

ENERGY SERVICES Bulletin

The energy and planning resource for WAPA utilities

November 2018

WESTERN AREA POWER ADMINISTRATION

Energy Services evolves to meet your needs

WAPA has always been committed to helping customers deal with both the routine and unexpected challenges of powering the West and keeping that assistance relevant has required constant evolution over the past 40 years.

Assessing value

Lately, WAPA has been looking at the programs and initiatives it offers to determine which bring the most value to customers and which have served their purpose. A cross-functional Assessment Team was formed in 2017 to evaluate various programs and efforts for potential efficiencies, with the goal of improving business processes and allocating resources appropriately for current and future priorities.

WAPA's Energy Services and its Equipment Loan Program were among those chosen for in-depth evaluation. The Assessment Team reviewed investments and activities in the programs to examine the results, the cost effectiveness and whether or not they were meeting the needs of the organization. WAPA senior leaders and other stakeholders were surveyed to determine the effectiveness of these efforts in fulfilling WAPA's mission and meeting customers' needs.

After completing the evaluations, the team recommended that the Equipment Loan Program had served its purpose of making expensive diagnostic tools available to WAPA customers to test at their utilities. The decision to phase out the program saves WAPA about \$177,000 annually.

Evolving with times

The Energy Services program will continue with some changes that will allow WAPA to reimagine the type of technical assistance that addresses the rapidly shifting business environment customers must face.

A decade ago, the Energy Services website and publications provided a one-stop clearinghouse for energy planners and managers at WAPA utilities. Today, it competes with thousands of other high-quality information sources online. The assessment team determined that integrating Energy Services communications into WAPA's Public Affairs Office would present a more

cohesive message about the mission and value of the organization.

The *Energy Services Bulletin* sunsets on Nov. 1. Past issues will remain on the Energy Services website as well. Subscribers will be able to transfer their subscription to *Customer Circuit*. Along with features about WAPA customers, this publication is filled with news about the organization that touches every part of utility operations: transmission, markets, budget, finance, environment, legislation and more.

Customers will continue to receive support from WAPA for their resource planning activities as they have for more than 20 years. Regional Energy Services representatives will still be available to answer questions about integrated resource planning or to suggest tools and programs that can help utilities reach their load management goals.

At WAPA, customers are partners. Programs like Energy Services give us the opportunity to learn more about their operations so we can continue to build that relationship and increase our value to you. We will continue to seek customer input on the direction of the Energy Services program and on what services you value most. As always, we look forward to hearing from you. ■

Office of Indian Energy announces agenda for annual program review

The agenda is now available for the Department of Energy's 2018 Office of Indian Energy Program Review. The annual event will be held at the Sheraton Denver West Hotel in Lakewood, Colorado, Dec. 10-14.

The Program Review offers a tremendous opportunity for Indian tribes to meet, learn from other tribes that are pursuing energy self-sufficiency and share in each other's successes.

Attendees will get project status updates from tribes across the nation who are leveraging Office of Indian Energy grant funding to deploy energy technologies or initiate the first steps to energy development.

There is no cost to register for the Program Review; however, advance registration is requested to ensure sufficient appropriate seating and food availability. Onsite registration starts at 12:00 p.m. on Monday, Dec. 1, and continues at 8:00 a.m. each following morning.



(Photo courtesy of DOE Office of Indian Energy)

Check out the overview and detailed agendas to learn more. A block of rooms is available at the Sheraton Denver West Hotel. To book your room at the group rate, please visit the Sheraton Denver West Hotel website. ■

RMUE presentations now available online

Networking and learning was at its best last week in Aspen with over 165 people attending the Rocky Mountain Utility Exchange Sept. 19-21.

More than 30 presentations and posters were presented that explored utility case study best practices and lessons learned from hands-on practitioners who develop, implement, and evaluate utility customer programs. Keynote presenters focused on how utilities can push themselves to the next level with technology, customer engagement, and setting high goals for performance and the future design of Utility Program Portfolios.

If you were unable to attend, you can download presentations related to energy and water efficiency, financing, renewable energy, storage and electric vehicles and key account customer management. Login is required, but access is free, so please forward this message to anyone who didn't attend but who you know would benefit from the information presented.

Rocky Mountain Utility Exchange facilitates a networking and professional development conference for staff representatives of energy and water utilities serving Colorado and neighboring states. This event attracts about 150 utility and government staff who are responsible for the design and delivery of customer-centric utility programs, including resource efficiency, load management/growth, distributed energy and customer/member service operations. Trade allies that provide products and services to support utility programs also contribute their expertise to an agenda that focuses on utility best practices, case studies and lessons learned. ■



Opportunities coming to share your big ideas

The Association of Energy Services Professionals has two deadlines coming up for utility idea people:

Oct. 1: Submit your presentation for the Pitch a Pilot session at AESP's 2019 Annual Conference in San Antonio in January. This unique session provides 10-minute time slots for talking about really interesting approaches, ideas, concepts or programs that would benefit utilities. Presenters will be talking to a utilities-only audience about innovative ways to deal with the challenges of demand response and energy efficiency. Your idea may be the next big program success!

Oct. 8: Entries close for the AESP 2019 Energy Awards. Recognize a new program, technology or initiative that's making an impact in the energy-efficiency world. These awards also recognize people—whether an experienced industry leader or a new professional—who have contributed to the industry. The 12 award categories include commercial and residential, programs, evaluation, marketing, technology and for individuals.

Also, AESP members need to get their ballots in for the board of director election by Oct. 15.

Do not miss your chance to float new ideas, honor great ones or shape the conversation about your industry. ■

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