RESIDENT ENGAGEMENT: Chicago & Portland
June 11, 2015 2:00-3:30 ET
RESIDENT ENGAGEMENT : CHICAGO & PORTLAND

• National Context, Tools, and Activity
• Portland
  - Enterprise Community Partners
  - MPower
  - Central City Concern
• Chicago
  - Chicago Neighborhood Energy Competition
  - Enterprise Community Partners
  - Affordable Community Energy
• Q&A
“We believe, because it is true, that people are affected by their environment, by space and scale, by color and texture, by nature and beauty, that they can be uplifted, made to feel important.”

Jim Rouse | Founder
Enterprise Green Communities is transforming the way America thinks about, designs, builds, and rehabilitates affordable housing.

Green building integrates materials and methods that promote environmental quality, economic vitality, and social benefits through design, construction and operations of the built environment.

Enterprise Green Communities aligns affordable housing investment strategies with environmentally responsive building practices.
Resident Engagement

- Results & Videos: Abode Communities, Eden Housing, Aeon, Farmworker Housing Development Corporation, Foundation Communities, Selfhelp
- Best Practice Strategies Summary
- Training in a Box
  - Energy, Water, Healthy Living, Waste Reduction & Recycling
  - Summaries, Agendas, Slides, Trainer Notes, Exercises, Videos
  - Spanish Translations
- Cards (Tip sheets, Image library, Videos, Quiz)
  - Available in English, Spanish, Korean, Armenian, Arabic
- Green Leader Toolkit
  - Resident Recruitment
  - Resources
Resident Engagement  

[www.EnterpriseCommunity.org/Green](http://www.EnterpriseCommunity.org/Green)

**Workshop Series**
- Group14 Engineering & Energy Outreach Colorado
- Portland, Oregon and New Orleans, LA

**Beyond awareness**
Enable affordable housing resident services staff to understand, integrate, and evaluate the efficacy of incorporating sustainability best practices as a regular theme while engaging residents.

Course design will not only build awareness in participants about these topics, but build their capacity to integrate pertinent actions from these focus areas into their standard interactions with residents and gauge level of success.
Resident Engagement

Where do I start?
Who do I involve?
How much time and effort will this really take?
What works?
What doesn’t?
What results can I expect?
How should I measure results?

www.EnterpriseCommunity.org/Green
Resident Engagement

What works?  What doesn’t?
Where do I start?  Who do I involve?
How much time and effort will this really take?
What results can I expect?  How should I measure results?

www.EnterpriseCommunity.org/Green

Know your audience
Select behaviors
Identify barriers & benefits
Develop strategies
Pilot before Scale
(Re)Evaluate, Communicate & Celebrate

Fostering Sustainable Behavior
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Enterprise Community Partners – Portland

Resident Engagement
Introductions

- Amanda Saul, Senior Program Director, Enterprise Community Partners
Our mission is to create opportunity for low- and moderate-income people through affordable housing and diverse, thriving communities.

We’ve invested more than $1 billion in Oregon and Washington to create or preserve 30,000 affordable homes in urban and rural communities.
• Most projects have 30 – 50 units
• Most projects in Portland, especially in downtown, are in brick buildings over 100 years old
• Most projects that serve the lowest income residents are in master metered buildings
Oregon Affordable Housing Basics

- Most projects use electricity for space and water heating
- 1/3 of projects are not cash-flowing
- Utilities are the fastest growing operating expense
- Lack of grant funds to rehab/restructure projects
- Projects have lots of subsidies
Utilities are second largest & fastest growing expense for affordable housing
MPower Program

- Designed in response to expressed needs of multifamily affordable housing industry:
  - Rapidly rising energy and water utility cost
  - Threat to industry’s long-term viability
  - Lack of staff capacity and resources
  - Difficulty accessing financing (cash flow & covenants)
  - Split-incentive challenge (who pays, who benefits)
MPower’s Resident Engagement Program

- Resident Engagement included in retrofit projects as an important on-going energy savings mechanism
- How do we use the resources that are already available?
- How do we supplement our knowledge – full day training by Group 14
- Clear potential benefits of intensive Resident Engagement program – but not enough staff capacity to make this untested model a priority
- Used Enterprise’s existing resident engagement tools to create “light touch” tools/reminders and a clear step by step process for owners to use to implement the program.
THANK YOU!

