

BLACK HILLS ENERGY LIVINGWISE® PROGRAM SUMMARY REPORT SOUTH DAKOTA SERVICE AREA 2016-2017

SUBMITTED BY:



RESOURCEACTION
PROGRAMS

A FRANKLIN ENERGY COMPANY

Black Hills Energy LivingWise® Program Summary Report South Dakota Service Area 2016-2017

Made possible by:



Submitted by:



A FRANKLIN ENERGY COMPANY

June 2017

“They loved the boxes of materials, but they really enjoyed discussions regarding energy and our environment.”

Christy Hedderman, Teacher

Sturgis Elementary

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“As a parent, what I liked about the program was that it encouraged good stewardship of resources, environmental awareness and great ideas for people to put into practice.”

W & M R, Parent
Custer Elementary

Executive Summary

Resource Action Programs® (RAP) is pleased to present this Program Summary Report to Black Hills Energy, which summarizes the 2016-2017 Black Hills Energy LivingWise® Program in the South Dakota Service Area. The program was implemented in the Black Hills Energy service area in the state of South Dakota by 1,202 teachers, students, and their families.

The following pages provide an overview of the program and materials, outline of program implementation, introduction to the program team, description of program enhancements, impact of the program, and summary of results from the home activities. In addition to this information, evaluations, letters, and comments are provided for a glimpse into actual participant feedback. Lastly, projected savings from the individual measures found within the LivingWise Kit are also included.

Participant Satisfaction

A successful program excites and engages participants. Students, parents, and teachers are asked to evaluate the program and provide personal comments. A sample of the feedback is given in the margin. >



100%

*Teachers who indicated
parents supported
the program.*



100%

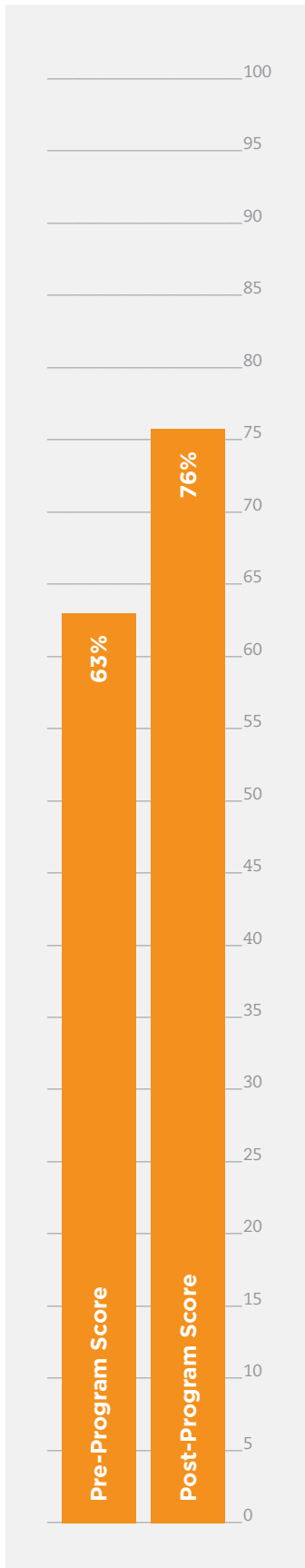
*Teachers who indicated
the products in the kit
were easy to use.*



100%

*Teachers who indicated
the materials were
clearly written and
well organized.*

A summary of responses can be found
in Appendix D.



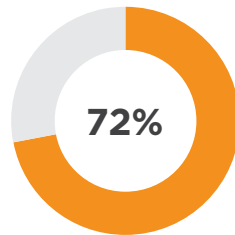
Knowledge Gained

Identical tests were administered to the students prior to the program and again upon program completion to measure knowledge gained. Scores and subject knowledge improved from **63% to 76%**.

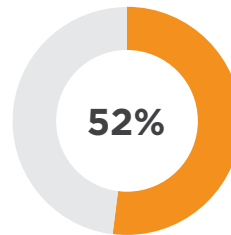
Data Obtained

Home surveys were taken by students and their families, which collected household demographic and consumption data along with program participation information.

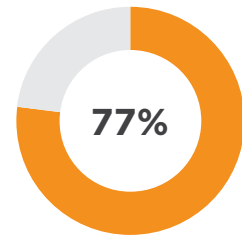
A summary of responses can be found in Appendix B.



Students who reported that their family homes were owned.



Students who reported that their home was built before 1992.

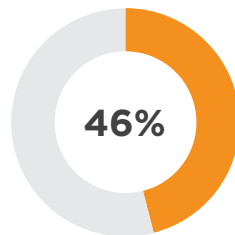


Students who reported that their home has a dishwasher.

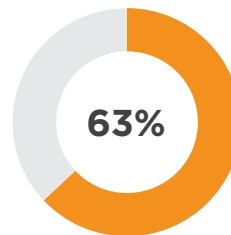
Measures Installed

Students completed take-home activities as part of the program and reported on the kit measures they installed in their homes.

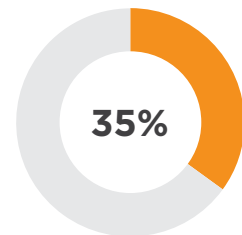
A summary of responses can be found in Appendix B.



Students who reported they installed the High-Efficiency Showerhead.



Students who reported they installed the LED Light Bulb.



Students who reported they installed the Kitchen Faucet Aerator.

Energy and Water Savings Results

In addition to educating students and their parents, a primary program goal is to generate cost-effective energy and water savings. Student home surveys not only provided the data used in the savings projections, but also reinforced the learning benefits.

Projected Resource Savings

A list of assumptions and formulas used for these calculations can be found in Appendix A.

PROJECTED ANNUAL SAVINGS		PROJECTED LIFETIME SAVINGS	
3,214,771	gallons of water saved	25,537,345	gallons of water saved
247,941	kWh of electricity saved	2,178,842	kWh of electricity saved
8,380	therms of gas saved	71,826	therms of gas saved
3,214,771	gallons of wastewater saved	25,537,345	gallons of wastewater saved

PROJECTED ANNUAL SAVINGS PER HOME		PROJECTED LIFETIME SAVINGS PER HOME	
2,675	gallons of water saved	21,246	gallons of water saved
206	kWh of electricity saved	1,813	kWh of electricity saved
7	therms of gas saved	60	therms of gas saved
2,675	gallons of wastewater saved	21,246	gallons of wastewater saved

*“Participants and their
parents/guardians realize
actual water and energy
savings within their home,
benefitting two generations.”*

Program Overview

The Black Hills Energy LivingWise® Program, a school-based energy efficiency education program, is designed to generate immediate and long-term resource savings by bringing interactive, real-world education home to students and their families. The 2016-2017 program was taught in 5th grade throughout the Black Hills Energy service area in the state of South Dakota.

The Black Hills Energy LivingWise Program team identifies and enrolls students and teachers within the designated service area. The program physically begins with classroom discussions using a Student Guide that provides the foundations of using energy and water efficiently. It is followed by hands-on, creative, problem-solving activities led by the classroom teacher.

All program materials support state and national academic standards to allow the program to fit easily into a teacher's existing curriculum and requirements. The participating classroom teachers follow the Teacher Book and lesson plan. Information is given to guide lessons throughout the program in order to

satisfy each student's individual needs, whether they are visual, auditory, or kinesthetic learners.

The LivingWise Kit and Student Workbook comprise the take-home portion of the program. Students receive a kit containing high-efficiency measures they use to install within their homes. With the help of their parents/guardians, students install the kit measures and complete a home survey. The act of installing and monitoring new energy efficiency devices in their homes allows students to put their learning into practice. Here, participants and their parents/guardians realize actual water and energy savings within their home, benefitting two generations.

A critical element of RAP program design is the use of new knowledge through reporting. At the end of the program, the Black Hills Energy program team tabulates all participant responses—including home survey information, teacher responses, student letters, and parent feedback—and generates this Program Summary Report.

“For more than 24 years, Resource Action Programs (RAP) has designed and implemented Measure-Based Education® programs that inspire change in household energy and water use while delivering significant, measurable resource savings.”

Program Materials

Each participant in the Black Hills Energy LivingWise® Program receives classroom materials and energy efficiency kits containing high-efficiency measures to perform the program's take-home activities. Program materials for students, parents/guardians, and teachers are outlined below.

