

Attachment B

Education Outreach & Community Events

This is an update of the Education Outreach and Community Events for September 1, 2012 through March 31, 2013. The format of this section of the report is similar to the previous report.

School-Based Education

Overview: In the first year of the EES Program, the Living Wise school-based energy efficiency program was presented to fifth-grade students at Rapid City elementary schools. Teachers were provided a curriculum kit to guide the program, and each student was given a kit to take home that contained easy-to-use energy efficiency supplies that they could use in their home, with permission and assistance from parents. The kit contained a high-efficiency showerhead, kitchen faucet aerator, night light, compact fluorescent lamp (CFL), furnace filter alarm, digital thermostat, toilet leak detector tablets, water flow rate test bag, natural resources fact chart, tape measure and a student/parent program evaluation form. The program's goal was to provide energy efficiency education to a sample group of fifth-grade students within a chosen school district within BHP's service territory.

Reach: The Living Wise program is scheduled to reach 250 fifth-grade students at elementary schools in Spearfish, Sturgis and Belle Fourche in April and May, 2013.

Community Events

Black Hills Power uses community events and training opportunities to promote energy efficient equipment and practices to residential, key customers and trade allies. The community events include workshops, training, home shows and two energy efficiency events organized and run by BHP. A more specific update on each of these events follows. BHP included cross-marketing programs, information and/or short presentations about BHP's Energy Efficiency Solutions program at each training program and event. The educational outreach targeted specific customers and stakeholders through scheduled programs and community-wide events.

C&I Energy Efficiency Workshop

Overview: Energy Services hosted an Energy Efficiency Workshop for key commercial and industrial customers, contractors, engineers and electricians on Thursday, Sept. 13, 2012. The one-day course was titled "Effective Energy Audits for Key Account Facilities." Doug Litwiller and Mark Kingland of Energy Solutions-OTB, LLC were the course instructors for the 2012 BHP workshop. BHP also presented an overview of its Energy Efficiency Solutions program to attendees during the lunch hour.

Reach: A total of 44 Key C&I Customers and trade allies attended the 2012 C&I Energy Efficiency Workshop.

Energy Efficiency Awareness Day

Overview: Energy Efficiency Awareness Day is held on a Saturday each year in October. The 2012 EEAD was held on Saturday, Oct. 20, 2012. The purpose of the event is to raise the awareness among customers about energy efficiency and the need to weatherize and conserve energy during the upcoming winter season. Black Hills Power partnered with Montana-Dakota Utilities, the City of Rapid City, Rushmore Mall and Western South Dakota Community Action Agency to offer educational vendor booths at Rushmore Mall in a home-show style setting. BHP's booth was staffed by Energy Services personnel.

Reach: Estimates place EEAD visitors at approximately 600, with 112 people filling out registration cards. Fourteen vendors took part.

Weatherization Program

Overview: BHP targets the homes of elderly, disabled and low income customers during its Weatherization Program that takes place within communities in Black Hills Power's service territory. This program partners with NeighborWorks Dakota Home Resources, Rapid City Central High School, Box Elder Job Corp, the American Red Cross and Western South Dakota Community Action Agency during selection and weatherization on the selected homes. This program was held Oct. 4-11 in Rapid City and Hot Springs.

Reach: A total of 23 homes were weatherized in South Dakota – 13 in Rapid City, and 10 in Hot Springs.

Realtor Training

Overview: BHP hosted its annual Realtor Training course, *Using the Energy Factor to Sell Homes: An Energy Efficiency Course for Real Estate Professionals*, on Tuesday and Wednesday, Oct. 23-24, 2012. Realtor Training is a one-day course designed to educate area realtors, appraisers, developers, builders and home inspectors on ways to recognize and sell energy efficient homes, with a primary focus on energy efficient electric equipment and systems for homes. The course was led by BHP Energy Services professionals. The real estate commissions in South Dakota and Wyoming approved eight continuing education credits for those completing the course.

Reach: A total of 39 realtors attended the 2012 Realtor Training course over the two days it was held.

