

Multifamily Program Questions – Stakeholder meeting 5/01/13

At the May 1, 2013 PPL Electric Stakeholder meeting, Joe Mezlo, PPL Electric Utilities Manager, invited meeting attendees to take on the role of a low-income tenant in a multifamily building as he presented the basics for the energy-efficiency group workshop. The following is a list of questions/comments from that session along with answers.

- Q 1. Do Multifamily buildings get a different rate in PPL EU's service territory or are they on a commercial rate?
A 1. Multifamily building rates are General Service (GS) 1 for small units and a few larger units could be on GS3. There isn't a separate rate class solely for multifamily buildings.
- Q 2. How will the program benefit me (the tenant)? Sounds like the benefits go to the building owner!! !!
A 2. Financial benefits would benefit the customer of record (the party that has accepted responsibility for paying the electric bill) in the form of a lower monthly electric bill, all other things being equal. The degree to which any of those financial benefits flow to tenants is up to the customer of record. Some measure that may be installed could improve convenience and comfort for tenants (Smart Strips) or safety (lighting and/or occupancy sensors in common areas). Also making wiser use of our energy means less impact on the environment, which is a benefit to all.

Compact Florescent Lamps (CFLs)

- Q 3. CFLs will look weird in a chandelier. Do they make CFLs that are decorative?
A 3. They do make these types of CFLs but we will not be offering "decorative" CFLs for tenant space as part of the program.
- Q 4. My wife hates the color light that CFLs give off.
A 4. CFLs come in a range of shapes, sizes, color temperatures, and brightness levels, making it simple to replace most incandescent bulbs with an energy-efficient CFL alternative. CFLs that are 'warm white' will be installed in apartment units. Warm white is closest to the color of standard incandescent lights.
- Q 5. How much longer does a CFL last vs. an incandescent bulb?
A 5. ENERGY STAR® rates the life of a CFL about 10 times longer than the life of an incandescent bulb.
- Q 6. Will I have to pay to have the CFLs installed in my unit?
A 6. No, there will be no cost to individual tenants for any of the energy efficiency measures, including CFLs that will be installed in individual apartments.
- Q 7. Are you going to leave extra CFLs if one burns out?
A 7. No.
- Q 8. Another building I lived in had CFLs and they didn't last.
A 8. As stated above, on average CFLs are rated by ENERGY STAR to last 10 times longer than incandescent bulbs. ENERGY STAR® rates the average life of a CFL as 10,000 hours.

- Q 9. Will CFLs work in a three-way lamp? If so are those available for this program?
A 9. There are CFLs designed to work in three-way lamps. If a tenant has a three-way lamp a three-way CFL will be installed.
- Q 10. Are there CFLs that work with dimmers? What happens if there is a dimmer switch for an incandescent and they are switching to a CFL?
A 10. Yes there are CFLs that work with dimmers. These will have to be looked at on a case by case basis to determine what works best for the tenant.
- Q 11. Is there any special recycling for CFLs?
A 11. PPL will provide each Facility Manager with CFL recycling drums to be kept in a central location. The drums will be sent to a recycling center and the components will be properly repurposed or disposed. There is a very small amount of mercury in the bulb that is extracted and collected in sealed drums for re-use. The other components such as glass, plastic, and metals, are separated from the mercury and then reused.
- Q 12. What do I do if a CFL breaks?
A 12. Before Cleanup
- Have people and pets leave the room.
 - Air out the room for 5-10 minutes by opening a window or door to the outdoor environment.
 - Shut off the central forced air heating/air-conditioning system, if you have one.
 - Collect materials needed to clean up broken bulb:
 - stiff paper or cardboard;
 - sticky tape;
 - damp paper towels or disposable wet wipes (for hard surfaces); and
 - a glass jar with a metal lid or a sealable plastic bag.
- During Cleanup
- DO NOT VACUUM. Vacuuming is not recommended unless broken glass remains after all other cleanup steps have been taken. Vacuuming could spread mercury-containing powder or mercury vapor.
 - Be thorough in collecting broken glass and visible powder. Scoop up glass fragments and powder using stiff paper or cardboard. Use sticky tape, such as duct tape, to pick up any remaining small glass fragments and powder. Place the used tape in the glass jar or plastic bag. See the detailed cleanup instructions for more information, and for differences in cleaning up hard surfaces versus carpeting or rugs.
 - Place cleanup materials in a sealable container.
- After Cleanup
- Promptly place all bulb debris and cleanup materials, including vacuum cleaner bags, outdoors in a trash container or protected area until materials can be disposed of. Avoid leaving any bulb fragments or cleanup materials indoors.
 - Next, check with your local government about disposal requirements in your area, because some localities require fluorescent bulbs (broken or unbroken) be taken to a local recycling center. If there is no such requirement in your area, you can dispose of the materials with your household trash.
 - If practical, continue to air out the room where the bulb was broken and leave the heating/air conditioning system shut off for several hours.