Each Student & Teacher Receives

Student Guide

Student Workbook

Parent Letter/Pledge Form*

Student Survey Form

Certificate of Achievement

LivingWise Kit Containing:

- High-Efficiency Showerhead*
- Kitchen Faucet Aerator*
- LimeLite® Night Light
- LED Light Bulb
- FilterTone® Alarm*
- Digital Thermometer*
- Toilet Leak Detector Tablets
- Flow Rate Test Bag
- Natural Resource Fact Chart
- Mini Tape Measure
- Parent/Guardian Program Evaluation

“GetWise” Wristband

Program Website Access at Getwise.org

Toll-Free HELP Line

Each Teacher/Classroom Receives

Teacher Book

Step-by-Step Program Checklist

Lesson Plans

South Dakota State and National Academic
Standards Chart

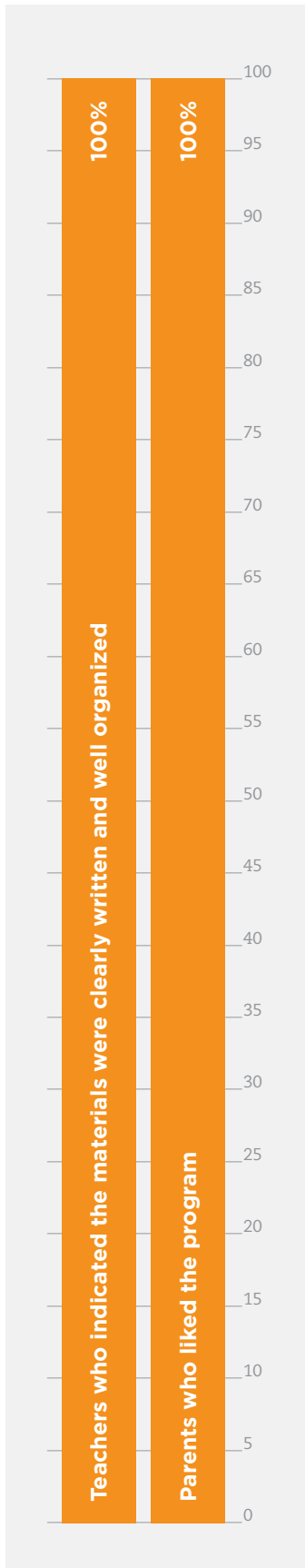
Teacher Survey Form

Pre/Post Student Survey Answer Keys

Electricity, Water, and Natural Gas Posters

Self-Addressed Postage-Paid Envelope

** Materials / Installation Instructions provided in English and Spanish*



Custom Branding

In addition to increasing resource awareness and efficiency, the program has been designed to strengthen bonds between Black Hills Energy and the community. One of the steps taken to ensure the greatest possible exposure is to feature the Black Hills Energy logo throughout each LivingWise Kit. In addition to the kit, the Teacher Survey Form and Parent Letter/Pledge Form also feature Black Hills Energy branding.



Program Materials

TEACHER SURVEY
Your feedback is greatly appreciated.

Program brought to you by: Date: _____
 School: _____
 Teacher name: _____
 E-mail: _____
 Number of Student Survey Forms returned: _____
 Teacher signature: _____

Please assess the LivingWise® Program by filling out this Teacher Survey Form. Upon completion, return this form, your Student Survey Forms, student thank-you notes, and a letter from you to Black Hills Energy in the postage-paid return envelope provided.

PLEASE FILL IN THE CIRCLE THAT BEST DESCRIBES YOUR OPINION:

- The materials were clearly written and well organized. Strongly Agree Agree Disagree Strongly Disagree
- The products in the kit were easy for students to use. Strongly Agree Agree Disagree Strongly Disagree
- Which in the Classroom experiment(s) did you compare? (Mark all that apply) Conserving Water Conserving Gas Conserving Electricity
- Students have computers and access to the internet in my classroom. Yes No
- Students indicated that their parents supported the program. Yes No
- Would you conduct the program again? Yes No
- Would you recommend this program to other colleagues? Yes No
- Would you be willing to participate in a Teacher Focus Group? Yes No
- What did students like best about the program? Explain. _____
- What would you change about the program? Explain. _____

GET YOUR \$50.00 MINI GRANT!

Return the following by **May 5, 2017**

- 50% of Student Survey Forms
- This Teacher Survey Form
- Student thank-you notes
- A letter from you

By completing this survey, you agree to participate in the LivingWise Program for the use of your school in any capacity. ©2016 Black Hills Energy. All rights reserved.

Teacher Survey Form

PARENTS

CONGRATULATIONS!

Your child's class has been selected to participate in the exciting LivingWise Program. The program is designed to teach your child the value of water and energy and help you save money on your utility bills. This program is being provided to Black Hills Energy as an EDCOE to you, your child's school or the school district.

The average U.S. household pays at least \$2,200 per year in utility bills and can reduce these costs with just a few simple changes. Your child will be given a kit which includes FREE high quality energy and water-saving products that utilize the latest efficiency technology. This kit is valued at over \$50 and will provide you with the ability to make these changes.

To participate, please do the following:

- Have your child talk to you about the work they would like to save energy and water and complete the Pledge Form located on the next page.
- Install all of the kit items. You and your child can do most of the activities in less than 15 minutes. If you need additional help installing the kit items, call our department and we will assist you or call 1-888-GET-WISE.
- Work with your child to answer all of the survey questions in the Student Workbook.

The LivingWise Program will be an easy and fun experience for your entire family. Not only will it allow your child to learn to be a leader in your home and community, but also your family will immediately benefit from lower utility bills. Thank you for your participation.

LET'S GET STARTED!

SIGN **INSTALL** **SAVE**

QUESTIONS? • 1-888-GET-WISE • www.getwise.org

STUDENTS

PLEDGE FORM

Name: _____ Date: _____
 School: _____ Teacher: _____

Pledging to save energy and water in an important step in conserving our natural resources and will save your family money on utility bills. As you do through the program, you will learn why it is important to conserve energy and water. The program will teach you how to save on your energy, water, and money. Taking the Pledge shows your promise to save energy and water. Pledging to reduce your family's utility bills.

TAKE THE PLEDGE

I have talked this over with my parent and we have agreed to complete the first pledge by _____ and after efficient at home. Remember: a pledge is a promise.

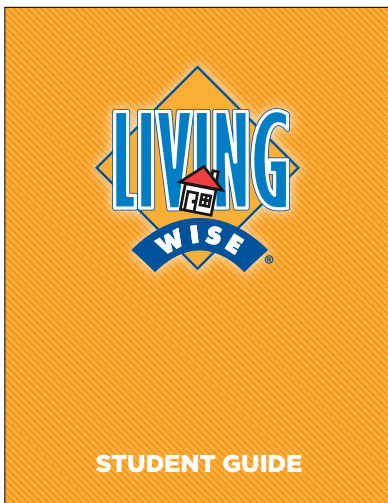
I pledge to do my part by watching all of the items in my kit to save energy and water as well as reduce my family's utility bills.

SIGN THE PLEDGE

I am and receiving my pledge above and by signing this form, I promise to use energy and be efficient at home.

Signature: _____ Printed Signature: _____

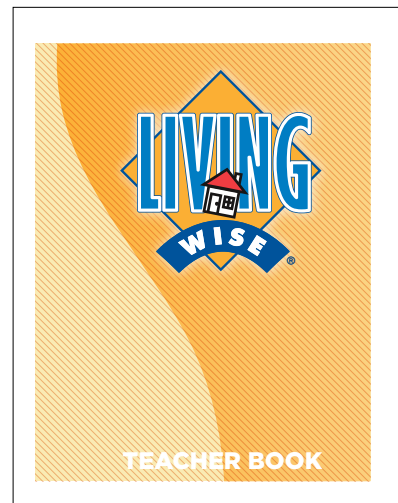
Parent Letter/Pledge Form



Student Guide



Student Workbook



Teacher Book



Certificate of Achievement



Kit Box



Kit Label

“I liked that the program is teaching the kids about conserving water, which is a great thing for them to learn about early on.”

