



WHEN TRUST MATTERS

# CIWG October Meeting

Presentation on C&I Participant Study

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Tuesday, October 11, 2022

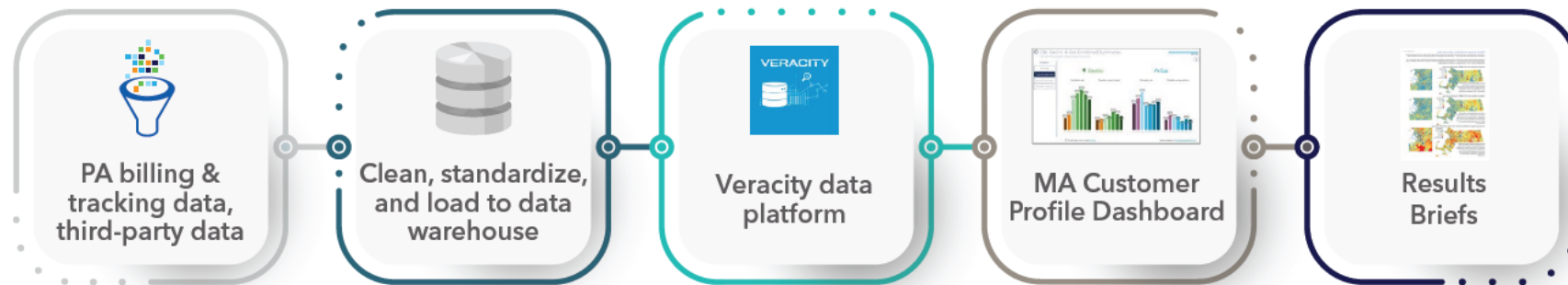
# Introduction



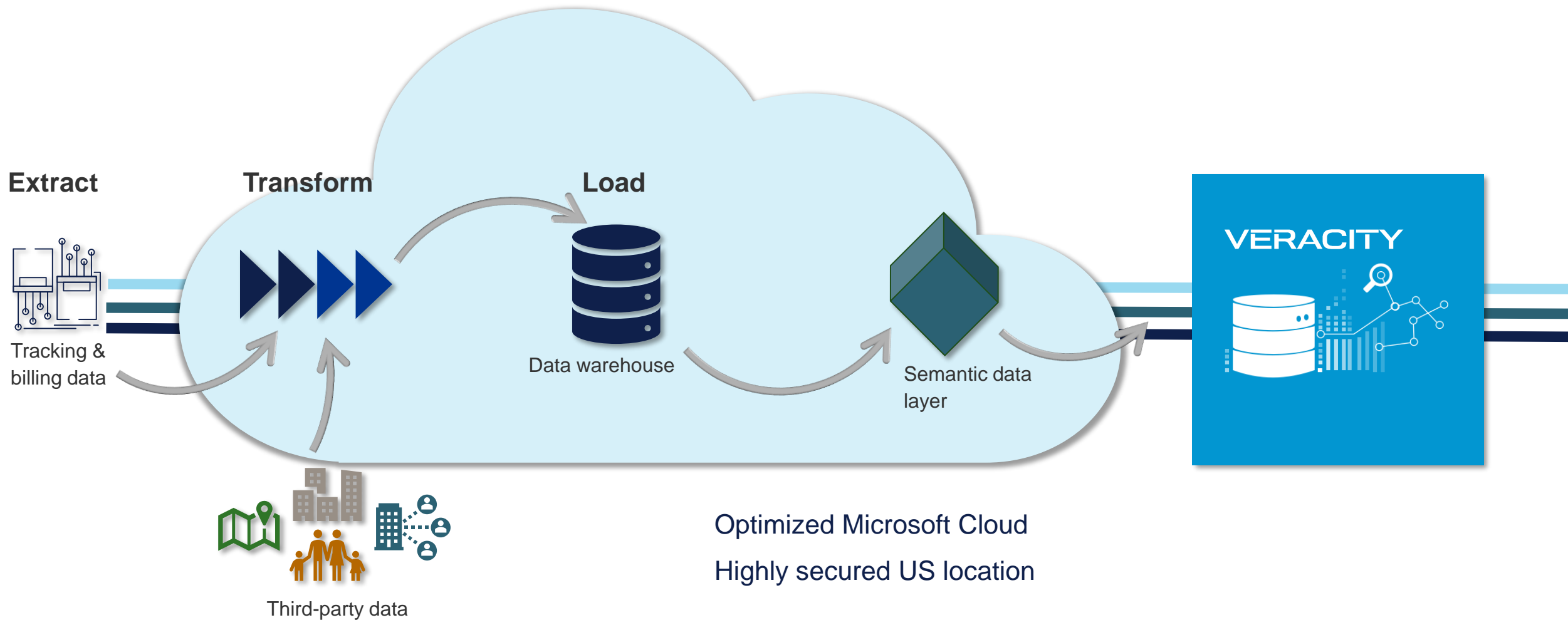
DNV serves the Massachusetts electric and gas Program Administrators (PAs) as the stewards of their statewide residential, commercial, and industrial data.

