



# RISING SUN

## CENTER FOR OPPORTUNITY

### East Bay Community Energy Community Innovation Grant 2019 Final Report

#### Summary

Rising Sun Center for Opportunity partnered with East Bay Community Energy to establish two Alameda County Climate Careers site offices in summer 2019, employing 28 youth ages 15-24 from low-income households or disadvantaging circumstances\* to conduct Green House Calls in Alameda County. Climate Careers enhances community energy efficiency and reduces climate impacts; it also builds vocational pathways grounded in sustainability and equity. By developing professional skills in youth who face barriers to employment, Climate Careers empowers future leaders and promotes early entry into the green economy.

#### Green House Call Results

Climate Careers youth worked in pairs to conduct 710 Green House Calls in Alameda County homes, installing:

- 6,149 LED globe lightbulbs
- 905 LED flood lightbulbs
- 442 Tier-2 advanced power strips
- 222 kitchen and bathroom aerators
- 55 efficient flow showerheads
- 637 LED night lights

These upgrades lowered Alameda County utility consumption, saving:

- 129,652.34 kWh electricity use
- 346 therms heating use
- 2,287,920 gallons water use
- 98.3 metric tons CO2 emissions

Rising Sun launched a summer 2019 pilot in cooperation with HOMEIntel and their energy analytics software, Home Energy Analytics (HEA), a web-based home energy reporting service that analyzes residential energy consumption using PG&E SmartMeter data and coaches residents to reduce energy use.



The pilot demonstrated a youth-driven residential energy efficiency program that can quantify Green House Call energy savings at the meter. Eligible Green House Call recipients chose whether to “opt out” of the service, which included enrollment in the HEA platform, weekly energy saving emails, and, in the case of very high baseload customers, one-on-one coaching designed to lower utility consumption and drive savings. High baseload customers were eligible to receive a no-cost Nest Thermostat E installed by Rising Sun specialists. During this pilot, Climate Careers Smart Thermostat Specialists installed 114 thermostats in 101 homes, 38 of which were in Alameda County. Climate Careers youth enrolled 1,709 Bay Area residents in HOMEintel by Home Energy Analytics.

### **Youth Training and Hours Worked**

Over the summer, each Climate Careers youth worked an average of 208 hours to deliver Green House Calls and develop skills. As Energy Specialists, Climate Careers youth participated in a weeklong training prior to their work in the field. Topics covered included, but were not limited to: anatomy of a Green House Call, installation criteria, energy and water use connection, Rising Sun code of conduct, etc. A copy of the training week calendar may be found on p. 4 as *Attachment 1: ES Training Summary*. All Climate Careers youth worked one-on-one with Youth Development Specialists to broaden their eco-literacy, enhance professional skills, and form individual development plans.

Smart Thermostat Specialists, 88% of whom were returning Energy Specialists or Leaders in Field Training (LIFT), each worked an average of 140 hours to identify eligible customers with eligible heating and cooling systems, install thermostats, and connect customers with the Home Energy Analytics (HEA) service. Smart Thermostat Specialists were trained to carry out essential tasks: calling eligible residents, installing the Nest Thermostat E, and walking residents through HOMEintel activation. Smart Thermostat Specialists received [a training on Heating, Ventilation, and Air Conditioning](#) (HVAC) covering why HVAC systems exist, the most common system types in California, fuel sources, and thermostats. They learned to install the Nest Thermostat E by [watching training videos and presentations](#) and practicing installation on dummy thermostats in the Rising Sun workshop.



### **Lessons Learned**

Our pilot program with Home Energy Analytics and Nest Thermostats yielded substantial learning opportunities:

- Future HEA program rollout would require an updated user interface and streamlined branding to prevent confusion between Smart Audit, HOMEintel, Home Energy Analytics, Rising Sun, and the program name.
- Smart thermostats were incompatible with a large number of the homes we served due to older wiring. In order to address this, Rising Sun could provide the third-party plug-in transformer necessary to make the program accessible to residents with older homes that lack modern thermostat wiring.
- For Bay Area Smart Thermostat Specialists, appointments in Fairfield or San Jose constituted nearly an all-day commitment due to travel time. If all appointments were geographically close, specialists achieved the maximum three appointments a day. Paying attention to the geographic distribution of Smart Thermostat Specialists is pivotal. Because this was a pilot, Rising Sun served all territories equally, and there was no Smart Thermostat Specialist dedicated solely to Alameda County. Future programs would remedy this oversight.
- Focusing on “high quality” appointments—i.e. those with high baseloads and newer wiring—can lead to less focus on hard-to-reach communities. This is because lower income, senior, immigrant, and non-English speaking populations tend to be pushed into housing stock that lacks HVAC or the modern wiring required for smart thermostats, and often live in smaller dwellings that require less energy. Rising Sun’s commitment is to serve these communities, so this is an area we would address in the future.

