

## 2018 Regional Member Services Conference April 19 Roundtable Discussion: Saving Energy While On The Go

*Moderated by Mike Hyde, IT Manager at Northern Neck Electric Cooperative, notes by Jay Garner*

- Since 2006, NNEC reads meters each day and emails members.
- MANS: started with employees and Board, now 10% of members get daily emails with breakdown that shows their daily usage along with weather; some members compare info with other members.
- TED (The Energy Detective): live dashboard that shows usage, charts usage, monitors appliance use; a user can log in at any time and get data from the web or a mobile device.
- Members prefer alerts that show actual costs versus the kWh usage; members relate better to dollars than kWh.
- Hourly data is good; can help members gauge which appliances may be causing any spikes.
- Members can install TED themselves (co-ops not installing, selling, or promoting); alerts are for previous day.
- SENSE: can track usage by appliances; good for high bill issues; however, homeowner might have to determine which appliance is running to get the correct data.
- Belkin & NEST thermostats will also track usage; can be set up to recognize when you are home versus away.
- LUX thermostat – not good. Ecobee thermostat – better. Honeywell/Filtrete thermostat – not good, can't adjust thermostat directly but must always use mobile app.
- Problem with WiFi thermostat is WiFi coverage in rural areas; also new members may be unaware if WiFi is available in the area.
- Seems more third parties are getting between the co-op and members.
- Members can log in and watch trends with Ecobee and get a time stamp when an event occurred.
- Seasonal members seem to have WiFi thermostats.
- A/C switches: co-ops lose a certain amount each year as member or an HVAC contractor removes them.
- Some co-ops have an incentive for members to use A/C switches; will give a \$6 credit on monthly bill.
- Contractors are also blaming WiFi thermostats for issues they are not causing.
- Smart Hub has usage info too; and pre-paid members can also get information.
- Some A/C switches turn off compressors for 20 minutes at a time; co-op will work with one contractor and will give members one free call to the contractor to address a component issue, but will not allow for a complete system replacement.
- What would you do differently? Not use LUX and Honeywell thermostats; Nest is expensive; Ecobee thermostats are good, you just get HVAC contractors on board. LED bulb programs are also helpful!

