

Appendix H: Commercial Component Surveys

H.1 Building Energy Assessment Survey

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H.2 Additional Commercial Research

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* 1. Did the Energy Savings Assessment meet your expectations?

Yes

No

* 2. Were you satisfied with the results and recommendations?

Yes

No

* 3. In your opinion, was there enough information presented to justify implementing the recommendations?

Yes on most or all of the recommendations

Yes on some of the recommendations

No

If no, what additional information, or type of information, would you need?

* 4. Do you plan to pursue any of the recommendations in the assessment?

Yes

No

If you plan to implement some of the recommendations, please list them in the order in which you will implement them:

5. If you plan to implement any of the recommendations, on what did you base your decisions?

- Cost
- Ease of implementation
- Potential energy savings

* 6. Of the information provided in the assessment, what was the most helpful?

* 7. Of the information provided in the assessment, what was the least helpful?

* 8. Based on your experience, would you recommend this assessment to others?

- Yes
- No

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Q1. Did the Energy Savings Assessment meet your expectations?		
Answer Options	Response Percent	Response Count
Yes	93.3%	28
No	6.7%	2
	answered question	30
	skipped question	0

Q2. Were you satisfied with the results and recommendations?		
Answer Options	Response Percent	Response Count
Yes	93.3%	28
No	6.7%	2
	answered question	30
	skipped question	0

Q3. There was enough information presented in the assessment to justify implementing the recommendations.		
Answer Options	Response Percent	Response Count
Agree	56.7%	17
Somewhat Agree	40.0%	12
Disagree	3.3%	1
Comments		3
	answered question	30
	skipped question	0
Respondents	If you disagree, what additional information, or type of information, would you need?	
1	We are still waiting on the person who approves this sort of thing to review the recommendations. He has been extremely busy this summer and will likely have some more questions once he takes the time to review.	
2	Very superficial. Need to get further down in the systems.	
3	Hard to interpret. Deeper reach needed.	

Q4. Do you plan to pursue any of the recommendations in the assessment?		
Answer Options	Response Percent	Response Count
Yes	80.0%	24
No	20.0%	6
Comments		25
	answered question	30
	skipped question	0
Respondents	If yes, please list them in the order in which you will implement them:	
1	DDC Programming Changes	
2	1 Investigating and coming up with a plan to control my demand load 2 Doing an blower door test to ID air leaks and adress them	

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3	As near as I can say, without being the person to make the decision. We will likely pursue the recommendations as they all fall under the 3 year ROI. I can not speak to the order in which they will be implemented, because they have not officially been approved yet.
4	All of them if we maintain holding onto the building
5	Still to be decided. Looking at lights as first step.
6	control groups on the HVAC system to shut down cooling & heating during off hours
7	We are putting money in the 2011 budget to install the demand control sensor, to do the audit of natural gas uses and submetering in the warehouse. This will give us more information in order to further implement some of the suggestions. We are looking into getting some of the programmable thermostats so we can set for day and night settings.
8	Thermostats
9	Fine tuning of building systems to promote more efficiency
10	not at this time, hopefully in the not too distant future.
11	Change my HV Company
12	ZONE HEAT/COOL CONTROL LIGHTING
13	Not certain at this time but in process of reviewing with corporate offices
14	As part of an expansion program to the building
15	Lighting
16	Air control/HVAC - landlord issues. Will pass on.
17	Controls on boilers, some lighting
18	Not this building, but some information was transferable to another building
19	remaining lights, balance controls
20	HVAC system more efficient
21	Check controls - adjust check schedules - adjust check dampers - adjust
22	Not until things are figured out with landlord
23	Lighting controls
24	Replace equipment with new expansion program, add 28,000 ? and upgrade electrical system
25	Control issue, lights, CO2, balancing single thermostat, motion sensors in gym, light changes

Q5. If you plan to implement any of the recommendations, on what did you base your decisions? (check all that apply)

Answer Options	Response Percent	Response Count
Cost	82.8%	24
Ease of implementation	62.1%	18
Potential energy savings	89.7%	26
	answered question	29
	skipped question	1

Q6. Of the information provided in the assessment, what was the most helpful?

