
COVID-19 Impacts

on Energy Efficiency Programs

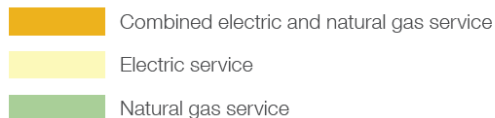


Corey Corbett
Manager, Business Energy Management

PSE Service Area

Offering energy efficiency programs and incentives throughout our service area.

- Washington state's oldest local energy company, Puget Sound Energy
- Serving approximately 1.1 million electric customers and more than 790,000 natural gas customers in 10 counties.
- PSE employees are dedicated to providing great customer service and delivering energy that is safe, dependable and efficient.



Economy-based Impacts

Supply Chain Issues

- Disruption of certain products early in the pandemic
- Cost increases of some building materials

Business Closures

- Particularly Small Businesses - Commercial Food Service Program

Project Delays and/or Cancellations

- Some large commercial and industrial custom projects

Staffing (Trade Allies)

- Ramp up of staffing after initial closures

Increased Demand for Direct to Consumer Products & Midstream Programs

- Commercial Lighting
- Commercial HVAC & Water Heating
- Residential Space Heating & Home
- Home Appliances



Field-based Impacts

Direct Install Programs

- Home Energy Audits, Small Business Direct Install, & Multifamily Direct Install

Appliance Recycling

- Adjusted from in-home pickup to curbside pickup

Custom Programs

- Remote based site visits
- Updates to M&V guidelines

Safety Protocols

- Updates for PSE employees and contractors

Open letters to our community partners on our response to COVID-19



As a provider of an essential service, we are working to ensure we are here for our employees, customers and communities as the coronavirus (COVID-19) impacts the region. We continue to evaluate and adjust our services in the field as our industry adapts to a new "normal."

[READ THE LETTERS >](#)

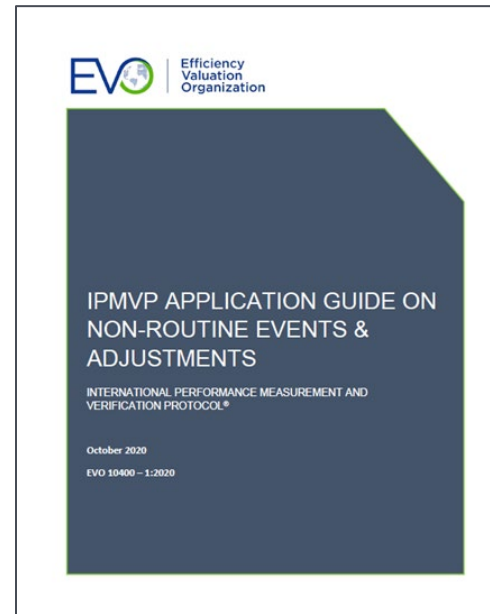
Whole Building Analysis Impacts

Strategic Energy Management

- Industrial – Adjustments to production rates
- Commercial – Adjustments to baselines including occupancy & ventilation rates

Non-Routine Adjustments

- Efficiency Valuation Organization published IPMVP non-routine adjustment guideline in October 2020



Program Initiatives

Efforts to Increase Participation

- Limited Time Offers
- Increased Incentives
- New Measures
- Pilot Initiatives
- Marketing
 - Product
 - Awareness
- Increased Outreach Efforts

