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**Title:** Smart For All: Smart Thermostats in Lower Income Multifamily

**Abstract:** This session will review in detail the initial learnings from a large scale utility pilot aimed at learning about the many unique challenges (and opportunities) of smart thermostat installation in lower income multifamily buildings from a number of perspectives building owners, managers and maintenance, residents, implementers and the utility. The session will discuss the challenges encountered from a technical perspective, as well as insights into the user experience across a broad representation of building and system types, as well as resident demographics and property business models. The pilot installed almost 1000 thermostats in 16 properties, including multiple device brands and "smart" features, and employed a variety of training and education approaches for both residents and building staff. A range of building level connectivity solutions were provided by the program in half of the projects in order to assess and address issues related to WiFi and smartphone access in this market segment and the implications for scalability and cost effectiveness. Based on results from completion of the implementation phase, the session will also discuss an assessment of market potential for a full scale program, taking into account the technical limitations and market response encountered in the pilot. Energy savings impact evaluation is ongoing through 12 months post-installation (end 2019), so this session will focus on the wealth of lessons learned from the initial design and implementation experience. Attendees will hear about which multifamily building types and HVAC systems proved most compatible with smart thermostats and how a programmatic approach can best address building owner enlistment, technical installation and resident buy-in, as well as the options for WiFi connectivity in different multifamily configurations, why it's important and how to still deliver impacts without it.