We follow an ISO 27001-certified process to:

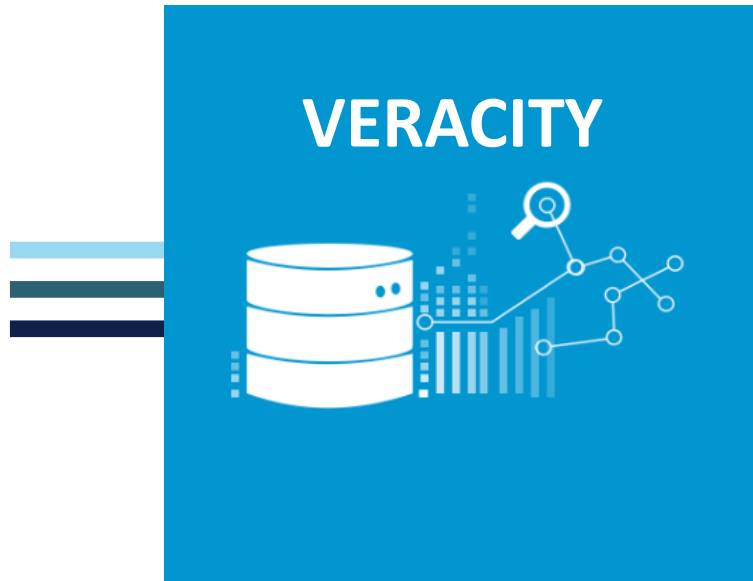
- Obtain billing and program tracking data from the PAs
- Clean and transform it into a standard format
- Load it into the relational data warehouse and combine with third-party data
- Make data and insights accessible via public dashboard, reporting, and custom extracts



