $100 for wi-fi enabled          |        |          |
| NH    | Eversource  
Unitil  
Liberty Utilities  
New Hampshire Electric Co-op |    |                 |                 |                     | $100 for wi-fi (as an add-on for rebated Heat Pumps) |        |          |
| NY    | PSEG - Long Island                         |    |                 |                 |                     | $10 Only through online catalog |        |          |
| RI    | National Grid (RI)                         |    |                 |                 |                     | Up to $15 for Tier 1             |        |          |
|       |                                             |    |                 |                 |                     | Up to $40 for Tier 2             |        |          |
|       |                                             |    |                 |                 |                     | $50 for programmable wi-fi enabled |        |          |
| VT    | Efficiency Vermont                         | $3-8 | $3-5 | $2-7 | $7 |                          | $20 | RPP $10 |
# 2016 Lighting Programs

<table>
<thead>
<tr>
<th>State</th>
<th>Utility/Energy Efficiency Service Provider</th>
<th>Standard CFLs</th>
<th>Specialty CFLs</th>
<th>CFL Fixtures</th>
<th>Standard LEDs</th>
<th>Specialty LEDs</th>
<th>LED Fixtures</th>
</tr>
</thead>
<tbody>
<tr>
<td>CT</td>
<td>Eversource The United Illuminating Co.</td>
<td>Up to $1</td>
<td></td>
<td>Up to $10</td>
<td>Up to $8</td>
<td>Up to $8</td>
<td>Up to $10</td>
</tr>
<tr>
<td>DC</td>
<td>DCSEU</td>
<td></td>
<td></td>
<td>Price floor $3.99 Incentive cap $5</td>
<td>Price floor $3.99 Incentive cap $5</td>
<td>Price floor $3.99 Incentive cap $5</td>
<td></td>
</tr>
<tr>
<td>MA</td>
<td>Cape Light Compact Unitil</td>
<td>Up to $1.40</td>
<td></td>
<td>Up to $15</td>
<td>Up to $12</td>
<td>Up to $15</td>
<td>Up to $15</td>
</tr>
<tr>
<td>NH</td>
<td>Eversource Liberty Utilities New Hampshire Electric Co-op Unitil</td>
<td>Markdown: $0.50/bulb</td>
<td>Coupon: $2/pack (4≥bulbs)</td>
<td>Markdown: $2/bulb or $1.75/multipack</td>
<td>Coupon: $3/pack for (3≤bulbs), or $8/pack (4≥bulbs)</td>
<td>$8</td>
<td></td>
</tr>
<tr>
<td>NY</td>
<td>PSEG - Long Island</td>
<td>$0.80</td>
<td></td>
<td>Up to $2</td>
<td>Up to $3</td>
<td>Up to $4</td>
<td>Up to $4</td>
</tr>
<tr>
<td>RI</td>
<td>National Grid (RI)</td>
<td>Up to $1</td>
<td></td>
<td>Up to $2</td>
<td>Up to $8</td>
<td></td>
<td>Up to $8</td>
</tr>
<tr>
<td>VT</td>
<td>Efficiency Vermont</td>
<td>Price floor 0.99 Incentive cap $6</td>
<td></td>
<td>Price floor $3.99 Incentive cap $6-17</td>
<td>Price floor $3.99-20.00 Incentive cap $15-30</td>
<td>Price floor $3.99 Incentive cap $15</td>
<td></td>
</tr>
</tbody>
</table>
STATE ROUNDTABLE: LATEST AND GREATEST

• How are the following programs doing?
  – Appliances
  – Electronics
  – Recycling
  – Lighting**
STATE ROUNDTABLE

- **CT**
  - The switch to Enervee has increased their volume rebates by 25%.
  - Adding sound bars to Enervee platform for 25$ rebate.
  - CT stopped their recycling program years ago because of low uptake.
  - After LampV2 goes into effect, CT switching to a tiered system. Not necessary CEE tiers, one of their own.

