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Poster Title: Onsite Operator Training – Training Customer Behavior to Drive Energy Efficiency Internally

Abstract: Facilities managers and operator's day-to-day concerns are primarily surrounding occupant comfort and basic tenant needs like keeping the lights on. Often, energy efficiency comes secondary. The onsite operating training model is an innovative and effective method to engage facilities managers and their operators in building key skillsets by leveraging actual retro-commissioning and tuning equipment opportunities into "teachable moments" about incorporating efficient operations and maintenance practices in the facility. Eversource has used this strategy to engage customers across a broad range of sophistication from municipal school districts, to large hospital systems, to an S&P 100-listed technology manufacturer. Through the engagement process Eversource vendors perform a retro-commissioning study of the facility to generate a list of measures that the facilities staff will be trained on. The training is designed to change the behavior of the facility staff from reactive to proactive maintenance of their building systems. The training also addresses the knowledge gap of the frontline employees by incorporating utility cost components. The staff will learn that their behavior can have a significant impact on the operational cost of the facility. For example, by permanently overriding a variable frequency drive or another control device, a piece of equipment would run in a less efficient fixed position – typically at full power – consuming much more energy than necessary. Eversource is looking to capture up to six percent energy savings from each customer who participates in the training program. This presentation would focus on the three participants to date. It would elaborate on the training methods, the value to the customers and their staff, and the active evaluation, measurement and verification protocol used by Eversource to validate persistence.