- Q 13. Are CFL's dangerous for me and my children?
A 13. There are certainly precautions that we need to take, as discussed, if a CFL breaks to properly handle the clean-up and avoid any contact with the small amount of mercury.
- Q 14. When a CFL breaks does it emit a vapor or a solid?
A 14. There is a powder as well as mercury vapors.
- Q 15. Marketing literature – Will the marketing materials show the contractor has a diverse employee base?
A 15. The CSP has a diverse employee base and the marketing materials will reflect that. All marketing materials will be available in English and Spanish.
- Q 16. Are we going to use CBOs to do the education piece since they know the people in their community and can provide them with what they need?
A 16. In addition to the energy-efficiency content SmartWatt and PPL Electric Utilities are interested in the energy education component being consistent across all buildings and delivered by education professionals. SmartWatt will evaluate the options for the education component and select an option that meets the objectives and is cost effective.
- Q 17. If there is a vacant unit in the building or a resident volunteers, can the presentation be given there to demonstrate what is going to happen?
A 17. Yes and we will seek permission from the building owner/manager to implement this suggestion where vacant units are available and convenient.

Smart Strip

- Q 18. Change "Smart Strip" to "Smart Power Strip"
A 18. It is clearer to use the term smart power strip and we will make that change.
- Q 19. If I plug my DVR into the Smart Power Strip will it record?
A 19. Yes as long as it is plugged into one of the "always on" outlets.

Shower/Aerator

- Q 20. Do I have to have the showerhead installed? My kid brought one home in one of your kits and I couldn't get the shampoo out of my hair when we installed it!!!!
A 20. The showerhead is part of the apartment and belongs to the owner. With permission of the owner, high efficiency shower heads and aerators will be installed. Our experience has been that this latest generation of high efficiency shower heads delivers a water with force equal to the less efficient shower heads.
- Q 21. Use the words higher efficiency instead of Low Flow showerhead or aerator!
A 21. We agree and will make this change.
- Q 22. Why is the government telling me what to do in my shower? (reference to explaining Act 129 as a law, leave this out of presentations)

A 22. In general we agree that we should not go into detail regarding ACT 129. We do however feel that a typical question will be “Why does PPL want us to save money? Don’t they make money off of selling us electricity?” Act 129 is something we will still use to answer this question.

Q 23. Will they offer showerheads or aerators for gas or oil water heating systems?

A 23. No, this program is intended to save electricity.

Q 24. Will hot water last longer with one of these showerheads?

A 24. Yes, high efficiency shower heads use less water while maintaining a strong flow of water, so less water is consumed.

Q 25. Can I keep the old stuff you take off in case I don’t like the new stuff and can switch them out after you leave?

A 25. Tenants will not have the option to keep existing equipment such as incandescent bulbs.

Q 26. Will the owners of the building insist that things be installed?

A 26. A bathroom faucet or shower is something that they provide as part of the apartment, so if the owners would like aerators or energy-efficient showerheads installed they would have that right. Likewise, the owner is the customer of record with PPL Electric Utilities and has the responsibility to pay the bill, so would have an interest in managing the cost of electricity.

A table lamp with an incandescent lamp purchased by the tenant may be a different scenario. In this scenario we would likely make the attempt to get the CFL installed, but will not require the tenant to take the CFL if the tenant has strong feelings about keeping their incandescent bulb.

Refrigerator

Q 27. Are you going to give me the same size fridge when you recycle and replace the old one?

A 27. That decision will be made by the building owner/manager.

Q 28. Can I get a rebate for my old refrigerator? My cousin got \$35 when he had his recycled.

A 28. No. The refrigerator is the property of the building owner who is also the PPL Electric customer of record (in most cases). The rebate will go to the building owner since he/she owns the refrigerator and that is also the customer of record.

Q 29. What is the minimum size fridge they will recycle?

A 29. Ten cubic feet is the minimum size that will be eligible for a rebate.

Q 30. Owner replaced my refrigerator in 2009. Will I still be getting a new one now?

A 30. It would most likely not be cost effective or energy-efficient to replace a refrigerator that was purchased recently.

Miscellaneous

Q 31. A recommendation was made to use the terminology “Energy Conservation” instead of “Energy Efficiency”.

