

# Update on Residential Energy Programs

December 7, 2017



Mid-Ohio Regional  
Planning Commission

## Overview

- Serves approx. 500 residential customers with weatherization and energy efficiency measures:
  - Repair/replace furnace
  - Additional wall & attic insulation, air sealing,
  - Replace inefficient lighting and appliances (refrigerators/freezers)
  - Safety checks and repairs (gas lines, fire & CO detectors)
- Partner with 11 local businesses to complete work
- Average energy savings is 30% and increase the comfort and safety of families

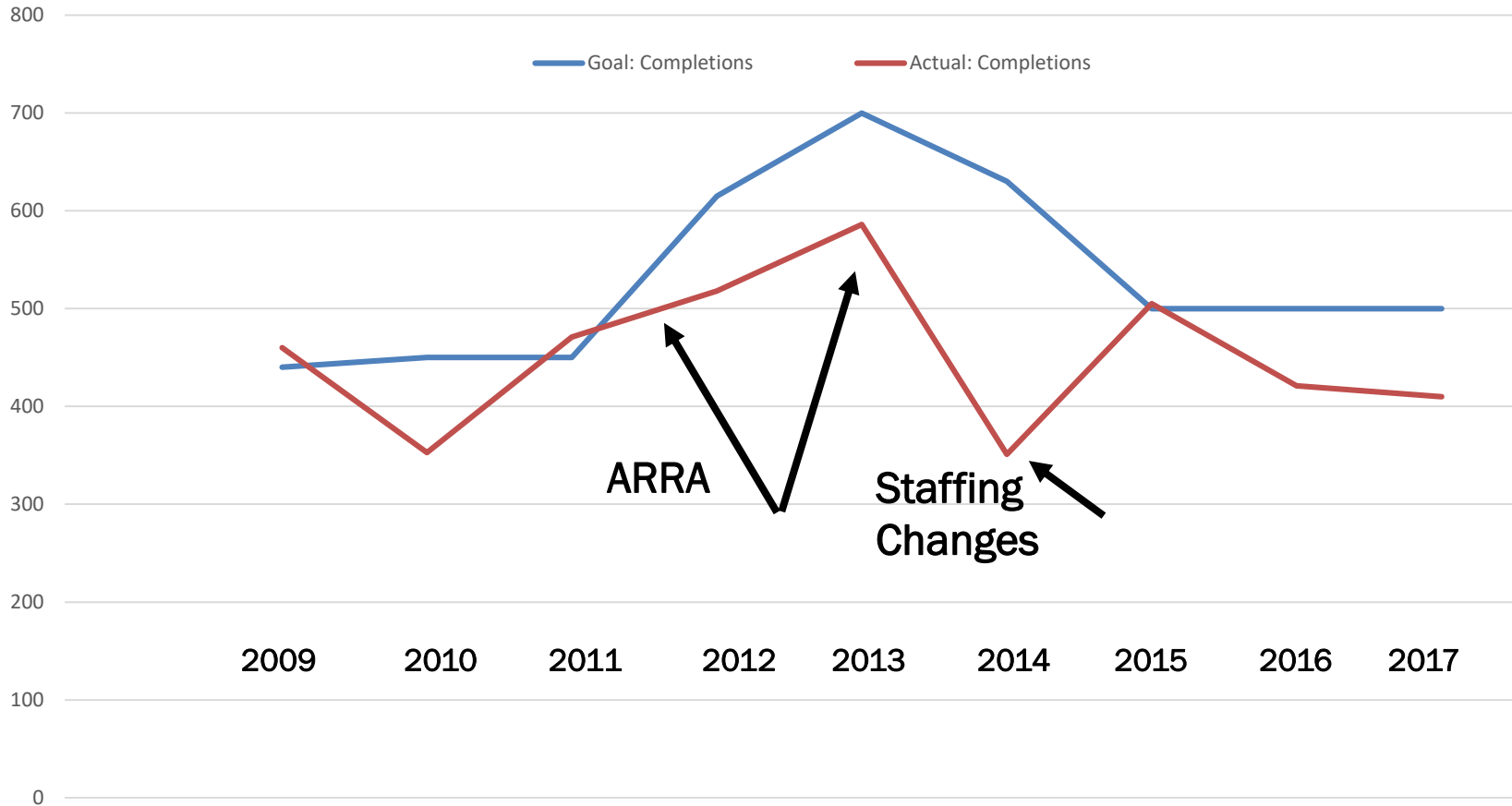


Columbia Gas<sup>®</sup>  
of Ohio  
*A NiSource Company*

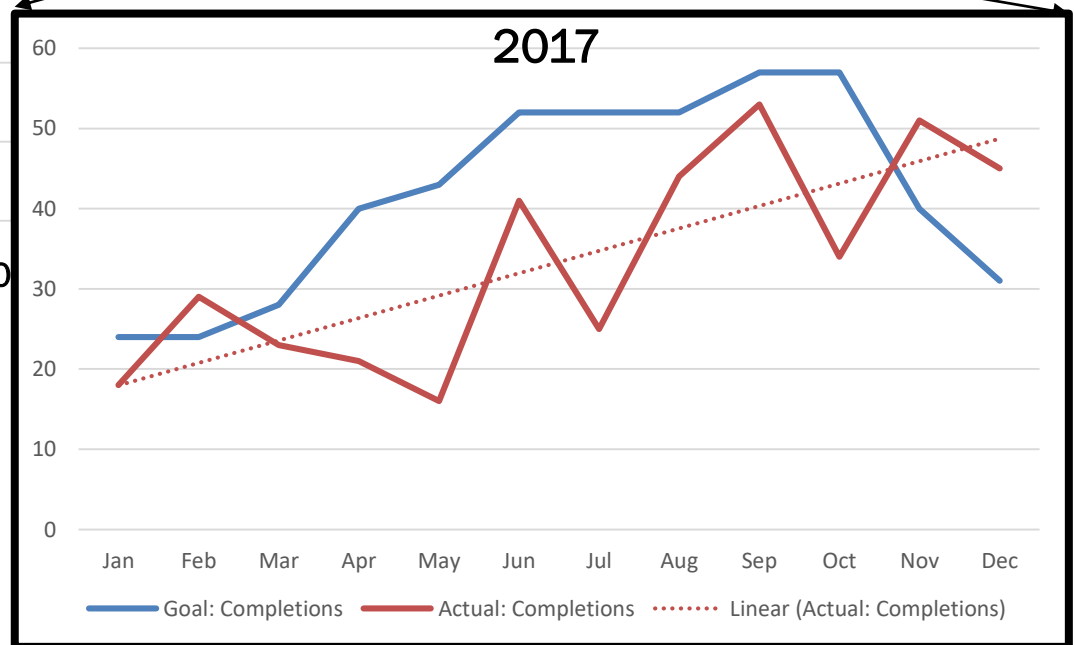
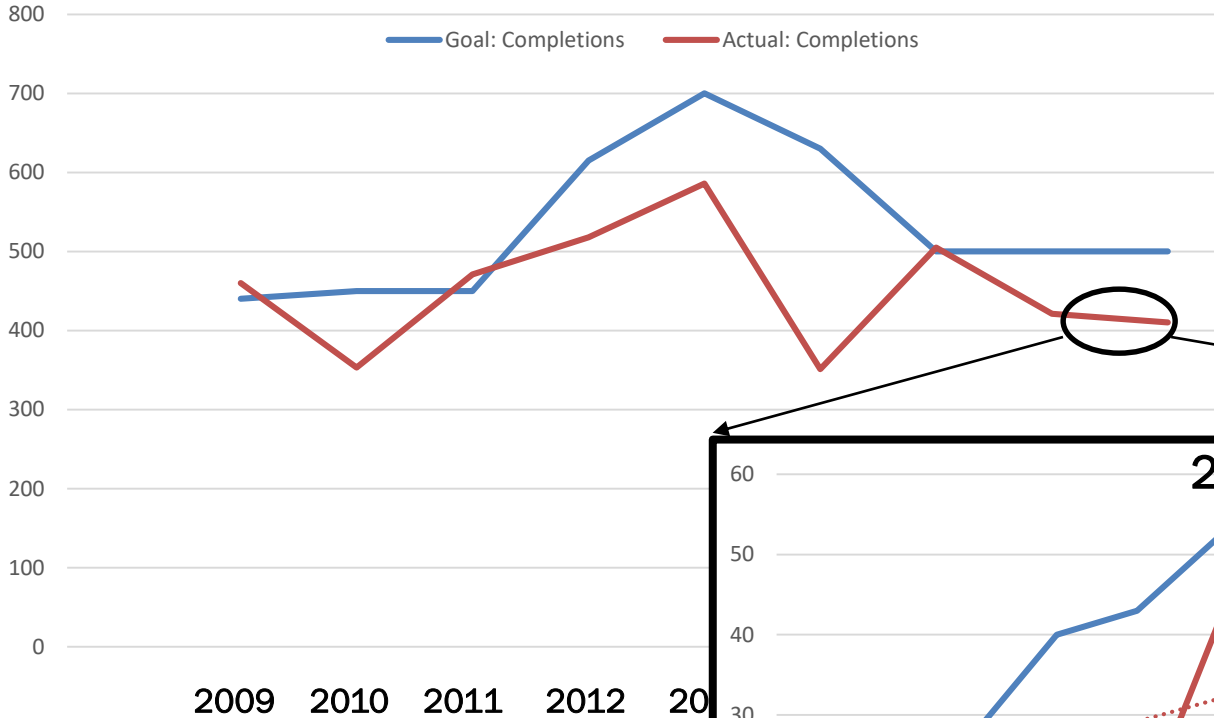


