MEETS© Customer Tracking System; Basis for Monitoring and Evaluation

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Introduction

The database model is MEETS(Mass-Save Energy Edge Tracking System)©, a system designed for use by utilities in Massachusetts and Canada to track customer account data, measures undertaken, heating and cooling, appliances, rebate, visitation, and complaint information.

Approach

MEETS© was developed to track customer information by name, account number or telephone number. Its design requires minimal computer literacy and is menu and table oriented. Each screen contains base customer information and specific installation and measurement data. The data collected is outlined in Figures 1 - 6.

Visitation, compliant and comment screens are available and record in a free form fashion (similar to word processing) other customer information which can be referenced on line.

The system is designed for use on an IBM (or compatible) PC with the ability to store information and process up to one million customer records.

MEETS© provides information that allow utilities with the opportunity to develop customer profiles based on customer residence attributes or conservation measures undertaken. It analyzes participation by attribute and can link to utility billing systems for consumption monitoring. Figure 7 illustrates the definition of customer attributes. In addition to the reports generated, the system stores information in dBASE file format allowing end users to define other reports.

Work-Order: 0		Account # 0	
Last Name:		Home	Requested / /
First Name:		Work	Completed / /
		Best Time	Deactive / /
Street #:	Address:		
City:		Referral:	
Province:		Rate: 0	
Zip Code:		Advisor: 0	

Figure 1. Customer Information

Home Age	; 0	#Rooms	: 0
Rent or Own	:	# Closed Rooms	: 0
# in Household	: 0	Building Type	:
Over Age 65	: 0	Gas Service	:

Figure 2. Building and Household Information

Measures Undertaken			
R2000 Design Services	:N	Value-Pak Rebate	:N
R2000 Field Services	:N	Refrigerator Rebate	:N
Heat/Cool Analysis New Home	:N	Security Lighting	:N
Heat/Cool Analysis Retrofit	:N	Christmas Lights	:N
Energy Audits - Site Visits	:N	Activity 1	:N
Recap Audit	:N	Activity 2	:N

Figure 3. Energy Savings Measures Performed for the Customer

Heating		Cooling:	
Customer Pays Heat	:	Central A/C	:
Wall Insulation	:	Window A/C	:
Basement Insulation	:		
Attic Insulation	:		
Pri Heating Fuel	:		
Age Heating Sys	:		
Sec Heating Fuel	:		
Space Heat Used	:		

Figure 4. Heating and Cooling Information

Primary HW		Source of Hot Water:	
Fuel	:		
Tank Type	:	# Bathrooms w/tub or shwr: 0	
System Age	: 0	# Showers/week: 0	
In heated Space	:	# Baths/week : 0	
Secondary HW			
Fuel	:		
Tank Type	:		

Figure 5. Water Heating, Water Source and Hot Water Use Information

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Life Support   :          Laundry Wash & Dry
Cooking Fuel   :          # Wash Machine    :
Self Cln Oven  :          # Loads/Week      :        # Cold:      # Warm:
Microwave      :                                                  # Hot  :
# Refridge     :          When:
# Freezer      :          Dryer Type:       Lds/Week Winter   :
                                            Lds/Week Summer:
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Appliances Used Regularly
    COLOR TV  :      B&W TV      :    Pool        :    Dishwasher :    Hot Tub  :
    Stereo    :      Water Pump  :    Computer    :    Attic Fan  :    Waterbed:
    Port Fan  :      Humidifier  :    Sump Pump   :    Dehumid    :
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Figure 6. Appliances Used, Laundry Use and Cooking Fuel Type

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Measures Undertaken
R2000 Design Services        :              Value-Pak Rebate    :Y
R2000 Field Services         :N             Refrigerator Rebate :
Heat/Cool Analysis New Home  :N             Security Lighting   :
Heat/Cool Analysis Retrofit  :              Christmas Lights     :N
Energy Audits - Site Visits  :N             Activity 1           :Y
Recap Audit                  :Y             Activity 2           :
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Y = Customer With      N = Customer Without      <blank> = Indifferent
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Figure 7. Reporting Specific Attributes

Results

The utilities have used MEETS© to identify customer savings opportunities and regulatory requirements. Customer profiles have been created from the data collected to assist the utility in identifying where to market additional conservation measures and to determine programs which can be successfully executed based on customer attributes. Its customer orientation relates directly to consumption and its design allows extensive reporting options for each utility customer.

Summary

The result is a database that fulfills customer, utility and regulatory monitoring and evaluation requirements and has enhanced utility relationships with customers.