- **NYSERDA**
  - All of their programs are upstream (i.e. RTU, ASHP, HEMS)

- **New Hampshire**
  - Coordinating with EPA’s Flip your Fridge. NH was impacted by JACO and is now talking with ARCA
  - No changes with appliance program and no new products.
  - Moving to markdowns in lighting. Not sure how to handle the shift to 1500h lamps.

- **Vermont**
  - Will be doing a mid-year shift for their appliances. Also moving to RPP.
  - Doing a TRM update for TVs: breaking out bins and 4K UHD
  - VT was planning to sunset recycling when JACO happened. Maybe Hot Water?
  - Lighting program will be changing May 1. Offering lower price and Tier for V2.
  - Looking at CEE’s advanced tiers and NEEA’s cold climate water heater spec.

- **Massachusetts**
  - Lighting and Appliances are similar to years past
  - No more Refrigerator and Freezer. But going with ARCA for refrigerator recycling
  - Large campaign around educating consumers about ish bulbs vs. ENERGY STAR
STATE ROUNDTABLE: LATEST AND GREATEST (POLL)

• Retail Products programs are changing. How are you thinking about changing in the short term? Longer term?
• What can NEEP do to help keep your programs successful into the future?
VT: With RPP, hoping to move away from lighting. Also thing about the potential in controllability in products.

CT: Doing a pilot in lighting, but is aimed at midstream incentives with distributors.

NYSERDA: Interested in the potential of RTUs and Lighting controls

VT: Interested to know if Enervee will work with independent retailers or if only for big box. Because E-commerce is another potential method for additional savings.

– CT: Shouldn’t be a problem as long as independents have a computer that can count inventory. Will ask Enervee.
HOME ENERGY MANAGEMENT SYSTEMS

- Bi-monthly Working Group
- In-person Workshops at ACI National Conference, Austin TX, April 6-7
- HEMS Definition at neep.org
HEMS Products List

- Living document—recently updated. Downloadable, sortable list available online at:

As part of the HEMS Research Report, NEEP reviewed and updated inventories of HEMS technology from existing resources including a comprehensive list as part of the PG&E HEMS Market Characterization, while expanding the inventory lists and providing costs and potential linkages where appropriate. The inventory chart below is the technology assessment from the HEMS Research Report. DISCLAIMER: NEEP does not take responsibility for the products listed here or for the accuracy of the information presented.

Download Spreadsheet

<table>
<thead>
<tr>
<th>Company</th>
<th>Product</th>
<th>Description</th>
<th>Product Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>16 First Build</td>
<td>Chill Hub Smart refrigerator control</td>
<td>Chill Hub Smart refrigerator and smart refrigerator control hub</td>
<td>Smart Appliance</td>
</tr>
<tr>
<td>Aclara</td>
<td>Customer Care Solutions</td>
<td>Unique content and analytics that improve the effectiveness of customer care and billing, enhances customer energy management and increases customer satisfaction by helping customers better understand and manage their bills</td>
<td>Energy Portal</td>
</tr>
</tbody>
</table>
ENERGY STAR Connected Thermostat Specification

- In progress, hopefully finalized this year
- Structured to allow manufactures to run their energy savings data through a program to determine their average energy savings and align that with a minimum
- Should offer greater ability to compare products and understand their capabilities
- All documents here: https://www.energystar.gov/products/spec/connected_thermostats_specification_v1_0.pdf
QUICK TAKES YOU WON’T WANT TO MISS!

ENERGY STAR Award 4/13
Who will be there?

E-commerce Report and Presentation

Appliance Standards comments

New appliance recycler: SEEL LLC

ACI National Conference, April 5-7
Austin, TX

Residential Lighting Data for ‘State of the Market’

GE HPWH with DR and Thermal Storage

ASHP Specification V2.0
NEEP’s policy team is holding a free webinar **Tuesday, March 29**, at 1 p.m. to present the Regional Roundup report and some of the concepts we consider to be part of "Next Generation Energy Efficiency."