*\*Rising Sun defines disadvantaging circumstances as: first-generation college students, youth from single-parent households, foster youth, emancipated minors, youth with dependents, youth impacted by the justice system, youth in alternative education programs such as continuation schools or GED programs, opportunity youth (neither in school nor working), and transgender youth.*

Attachment 1: ES Training Summary

ENERGY SPECIALIST TRAINING 2019	
<b>Day 1 Monday, June 24th</b>	
TIME	TOPIC
9:30- 10:00AM	Fun/ Energizing Name Game/ Get To Know Your Team
10:00- 10:15 AM	Site Office Tour (exits, bathrooms, water, parking, etc.)
10:15- 11:00 AM	Introduction to Rising Sun and Climate Careers
11:00- 12:00 PM	Timesheets, Mileage, and Paychecks
12:00- 12:30 PM	Lunch Break
12:30- 1:30 PM	Remaining Surveys and Paperwork, I9 Documentation, Rising Sun ID Photos (this list has been provided to you by your Regional Manager)
1:30- 2:30 PM	Professionalism
2:30- 3:00 PM	Break and Play a Fun Game
3:00- 4:00 PM	Pitching to the Public; canvassing and referrals
4:00- 4:45PM	Phone Etiquette
4:45- 5:00PM	Closing Activity/ Game Make sure you ask ES team for Mock GHC homes on Tuesday, if you don't you need to schedule these with real clients!
<b>Day 2 Tuesday, June 25th</b>	
TIME	TOPIC
9:30- 9:45AM	Opening Activity/ Game
9:45- 10:45AM	Code of Conduct and Disciplinary Procedures
10:45- 12:00PM	Anatomy of a GHC
12:00- 12:30PM	Lunch Break
12:30- 2:00PM	Anatomy of a GHC Ctd.
2:00- 3:00PM	Energy and Water Usage Connection
3:00- 3:15PM	Break and a Quick Game
3:15- 4:00PM	Pledge Card and Regional Collateral
4:00- 4:45PM	Safety and Security
4:45- 5:00PM	Closing Activity/ Game Make sure you ask ES team for Mock GHC homes on Tuesday, if you don't you need to schedule these with real clients!
<b>Day 3 Wednesday, June 26th</b>	
TIME	TOPIC
9:30- 9:45AM	Opening Activity/ Game
9:45- 10:45AM	Installation Criteria
10:45- 11:45AM	Water Conservation Measures
11:45- 12:15PM	Lunch Break
12:15- 12:45PM	Energy Efficiency Measures
12:45- 3:30PM	Mock GHC #1, Lead by SPMs and LIFT Conduct Lesson Plan: Preparation for Mock GHC 1 before you go to GHC Check Out/ Check In modeling should happen before and after GHC
3:30- 3:40PM	Break
3:40- 4:40PM	Difficult Customers
4:40- 5:00PM	Closing Activity/ Game
<b>Day 4 Thursday, June 27</b>	
TIME	TOPIC
9:30- 9:45AM	Opening Activity/ Game
9:45- 10:45AM	Check Out/ Check-in
10:45- 11:00 AM	Break and a Quick Game
11:00- 1:30PM	Mock GHC #2 and #3, Lead by Energy Specialists Conduct Lesson Plan: Putting it All Together before you go to GHC Check Out/ Check In modeling should happen before and after GHC
1:30- 2:00PM	Lunch Break
2:00- 3:00PM	GHC Documentation- Common Errors
3:00- 4:00PM	Discrepancy Resolution
4:00- 4:45PM	Pitch, GHC opening/ closing practice
4:45- 5:00PM	Closing Activity/ Game
<b>Day 5 Friday, June 28,</b>	
TIME	TOPIC
9:30AM- 5PM	Youth Orientation