Sean Stafford, Parent

Vandenberg Elementary School

Program Implementation

The 2016-2017 Black Hills Energy LivingWise® Program followed this comprehensive implementation schedule:

1. Identification of South Dakota state and national academic standards & benchmarks
2. Curriculum development and refinement (completed annually)
3. Curriculum correlation to South Dakota state and national academic standards & benchmarks
4. Materials modification to incorporate Black Hills Energy branding
5. Incentive program development
6. Teacher/school identification—with Black Hills Energy approval
7. Teacher outreach and program introduction
8. Teachers enrolled in the program individually
9. Implementation dates scheduled with teachers
10. Program material delivered to coincide with desired implementation date
11. Delivery confirmation
12. Periodic contact to ensure implementation and teacher satisfaction
13. Program completion incentive offered
14. Results collection
15. Program completion incentive delivered to qualifying teachers
16. Thank you cards sent to participating teachers
17. Data analysis
18. Program Summary Report generated and distributed

Participating teachers are free to implement the program to coincide with their lesson plans and class schedules. Appendix C provides a comprehensive list of classrooms in grade 5 that participated during the 2016-2017 school year.

For more than 24 years, Resource Action Programs (RAP) has designed and implemented Measure-Based Education® programs that inspire change in household energy and water use while delivering significant, measurable resource savings. All RAP programs feature a proven blend of innovative education, comprehensive implementation services, and hands-on activities to put efficiency knowledge to work in students' homes.

RAP has a strong reputation for providing a high level of client service as part of a wide range of energy efficiency education solutions for utilities, municipalities, states, community agencies, corporations, and more. In 2013, RAP was the only conservation services provider honored by the American Council for an Energy-Efficient Economy (ACEEE) and the Alliance for Water Efficiency (AWE) as one of 12 top programs that provides sustained achievement. RAP was honored for market penetration, innovative design, and its ability to achieve substantial/sustained energy and water savings.



Program Team

RAP implements nearly 300 individual programs that serve more than 550,000 households each year. All-inclusive program delivery occurs in its 80,000 square-foot Nevada Program Center where implementation teams and support departments work together to provide:

- 1:1 teacher support
- Curriculum development
- Customized materials
- Data tracking and reporting
- Energy and water efficiency measures
- Graphic and web design
- Kit assembly
- Marketing communications
- Shipping
- Printing
- Program management
- Participant enrollment
- Warehousing

The Implementation Team

For the Black Hills Energy LivingWise® Program, RAP assigned a specific implementation team to Black Hills Energy made up of a PMP®-designated Program Manager, CEM®-designated energy analyst, graphic designer, outreach personnel, educator, and administrative staff. This team immersed themselves into the Black Hills Energy brand, and handled all program implementation for Black Hills Energy. Black Hills Energy also received the benefit of fully

staffed support departments, which worked with the implementation team to define success for Black Hills Energy. These departments include education, marketing, information technology, and warehouse/logistics.

Continuous Improvement

In addition to successful implementation of the Black Hills Energy LivingWise Program, RAP engages in continuous program improvement, as well as enhancements to educational materials, with modifications based on emerging technology, industry trends, and EM&V findings.

As part of this plan, RAP utilizes an extensive network of educators for program feedback. This feedback ensures that educational components meet the changing needs of educators, keep information relevant to students, and, in turn, provide increased water and energy literacy amongst program participants.

“Upon completion of the program, participating families are asked to complete a home survey to assess their resource use, verify product installation, provide demographic information, and measure participation rates.”

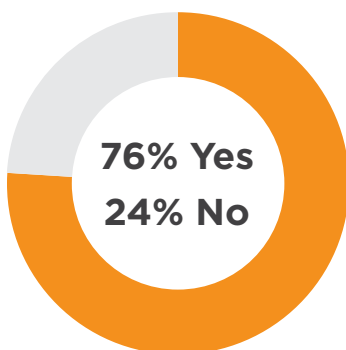
Program Impact

The Black Hills Energy LivingWise® Program has had a significant impact within the community. As illustrated below, the program successfully educated participants about energy and water efficiency while generating resource savings through the installation of efficiency measures in homes. Home survey information was collected to track projected savings and provide household consumption and demographic data. Program evaluations and comments were collected from teachers, students, and parents.

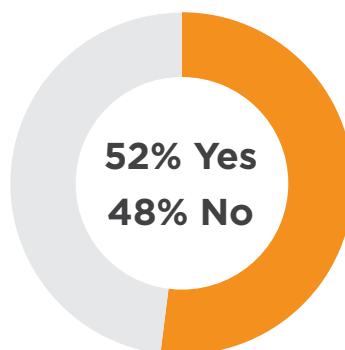
A. Home Survey

Upon completion of the program, participating families are asked to complete a home survey to assess their resource use, verify product installation, provide demographic information, and measure participation rates. A few samples of questions asked are below while a complete summary of all responses is included in the appendices.

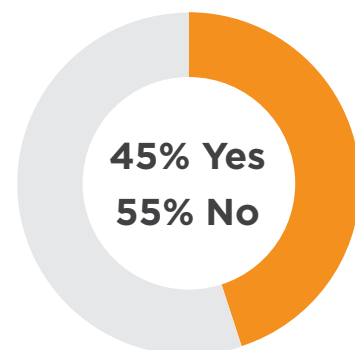
Did your family install the LimeLite Night Light?	Yes - 76%
Did your family change the way they use energy?	Yes - 52%
Did your family change the way they use water?	Yes - 45%



Students who indicated they installed the LimeLite Night Light.



Students who indicated their family changed the way they use energy.

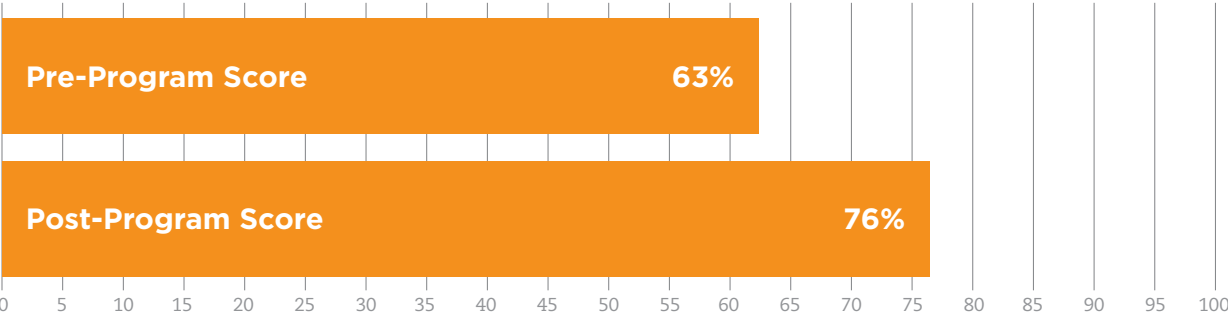


Students who indicated their family changed the way they use water.

B. Pre-Program and Post-Program Tests

Students were asked to complete a 10-question test before the program was introduced and then again after it was completed to determine the knowledge gained through the program. The average student answered **6.3** questions correctly prior to being involved in the program and then improved to answer **7.6** questions correctly following participation.

Scores improved from 63% to 76%.



C. Home Activities

As part of the program, parents and students installed resource efficiency measures in their homes. They also measured the pre-existing devices to calculate savings that they generated. Using the family habits collected from the home survey as the basis for this calculation, 1,202 households are expected to save the following resource totals. Savings from these actions and new behaviors will continue for many years to come.

Projected Resource Savings

A list of assumptions and formulas used for these calculations can be found in Appendix A.

	1,202	
	Annual	Lifetime
Projected reduction from Showerhead retrofit:	1,892,698	18,926,982 gallons
Product Life: 10 years	115,684	1,156,840 kWh
	4,635	46,354 therms
Projected reduction from Kitchen Faucet Aerator retrofit:	1,322,073	6,610,363 gallons
Product Life: 5 years	58,370	291,848 kWh
	2,395	11,974 therms
Projected reduction from LED Lightbulb retrofit:	34,870	339,975 kWh
Product Life: 20 years		
Projected reduction from LimeLite® Night Light installation:	27,769	277,695 kWh
Product Life: 10,000 hours		
Projected reduction from FilterTone® installation:	11,248	112,484 kWh
Product Life: 10 years	1,350	13,498 therms
TOTAL PROGRAM SAVINGS:	3,214,771	25,537,345 gallons
	247,941	2,178,842 kWh
	8,380	71,826 therms
TOTAL PROGRAM SAVINGS PER HOUSEHOLD:	2,675	21,246 gallons
	206	1,813 kWh
	7	60 therms

D. Teacher Program Evaluation

Program improvements are based on participant feedback received. One of the types of feedback obtained is from participating teachers via a Teacher Program Evaluation Form. They are asked to evaluate relevant aspects of the program and each response is reviewed for pertinent information. The following is feedback from the Teacher Program Evaluation for the Black Hills Energy LivingWise Program.