• To Register, go to NEEP.org - 2016 Regional Roundup is scrolling on the front page

The Future of Evaluation

2016 EM&V FORUM PUBLIC MEETING

with optional pre-meeting M&V 2.0 Workshop and Evening Reception

Location: Radisson Hotel Hartford, CT

March 30-31, 2016

REGISTER HERE TODAY!
SAVE THE DATE
FOR NEEP’S ANNUAL SUMMIT!

Next Generation Energy Efficiency
2016 Northeast Energy Efficiency Partnerships Summit
June 13-14, 2016 | Omni Mount Washington Resort

Information on registration, sponsorship, and program at:
neep.org/events/2016-summit
or email Lucie Carriou, Summit Manager: lcarriou@neep.org
WRAP-UP/NEXT STEPS

• Notes and other follow-up materials will be sent in the Newsletter.

• Any questions?

• Anything else to add? 😊
Thank you!

P. 781-860-9177

Samantha Bresler: sbresler@neep.org, x114
Claire Miziolek: cmiziolek@neep.org, x115

March 28th, 2016
91 Hartwell Avenue  Lexington, MA 02421
www.neep.org
HPWH benefits to Utilities and consumers

Beyond energy efficiency
46.7 MM electric water heaters in the US

4,500 W electric elements

>4,500 kWh average annual electricity use

>$500 operating costs per year

Water heating is the second source of energy usage in the average residential home
# Heat Pump Water Heaters = The Most Efficient Water Heating Technology

## Electric

<table>
<thead>
<tr>
<th>Heat Pump</th>
<th>Standard</th>
<th>Natural Gas</th>
<th>Propane Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rheem Performance Model # XE50M06ST45U1 50 Gal. Medium 6 Year 4500/4500-Watt Elements Electric Water Heater 0.95 EF</td>
<td>$555</td>
<td>$272</td>
<td>$174</td>
</tr>
<tr>
<td>GeoSpring™ hybrid electric water heater 50 gal. GEH50DFEJSR 3.25 EF</td>
<td>$145</td>
<td>$131</td>
<td>$162</td>
</tr>
</tbody>
</table>

## Natural Gas

<table>
<thead>
<tr>
<th>Heat Pump</th>
<th>Standard</th>
<th>Tankless</th>
<th>Tankless</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rheem EcoSense Model # ECOH200DVLN 9.5 GPM 199,900 BTU Ultra Low NOx Natural Gas Indoor Tankless Gas Water Heater 0.94 EF</td>
<td>$638</td>
<td>$421</td>
<td>$175</td>
</tr>
<tr>
<td>Rheem EcoSense Model # XP50T06HE36U0 Performance 50 gal. Tall 6 Year 36,000 BTU High Efficiency Liquid Propane Gas Indoor Tankless Gas Water Heater 0.62 EF</td>
<td>$462</td>
<td>$319</td>
<td>$175</td>
</tr>
</tbody>
</table>

## Propane Gas

<table>
<thead>
<tr>
<th>Heat Pump</th>
<th>Standard</th>
<th>Tankless</th>
<th>Tankless</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rheem EcoSense Model # ECOH200DVLP 9.5 GPM 199,900 BTU LoNox Liquid Propane Gas Indoor Tankless Gas Water Heater 0.94 EF</td>
<td>$421</td>
<td>$319</td>
<td>$175</td>
</tr>
</tbody>
</table>

Heat pump is cheapest to operate.
The GE GeoSpring heat pump water heater is 71%* more efficient than standard electric water heaters.