Answer Options	Response Count
	30
	answered question 30
	skipped question 0
Respondents	Response Text
1	Seeing no reduction in energy usage over the weekends.
2	The Energy Star rating will be useful. The recommendations from #4

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3	Our Energy Star Performance rating got some attention and raised eyebrows simply because we scored so low. A prioritized list of recommendations based on estimated ROI from Control Contractors was the most helpful piece.
4	there were a lot os savings for minimal effort
5	Monitors showed that the main bldg fan was operating after hours.
6	How to save energy and be more cost effective.
7	consumption cycle
8	The immediate needs was to get programmable thermostats so we can have night and day settings rather than maintaining the same temperature in the building 24/7.
9	knowing that most of what I am doing is working already
10	Third party review of what we do and quantifying energy cost and potential savings
11	The simple recommendations, such as blinds.
12	Our energy consumption vs peers of our type
13	That I did not have the right HV Company
14	ALL OF THE INFORMATION WAS EXTREMELY HELPFUL
15	where we are based on other locations
16	N\A
17	Knowing how much room for improvement there is.
18	Showing savings on lighting
19	Breakdown on gas & electric costs
20	Finding out where energy dollars are going
21	information for planning for the future
22	Energy Star
23	Comparing gas & electricity and seeing how we fit the norm.
24	Looking at gas & electric costs
25	all was helpful
26	Energy Star rating wake up
27	Heating and AC balance problem
28	Lighting. Cooperative relationship with utility unique and important.
29	comparison of both like buildings and costs
30	Validating and seeing how unbalanced it was

Q7. Of the information provided in the assessment, what was the least helpful?		
Answer Options		Response Count
		30
	answered question	30
	skipped question	0
Respondents	Response Text	
1	Recommendation to install more efficient lighting (we have already changed all interior lighting to either T8 or T5HO	
2	Some of the data went into too much detail I suspect for the average business owner, we have short attention spans. Having a executive summary in the beginning getting right to the low hanging fruit would be good. If you could include an ROI or payback period. Understand it is hard for HVAC issues but could do it for lighting. It gets the question away from cost and moves it to ROI.	
3	It was all helpful, not sure what I'd suggest getting rid of.	
4	na	
5	None.	
6	Everything was helpful	

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7	HVAC recommendations.
8	All of it was helpful and educational even if we aren't able to implement. Suggestions such as reusing excess heat in the warehouse. This would be costly but it may be something we might do in future renovations.
9	Too much information. Hard to prioritize what data is more important.
10	some of the informtion presented was not germane to the way we view our building energy
11	There was LOTs of information, but it was all interesting.
12	I found all of it helpful
13	Not applicable
14	ALL THE INFORMATION WAS RELEVANT! I WOULDN'T LEAVE OUT ANYTHING
15	The overall report was helpful i don't think there was a part that wasn't useful
16	N/A
17	Was enough detail as to equipment and systems
18	Energy Star rating - doesn't think it's applicable to Alaska
19	Not a high enough level of assessment
20	All information will be used to look at further assessments of operations
21	don't know
22	Don't know
23	Energy Star rating
24	Energy Star rating.
25	Energy Star rating such a long way to go from 1
26	needed more information that would be more useful; CO2 not useful.
27	CO2 levels
28	gas/electric comparison
29	Don't know
30	Weren't able to compose to like facility

Q8. Based on your experience, would you recommend this assessment to others?		
Answer Options	Response Percent	Response Count
Yes	96.7%	29
No	3.3%	1
	answered question	30
	skipped question	0

BUSINESS OPINION SURVEY

IVAN MOORE RESEARCH

TEL: 278-4600

Hello, my name is _____ and I'm calling for Ivan Moore Research. Could I speak to _____. (OR... I need to speak to the person at your business who is the most likely to deal with issues related to electric service, like, perhaps, your facilities manager.)

(INTERVIEWERS, ONCE CONNECTED TO PERSON, RE-INTRODUCE YOURSELF)

We're conducting a survey for Chugach Electric today of their largest customers in Anchorage and I would be interested in getting your opinions if you've got a few minutes. Your opinions are important to Chugach, and we'd appreciate your participation if that's OK with you, and of course your responses will be completely confidential and only reported in group form.

1. First of all, are your feelings towards Chugach Electric very positive, somewhat positive, somewhat negative or very negative?