Electro-Technology Expo

Overview: Black Hills Power organized the Electro-Technology Expo, which was held on Thursday, Jan. 17, 2013 in Rapid City. The Expo is designed to inform professionals in the building industry, key commercial & industrial customers and trade allies about new electric technologies, energy efficient building programs, and energy efficiency measures and standards for residential and commercial business applications. The Expo offers code hours for electricians through the state electrical commissions in South Dakota and Wyoming, and CEUs for attendees from the City of Rapid City Mechanical Board. BHP's booth was staffed by Energy Services personnel. Heath Knakmuhs, from the U.S. Chamber of Commerce's Institute for 21st Century Energy, was the keynote speaker. Twenty-three class sessions were held during the day.

Reach: A total of 357 people attended and 18 of vendors took part in the 2013 Electro-Technology Expo.

Community Retail Home Shows

Overview: Home show participation allows BHP to remain visible at a personal level during community home shows that attract thousands of consumers. BHP's booth and staff working the booth work in conjunction to assist customers in answering their energy questions and promoting energy efficiency programs, products and services. BHP featured the "How To" theme during the 2013 spring home show season, providing information about BHP's Energy Efficiency Solutions programs. BHP participated in seven community shows in South Dakota. BHP's booth was staffed by Energy Services, Construction Services and Customer Service personnel. In addition to providing customers with information on the Energy Efficiency Solutions program, BHP gave away approximately 1,500 CFL bulbs to booth visitors.

Reach: Feedback from staff working the home shows rated booth traffic as follows: Rapid City Area Chamber of Commerce Business To Business Expo, Rapid City, moderate; Optimist Home Show, Spearfish, moderate; Custer Spring Home & Garden Show, Custer, good; Black Hills Home Builders Association Spring Home Show, Rapid City, very good; Spring Fling Home & Garden Show, Hot Springs, very good. The Newell Home & Field Show was cancelled for 2013 due to lack of attendance in 2011 and 2012.

Trade Ally Program

Consumers rely on trade professionals for their expertise in selecting energy efficient equipment. BHP continues to support reputable trade professionals with incentives, advertising support, home show booth rental support and program update meetings.

BHP fosters its relationships with the trade professionals that have common goals as follows:

- Promote and educate customers on the benefits of energy efficient electric equipment
- Promote BHP Energy Efficiency Solutions program, rebates and incentives
- Partner with BHP on energy efficiency events
- Increase value for programs and services offered at BHP

Dealer Incentive Program

Overview: BHP offers a dealer incentive program to promote energy efficiency heat pump and water heater systems to consumers at the retail level. This program offers personal contact at a retail consumer level in promoting high level of energy efficient products over the standard product. Qualified participation include: electrical contractors, plumbing contractors, heating/ventilation/air-conditioning contractors and appliance dealers. The cash incentive is designed for the individual sales person at a respected business. Incentives are \$10 per ton on heat pumps and \$5 per water heater.

Reach: BHP paid out a total of \$395 in incentives during the Sept. 1, 2012 to Feb. 28, 2013 period of the EES program.

Trade Ally Co-Op Advertising Program

Overview: BHP will reimburse 50 percent of advertising costs to trade ally businesses that promote energy efficiency products and services that include recognition of BHP Energy Efficiency Solutions rebates and incentives. Businesses taking part were required to display BHP's logo and have a tagline in the ad promoting BHP's Energy Efficiency Solutions program. The co-op advertiser program caps at \$500 per business per calendar year.

Reach: One vendor, All Seasons Plumbing & Heating of Rapid City, used the co-op advertising program to support advertising campaigns during the Sept. 1, 2012 to Feb. 28, 2013 period of the BHP Energy Efficiency Solutions program.

Trade Ally Co-op Home Show Program

Overview: Black Hills Power will reimburse 50 percent of booth rental costs for trade ally businesses taking part in home shows within BHP's service territory. Businesses taking part in the co-op home show program were required to display

BHP Energy Efficiency Solutions program brochures to qualify for reimbursement. The co-op home show program caps booth rental support at \$500 per business per calendar year.

Reach: No retail businesses used the co-op home show booth rental program during the Sept. 1, 2012 to Feb. 28, 2013 period of the BHP Energy Efficiency Solutions program.