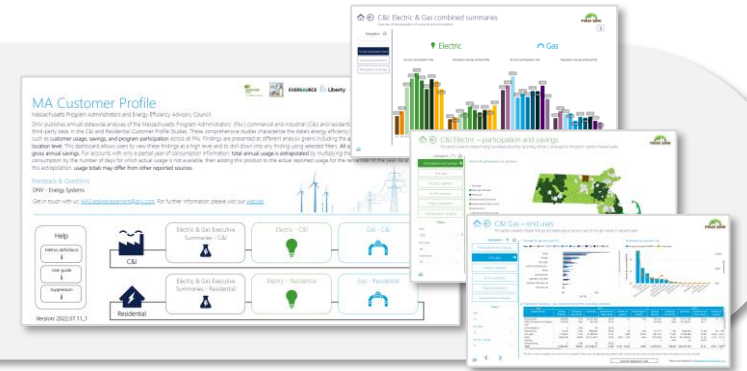
# The data lifecycle



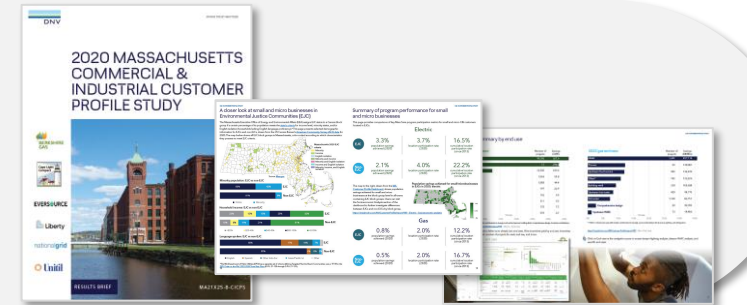
# The Veracity platform



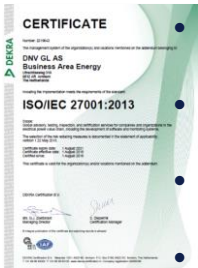
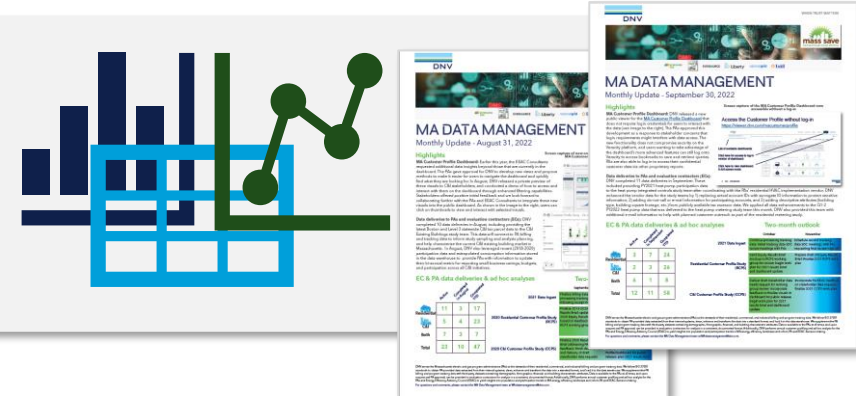
MA Customer Profile Dashboard



Graphical Results Briefs



Ad hoc/data deliveries



- Veracity is an **ISO 27001-certified** secure operation.
- Veracity keeps your data **isolated** and **private** unless you choose to share.
- **Strategic partnership with Microsoft** as key cloud service provider
- All **personal data (PII)** protected on Veracity platform and governed by DNV's Privacy Statement (GDPR compliant)

# The MA Customer Profile Dashboard

<https://viewer.dnv.com/macustomerprofile>

MA Customer Profile

Massachusetts Program Administrators and Energy Efficiency Advisory Council

DNV publishes annual statewide analyses of the Massachusetts Program Administrators' (PAs) commercial and industrial (C&I) and residential billing and tracking data, and third-party data, in the C&I and Residential Customer Profile Studies. These comprehensive studies characterize the state's energy efficiency customers according to metrics such as **customer usage, savings, and program participation** across all PAs. Findings are presented at different analysis grains including the **account level, project level, and location level**. This dashboard allows users to view these findings at a high level and to drill down into any finding using selected filters. All **savings values in this report are gross annual savings**. For accounts with only a partial year of consumption information, **total annual usage is extrapolated** by multiplying the mean daily weather-normalized consumption by the number of days for which actual usage is not available, then adding this product to the actual reported usage for the remainder of the year. As a result of this extrapolation, **usage totals may differ from other reported sources**.

[Feedback & Questions](#)  
DNV - Energy Systems

Get in touch with us: [MADataManagement@dnv.com](mailto:MADataManagement@dnv.com). For further information please visit our [website](#).

