

PANEL 8: Capturing Savings through Behavior (Room: DOLPHIN)

PANEL LEADERS: Chrissi Antonopoulos, Pacific Northwest National Laboratory and Karen Ehrhardt-Martinez

DATE	SESSION	TITLE	LEAD AUTHOR, ORGANIZATION
Mon 8/5	Session 1 8:30 - 10:00 am Integrating Behavioral Science Methods into Technology Research	<i>Reducing Survey Bias: Old (Pretty Easy) Lessons are ESPECIALLY Important for Web Surveys</i>	Lisa Skumatz, Skumatz Economic Research Associates
		<i>Paths Forward: Approaches to Achieve Plug and Process Load Efficiency and Control in Commercial Buildings</i>	Amy Van Sant, National Renewable Energy Laboratory
		<i>Through the looking glass: analyzing barriers to adoption of advanced rooftop unit controls through human-centered observational research</i>	Shreya Agarwal, Lawrence Berkeley National Laboratory
	Session 2 10:30 am - 12:00 pm Occupant Behavior and Utility Programs	<i>Understanding Gaps in Utility Program Offerings and Customer Engagement</i>	Beth Karlin, See Change Institute
		<i>Using Behavioral Science to Maximize Savings on Time-of-Use Rates</i>	Will Sierzchula, Guidehouse
		<i>Engaging Customers in Digital Space – Observations from Delivered Energy Insights</i>	Gregory Romine, Eversource
Tues 8/6	Session 1 8:30 - 10:00 am Language Matters: Promoting Energy Equity	<i>Equitably Engaging with Customers in Their Preferred Language: How Inclusive Customer Engagement is Better Customer Engagement</i>	Kimberly Johnson, ILLUME Advising
		<i>Do ethnicity and language preference have implications for utility service delivery in Los Angeles?</i>	Ryan Bliss, ADM Associates
		<i>Empowering Transformation in Diverse and Underserved Communities</i>	Tim Good, CLEAResult
	Session 2 10:30 am - 12:00 pm On Demand! Occupant Behavior and Demand Response	<i>GRIDSAVE: Mobilizing Conservation to Avoid Imminent Blackouts</i>	Alan Meier, Lawrence Berkeley National Laboratory
		<i>Behavioral Demand Response – 7,200+ Customers receive alerts for needed energy-saving during peak demand events</i>	Kimberly Beltran, Sonoma Clean Power
		<i>Demand Flexibility: Keeping Users in the Loop with “Invisible” Technologies</i>	Angela Sanguinetti, UC Davis Energy & Efficiency Institute

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Wed 8/7	Session 1 8:30 - 10:00 am Messaging and Motivations: A Commercial Buildings Lens	<i>Insights into C&I Customer Motivations for Pursuing Energy Efficiency</i>	Clay Hoover, Tennessee Valley Authority
		<i>Get with the Program: Methods of engaging occupants for energy-conscious behavior</i>	Shelby Ruiz, Washington State University
		<i>Plug Loads and Automatic Receptacle Controls: How Understanding User Behavior Can Drive Adoption at Scale</i>	Michael Myer, Pacific Northwest National Laboratory
	Session 2 10:30 am - 12:00 pm Empowering Success using Behavior Frameworks	<i>Increasing Participation in Demand Response Programs – A New Customer Engagement Model</i>	Ellen Steiner, Opinion Dynamics
		<i>Powering Success: The holistic impact of comprehensive program support helps utilities and customers reach their business goals</i>	Evan Gutierrez, TRC
		<i>Building Energy Efficiency into the Organization's Culture</i>	Justin Reed, Entergy Solutions by Entergy Arkansas
Thurs 8/8	Session 1 8:30 - 10:00 am Let's Play! Gamification for Tech Adoption	<i>Staging the Upgrade: How Online Tools Can Drive Whole House Improvements Through the Homeownership Lifecycle</i>	Robin LeBaron, Pearl Certification
		<i>Energy Behaviour: A Standards Outlook</i>	Carla Nassab, CSA Group
		<i>Smart Home Demand Response: Real-Time Energy Use and Enhanced Customer Engagement</i>	Amalia Hicks, Cadmus
	Session 2 10:30 am - 12:00 pm Technology Adoption and Occupant Behavior	<i>Smart Homes, Smarter Choices: The Role of Values and Identities in Tech Adoption and Energy Efficient Usage</i>	Ash Gillis, ICF
		<i>Capturing Dishwasher and Clothes Washer Savings through Ingrained Behavior</i>	David Jagger, Energy Solutions
		<i>Enhancing Participation in Residential Demand Response: Insights from Case Studies Conducted in Alaska and California</i>	Chitra Nambiar, Pacific Northwest National Laboratory

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Fri 8/9	Session 1 8:30 - 10:00 am	<i>Energy Equity, Agency, and Distributed Energy Intelligence</i>	Karen Ehrhardt-Martinez
	Equitable Residential Decarbonization Using Behavior Science	<i>In Practice Makes (Closer to) Perfect: Equity-focused energy efficiency case studies</i>	Laney Sullivan, CEE
		<i>Blending behavioral science and physics-based models inform equitable decarbonization pathways in the US housing stock</i>	Katelyn Stenger, National Renewable Energy Laboratory
	Session 2 10:30 am - 12:00 pm	<i>Green Lease Leaders and How the Lease is Used as a Critical Tool for Decarbonization</i>	Cliff Majersik, Institute for Market Transformation
	Green Leases and Decarbonization		OPEN
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