Amanda Saul
asaul@enterprisecommunity.org
503-553-5646
Resident Engagement in Practice
Mickey Lee, Project Manager
MBA BPI
Portland Oregon
About

MPowerOregon™

Logos of various partners and sponsors are displayed, including Enterprise, Walsh Construction Co., Energy Trust of Oregon, Oregon Department of Energy, Green for All, MacArthur Foundation, CRAFT, Meyer Memorial Trust, and Group 14 Engineering.
- 2320 homes impacted by retrofits this fiscal year state wide
- 28 total projects
- 8 properties currently in process of implementing Resident Engagement
Working with Owners

Assess
Inform & Install
Monitor
Hands On Tools
Why is Resident Engagement Valuable?

- Extends the amount of water and energy savings post retrofit
- Residents are active stewards of our natural resources by default
- Engaging residents enables ideas and continues education of conservation
- Helps with reporting of water leaks and other problems to management
- Gaining information about your population helps owners/sponsors to better serve the community
Owners Influence Offering

- Excited about potential
- Leery of the amount of work, this influences offering
- Need items specific to populations that they serve
- Have helped tweak our service offering
- Surveys – have influenced questions and how the survey is administered
Our Current Offering

- Meet with team of staff including; resident services, property managers & maintenance
- Provide educational campaign material
- Continue to act as a resource for owners
- MPower offers small stipend, on occasion, to help foster success
- MPower can also offer other resources
- MPower staff sometimes attend, initial event/meeting to kick off campaign
Challenges

- Effective change is long term
- When residents don’t pay utilities they are less likely to save - yet still care about the environment
- We work with owners all over the state – lots of phone meetings
- Data analysis is more challenging than rehab analysis
Lessons Learned

- Time constraints dictate more than convictions
- Residents have a lot to teach us if we listen
- The survey is an education tool more than a data source
- Getting 2\textsuperscript{nd} survey completed is a challenge yet without it acquiring continued funding is tough
Contact Info

Mickey Lee
mickeyl@mpoweroregon.com
503.501.5543
RESIDENT ENGAGEMENT IN MULTI-FAMILY HOUSING

CENTRAL CITY CONCERN
HOMES HEALTH JOBS
Central City Concern -- Overview

- Founded in 1979.
- Providing comprehensive solutions to ending homelessness and achieving self-sufficiency.
- Serving over 15,000 extremely low-income and homeless people annually.
- Average client income at move-in: $6,700/year
- Average age of portfolio: 1933
Context:

CCC CONTINUUM OF CARE

- Affordable housing
- Medical care
- Employment services
- Drug & alcohol treatment

Homelessness
Addictions
Mental Illness
Chronic Health
Trauma
No health insurance
Unemployment
Criminality
Context:
A DIVERSE HOUSING PORTFOLIO
Case Study:
Rosewood Apartments
ROSEWOOD APARTMENTS
Unit Type and Population Mix

- 36 (1-2) BR Units - Master-Metered Utilities
- 0-30% median family income
- Living with HIV/AIDS
- Actively engaged in a program of recovery
ENERGY SAVING FEATURES

- Triple paneled balcony doors
- Triple paneled windows
- Non-toxic finishes
- Solar tubes and occupancy sensors
- Remote thermostats
- PTHP units
- Bathroom exhaust fans
- Non-toxic finishes
- Solar hot water
TENANT FEEDBACK

Temperature

When you are in your apartment, do you ever feel ultra cold or too warm?

When you are in your apartment, do you ever feel cold?

When you are in your apartment, the temperature in your room is satisfactory most of the time.

When you are in your apartment, the air quality is satisfactory most of the time.

The air quality in the common area is satisfactory most of the time.

I am satisfied with the heating in my apartment.

I am satisfied with the air conditioning in my apartment.

I am satisfied with the air quality in my apartment.

I am satisfied with the air quality in the common area.

I am satisfied with the air conditioning in my apartment.

I am satisfied with the heating in my apartment.

I am satisfied with the lighting in my apartment.