	CHUGACH'S RATING:	
	Count	%
Somewhat negative	3	2.5%
Neutral	10	8.3%
Somewhat positive	59	48.8%
Very positive	49	40.5%

2. Please rate Chugach Electric on the following items on a scale of very good, good, average, poor, or very poor. How would you rate Chugach Electric on _____?

4 3 2 1 0
VERY GOOD GOOD AVERAGE POOR VERY POOR NOT SURE

Being a convenient company to do business with:

	CONVENIENT COMPANY TO DO BUSINESS WITH:	
	Count	%
Average	13	10.7%
Good	51	42.1%
Very good	55	45.5%
Not sure	2	1.7%

Reliability, being there when you need them:

	RELIABILITY, BEING THERE WHEN YOU NEED THEM:	
	Count	%
Poor	3	2.5%
Average	8	6.6%
Good	44	36.4%
Very good	66	54.5%

Their reputation in the community:

	REPUTATION IN THE COMMUNITY:	
	Count	%
Poor	3	2.5%
Average	12	9.9%
Good	50	41.3%
Very good	53	43.8%
Not sure	3	2.5%

Being a responsive company to do business with:

	RESPONSIVE TO DO BUSINESS WITH:	
	Count	%
Poor	1	.8%
Average	14	11.6%
Good	50	41.3%
Very good	51	42.1%
Not sure	5	4.1%

Having good, courteous service in other matters:

	GOOD, COURTEOUS SERVICE IN OTHER MATTERS:	
	Count	%
Very poor	1	.8%
Poor	2	1.7%
Average	12	9.9%
Good	48	39.7%
Very good	54	44.6%
Not sure	4	3.3%

3. Which of the following three factors is MOST important when you are buying electric power for your company, reliability, service or price?

	MOST IMPORTANT FACTOR:	
	Count	%
Reliability	70	58.3%
Service	16	13.3%
Price	34	28.3%

Which of the three factors is SECOND MOST important?

	SECOND MOST IMPORTANT FACTOR:	
	Count	%
Reliability	34	28.3%
Service	37	30.8%
Price	48	40.0%
Not sure	1	.8%

4A. We're interested in certain trends your business has taken in recent years. Think back over the last 3 years, and think specifically about your operations that exist within the Chugach Electric service area. Consider each of the following items and tell me whether you think they have increased, decreased or are about the same compared with three years ago.

The total number of locations:

	LAST 3 YEARS - TOTAL LOCATIONS:	
	Count	%
Increased	29	24.0%
Decreased	4	3.3%
Same	88	72.7%

The total number of employees:

	LAST 3 YEARS - TOTAL EMPLOYEES:	
	Count	%
Increased	36	29.8%
Decreased	15	12.4%
Same	69	57.0%
Not sure	1	.8%

Total amount of physical equipment:

	LAST 3 YEARS - TOTAL EQUIPMENT:	
	Count	%
Increased	45	37.2%
Decreased	1	.8%
Same	72	59.5%
Not sure	3	2.5%

Hours of operation:

	LAST 3 YEARS - HOURS OF OPERATION:	
	Count	%
Increased	20	16.5%
Decreased	7	5.8%
Same	94	77.7%

Business productivity:

	LAST 3 YEARS - BUSINESS PRODUCTIVITY:	
	Count	%
Increased	49	40.5%
Decreased	10	8.3%
Same	59	48.8%
Not sure	3	2.5%

Total electric usage:

	LAST 3 YEARS - TOTAL ELECTRIC USAGE:	
	Count	%
Increased	51	42.1%
Decreased	27	22.3%
Same	41	33.9%
Not sure	2	1.7%

Total natural gas usage:

	LAST 3 YEARS - TOTAL GAS USAGE:	
	Count	%
Increased	36	29.8%
Decreased	18	14.9%
Same	60	49.6%
Not sure	7	5.8%

4B. (IF TOTAL ELECTRIC USAGE IS INCREASED OR DECREASED, THEN ASK...) If you had to estimate, by what percent would you say your electric usage has increased/decreased in the last 3 years?