Teacher Response

(A summary of responses can be found in Appendix D)

100% of participating teachers indicated they would conduct the program again given the opportunity.

100% of participating teachers indicated they would recommend the program to their colleagues.

What did the students like best about the program? Explain.

“The students enjoyed taking home the supplies that were included in the kit and doing the experiments.”

Nancy Mulcahy, Hot Springs Elementary

“Students loved the items in the kit, couldn’t wait to take them home to parents.”

Josh Wilson, Piedmont Valley Elementary School

“The kit to take home and the in-class experiments.”

Koreen Hammel, Hot Springs Elementary

“Looking through the kits.”

Paige Guy, Piedmont Valley Elementary School

“They really enjoyed installing their kits at home and saving money by doing so.”

Kelsey Trimble, Vandenberg Elementary School

“The free materials to install at home.”

Kelli Vigil, Rapid City Adventist Elementary School

“The fun activity worksheets.”

Michelle Wysuph, South Park Elementary School

“They loved the box of goodies to take HOME!”

Cathleen Denekamp, Vandenberg Elementary School

“Getting the livingwise kit. They were impressed by the \$50 value and excited to help at home.”

Christina Freeman, Knollwood Heights Elementary School

“The experiments and having their own booklet.”

Connie Ahrens, Knollwood Heights Elementary School

Teacher Response

(A summary of responses can be found in Appendix D)

What did you like best about the program? Explain.

“Easiness of the program. Didn’t have to come up with everything on my own.”

Philip Miller, St Paul’s Lutheran School

“I liked how the lessons were set up this year. It made it easier to use in the classroom.”

Koreen Hammel, Hot Springs Elementary

“Organized and easy to use.”

Paige Guy, Piedmont Valley Elementary School

“The workbooks and experiments are outlined clearly and very user friendly.”

Kelli Vigil, Rapid City Adventist Elementary School

“I appreciated the standards being linked to concepts and the format of the lessons.”

Lorie Meade, Vandenberg Elementary School

“Teaching students to be conscious of their resources and its’ use.”

Shawna Delaney, Vandenberg Elementary School

“Students being excited to try things at home with their families.”

Ann Solinsky, Zion Lutheran School

“Pre-planned lessons & booklets to read along with.”

Andrea Miller, Pinedale Elementary School

“1) Ability to complete tasks/ activities with parents at home. 2) Kits to install at home!”

Andrea Miller, Pinedale Elementary School

What would you change about the program? Explain.

“Worked well so far.”

Josh Wilson, Piedmont Valley Elementary School

“More in class hands-on.”

Michelle Wysuph, South Park Elementary School

“Nothing, it is an excellent program!”

Tricia Summers, Robbinsdale Elementary School

“I would like to see more about safety with energy.”

Christy Hedderman, Sturgis Elementary

E. Parent/Guardian Program Evaluation

Parent involvement with program activities and their children is of paramount interest to both utilities and teachers in the program. When parents take an active role in their child's education it helps the schools and strengthens the educational process considerably. When students successfully engage their families in retrofit, installation, and home energy efficiency projects, efficiency messages are powerfully delivered to two generations in the same household. The program is a catalyst for this family interaction, which is demonstrated by feedback from Parent/Guardian Program Evaluations in each program. The following is feedback from the Parent/Guardian Program Evaluations for the Black Hills Energy LivingWise Program.

Parent Response

(A summary of responses can be found in Appendix E)

100% of participating parents indicated that the program was easy to use.

100% of participating parents indicated they would continue to use the kit items after the completion of the program.

100% of participating parents indicated they would like to see this program continued in local schools.

As a parent, which aspect of the program did you like best?

"The lessons learned about conserving energy and the interest it sparked in the kids."

Jenn and Nate Renner, Black Hawk Elementary School

"Showerhead and LED light bulb."

Bob Henman, Custer Elementary

"Actually being about installing some of the items makes the project more real and more fun!"

Melissa Rupert, Hill City Elementary School

"Education for water/electric usage."

Jamie Sawahe, Hot Springs Elementary

"Was simple and helpful!"

Dustin Parham, Knollwood Heights Elementary School

"The water facts and natural resource facts. My son was surprised by some of the facts on there."

Kristine Green, Knollwood Heights Elementary School

"Easy to use, informative to the students - we all learned things I don't know before the info was provided."

Tessa, Knollwood Heights Elementary School

"The home kit and the workbooks."

Marlene Kullbom, Piedmont Valley Elementary School

Parent Response

(A summary of responses can be found in Appendix E)

“Water savings.”

Kristina Simonds, St. Elizabeth Ann Seton Elementary School

“All of it.”

Carolyn Hegstrom, Sturgis Elementary

“So the children can see how to save energy and parents that don’t already.”

Dwight Griffee, Sturgis Elementary

“It was fun to watch him experience ways to save energy in our home.”

Amber Wichmann, Vandenberg Elementary School

“It motivated her to conserve.”

Anita Roberts, Vandenberg Elementary School

“It was all free and taught us SO much about everyday ways to save money at home.”

Cassidy Jones, Vandenberg Elementary School

“That it helps the child be more aware of saving energy and money.”

Heidi Sowers, Vandenberg Elementary School

“Doing it with kids. They had fun with it. Bringing fun into education is important.”

Lee and Amber Kruse, Vandenberg Elementary School

“Teaching the kids about conserving water, which is a great thing for them to learn about early on.”

Sean Stafford, Vandenberg Elementary School

Are there any comments you would like to express to your child’s program sponsor?

“We greatly appreciate the energy efficient kit. Thank you and I love learning!”

Kristina Simonds, St. Elizabeth Ann Seton Elementary School

“We really really enjoyed all the different at home activities. SO MUCH FUN! THANK YOU!”

Cassidy Jones, Vandenberg Elementary School

“Thank you! Lots of fun and useful learning.”