I am satisfied with the lighting in the common area.
HEALTHY HOME GUIDE
For Residents of the Rose Wood Apartments
Case Study:
The Henry Building
THE HENRY BUILDING

Unit Type and Population Mix

- 153 SRO Units - Master Metered Utilities
THE HENRY BUILDING

Unit Type and Population Mix

• 50 Units for homeless veterans

• 35 Units for chronic utilizers of emergency medical services

• 31 Units for high risk offenders exiting Multnomah County Corrections

• 37 Units available to Portland’s hardest to house populations (first-come, first serve)
ENERGY SAVING FEATURES

Aerators and toilets

T8 Lamps and Occ Sensors
ENERGY/WATER/WASTE CHALLENGE
Agenda / Kick-off Meeting

2:30 -3pm = RCP program
3pm-3:30om = Vets Per Diem Program
3:30-4pm = Fair Market Residents

1. COOKIES!!
2. Overview of MPower efficiency project
3. The Challenge: reduce energy use in the building by 5% or more and earn some DELICIOUS PIZZA!!
4. Interactive Recycling Trivia.
5. FREE recycling/trash bins
6. FREE stickers/reminders to help save energy
ENERGY/WATER/WASTE CHALLENGE

Mid-Challenge Reminders
# Initial Results

<table>
<thead>
<tr>
<th>Water</th>
<th>Electricity</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre Rehab average annual water consumption</td>
<td>Pre Rehab average annual electrical usage</td>
<td>Pre Rehab average annual gas usage</td>
</tr>
<tr>
<td>2,867,605</td>
<td>615,978</td>
<td>8,289</td>
</tr>
<tr>
<td>Gallons saved</td>
<td>KWH's Saved</td>
<td>Therms Saved</td>
</tr>
<tr>
<td>336,226</td>
<td>60,657</td>
<td>-400</td>
</tr>
<tr>
<td>Dollars Saved</td>
<td>Dollars Saved</td>
<td>Dollars Saved</td>
</tr>
<tr>
<td>$5,429.02</td>
<td>$491.01</td>
<td>-$407.87</td>
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</tbody>
</table>

**Total Percent Savings**
- Water: 11.72%
- Electricity: 9.85%
- Gas: -4.83%

<table>
<thead>
<tr>
<th>Water</th>
<th>Electricity</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL PERCENT SAVINGS</strong></td>
<td><strong>TOTAL PERCENT SAVINGS</strong></td>
<td><strong>TOTAL PERCENT SAVINGS</strong></td>
</tr>
<tr>
<td>4.13%</td>
<td>15.34%</td>
<td>-9.82%</td>
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</table>

<table>
<thead>
<tr>
<th>Water</th>
<th>Electricity</th>
<th>Gas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dollars Saved during showdown</td>
<td>Dollars Saved during showdown</td>
<td>Dollars Saved during showdown</td>
</tr>
<tr>
<td>$284.91</td>
<td>$1,083.64</td>
<td>-$1,337.71</td>
</tr>
<tr>
<td>$1,139.65</td>
<td>$4,334.57</td>
<td>-$5,350.86</td>
</tr>
</tbody>
</table>
LESSONS LEARNED

1. Be Realistic:

Don’t Bite Off More Than You Can Chew!
LESSONS LEARNED
2. Utilize Creative Partnerships

Staff time is limited - You’ll need help!
LESSONS LEARNED

3. Listen to Your Residents

Their reasons may not be what you think

Tell me all of your problems
thank you

Rachel Bailey
Sustainable Development Manager
Central City Concern
rachel.bailey@ccconcern.org
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The PEOPLE Side of Sustainability:
A Behavior-Based Approach to Energy Efficiency

Resident Engagement
June 11, 2015
Take-away Opportunities from this Presentation

- Learn about a specific energy project, an energy reduction competition based on behavior changes

- Understand some of the driving interests for energy reduction among the elderly population and families in multi-family buildings

- Share opportunities to replicate this initiative and additional resource for energy efficient projects
Hispanic Housing Development Corporation (HHDC)
Affordable Community Energy, Inc. (ACE)

**HHDC**
- Nationally recognized non-profit developer, manager and owner of affordable housing headquartered in Chicago
  - Owns more than 4,100 units in Illinois, Wisconsin, Indiana and Michigan
  - Manages 4,800 units

