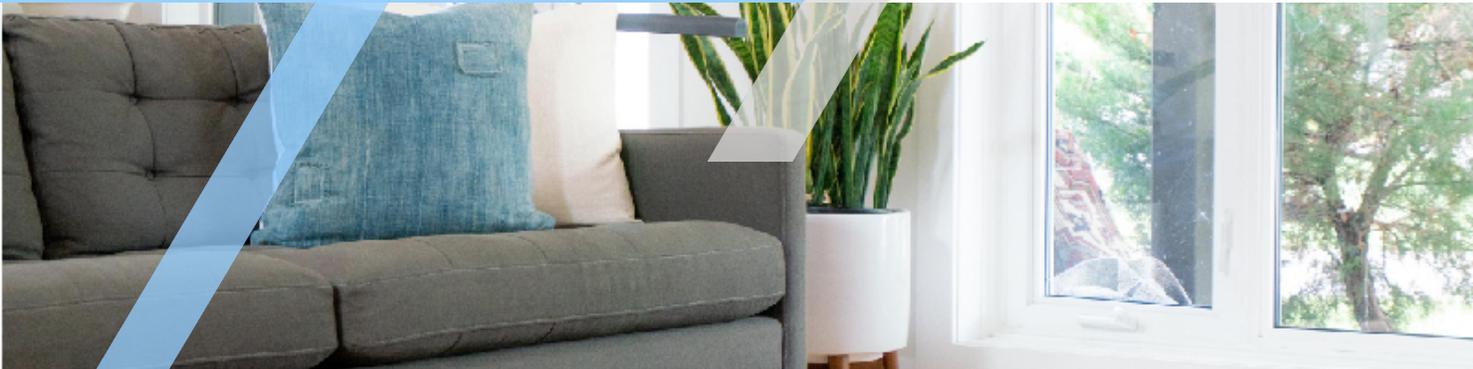


University of Oregon – Office of Sustainability

Home Energy SCORE Program – Year Four



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Office of Sustainability

"Shrinking our footprint, raising awareness"

OVERVIEW

The Home Energy SCORE Program results from a partnership between Eugene Water and Electric Board (EWEB) and the University of Oregon's Office of Sustainability (UO Sustainability), with support from the City of Eugene.

The program provides low-income rental residents in the EWEB service territory free energy efficiency assessments for their homes. EWEB selected the assessment tool (based on a national and state-sanctioned model) and modified a version for use with multi-family properties (new this year); promoted the program by sending promotional materials to low-income customers; provided \$3,000 to cover student training and certification costs; reviewed the work of student assessors; and provided student workers with vehicles and the tools needed to get to sites, and collect and report data. The City of Eugene provided \$10,000 to pay exclusively for student labor via a separate contract with the university. UO Sustainability provided program management, including hiring, training, and supervising five student workers to conduct the assessments; managed the scheduling of home visits; sent assessment reports to customers and property owners; visioned and managed pivots due to the COVID-19 pandemic; and worked to achieve program goals.

COVID-19 2020

The Score program began as usual this year with hiring and training of student employees, followed by conducting home energy assessments in homes. However, the COVID-19 pandemic made it unsafe for both students and residents to intermingle during home visits. In consultation with Deveron Musgrave in the City of Eugene, we pivoted the students to work on three separate projects: drafting follow-up correspondence to the owners of previously-Scored property owners who had not yet made upgrades to the property, supporting the Office of Sustainability efforts to disperse Personal Protective Equipment (PPE) to our community, and researching how

Eugene might solve the “split incentive” problem to increase residential energy efficiency in our community.

STAFF RECRUITMENT, TRAINING, AND HIRING

University of Oregon recruited five students during fall quarter of 2019 to work as home assessors. Due to graduations and other attrition, all students hired this year were new to the program. This year we opened up our student hiring to include undergraduate or master’s students in the UO School of Architecture as well as in the Planning, Public Policy, and Management (PPPM) major. Our one PPPM student, Grace Hardy, proved to be one of the strongest employees on the team and the lead researcher and writer for the split incentive report project. We believe that continued recruitment from PPPM will be a good source for strong student employees.

Student staff completed the following un-paid, pre-hire, mandatory trainings:

1. USDOE building science prerequisite training and exam (2-6 hours);
2. USDOE online simulation training and exam (8-12 hours);

After the required prerequisites in November 2019-January 2020, UO Sustainability hired the students officially. All student workers then obtained a required basic energy assessor certification from the State of Oregon Constructor Contractors Board. EWEB’s grant contributions to the program paid for all exam and certification fees. The new student staff also shadowed EWEB staff on at least one home visit before being paired with another student to conduct home visits.