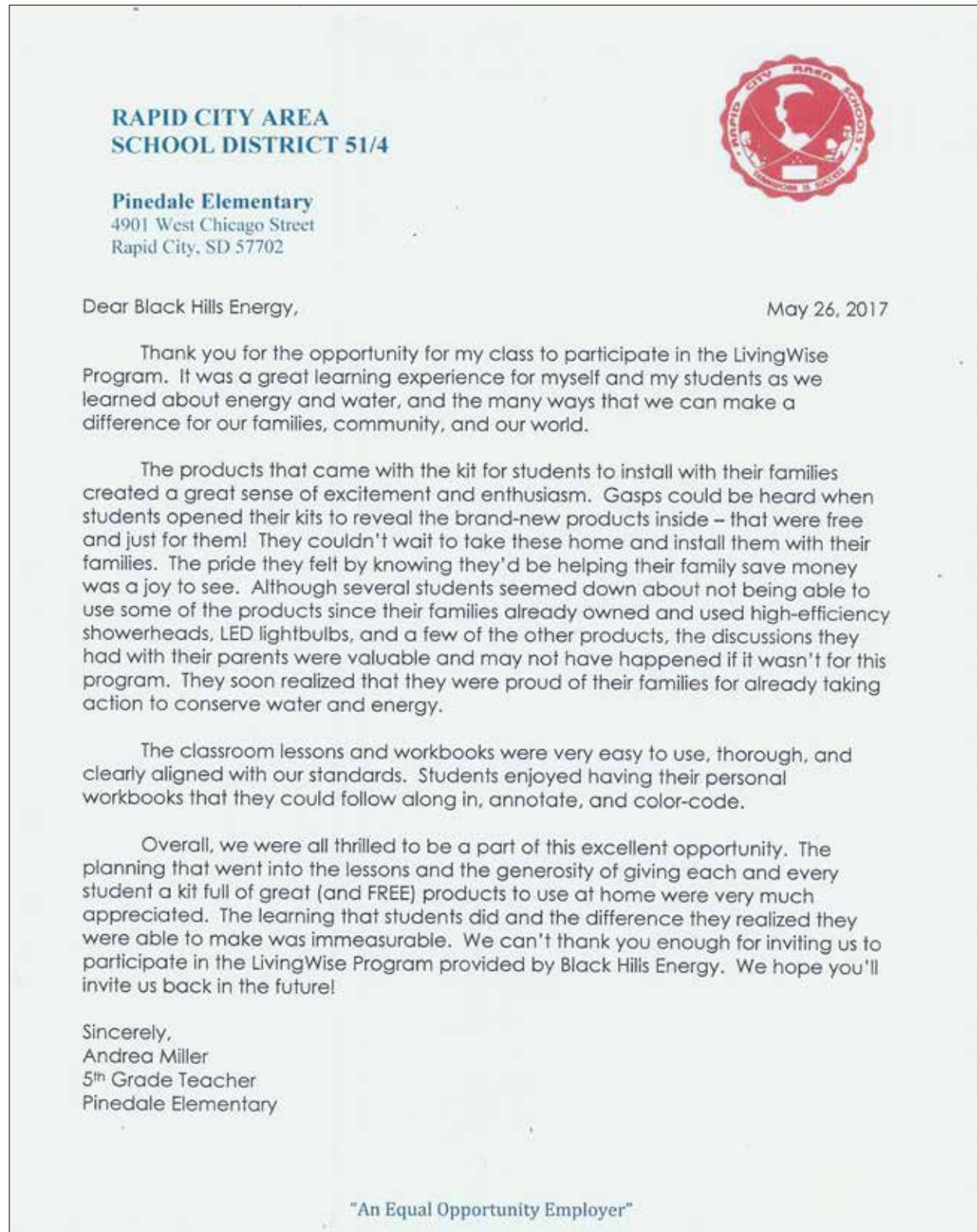
Carolyn Hegstrom, Sturgis Elementary

“I hope more people took advantage of this program.”

Lee and Amber Kruse, Vandenberg Elementary School

F. Teacher Letters

(A summary of responses can be found in Appendix F)



Teacher Letters

(A summary of responses can be found in Appendix F)

John Oleson
Vandenberg Elementary
Box Elder, SD 57719
John.Oleson@k12.sd.us

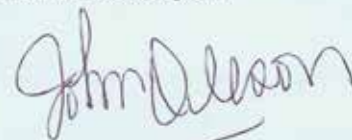
April 28, 2017

Dear Black Hills Energy:

How awesome, to have such a program at our fingertips, which benefits our Earth and our students! The students really loved having the kits, looking at everything inside and excited to go home and be able to work with a parent to make their home Energy Wise. The boxes had sat in our room for some time, but I wanted to wait to begin the program until we were ready for Earth Day, which drove the kids nuts, as they wanted to work on 'science experiments'.

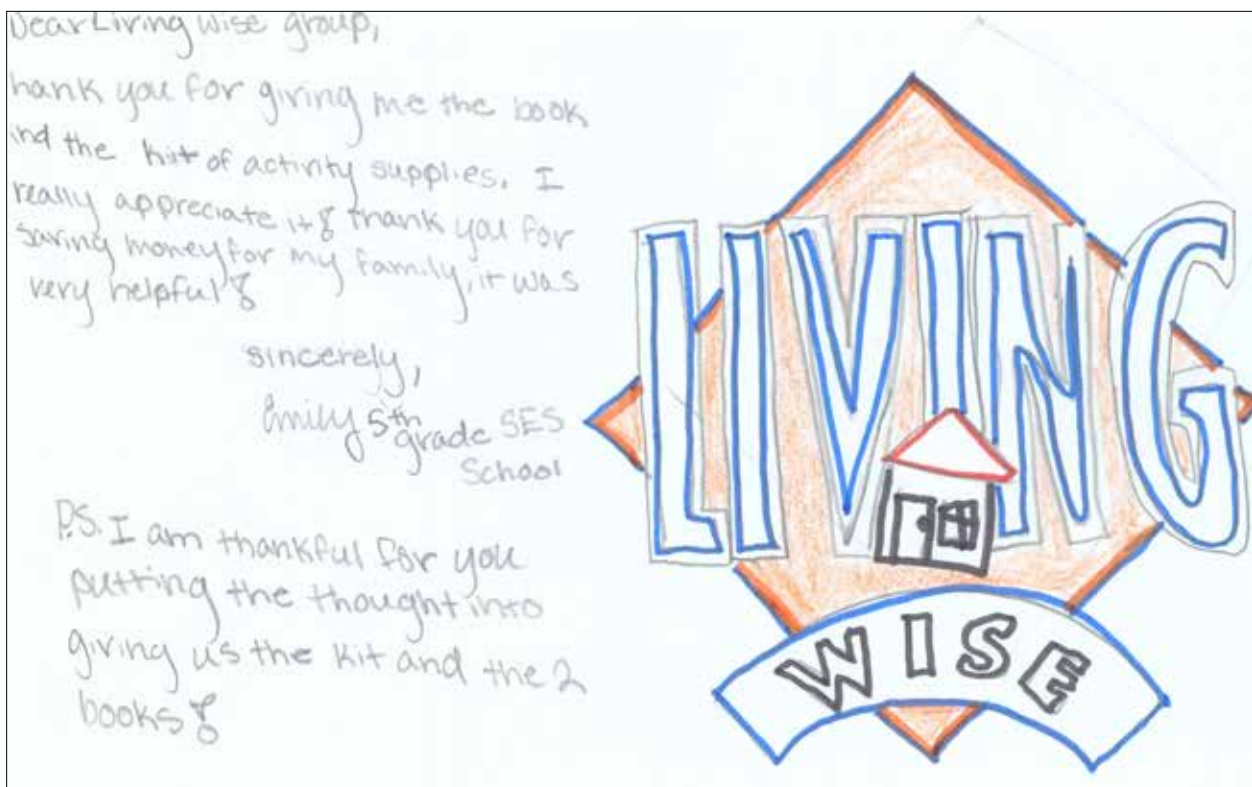
I loved hearing back from the students, the very next day, finding out what items they had worked on, replaced, or were going to get done once there was time with mom and dad. The nightlight and LED bulb were a hit, as the students could do those items easily. They all seemed so proud of being able to help save money at home, by reducing the amounts of water and electricity being used, each and every day in their house. The students were amazed by the idea that there could be such a thing called 'Phantom Load'; they were shocked!

I loved that the students were so excited about conservation, (and science) and the fact that they had already covered most of this information from our science lessons. They were proud of themselves, for remembering renewable and nonrenewable resources, kinetic and potential energy, but were also excited to learn something new...electricity. Everything was very well laid out, easy to follow (especially the lesson plans), and I appreciate that the students held all of the ownership of his/her learning within this program. I highly recommend this program, and look forward to using it again this coming (new) school year!