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# Historical Production



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## Production Update

### ❑ 2016 Priorities & Challenges

- Focus on quality = safety of clients
  - full compliance achieved – reported in funders’ monitoring/audits
- New technology deployment, personnel issues
- Department reorganization

### ❑ 2017 Priorities & Challenges

- Focus on meeting program goals (achieved for 3 of 4 programs)
- Challenges:
  - Not enough clients
  - Employee turnover with long lead times for training/workplace learning
  - Program data-entry in multiple systems
  - Limited capacity of contractors
  - Weather
  - General inefficiencies with multiple processes, requirements & systems

## Production Update

### Focus on industry leading process improvements

#### 1. Increase number of inspections

- Implement 2-part work flow
- Tools for inspectors to achieve key performance indicators

Example: measured on averaging 1 inspection/day

- Sept-Nov 2017: 0.95 inspections/day/inspector
- Sept-Nov 2016: 0.65 inspections/day/inspector

➤ **46% improvement**

#### 2. Increase intake of clients (including marketing)

- Expand & strengthen partnerships for referrals
- Incentivize client application during slow period (summer)

Example: summer gift card campaign in 2017

- Summer 2017: 576 leads generated vs
- Summer 2016: 275 leads generated

➤ **112% increase in client leads**

## Production Update

### ❑ Focus on industry leading process improvements

#### 3. Expanding contractors' capacity

- Achieved improvements in quality (fewer “call-backs”)
- Added 5 new businesses to contractor pool (mainly HVAC)
- More work needed to address production bottlenecks
  - Competition in the marketplace
  - Level out production to take advantage of slower seasons
  - Explore in-house crews to enable more control

#### 4. Utilize Technology Solutions

- Documentation on agency IT system (aging beyond useful life)
- Online application
- Tools (e.g. voice to text, IVR)



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