

## **Att#6\_WE14\_RisingSun\_Monitor\_1ofTotal1**

*(attachment consists of 1 page)*

In this project, water and energy savings will be monitored using Rising Sun's custom Ruby-on-Rails web application attached to a MySQL database, also known as the Runner. It acts as the database for Rising Sun to schedule all customers, track inventory, store data, calculate energy and water savings, and run reports and invoices. All information collected on each Green House Call gets recorded in the Runner.

The Runner uses energy-saving data based on the DEER database or CPUC dispositions. Each eligible measure installed has associated deemed energy savings that are calculated based on average lifetime, climate zone, age of home/vintage, building type, whether the measure was installed indoors or outdoors, and so on. Energy calculations are based on energy saved, vs. energy used. For water savings, usage reductions are tracked based on the pre- and post-installation GPM values. For Drop-A-Brick and the sprinkler nozzles, we will use the Runner to electronically track the number of each measure installed, and use the corresponding water savings assumptions provided in this application.

In terms of overall program monitoring, the following quality assurance protocol is in place:

CYES typically operates 15-25 sites each summer. Each site is overseen by two managers, who supervise eight youth Energy Specialists and one Leaders-in-Field Training (LIFT) youth participant. Energy Specialists work in teams of two, one of whom is always an adult over the age of 18, and are trained to stay together throughout the Green House Call. Each site serves around 12 homes each day (3 homes per team).

Managers provide quality assurance and oversight by participating in ride-alongs with Energy Specialists, conducting drop-in visits to monitor performance, placing follow-up calls to customers, and collecting customer feedback cards. Managers at each site are responsible for 4 drop-ins per week (one drop-in per Energy Specialist team per week). In addition, Managers are responsible for conducting 12-16 customer follow-up calls per week: 3-4 calls per team. Results of drop-ins and follow-up calls are documented and tracked. Rising Sun's full-time Regional Staff conduct 4 drop-ins per week, to provide an additional layer of supervision.

All paperwork is audited by site and regional staff throughout the summer and compared to the online database. A complete paperwork audit is conducted at the close of the program to verify data prior to reporting.