550W compressor
Back up 4,500/4,000W elements

~3,200 kWh savings/unit/year(*)

*Based on DOE test procedure and comparison of a 2015 standard electric tank water heater using 4647 kWh per year vs. the GeoSpring hybrid electric water heater using 1347 kWh per year.
SEARCH FOR COST EFFECTIVE ENERGY STORAGE

https://www.youtube.com/watch?v=jLPn1POu3mU&sns=em
WATER = CHEAPEST METHOD TO STORE ENERGY BEHIND THE METER

Static Storage Capacity (w/ 20F rise)

• 50 gal 2015 model: ~2.2 kWh
• 80 gal 2015 model: ~3.6 kWh

Static Storage Capacity (w/ 40F rise & Mixing Valve)

• 50 gal 2015 model: ~4.4 kWh
• 80 gal 2015 model: ~7.2 kWh
**WI-FI CONNECTIVITY**

**Convenience**

- Enables markdown incentives

**Peak shaving, peak shifting**

- Unique MAC [Machine Access Code]

**IP ADDRESS PHYSICAL LOCATION**

- ConnectPlus module

- GE cloud

- Convenience

- Peak shaving, peak shifting
CTA 2045 CONNECTIVITY

Compatibility

Enables multiple standards and markdown incentives
- Radio
- Cellular
- Zigbee
- WiFi
- ...other

Peak shaving, peak shifting

IP ADDRESS
PHYSICAL LOCATION

CTA 2045 Adapter
DC Form

Average Workday Demand for Water Heater

28976.2
At 1%, Heat Pump Water Heaters (HPWH) have the lowest penetration of all ENERGY STAR product categories.

### 2014 Energy Star penetration report

<table>
<thead>
<tr>
<th>Product Category</th>
<th>2014 Units Shipped (thousand units unless otherwise stated)</th>
<th>2014 Estimated Market Penetration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Heaters</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Gas Storage</td>
<td>216</td>
<td>5%</td>
</tr>
<tr>
<td>Gas Tankless</td>
<td>416</td>
<td>N/A</td>
</tr>
<tr>
<td>Heat Pump</td>
<td>46</td>
<td><img src="https://www.energystar.gov/ia/partners/downloads/unit_shipment_data/2014_USD_Summary_Report.pdf?3c1f-59eb" alt="Image" /> 1%</td>
</tr>
<tr>
<td>Solar</td>
<td>3</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Source:
...despite large Utility incentives

2016 HPWH incentives at a number of Utility Companies or Energy Organizations. For illustration only, map not exhaustive.
CONSUMER AWARENESS

~90% Failure based unplanned purchase, crisis emergency

Consumers not familiar with technology

HPWH upfront cost barrier

No time to shop and learn about Utility incentives

Why Bought Product

<table>
<thead>
<tr>
<th>Sample Size</th>
<th>2015 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Old one didn't work at all</td>
<td>53.7</td>
</tr>
<tr>
<td>Old one required service</td>
<td>30.0</td>
</tr>
<tr>
<td>Other reason</td>
<td>4.2</td>
</tr>
<tr>
<td>Just wanted a new one</td>
<td>6.5</td>
</tr>
<tr>
<td>Moved to a new home</td>
<td>3.3</td>
</tr>
<tr>
<td>Remodeled my kitchen</td>
<td>2.3</td>
</tr>
<tr>
<td>Wanted an additional one</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Number Stores Shopped

<table>
<thead>
<tr>
<th>Number of Stores</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Store</td>
<td>71.7%</td>
</tr>
<tr>
<td>2 Stores</td>
<td>21.5%</td>
</tr>
<tr>
<td>3 Stores</td>
<td>5.4%</td>
</tr>
<tr>
<td>4 Stores</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

Average = 1.37

Source: Stevenson Company - Tracline
UTILITY MAIL-IN REBATES NOT EFFECTIVE ENOUGH

- Poor customer rebate participation
- Incomplete submissions
- Low distributor and contractor program understanding

Upfront cost difference
~$700(*)

(*) Resellers determine their own pricing
TRADE [LACK OF] SUPPORT

HPWH lack of awareness/training among the trade

HPWH not stocked by major plumbing distributors, retailers

NAECA(*) work-arounds:
- Down size
- 55G standard electric
- Commercial grade large tanks > 55G
- Mixing valves
- 2 small tanks
- Tankless electric booster