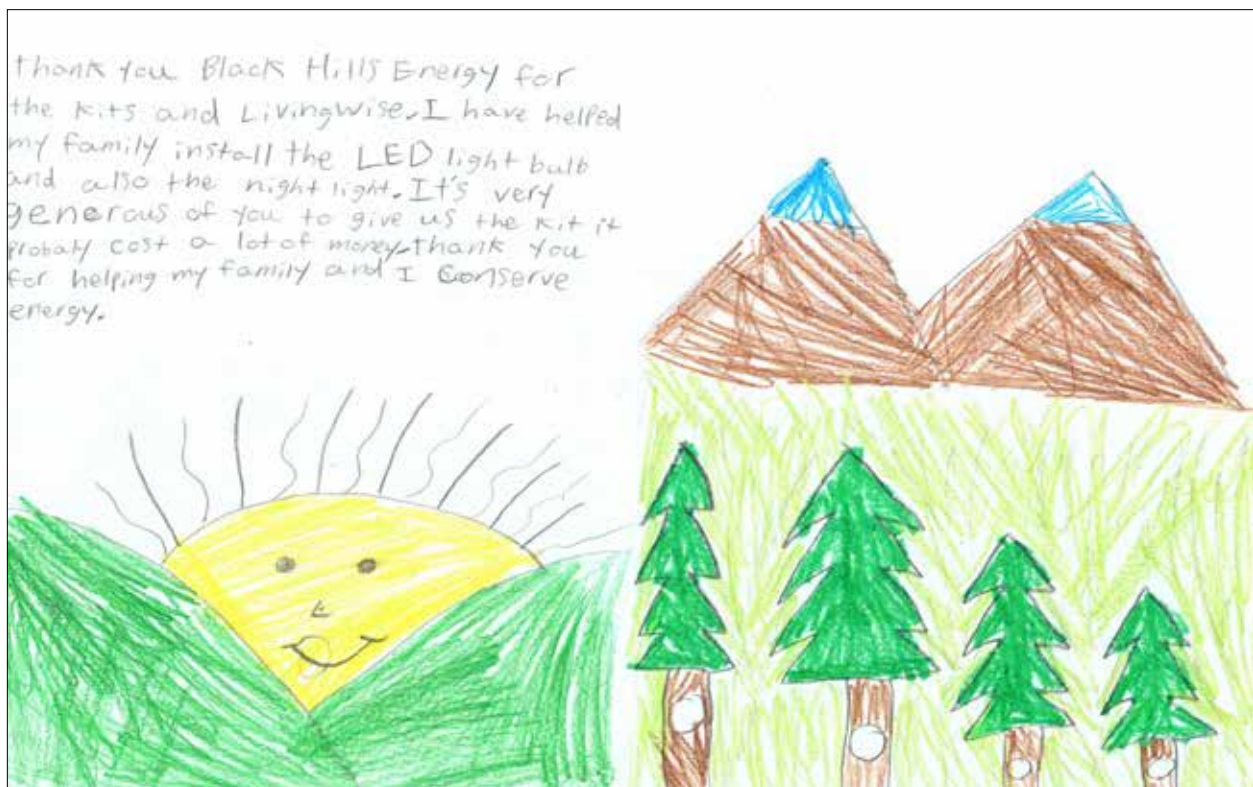
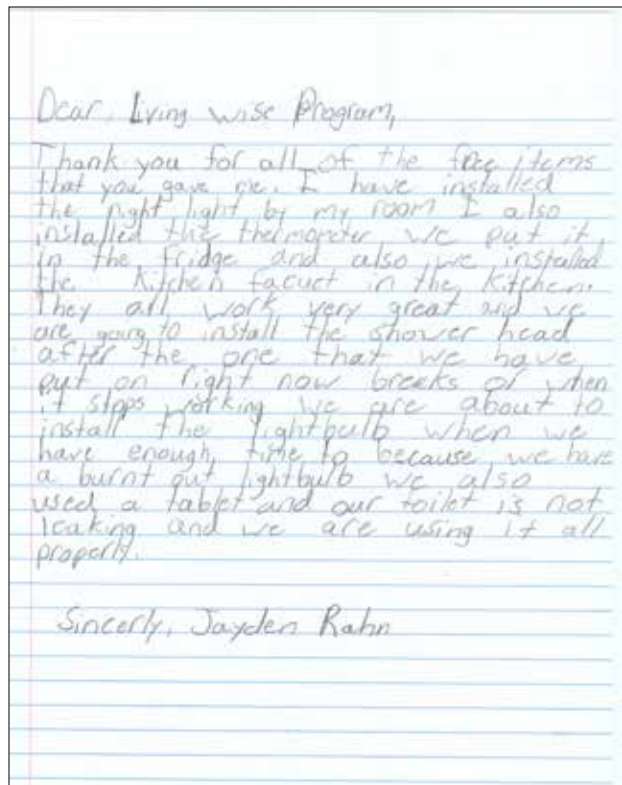
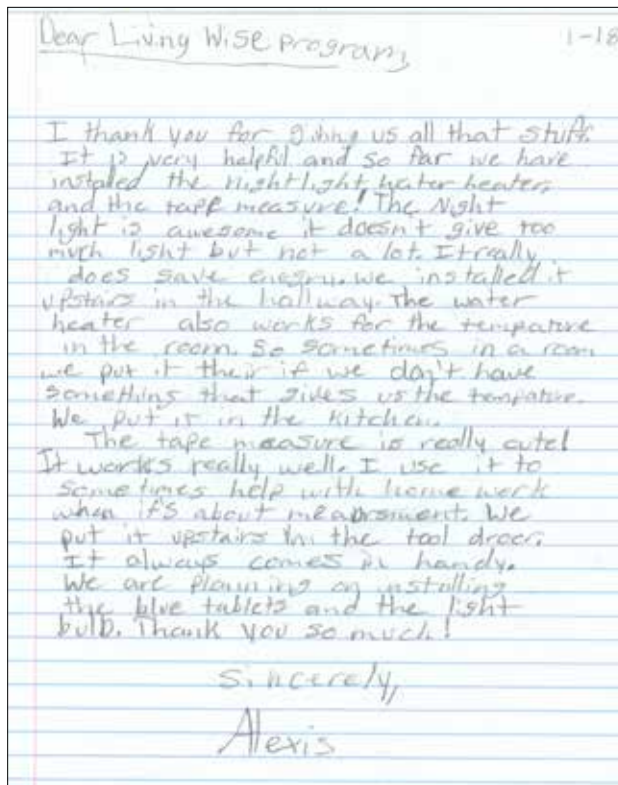
G. Student Letters

(A summary of responses can be found in Appendix G)



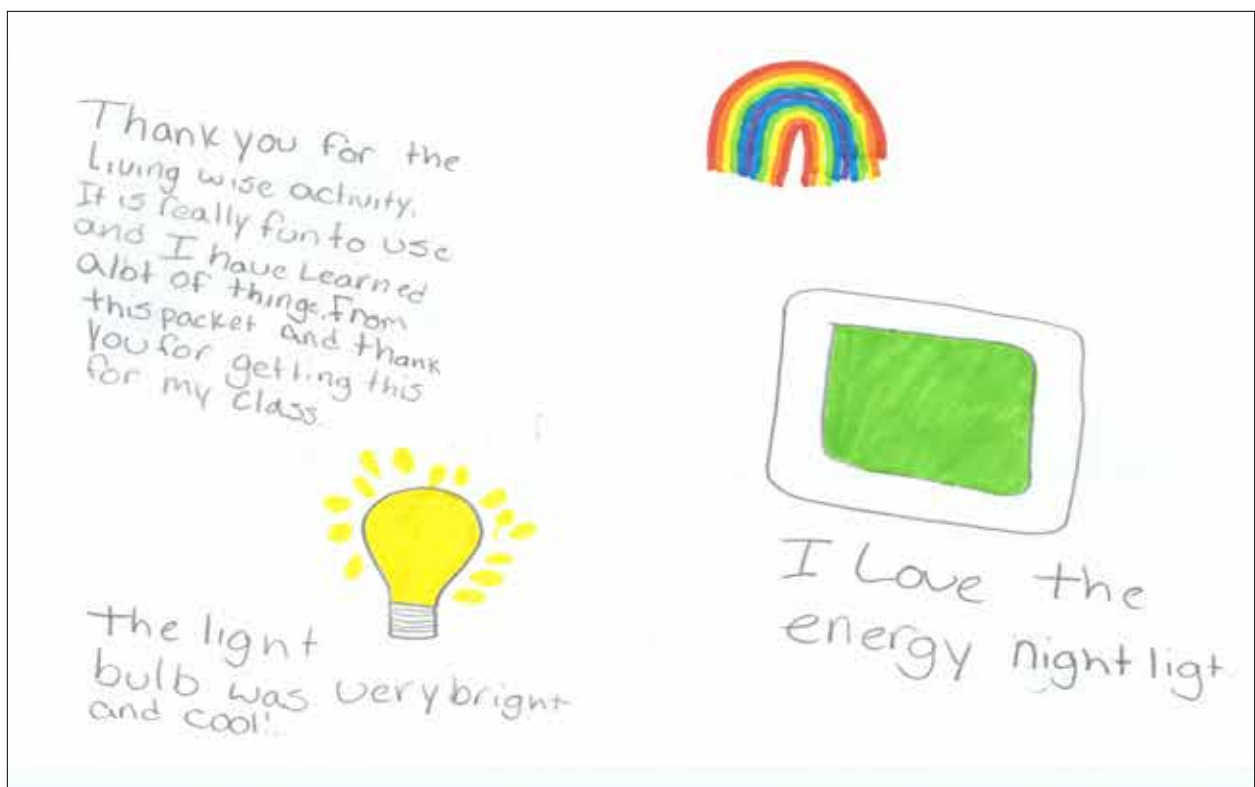
Student Letters

(A summary of responses can be found in Appendix G)



