



Quality is Job #1

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Why Quality is Job #1?

- Evaluation is critical to the future of energy efficiency programs.
- Eight lessons for better quality evaluation.
- Lessons based on years of experience.



Quality is Job 1.

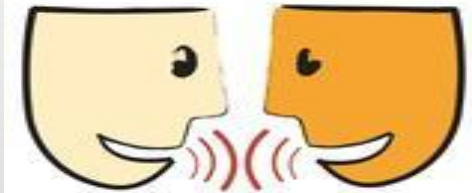
Lesson 1 – Maintain a Strong Review Process

- Review process must be dynamic, independent and transparent.
- Establish review guidelines.
- Use evaluation experts.
- Engage regulators, program administrators, evaluators.



Lesson 2 - Communication

- Communicate evaluation parameters-balance need with reality.
- Begin the communication process early.
- Recognize that evaluation may not offer 100% certainty in every area.
- Present the results clearly!!!!



Lesson 3 – Prioritize Budgets

- How much should I spend on evaluation?
- Simple answer: it depends.
- Develop criteria to help pinpoint areas of greatest evaluation need.



Lesson 4 – Use Consistent Terms and Compare Results

- Don't look at evaluation data in a silo.
- Compare results.
- Do results differ? If yes, why?
- Use comparable terms and formats to the extent possible.



Lesson 5 – Actionable Results

- Evaluation = vital tool for continual improvement, for both program design and evaluation.
- NY evaluations produced about 500 recommendations, most were implemented.
- Don't let the evaluation reports collect dust on your bookshelf!

Lesson 6 - Keep Pace with Change

- Change is in the air in New York.
- Reforming the Energy Vision (REV) - a reexamination of electric and gas utility regulation and the utility business model.
- Evaluation will be undergoing a review to adapt to the evolving needs of REV.

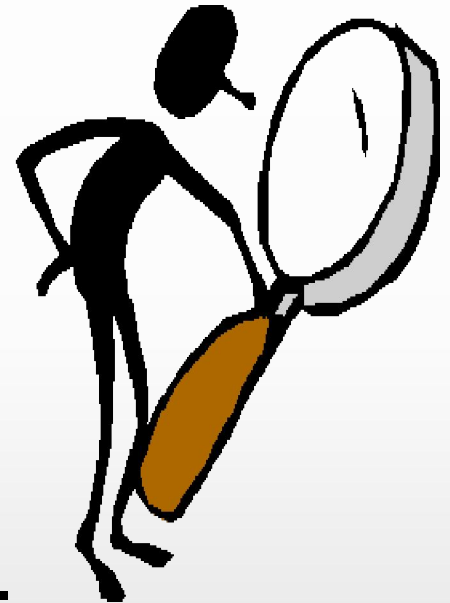
Lesson 7- Embrace Best Practices

- Quality protocols=TQM, BPM, 6S, EQP.
- No matter what you call it, why not the best?
- Adopt quality principles.
- Why not a lessons learned bank?



Lesson 8 - Never Stop Improving

- Identify problems.
- Implement solutions.
- Evaluation Guidelines are living documents.
- Two NY examples: spillover, bias.



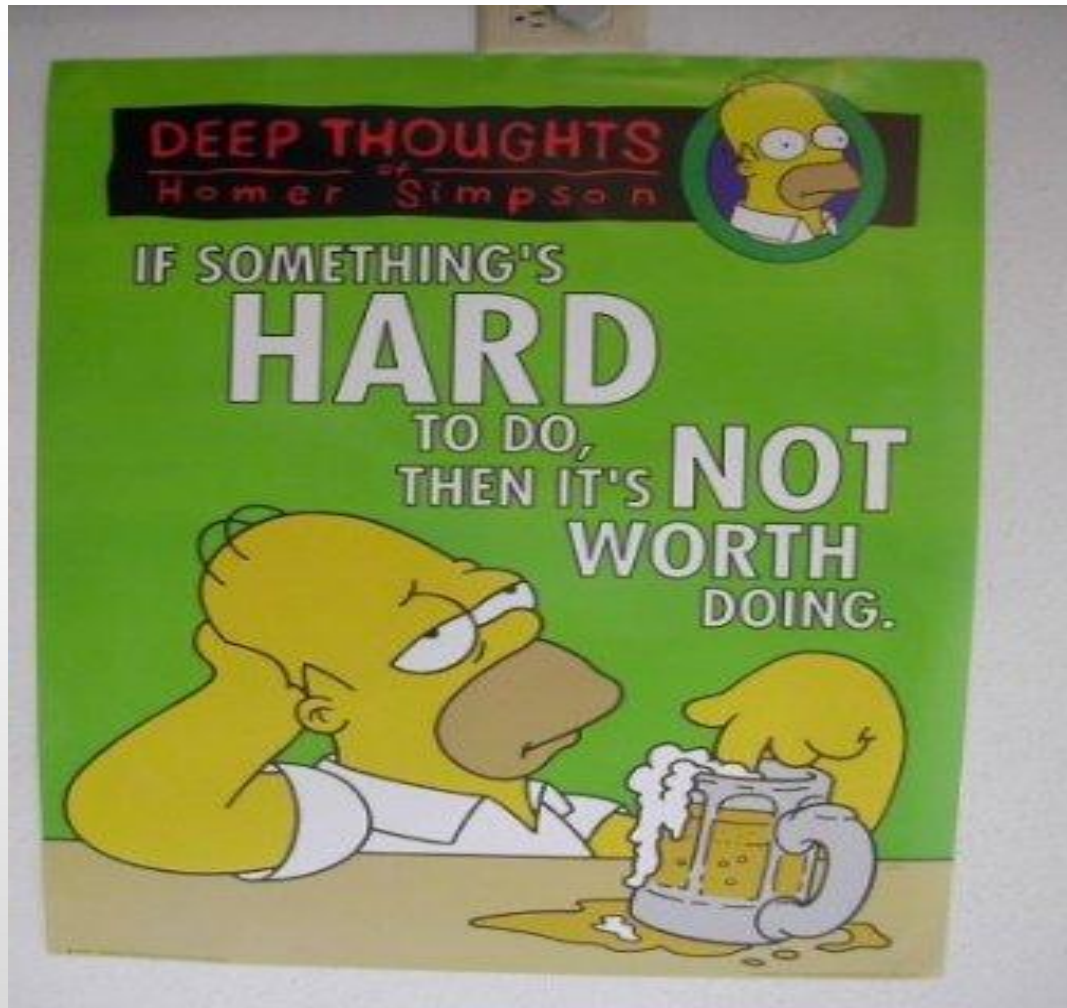
Conclusions - Choice One:

*“A problem is a chance for
you to do your best.”*

Duke Ellington (1899-1974)
American genius



Conclusions - Choice Two:



Final Conclusions

- Successful evaluation requires credibility.
- To have credibility, you must have quality.
- Always make quality job #1 !!!!



Additional Information:

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New York State Public Service Commission

<http://www.dps.ny.gov/>