	PERCENT CHANGE IN ELECTRIC:	
	Count	%
-20	4	3.3%
-18	1	.8%
-15	2	1.6%
-12	1	.8%
-10	5	4.1%
-7	2	1.6%
-5	4	3.3%
-4	1	.8%
-3	3	2.5%
-2	1	.8%
-1	1	.8%
0	41	33.6%
4	1	.8%
5	4	3.3%
7	3	2.5%
10	12	9.8%
12	2	1.6%
15	4	3.3%
17	1	.8%
18	1	.8%
20	6	4.9%
23	2	1.6%
25	1	.8%
30	3	2.5%
33	1	.8%
50	2	1.6%
300	2	1.6%
Not sure	11	9.0%

Mean +9.5%

5A. In the last 3 years, has your company undertaken any specific efforts to increase the energy efficiency of your operations and reduce your electric consumption?

	ADOPTED EFFORTS TO IMPROVE ENERGY EFFICIENCY?	
	Count	%
Yes	95	77.9%
No	27	22.1%

5B. (IF YES, THEN ASK...) Which of the following energy efficiency efforts have you adopted in the last 3 years?

Increasing employee awareness:

INCREASING EMPLOYEE AWARENESS:		
	Count	%
Yes	81	85.3%
No	14	14.7%

Streamlining of operations and scheduling:

STREAMLINING OPERATIONS:		
	Count	%
Yes	54	56.8%
No	39	41.1%
Not sure	2	2.1%

New or retrofitted HVAC equipment:

NEW OR RETROFITTED HVAC:		
	Count	%
Yes	42	44.2%
No	51	53.7%
Not sure	2	2.1%

Installing energy efficient lighting:

INSTALLING ENERGY EFFICIENT LIGHTING:		
	Count	%
Yes	88	92.6%
No	7	7.4%

Installing or upgrading energy efficient motor load:

INSTALLING OR UPGRADING MOTOR LOAD:		
	Count	%
Yes	33	34.7%
No	47	49.5%
Not sure	15	15.8%

Installing energy efficient refrigeration units:

	INSTALLING ENERGY EFFICIENT REFRIGERATION:	
	Count	%
Yes	29	30.5%
No	63	66.3%
Not sure	3	3.2%

Improving building shell (i.e. insulation or windows):

	IMPROVING BUILDING SHELL:	
	Count	%
Yes	42	44.2%
No	52	54.7%
Not sure	1	1.1%

5C. (IF YES, THEN ASK...) What other measures has your business taken to increase energy efficiency?

Turn off lights/power/equipment more often. X10

Put motion sensors in our building. X3

Installed timers on lighting. X3

Energy audit survey. X2

Efficient heating. X2

Consolidated/upgraded office equipment, reduce paper and use email.

Keep things up to date.

Each program/department has their own energy consumption plans.

Inventory and start up schedules, preventative maintenance.

Green Star Corp. helped us with recycling and different types of equipment. We did energy audit with Chugach, and we shut down our motors for less idle.

New transmitter equipment and tubes.

Installed air handler system on our computer, it turns on and off to save energy.

In process of changing lighting .

Spent alot of money on bulbs and changed engine room.

Put HVAC units on the roof this year.

Had several areas energy rated and updated according to their recommendations.

All motors redone.

Installed computer modular to turn on and off lights, and to balance loads for refrigeration and airconditioning compressor.

Sealing for air leaks.

Streamling PC units.

Changed out computer equipment and put in new adaptors for more efficiency.

Increased temperatures in summer, decreased in winter, to reduce cooling and heating.

Ajusted unoccupied hours for lights and heat.

Installed dimmer switched, made lights more user friendly and updated the sevice deli.

Chugach has come out to give us information on updates, we try to implement what they suggest.

Battery operated hand towel units, changed out air compressor. Installed plastic curtains in refrigeration area to prevent losses, as well as regular upkeep on refrigeration units in order to keep them running efficently.

Preventative maintenance.

Paper free.

During summer we turn off air conditioning units, installed energy efficient valves.

New compressors and HVAC's.

New furnaces and efficient shop lights.

New control system for lighting.

Incentive Award Program, portion of cost savings goes back into the schools.

5D. (IF YES, THEN ASK...) Are there any other energy efficiency measures that you haven't adopted yet that you are planning to?

	PLANNING TO ADOPT MEASURES?	
	Count	%
Yes	28	29.5%
No	67	70.5%

5E. (IF YES TO 5D, THEN ASK...) What measures are you particularly looking at adopting?

Working on changing/upgrading HVAC equipment. X5

Retrofit more lighting in the warehouse. X3

Changing lighting. X2

Going paperless.

