

ComEd Hospitals Technical Assistance Program, Chicago, Illinois

Technical Assistance Services Program

SUMMARY

Willdan Energy Solutions has been implementing a Hospitals Technical Assistance Services (TAS) program for the ComEd *Smart Ideas for Your Business* program since 2013. The TAS program offers full facility assessments to hospitals in the ComEd territory at a significantly reduced rate. Assessments are performed by Technical Service Providers (TSPs) who have been vetted through an application process conducted by Willdan. Willdan is also responsible for approving scopes of work for assessments as well as reviewing and approving final reports before they are presented to the customer. Thus far, five TSPs have been recruited and approved for program participation, and nine hospitals have signed up to participate. Estimated energy savings that could result from implementation of measures recommended in the assessments is over 17,600,000 kWh.

We leverage our broad history delivering both audits and energy efficiency program management services in this sector, and understand the broad scope of potential projects that could come from this type of program. Willdan designed the program with this potential in mind and structured it to provide incentives for the hospitals to implement the recommended measures and realize energy savings.



GOALS AND CHALLENGES

The primary objective of this program is to provide hospitals with a road map of energy conservation measures that can be implemented to reduce electrical costs and consumption. The program was designed to satisfy the following criteria:

- Engage high-quality Technical Service Providers
- Deliver executable road maps for implementation of energy conservation measures
- Provide quality service to hospital customers
- Encourage hospitals to implement recommended measures through incentives

SOLUTIONS AND OUTCOME

Engage High-quality Technical Service Providers

Willdan's expert engineering and program management staff designed and implemented an outreach and application process for potential TSPs that provided the necessary rigor to determine whether a firm had the requisite experience, skills, and staff to participate in the program.

RESULT: *To date, five TSPs have been selected to participate in the program.*

Deliver Executable Road Maps

Before an assessment takes place, Willdan works with the hospital and the TSP to develop an appropriate scope of work for the assessment. Through this process, we ensure

on the front end that the TSP understands the expectations for that particular assessment. After the assessment is complete, Willdan works with the TSP to develop a comprehensive report that provides an executable road map for the hospital.

RESULT: *Five assessments have been delivered to hospitals, and planning is underway for several projects.*

Provide Quality Service to Hospital Customers

Willdan participates in meetings between the hospital and TSP to ensure that the hospital is receiving the best customer service possible. Milestones and deadlines are established to manage expectations, and customer feedback is collected and incorporated into program management.

RESULT: *All hospitals report high levels of satisfaction with the program.*

Encourage Hospitals to Implement Recommended ECMs

The assessment pricing and incentive structure have been designed to maximize the implementation rates. Additionally, the reports are structured to allow the hospital to make long-term plans for implementation – low/no cost measures as well as capital-intensive measures are included to assist in planning.

RESULT: *Five assessments have been delivered, and planning is underway for several projects.*



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