Help

Metrics definitions

User guide

Suppression

C&I

Residential

Electric & Gas Executive Summaries - C&I

Electric & Gas Executive Summaries - Residential

Electric - C&I

Gas - C&I

Electric - Residential

Gas - Residential

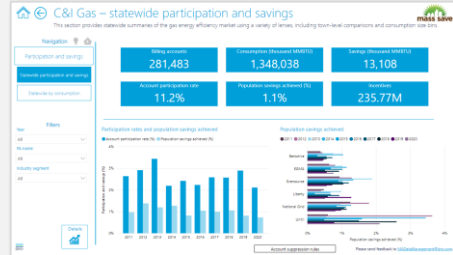
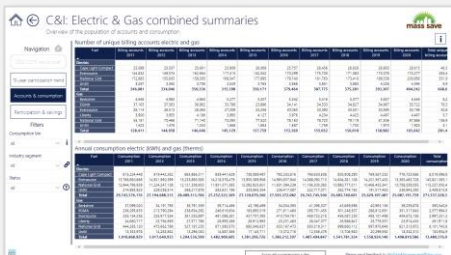
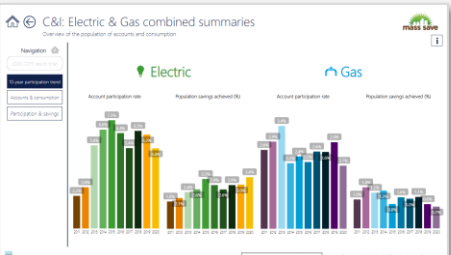
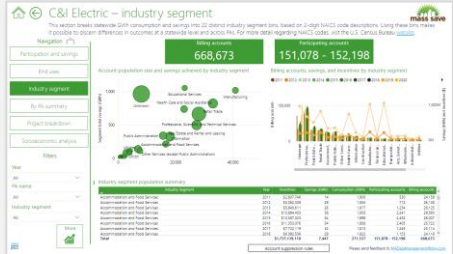
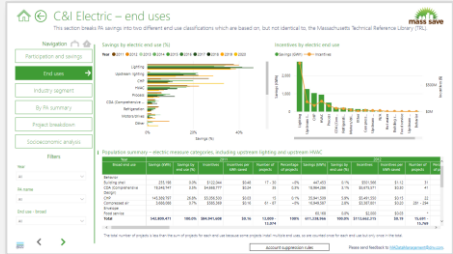
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Dashboard executive summary:

- Key findings
- 10-year participation trends
- Accounts & consumption
- Participation & savings

Dashboard electric and gas sections with parallel structure:

- Participation & savings
- End uses
- Industry segments
- By PA summary
- Project breakdowns
- Socioeconomic analysis