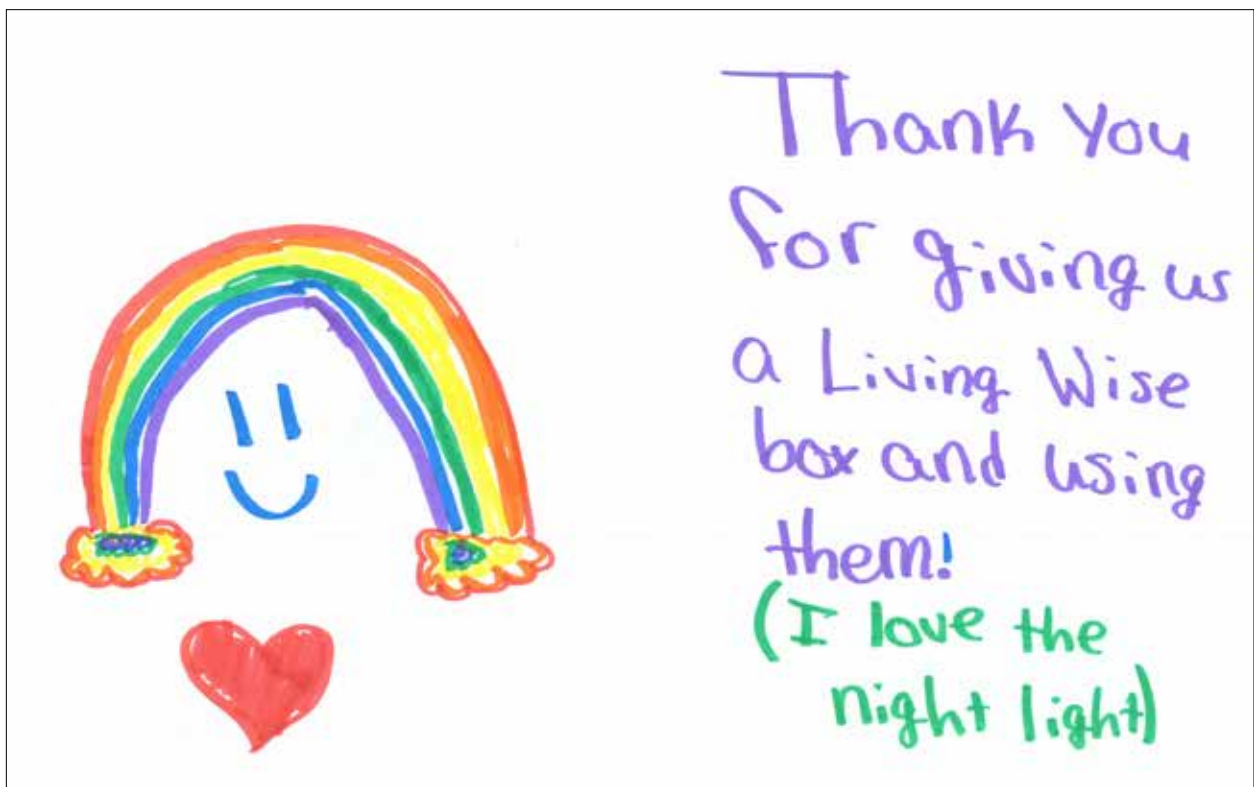
Student Letters

(A summary of responses can be found in Appendix G)



Student Letters

(A summary of responses can be found in Appendix G)



“As a teacher, what I liked about the program was that it was very easy to follow and use, which made it enjoyable to implement.”

Kelsey Trimble, Teacher

Vandenberg Elementary School

Appendices

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Projected Savings from Showerhead Retrofit

Showerhead retrofit inputs and assumptions:

Average household size:	4.67	people ¹
Average number of full bathrooms per home:	2.04	full bathrooms per home ¹
% of water heated by gas:	37.28%	¹
% of water heated by electricity:	46.52%	¹
Installation / participation rate of:	45.74%	¹
Average Showerhead has a flow rate of:	2.50	gallons per minute ²
Retrofit Showerhead has flow rate of:	1.75	gallons per minute ³
Number of participants:	1,202	¹
Shower duration:	8.20	minutes per day ²
Showers per day per person:	0.67	showers per day ²
Product life:	10.00	years ³

Projected Water Savings:

Showerhead retrofit projects an annual reduction of:	1,892,698	gallons ⁴
Showerhead retrofit projects a lifetime reduction of:	18,926,982	gallons ⁵

Projected Electricity Savings:

Showerhead retrofit projects an annual reduction of:	115,684	kWh ^{2,6}
Showerhead retrofit projects a lifetime reduction of:	1,156,840	kWh ^{2,7}

Projected Natural Gas Savings:

Showerhead retrofit projects an annual reduction of:	4,635	therms ^{2,8}
Showerhead retrofit projects a lifetime reduction of:	46,354	therms ^{2,9}

¹ Data Reported by Program Participants.

² (March 4, 2010). EPA WaterSense® Specification for Showerheads Supporting Statement. Retrieved from http://www.epa.gov/WaterSense/docs/showerheads_finalsupstat508.pdf

³ Provided by manufacturer.

⁴ [(Average Household Size x Shower Duration x Showers per Day per Person) ÷ Average Number of Full Bathrooms per Home] x (Average Showerhead Flow Rate - Retrofit Showerhead Flow Rate) x Number of Participants x Installation Rate x 365 days

⁵ [(Average Household Size x Shower Duration x Showers per Day per Person) ÷ Average Number of Full Bathrooms per Home] x (Average Showerhead Flow Rate - Retrofit Showerhead Flow Rate) x Number of Participants x Installation Rate x 365 days x Product Life

⁶ Projected Annual Water Savings x Percent of Water that is Hot Water x 0.18 kWh/gal x % of Water Heated by Electricity

⁷ Projected Annual Water Savings x Percent of Water that is Hot Water x 0.18 kWh/gal x % of Water Heated by Electricity x Product Life

⁸ Projected Annual Water Savings x Percent of Water that is Hot Water x 0.009 Therms/gal x % of Water Heated by Natural Gas

⁹ Projected Annual Water Savings x Percent of Water that is Hot Water x 0.009 Therms/gal x % of Water Heated by Natural Gas x Product Life

Projected Savings from Kitchen Faucet Aerator Retrofit

Kitchen Faucet Aerator retrofit inputs and assumptions:

Average household size:	4.67	people ¹
% of homes with a dishwasher:	77.10%	¹
% of homes without a dishwasher:	22.90%	¹
% of water heated by gas:	37.28%	¹
% of water heated by electricity:	46.52%	¹
Installation / participation rate of:	34.96%	¹
Number of participants:	1,202	¹
Average Kitchen Faucet Aerator has a flow rate of:	2.50	gallons per minute ²
Retrofit Kitchen Faucet Aerator has flow rate of:	1.50	gallons per minute ³
Product life:	5.00	years ³
Length of use without dishwasher:	15.00	minutes per day ⁴
Length of use without dishwasher (each family member):	1.00	minute per day ⁴
Length of use with dishwasher:	3.00	minutes per day ⁴
Length of use with dishwasher (each family member):	0.50	minutes per day ⁴

Projected Water Savings:

Kitchen Faucet Aerator retrofit projects an annual reduction of:	1,322,073	gallons ⁵
Kitchen Faucet Aerator retrofit projects a lifetime reduction of:	6,610,363	gallons ⁶

Projected Electricity Savings:

Kitchen Faucet Aerator retrofit projects an annual reduction of:	58,370	kWh ^{4,7}
Kitchen Faucet Aerator retrofit projects a lifetime reduction of:	291,848	kWh ^{4,8}

Projected Natural Gas Savings:

Kitchen Faucet Aerator retrofit projects an annual reduction of:	2,395	therms ^{4,9}
Kitchen Faucet Aerator retrofit projects a lifetime reduction of:	11,974	therms ^{4,10}

¹ Data Reported by Program Participants.

² Vickers, Amy (2002). *Water Use and Conservation*. Amherst, MA: WaterPlow Press.

³ Provided by manufacturer.

⁴ Quantec, LLC. (2008). *Impact of Flipping the Switch: Evaluating the Effectiveness of Low Income Residential Energy Education Programs*. Portland: Drakos, Jamie et al.