**ACE**
- Mission-driven Energy Services Company (ESCO)
- Providing comprehensive retrofit services to multifamily affordable housing owners
  - Energy efficiency
  - Water conservation
  - On-site clean energy
  - Storage
- Full range of services, including 100% off-balance sheet financing
- Assumes the risks
The Chicago Neighborhood Energy Challenge

Sponsor: City of Chicago
Host: Hispanic Housing Development Corporation
Team members: Affordable Community Energy, Clique Studios, Delta Institute, Enterprise Community Partners and The University of Chicago
Timeframe: Program

- Discovery
- Design
- Implementation
- Evaluation

Evaluation

12 mo. ➔ 6 mo. Competition ➔ 12 mo.
Collaborative Structure

- Prop. Management
  - Motivation
  - Participation
  - Leadership

- Resident
  - Participation
  - Leadership
  - Behavioral Changes
  - Energy Reduction
  - Replicable model

- Support Team
  - Website
  - Workshops
  - Energy Tracking
  - Incentives
Pilot Program : 6 mo.

7 Properties  14 Buildings  503 Units  +750 Residents

4 Senior and 4 Family properties

<table>
<thead>
<tr>
<th></th>
<th>Senior</th>
<th>Family</th>
<th>No. of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buena Vista</td>
<td></td>
<td>1</td>
<td>36</td>
</tr>
<tr>
<td>Diversey Square Apts.</td>
<td>1</td>
<td>1</td>
<td>196</td>
</tr>
<tr>
<td>Jorge Hernandez</td>
<td></td>
<td>1</td>
<td>54</td>
</tr>
<tr>
<td>Las Moradas</td>
<td>1</td>
<td></td>
<td>80</td>
</tr>
<tr>
<td>North and Tallman I</td>
<td>1</td>
<td></td>
<td>54</td>
</tr>
<tr>
<td>North and Tallman II</td>
<td></td>
<td>1</td>
<td>24</td>
</tr>
<tr>
<td>Teresa Roldan Apartments</td>
<td>1</td>
<td></td>
<td>59</td>
</tr>
</tbody>
</table>

Focus: Energy, Gas, and Water
The Buildings

Buena Vista
Pre WWI

Diversey Square
Pre WWI

Jorge Hernandez
Pre WWI

Las Moradas
1983

North and Talman I
2007

North and Talman II
Rehab 2007

Teresa Roldan Apartments
2004
Participants: Individuals, Couples, Couples with Children, Seniors
### Monthly

<table>
<thead>
<tr>
<th>Building</th>
<th>Award</th>
<th>#</th>
<th>Months</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>$100</td>
<td>1</td>
<td>6</td>
<td>$600</td>
</tr>
<tr>
<td>Gas</td>
<td>$100</td>
<td>1</td>
<td>6</td>
<td>$600</td>
</tr>
<tr>
<td>Water</td>
<td>$100</td>
<td>1</td>
<td>6</td>
<td>$600</td>
</tr>
<tr>
<td>Participation</td>
<td>$100</td>
<td>1</td>
<td>6</td>
<td>$600</td>
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</tbody>
</table>

**Total:** $2,400

### End of Competition

<table>
<thead>
<tr>
<th>Building</th>
<th>Award</th>
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</thead>
<tbody>
<tr>
<td>Grand Prize</td>
<td>$25,000</td>
</tr>
<tr>
<td>2nd Place</td>
<td>$7,500</td>
</tr>
<tr>
<td>3rd Place</td>
<td>$3,500</td>
</tr>
</tbody>
</table>

**Total:** $36,000

### Individual

<table>
<thead>
<tr>
<th></th>
<th>Award</th>
<th>#</th>
<th>Months</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elec.</td>
<td>Certificates</td>
<td>7</td>
<td>6</td>
<td>$219</td>
</tr>
<tr>
<td>Gas</td>
<td>Certificates</td>
<td></td>
<td></td>
<td>$0</td>
</tr>
<tr>
<td>Green Leader I Champion</td>
<td>Certificates</td>
<td></td>
<td></td>
<td>$0</td>
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</table>

**Total:** $219

### Start of the Competition

<table>
<thead>
<tr>
<th>Building</th>
<th>Award</th>
<th>#</th>
<th>Months</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participation Award (50% signed-up) LM, TR, DS, BV</td>
<td>$500</td>
<td>4</td>
<td>1</td>
<td>$2,000</td>
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</table>