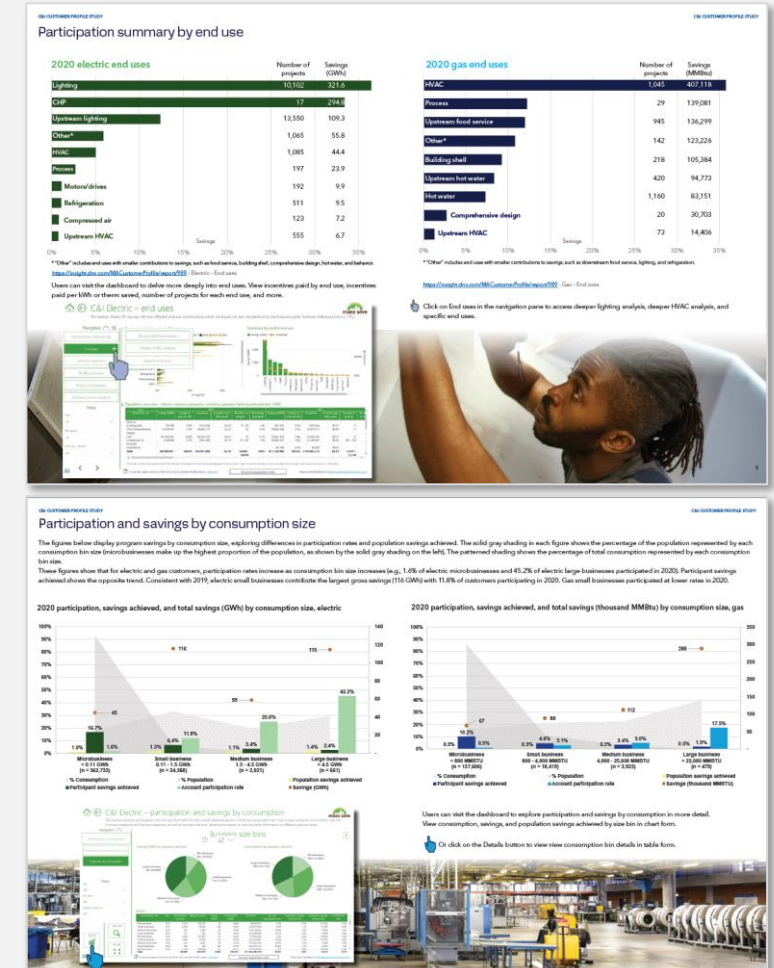
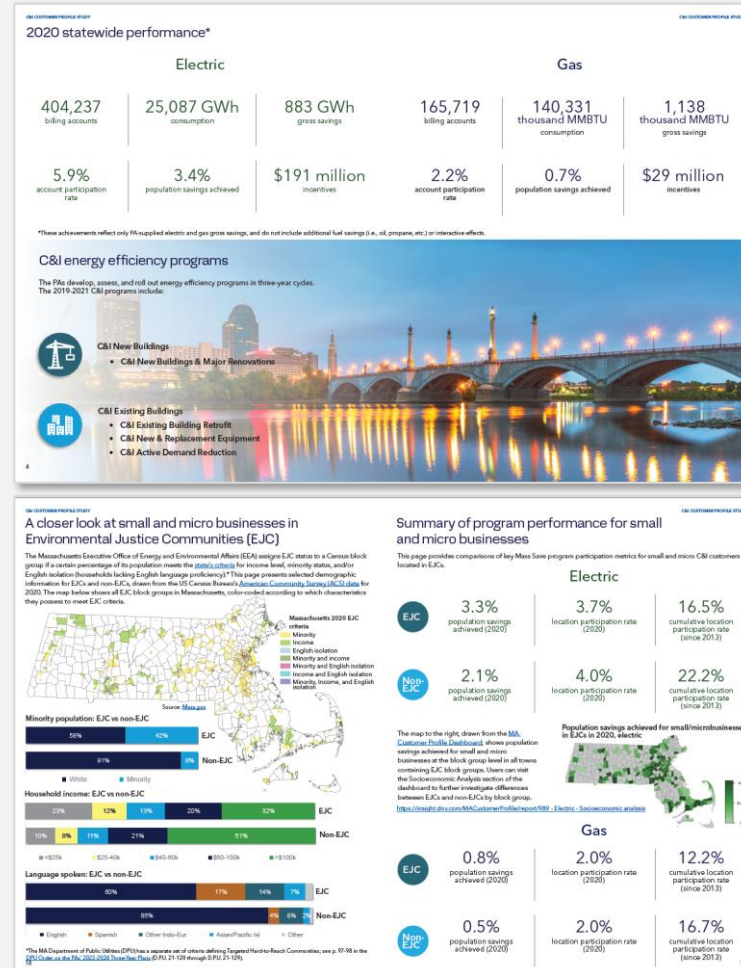
# Results Brief

WHEN TRUST MATTERS

## 2020 MASSACHUSETTS COMMERCIAL & INDUSTRIAL CUSTOMER PROFILE STUDY

RESULTS BRIEF

MA21X25-B-CICPS



**Purpose:** Provide users with key summary statistics on 2020 program performance and show where to go on the dashboard to further investigate, interact with, and download the data



# Questions and Discussion



# Thank you

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[www.dnv.com](http://www.dnv.com)