Switch propane over to electric.

Putting a generator back in and looking at solar power.

Solar energy.

Looking at everything for when we remodel.

Motor load put on variable speed drive, more efficient escalators, and better automated lighting controls.

Replace yard lighting with efficient lights and motion detectors for the warehouse.

New boiler.

Sealing around doors and windows.

Lighting and ballast.

Waiting for audit to come back.

Retrofit lighting when we acquire funds.

Install energy management system on refrigeration units.

Energy audit planned.

Newer air compressors.

Community awareness among our residents

New roof and insulation.

5F. (IF YES, THEN ASK...) On a scale from 1 to 5, how significant are the following reasons for influencing your decision to adopt energy efficiency measures at your business, where a 5 is a major reason and a 1 is not a reason.

1 2 3 4 5 NOT SURE
 NOT A MAJOR NOT SURE
 REASON REASON

Incentives like refunds, cash, grants and tax breaks:

	REASON - INCENTIVES:	
	Count	%
1 - Not a reason	31	32.6%
2	5	5.3%
3	11	11.6%
4	20	21.1%
5 - Major reason	22	23.2%
Not sure	6	6.3%

Concern for the environment:

	REASON - CONCERN FOR ENVIRONMENT:	
	Count	%
1 - Not a reason	12	12.6%
2	18	18.9%
3	33	34.7%
4	18	18.9%
5 - Major reason	11	11.6%
Not sure	3	3.2%

Increasing energy prices:

	REASON - INCREASING ENERGY PRICES:	
	Count	%
3	12	12.6%
4	24	25.3%
5 - Major reason	56	58.9%
Not sure	3	3.2%

Improving your bottom line:

	REASON - IMPROVING BOTTOM LINE:	
	Count	%
1 - Not a reason	2	2.1%
2	2	2.1%
3	15	15.8%
4	10	10.5%
5 - Major reason	61	64.2%
Not sure	5	5.3%

Your customers respond positively to it:

	REASON - CUSTOMERS RESPOND POSITIVELY:	
	Count	%
1 - Not a reason	15	15.8%
2	16	16.8%
3	26	27.4%
4	13	13.7%
5 - Major reason	19	20.0%
Not sure	6	6.3%

Environmental impacts like the eruption of Mt Redoubt:

	REASON - ENVIRONMENTAL IMPACTS LIKE VOLCANO:	
	Count	%
1 - Not a reason	31	32.6%
2	10	10.5%
3	17	17.9%
4	8	8.4%
5 - Major reason	23	24.2%
Not sure	6	6.3%

5G. (IF NO, THEN ASK...) Are you planning to adopt any measures in the foreseeable future to increase the energy efficiency of your business operations?

	PLANNING TO ADOPT MEASURES IN FUTURE?	
	Count	%
Yes	7	25.9%
No	20	74.1%

5H. (IF YES TO 5G, THEN ASK...) What measures are you particularly looking at adopting?

Outside lighting/better standard of energy efficiency.

Change lighting and balast units.

We are replacing core mechanical system to improve reliability and energy usage.

Turning off our snow melt systems, also looking to install efficient HVAC equipment.

Replace/upgrade heating system.

Writing upgrades.

Increasing energy efficiency.

OTHER PLANS/SUGGESTIONS/COMMENTS:

Install nuclear power, cuts cost 1.5 cents per Kilowatt.

Upgrade to energy efficient appliances.

We are constructing and remodeling our facilities.

Adopting new expansion CEW to cold environment warehouse, instead of evaporators and compressors.

Retrofitting lighting.

LED lighting.

Efficient airconditioning system, automated timers, and use of wind and solar power.

Overhauling our heating unit.

Planning to upgrade on refrigerations units.

Co-generation.

Wind/solar power.

We are moving to a new building where everything is energy effiecient.

Energy management VFD's on our motors.

Turn thermostats down.

Lighting in common areas.

Contingent on energy audit survey.

Plans are there, finances are not available.

Make residents aware of energy usage and try to conserve.

6. GENDER...

GENDER OF RESPONDENT:		
	Count	%
Male	80	65.6%
Female	42	34.4%

That completes the survey. I have a telephone number for Ivan Moore Research that you can call with any comments, compliments or complaints. Would you like the number? (278-4600)

Thank you very much for your help. Goodbye.