A 31. Market research indicates consumers view “energy-efficiency” more positively than “energy conservation,” so energy-efficiency will continue to be used.

- Q 32. Can the CSP install on Sunday?, It is the only day I don't work?
A 32. The majority of work will take place during business hours however, the CSP will be able to make special arrangement for alternate hours should the need arise.
- Q 33. Will they install anytime on weekends?
A 33. The majority of work will take place during business hours however, the CSP will be able to make special arrangement for alternate hours should the need arise.
- Q 34. Will they be putting LED's in the apartments?
A 34. We do not currently have plans to put LED lamps in individual apartments, however depending on the application they may be installed in common areas. This answer may not be consistent with Answer 11.
- Q 35. I have a few room air conditioners, I heard you recycle those, can you take my old ones and will I get the rebate?
A 35. Window air condition units can be recycled and the rebate paid to the customer of record (usually the building). Individual tenants would not qualify for rebates to recycle window air conditioning units because they are not customers of record. There is a third party rebate assignment that could be made to give a rebate to a tenant for window air conditions they own. Those special arrangements would need to be made with the building owner.

Questions/Input after the session

- Q 36. Are we double counting the refrigerator recycling?
A 36. No. The recycling will be part of this program not PPL Electric Utilities refrigerator recycling program.
- Q 37. Can we do 5 minutes in the presentation on Building Science?
A 37. The energy education session will focus on the fundamentals and basics of energy efficiency. We plan on going into details about the specific measures we will be installing in the tenant apartments and common areas using an interactive format. During these interactive sessions, the topic of building science may be addressed but it will not be a primary topic for these sessions.
- Q 38. Ask audience members what they would do to conserve energy before starting the presentation to be more interactive and get them engaged from the onset.
A 38. Agreed, this is an effective way to start the session. Questions like "Would any of you like to give me your definition of the phrase 'energy-efficiency' and "Would anyone like to give an example of an energy-efficient action or behavior?"
- Q 39. Do people need to know about Act 129? Feeling is to take that out of the presentation
A 39. Per this stakeholder recommendation, the education session will not include content about Act 129. In response to questions like, "Why does PPL Electric Utilities want us to save money? Don't they make money off of selling us electricity?" some brief explanation of the Act 219 requirements will be explained.

- Q 40. People aren't receptive to big government etc.
- A 40. The education session will not focus on legislative components of energy efficiency like Act 129 or EISA; however, brief explanations will be provided should the topic come up during interactive sessions.
- Q 41. If the building is getting new refrigerators start with them in the presentation, as this would be a new "big toy."
- A 41. One of the objectives of the education session is to build the enthusiasm and support of the tenants for participation in the program. Providing descriptions of items being installed right at the beginning of the session will help to achieve that objective. The first item will be to review exiting the building should there be an emergency. Immediately after that the objectives of the session will be reviewed and Item 6 above covered.
- Q 42. Fewer words and more pictures.
- A 42. PPL Electric utilities had no graphics prepared for the stakeholder meeting, but SmartWatt will incorporate appropriate graphics to support the learning objectives and make the presentation more interesting. Discuss how people use electricity now – fans, gaming, etc.
- The behaviors that impact electricity use will be reviewed during the session and, to the degree possible, tailored to the audience. Provide a list of phantom loads – Cellphone chargers, gaming, TV, Cable box, DVR, laptop, etc.
- This stakeholder suggestion will be incorporated into the presentation on smart power strips.
- Q 43. Include a message about saving the environment.
- A 43. Each educational session will include a consumer level explanation about the benefits to the environment by reducing energy consumption. Reducing the impact on the environment may be a motivator for many tenants. Each session will have an "environmental" portion that will help connect the energy-efficiency measures being installed to what seems to have the most impact on the audience.
- Q 44. Do a basic presentation and have the presenter "read the audience" to tailor what they think the audience will need.
- A 44. SmartWatt and PPL Electric Utilities will select experienced adult educators to conduct the education sessions. The success of the session is the degree to which the objectives are met given the audience's needs and interests. Stakeholders agreed that the education component is an important part of this program so it needs to be delivered consistently and professionally.
- Q 45. Put a demo unit together to show tenants what it would be like.
- A 45. Every opportunity will be taken to incorporate this into a project and/or into the energy efficiency section.
- Q 46. Communicate benevolence of bringing these items to customers, it costs \$.
- A 46. This is not a communication objective that will be pursued in the energy-efficiency education session. PPL Electric Utilities is not sure of the essence of this recommendation.