**Total:** $2,000

### Individual

<table>
<thead>
<tr>
<th></th>
<th>Award</th>
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<tbody>
<tr>
<td>1st Place Electricity</td>
<td>$200</td>
</tr>
<tr>
<td>2nd Place</td>
<td>$100</td>
</tr>
<tr>
<td>1st Place Gas</td>
<td>$200</td>
</tr>
<tr>
<td>2nd Place</td>
<td>$100</td>
</tr>
<tr>
<td>Green Leader Award / Luncheon</td>
<td>$150</td>
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</table>

**Total:** $750
Resident Activities

Understand your utility bill
Lea su factura eléctrica

Turn off the lights
Apague las luces

Replace a light bulb
Sustituya un foco de luz

Turn off the water while brushing teeth.
Cierre la llave del agua cuando se cepille los dientes

Motivate your neighbor to save energy
Motive a su vecino a ahorrar energía
Resident Activities

Make sure to layer up when the temperature drops.
Póngase más ropa cuando haga frío

Keep your windows closed in the winter and make sure they are in good condition.
Cierre sus ventanas en el invierno y revise que estás están en buenas condiciones.

Clean the lint trap in the dryer after every use.
Limpie el filtro de la secadora después de cada uso.

Remember to switch the direction of your ceiling fan during the winter months to help circulate warm air
Recuerde de cambiar la dirección del ventilador durante los meses de invierno para ayudar a circular el aire caliente
Property Management Staff Activities

Supplies needed / Time needed / Max repeats

Pipe Insulation
Check to make sure that pipes are insulated

Filter Replacement
Check to see if the HVAC system requires filter replacements and/or attention to air distribution

Lighting Retrofit
Determine if common area fixtures have been appropriately upgraded to newer efficient units

Lighting upgrades with Occupancy Sensors
Determine if the building’s common areas could use occupancy sensors and lighting timers

Aerator
Install aerators. This is a simple task that can save a lot of money on the water bill!
Helpful Gifts

**Timer**
Use a timer or stop watch to help you reduce your shower time.

**Labels**
Set your refrigerator’s temperature settings to cold NOT coldest.
Organize and label your food to find what you need fast.

**Smart Strips**
Reduce your electricity bill by using smart strips.
Achievements

- 36 workshops + Kick-off event + Awards Ceremony
- Attendance total = 700 people
- Reached a 50% participation rate
- 7 of 7 Properties experienced reductions in Water
- 6 of 7 Properties experienced reductions in Electricity

✓ 92% = everyone can make a difference
✓ 84% = it is important for them, their families and the environment.
✓ 96% committed to it long term
CNEC Individual Rankings

Individual Reduction Rates Range reached 40-70%

Las Moradas Apts.

1. Sifta Flores
   Las Moradas
   Electric: -73%
   Overall Energy Change: ↓73%

2. Marie Pelegnot
   Las Moradas
   Electric: -30%
   Overall Energy Change: ↓39%

3. Elsa Cibrian
   Las Moradas
   Electric: -30%
   Overall Energy Change: ↓36%

Jorge Hernandez, Apts.

1. Myriam Lagunas
   Jorge Hernandez
   Gas: -10%
   Electric: -7%
   Overall Energy Change: ↓59%

2. Lisette Alvarez
   Jorge Hernandez
   Gas: -60%
   Electric: -22%
   Overall Energy Change: ↓46%

3. Jose Quiñonez
   Jorge Hernandez
   Gas: -37%
   Electric: -4%
   Overall Energy Change: ↓37%
## CNEC

### The Data

<table>
<thead>
<tr>
<th>ID</th>
<th>Building</th>
<th>Cumulative % Reduction (adj.)</th>
<th>Total Quantity Reduction</th>
<th>Total Dollar Reduction</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>elec</td>
<td>gas</td>
<td>water</td>
</tr>
<tr>
<td>1</td>
<td>jorge</td>
<td>-8%</td>
<td>-26%</td>
<td>-67%</td>
</tr>
<tr>
<td>2</td>
<td>moradas</td>
<td>-1%</td>
<td>17%</td>
<td>-49%</td>
</tr>
<tr>
<td>3</td>
<td>teresa</td>
<td>-14%</td>
<td>-3%</td>
<td>-17%</td>
</tr>
<tr>
<td>4</td>
<td>buena</td>
<td>-4%</td>
<td>-7%</td>
<td>-45%</td>
</tr>
<tr>
<td>5</td>
<td>diversey</td>
<td>-6%</td>
<td>-18%</td>
<td>-41%</td>
</tr>
<tr>
<td>6</td>
<td>ntelderly</td>
<td>-16%</td>
<td>-5%</td>
<td>-34%</td>
</tr>
<tr>
<td>7</td>
<td>ntfamily</td>
<td>19%</td>
<td>4%</td>
<td>-38%</td>
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### AVERAGE PRICES

