

Abstract #: 388

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**Abstract Title: Retrocommissioning: Technology Enabling Behavior**

Abstract Text:

This paper/presentation will identify the significant opportunity to integrate behavioral strategies and tactics into an existing building retrocommissioning program. Standard commercial and industrial energy efficiency programs tell customers what they should do and provide justification via the material benefits of the end result. These are utility centric programs camouflaged in customer benefits. This paper will demonstrate how using behavioral strategies and tactics can change the paradigm to a customer centric approach. Benefits include increased participation, more persistence of savings and potentially increased savings over time. Behavior change is accomplished through a series of interventions that reframes the customer's experience, provides tools to change habits or processes, and enables new behaviors. Technology can play a powerful role changing behavior by shifting the emphasis away from specific measures toward the behavior needed to implement and maintain the improvements. Similarly, technology can provide information and systems to enable real time actions to mitigate energy consumption or to provide internal processes that reshape the people-technology interface to create new habits (behaviors) to save more energy. We will address three programmatic phases: outreach, customer staff engagement, and implementation. Opportunities exist in each of these phases to utilize behavioral strategies and tactics, such as social norming, feedback, framing and commitment to improve the outcome of each step. Enabling technology includes technologically based solutions applied to the system as well as the ability to provide instantaneous feedback on energy use to customers.