EWEB staff provided access to and support for using assessment tools and reporting systems. UO Sustainability staff provided logistical program support and coordination, including schedule management and oversight of student employees.

PROGRAM RESULTS

2020 Program

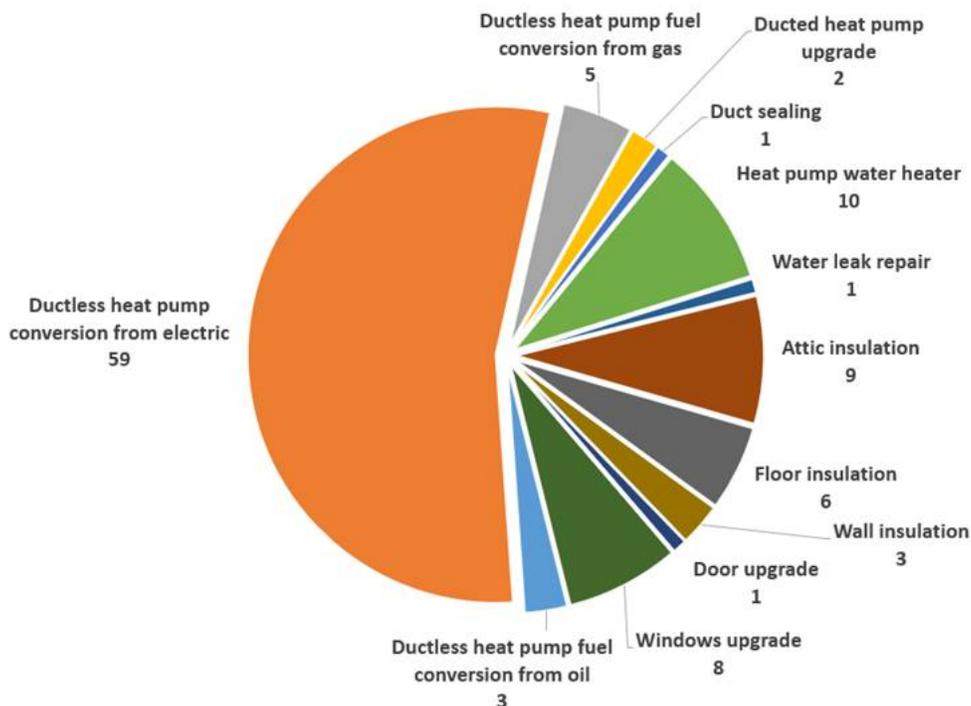
Due to the pandemic, we assessed a smaller amount of properties this year compared to previous year. Only 30 or so customers applied for free home energy scores before we had to shut down the program, with roughly 15 completed new Home Energy Scores. Home energy report cards were emailed to tenants and mailed to property owners.

The projects the students shifted to during the pandemic had the following impacts:

- 150 follow-ups generated for previously-scored homes' property owners;
- Support for an initiative coordinating the creation and delivery of PPE in our community that involved thousands of masks and face-shields and approximately 500 volunteers including 15 delivery drivers, a tech support person, and six community partner organizations. Support Score students provided included creating an [original graphic on how to properly wear a mask](#) and contributing to [volunteer profiles](#) to celebrate and record their efforts.
- Research and creation of a report on potential solutions to the “split incentive” program and recommendations for how solutions might work in Eugene and our community to increase residential energy efficiency, lower costs, and decrease greenhouse gas emissions. Two students, Grace Hardy and Kyle Tasik, delivered the results of their work in an online presentation to City of Eugene, Lane County, UO, and EWEB stakeholders on May 14, 2020 (see appendix).