<table>
<thead>
<tr>
<th></th>
<th>elec</th>
<th>gas</th>
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<tbody>
<tr>
<td>UNITS</td>
<td>kWh</td>
<td>therm</td>
<td>Thousand gal</td>
</tr>
<tr>
<td>$</td>
<td>0.12</td>
<td>1.00</td>
<td>3.17</td>
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</table>

**7 properties + 6 months = $53,000 in savings**
Lessons Learned
<table>
<thead>
<tr>
<th>Benefits / Connection</th>
<th>Elderly</th>
<th>Family</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Well being of their grandchildren</td>
<td>• Well being of their children</td>
</tr>
<tr>
<td></td>
<td>• Familiarity with resource conservation from their childhoods</td>
<td>• Health benefits</td>
</tr>
<tr>
<td></td>
<td>• Savings</td>
<td>• Image</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Comfort</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Savings</td>
</tr>
<tr>
<td>Activities</td>
<td>• Gatherings/connecting with others</td>
<td>• Take home activities</td>
</tr>
<tr>
<td></td>
<td>• Parties</td>
<td>• Some gatherings</td>
</tr>
<tr>
<td></td>
<td>• Games</td>
<td>• Child friendly meetings</td>
</tr>
<tr>
<td></td>
<td>• Recognition</td>
<td>• Recognition</td>
</tr>
<tr>
<td>Special needs</td>
<td>• Font size</td>
<td>• Practical</td>
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<tr>
<td></td>
<td>• Literacy rates</td>
<td>• Short</td>
</tr>
<tr>
<td></td>
<td>• Primary language</td>
<td>• Child led activities</td>
</tr>
<tr>
<td></td>
<td>• Cheat sheets</td>
<td>• Cheat sheets</td>
</tr>
</tbody>
</table>
Best Practices for Engagement

✓ **Know your audience**
  • Language
  • Literacy
  • Availability
  • Motivations

✓ **Understand motivations**
  • Extrinsic motivations—use prizes to “prime the pump”
  • Intrinsic Motivations—empowerment, recognition, new skills, etc.

✓ **Ultimately a social experience**
  • Engage and empower people as individuals and as a group
  
  • Provide ways for people to share their own experiences, tips and interests
  
  • Bring in other social circles (churches, schools, community groups)
  
  • Make it FUN—serve food, organize pot luck and raffles—movie tickets, gift cards can go a long way
To be sustainable residents must own the project

- Recruit, incentivize and train Green Leaders
- Provide easily accessible tools
- Leverage existing communication infrastructure
- Engage Property Managers as support

Keep the program fresh

- Be flexible: adapt and re-plan as needed
- Encourage residents to generate their own ideas
- Repeat elements or whole program
- Exploit annual events such as Earth Day, Mother’s Day
- Schedule periodic week-long activities

Set goals and celebrate success
Cost Benefit Analysis in Designing Program

✔ Data Collection
  • Availability
  • Accuracy
  • Use
  • Third-party requirements

✔ Cost of administering the system
  • Consultants
  • Property management time
  • Food and accommodations
  • Prizes
  • Other

✔ Benefits of Behavior Change
  • Actual reduction building and resident consumption
    • Costs
    • Environmental Footprint
  • Offset the “Rebound Effect”
  • Community building
RESIDENT ENGAGEMENT : CHICAGO & PORTLAND

• National Context, Tools, and Activity
• Portland
  Enterprise Community Partners
  MPower
  Central City Concern
• Chicago
  Chicago Neighborhood Energy Competition
  Enterprise Community Partners
  Affordable Community Energy
• Q&A
THANK YOU