

PANEL 8: Capturing Savings through Behavior

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> | Dan Burak, Uplight |
| | | <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> | Elizabeth Kelley, 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> | Molly Mollenkamp, ComEd |
| | Session 2 10:30 am - 12:00 pm On Demand! Occupant Behavior and Demand Response | <i>Saving Electricity in a Hurry to Avoid Grid Meltdowns</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 |

PANEL 8: Capturing Savings through Behavior

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

| DATE | SESSION | TITLE | LEAD AUTHOR, ORGANIZATION |
|-----------|--|--|--|
| 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> | Jason Snyder, 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 |

PANEL 8: Capturing Savings through Behavior

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

| DATE | SESSION | TITLE | LEAD AUTHOR, ORGANIZATION |
|----------------|--|---|--|
| 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>Energy Efficiency Starts with the People</i> | Richard Gregg, Entergy Solutions by Entergy Arkansas |
| | TBD | <i>Green Lease Leaders and How the Lease is Used as a Critical Tool for Decarbonization</i> | Cliff Majersik, Institute for Market Transformation |
| | | TBD | |