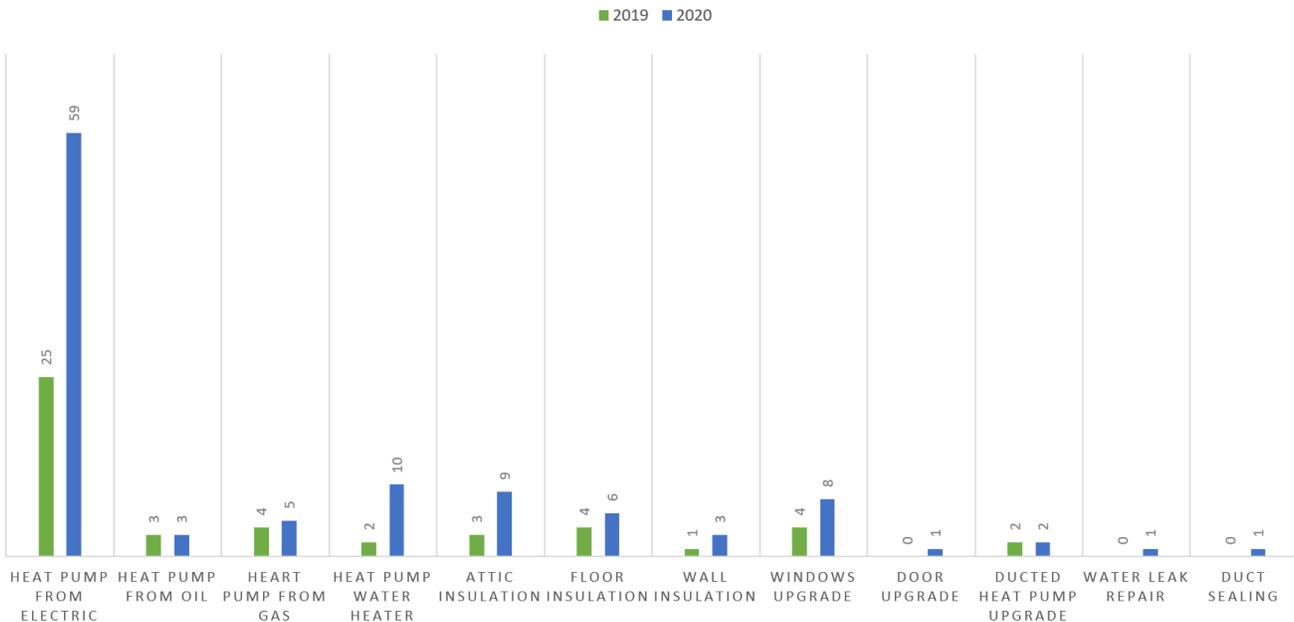
Home Energy Scores and Upgrades

Since the program began, there have been approximately 552 homes scored (and others unofficially or unable to be completed) and 108 improvements made to homes (15.2% of homes scored). In total, property owners have invest \$470,000 in upgrades and taken advantage of \$97,000 in rebates from EWEB. These projects saved 171,000 kWh per year. Further, eight homes have taken steps to convert away from fossil fuels. Carbon savings calculations vary, but the Score program has resulted in an annual carbon savings of 23,000 pounds of CO₂e, representing between 10-67 MTCO₂e. Many property owners take up to a year or more after receiving the assessment before taking action. We will update the investment estimate in one year and share with program funders and partners.



2020 - Upgrades made since the program began in 2017

SCORE UPGRADES COMPARISON - 2019-2020



This data may include items that should have been in last year's report, uncovered through better data gathering processes at EWEB. Nevertheless, it shows increasing program impacts over the past two years.

TAKEAWAYS AND OPPORTUNITIES – CAP 2.0

Year four was meant to be a growth year as we brought on new student staff and experimented with the ability to assess multi-family homes, using modifications to the assessment tool made by EWEB. COVID-19 disrupted those plans. However, the recent passage of Eugene's new Climate Action Plan, including a goal to increase Home Energy Scores in Eugene, provides an opportunity to capitalize on the foundation of this program and expand its reach. UO Sustainability looks forward to discussing future prospects with City and EWEB partners. We also welcome other suggestions and ideas from the City of Eugene and EWEB.

BUDGET

City of Eugene Grant

UO student labor totaled \$2575.27. Over \$9000 remains in the City of Eugene grant funds. We propose using these funds to expand and continue the program next year. All City of Eugene funds have been spent as directed to cover student labor.

EWEB Grant

EWEB grant funds of \$3000, along with remaining funds from last year, covered program management expenses, including: a computer workstation in the UO Sustainability office, BPI training fees for six students, CCB licensing fees for five students, Setmore scheduling software license, postage, and meeting hospitality. All EWEB funds have been spent as directed to cover program management expenses.

APPENDIX

Student [report](#) and presentation [slides](#) on research into how Eugene could solve the “split incentive” problem in our community.