

PY2023 EM&V Key Findings and Recommendations 2021-2024 CDMF Capability Building Initiatives (CBI)

No.	KEY FINDINGS	2023 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
1.	<p>Most (85%) respondents were aware of Save on Energy programs and incentives prior to their participation. A majority (64%) identified Retrofit and Existing Building Commissioning as programs they were aware of. The ability to identify a program jumped by 4% for respondents reporting that the CBI lead directly to implementing a Save on Energy project (89%).</p> <p>Influence of the training on the decision to implement a project through Save on Energy was similar among those who could identify a program (mean influence of 6.6) compared to those who could not identify a program prior to their CBI (6.5).</p>	<p>Consider offering material at the training to promote the portfolio of Save on Energy programs. Succinct material featuring benefits of participation (e.g. incentives, technical assistance) will help to improve awareness of the programs, and with it the influence that the initiatives have on planning future projects.</p>	High	<p>The IESO will continue to work with the program delivery vendors to promote the portfolio of Save on Energy programs to participants of training initiatives.</p>
2.	<p>CBI attendance had a moderate influence on the decision to implement an energy efficiency or conservation project, inside (mean of 6.5) or outside (mean of 6.5) a Save on Energy program. Some respondents requested additional information on Save on Energy programs and incentives, including more information about financial incentives for small municipalities. Other respondents requested information often presented in case studies, such as examples of real-world projects or challenges faced by different types of businesses.</p>	<p>Consider offering additional materials at initiatives that can create a direct, and simple path to participation in Save on Energy programs. A case study leveraging materials covered in the training, real world project examples and additional information on program benefits may increase influence to participate and help to develop a business case for projects implemented through Save on Energy.</p>	High	<p>The IESO will work with the program vendors to highlight how the relevant training and participation in Save on Energy programs leads to the successful implementation of energy efficiency projects.</p>
3.	<p>Existing participant data is insufficient to track channeling to Save on Energy programs or quantify potential spillover.</p>	<p>Consider collecting company data to allow analysis of channeling and spillover. This data could be supplied by adding fields for facility address and number of company facilities in Ontario to the CBI registration process.</p>	High	<p>The IESO will collect company data to allow analysis of channeling and spillover.</p>

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4.	<p>Respondents are satisfied with their CBI, rating their overall satisfaction at a mean of 7.9. Satisfaction varied by program element from an overall high mean rating of 8.1 for the quality of instructors to a low mean of 7.3 for clear next steps to implement what they learned. Satisfaction also varied by CBI category. Reduced satisfaction with the suitability of the CBI for respondent's level of experience with the topic carried through to most other areas of satisfaction. Specifically, those rating the suitability of the training to their experience level rated their overall satisfaction with the CBI at a mean of 5.9, satisfaction with the content offered in the CBI at a mean of 5.3, and satisfaction with what they learned at a mean of 5.7.</p>	<p>Consider offering additional information in CBI promotional material to guide prospective participants to the most appropriate level of training for their needs. Provide a list of all CBIs associated with a subject, the experience level they address, and a description of content.</p>	Medium	<p>The IESO will work on providing more information on the list of training initiatives to guide participants to the relevant training based on their experience level.</p>
5.	<p>A significant majority (86%) of respondents reported an increase in their knowledge following participation. A majority (63%) also reported greater familiarity with the general subject of their training. Some respondents reported a cognitive bias known as the Dunning-Kruger effect, or an overestimation of knowledge prior to participating in the training. It is a positive finding that respondents replaced overestimations of prior knowledge with new, accurate information. The Dunning-Kruger effect was observed among respondents with titles "energy engineer" and "property manager" and other roles that included developing, recommending and assisting with energy efficiency and conservation projects. One respondent stated that he is "Looking for sessions on Industrial Energy Management and Audits," indicating a desire to learn more. Another respondent requested that CBI "present more real project examples and challenges, as well as post implementation results both good and bad," indicating a desire to learn more about the subject.</p>	<p>Consider promoting CBIs with related Save on Energy programs, particularly in areas where the Dunning-Kruger effect was reported by more than 10% of respondents, including the categories of ISO 50001, Retrofit Strategy, EBCx Tune Up and Save, EBCx, and "The 7 Steps" for Energy Management.</p>	Medium	<p>The IESO will work with the program vendors to promote supporting training initiatives to potential program participants.</p>

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6.	<p>Some respondents (35%) reported having experienced non-energy benefits (NEBs). The most common non-energy benefit reported was Operations & Maintenance benefits (24%), followed by improved thermal comfort (16%). Of those experiencing NEBs, 34% report experiencing two or more NEBs. Only a few respondents were able to place a value on the NEB, with one reporting that it is difficult to place a value on thermal comfort.</p>	<p>Consider including CBI participants in future NEBs studies with structured questioning on the quantification of non-energy impacts. Educate participants during the initiative about recognizing and valuing NEBs.</p>	Medium	<p>The IESO will explore including CBI participants in future NEBs studies.</p>