(*) National appliance Energy Conservation Act
https://en.wikipedia.org/wiki/National_Appliance_Energy_Conservation_Act
THE ROAD AHEAD

Redesign Utility residential program for HPWH:
- Maintain/increase incentives on HPWH > 55 gallon. Step up consumer outreach and plumber education to counter work-arounds
- Implement Time Of Use pricing to integrate renewables

Utility/Manufacturer partnership for customer acquisition:
- Offer Utility markdown incentives to grow the installed base faster
- In markdown markets GE Appliances helps its retailers offer EDLP [Everyday Low Price] pricing (*)
- Promote a Home Energy Management System
- Offer an incentive to connect thermostat/water heater/kitchen appliances
- Consider an Energy Efficient product purchase program; Offer On bill financing

Consumer data for M&V:
- Request plumbing wholesalers to provide plumber/consumer data with POS
- At retail, offer or discount the wi-fi/CTA 2045 module, link with consumer data. And/or offer a supplementary mail-in rebate

(*) Resellers determine their own pricing
NORTHWEST BLUEPRINT FOR SUCCESS

- Advances in energy benefits, comfort
- Inclusion in new construction
- Specification by energy raters
- Local stock at distribution locations
- Instant Utility markdowns
- Consumer advertising
ENERGIZE CT EXPERIENCE: 4X to 6X LIFT FROM INSTANT MARKDOWNS

Heat Pump Water Heater Program Success

Number of Incentivized Units

- 2013 (Ma&In Rebate): 217
- 2014 (Upstream Instant Discount): 1391
- 2015 through August (Upstream Instant Discount): 962

641% increase

Program Timeframe

UPDATE TRC CALCULATION TO ACCOUNT FOR RECENT HPWH EFFICIENCY GAINS

<table>
<thead>
<tr>
<th>Size Equipment</th>
<th>Cost(*)</th>
<th>Incremental Cost ($400 baseline)</th>
<th>Annual savings</th>
<th>TRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 55 gal</td>
<td>$1,144</td>
<td>$744</td>
<td>3,200 kWh</td>
<td>TBC</td>
</tr>
<tr>
<td>More than 55 gal</td>
<td>$2,034</td>
<td>$1,634</td>
<td>3,200 kWh</td>
<td>TBC</td>
</tr>
</tbody>
</table>

(*)Costs from RTF workbook, Pacific Northwest: http://rtf.nwcouncil.org/measures/measure.asp?id=176
THE CASE FOR A CONSISTENT HPWH MARKDOWN ACROSS THE RGGI(*) STATES

Potential:
>2.6 MM water heaters installed base
HPWH penetration ~2%

Current HPWH incentives:
ME: $500 mail-in rebate (Efficiency Maine)
NH: $500 mail-in rebate (NH Saves)
VT: $400 mail-in/instant rebate (Efficiency VT)
MA: $750 mail-in rebate (MassSave)
RI: $750 mail-in rebate (National Grid)
NY: $400 mail-in rebate (National Grid)
NY: $450 mail-in rebate (Central Hudson)
NY: $500 mail-in rebate (ConEd)
DE: $600 mail-in rebate (Energize Delaware)
MD: $500 mail-in rebate (EmpowerMD)

APPENDIX
HEATING FUELS

Household heating fuels vary across the country

Share of homes by primary space heating fuel and Census Region, 2009

Source: U.S. Energy Information Administration, Residential Energy Consumption Survey. Note: Pie sizes are approximate but represent the total number of homes in that Census Region.
REFERENCES

PNNL [Pacific Northwest National Laboratory] – July 2013
Demand Response Performance of GE Hybrid Heat Pump Water Heater

KEMA - ECEEE 2013 Summer Study
Anatomy of a Demonstration Pilot: Smart Grid Appliances Case Study

Oak Ridge National Laboratory - 2014
2014 ACEEE Summer Study on Energy Efficiency in Buildings

GE GeoSpring ConnectPlus module
http://www.geappliances.com/ge/connected-appliances/geospring.htm