⁵ $\{ \text{Length of use without dishwasher} + [\text{Average household size} \times \text{Length of use without dishwasher (each family member)}] \} \times \% \text{ of homes without dishwasher} + \{ \text{Length of use with dishwasher} + [\text{Average household size} \times \text{Length of use with dishwasher (each family member)}] \} \times \% \text{ of homes with dishwasher} \times [\text{Average Kitchen Aerator flow rate} - \text{Retrofit Kitchen Aerator flow rate}] \times \text{Number of participants} \times \text{Installation rate} \times 365 \text{ days}$

⁶ $\{ \text{Length of use without dishwasher} + [\text{Average household size} \times \text{Length of use without dishwasher (each family member)}] \} \times \% \text{ of homes without dishwasher} + \{ \text{Length of use with dishwasher} + [\text{Average household size} \times \text{Length of use with dishwasher (each family member)}] \} \times \% \text{ of homes with dishwasher} \times [\text{Average Kitchen Aerator flow rate} - \text{Retrofit Kitchen Aerator flow rate}] \times \text{Number of participants} \times \text{Installation rate} \times 365 \text{ days} \times \text{Product Life}$

⁷ Projected Annual Water Savings $\times [(8.33\text{lbs.} / \text{gallon} \times 35^\circ\text{F}\Delta\text{T}) \div (3413 \times \text{water heater efficiency (0.90)})] \times \% \text{ of Water Heated by Electricity}$

⁸ Projected Lifetime Water Savings $\times [(8.33\text{lbs.} / \text{gallon} \times 35^\circ\text{F}\Delta\text{T}) \div (3413 \times \text{water heater efficiency (0.90)})] \times \% \text{ of Water Heated by Electricity}$

⁹ Projected Annual Water Savings $\times [(8.33\text{lbs.} / \text{gallon} \times 35^\circ\text{F}\Delta\text{T}) \div (100,000 \times \text{water heater efficiency (0.60)})] \times \% \text{ of Water Heated by Natural Gas}$

¹⁰ Projected Lifetime Water Savings $\times [(8.33\text{lbs.} / \text{gallon} \times 35^\circ\text{F}\Delta\text{T}) \div (100,000 \times \text{water heater efficiency (0.60)})] \times \% \text{ of Water Heated by Natural Gas}$

Projected Savings from FilterTone® Alarm Installation

FilterTone® installation inputs and assumptions:

Annual energy (electricity) use by a central system air conditioner:	2,414 kWh ¹
Annual energy (natural gas) use by central space heating or furnace:	551 therms ¹
Projected increase in efficiency (electricity):	1.75% ²
Projected increase in efficiency (natural gas):	0.92% ²
Product life:	10 years ³
Installation / participation rate of:	22.15% ⁴
Number of participants:	1,202 ⁴

Projected Electricity Savings:

The FilterTone installation projects an annual reduction of:	11,248 kWh ⁵
The FilterTone installation projects a lifetime reduction of:	112,484 kWh ⁶

Projected Natural Gas Savings:

The FilterTone installation projects an annual reduction of:	1,350 therms ⁷
The FilterTone installation projects a lifetime reduction of:	13,498 therms ⁸

¹ U.S. Department of Energy, Energy Information Administration 2005 Residential Energy Consumption Web site for Mountain West States: <http://www.eia.gov/consumption/residential/data/2005/>

² Reichmuth P.E., Howard. (1999). *Engineering Review and Savings Estimates for the 'Filtertone' Filter Restriction Alarm.*

³ Provided by manufacturer.

⁴ Data reported by program participants.

⁵ Annual energy (electricity) use by a central air conditioner, heat pump or furnace x Projected increase in efficiency (electricity) x Installation rate x Number of participants

⁶ Annual energy (electricity) use by a central air conditioner, heat pump or furnace x Projected increase in efficiency (electricity) x Installation rate x Number of participants x Product life

⁷ Annual energy (natural gas) use by a central air conditioner, heat pump or furnace x Projected increase in efficiency (natural gas) x Installation rate x Number of participants

⁸ Annual energy (natural gas) use by a central air conditioner, heat pump or furnace x Projected increase in efficiency (natural gas) x Installation rate x Number of participants x Product life

Projected Savings from LED Light Bulb Retrofit

LED Light Bulb retrofit inputs and assumptions:

Product life:	20	years ¹
Watts used by the LED light bulb:	9	watts ¹
Hours of operation per day:	2.81	hours per day ²
Average watts used by the replaced light bulb:	54.08	watts ³
Installation / participation rate of:	62.74%	³
Number of participants:	1,202	³

Projected Electricity Savings:

The LED Light Bulb retrofit projects an annual reduction of:	34,870	kWh ^{2,4}
The LED Light Bulb retrofit projects a lifetime reduction of:	339,975	kWh ^{2,5}

¹ Provided by manufacturer.

² Frontier Associates. (2011). Oncor's LivingWise Program: Measurement & Verification Update.

³ Data reported by program participants.

⁴ $\{[(\text{Average wattage of light bulb replaced} - \text{Wattage of LED light bulb}) \times \text{Hours of operation per day} \times 365 \text{ Days}] \div 1,000\} \times \text{Number of participants} \times \text{Installation rate}$

⁵ $\{[(\text{Average wattage of light bulb replaced} - \text{Wattage of LED light bulb}) \times \text{Product Life}] \div 1,000\} \times \text{Number of participants} \times \text{Installation rate}$

Projected Savings from LimeLite® Night Light Installation

LimeLite® Night Light installation inputs and assumptions:

Average length of use:	4,380 hours per year ¹
Average night light uses:	7 watts
Retrofit night light uses:	0.03 watts
Product life:	10 years ²
Energy saved per year:	31 kWh per year
Energy saved over life expectancy:	305 kWh
Installation / participation rate of:	75.68% ³
Number of participants:	1,202 ³

Projected Electricity Savings:

The LimeLite Night Light installation projects an annual reduction of:	27,769 kWh
The LimeLite Night Light installation projects a lifetime reduction of:	277,695 kWh

¹ Assumption (12 hours per day)

² Product life provided by manufacturer

³ Data reported by program participants

Home Check-Up

1 How many kids live in your home (age 0-17)?	
1	16%
2	38%
3	25%
4	13%
5	8%
2 How many adults live in your home (age 18+)?	
1	14%
2	71%
3	9%
4	4%
5+	1%
3 How is your water heated?	
Natural Gas	37%
Electricity	47%
Propane	16%
4 Does your home have a dishwasher?	
Yes	77%
No	23%
5 How many half-bathrooms are in your home?	
0	74%
1	20%
2	4%
3	1%
4+	0%
6 How many full bathrooms are in your home?	
1	27%
2	46%
3	22%
4	3%
5+	1%

Due to rounding of numbers, percentages may not add up to 100%

Home Check-Up

(continued)

7 What fuel is used as the main source of energy to heat your home?	
Natural Gas	33%
Electricity	46%
Heating Oil	1%
Wood	5%
Propane	12%
Other	3%
8 What type of air conditioning unit do you have?	
Central Air Conditioner	61%
Evaporative Cooler	3%
Room Unit	22%
Don't Have One	15%
9 What type of home do you live in?	
Single Family home	77%
Multi-Family (2-4 units)	14%
Multi-Family (5-20 units)	8%
Multi-Family (21+ units)	1%
10 Was your home built before 1992?	
Yes	52%
No	48%
11 Is your home owned or rented?	
Owned	72%
Rented	28%

Due to rounding of numbers, percentages may not add up to 100%

Home Activities

1 Did you install the new High-Efficiency Showerhead?	
Yes	46%
No	54%
2 Did your family install the new Kitchen Faucet Aerator?	
Yes	35%
No	65%
3 Was your toilet leaking?	
Yes	11%
No	89%
4 If you answered "yes" to question 3, were the leaks repaired?	
Yes	23%
No	77%
5 Did your family install the LED Light Bulb?	
Yes	63%
No	37%
6 If you answered "yes" to question 5, what was the wattage of the incandescent bulb you replaced?	
40-watt	10%
60-watt	35%
75-watt	14%
100-watt	4%
Other	37%
7 Did your family install the FilterTone Alarm?	
Yes	22%
No	78%
8 How much did your family turn down the thermostat in winter for heating?	
1 - 2 Degrees	11%
3 - 4 Degrees	11%
5+ Degrees	13%
Didn't Adjust Thermostat	65%
9 How much did your family turn up the thermostat in summer for cooling?	
1 - 2 Degrees	12%
3 - 4 Degrees	11%
5+ Degrees	12%
Didn't Adjust Thermostat	65%
10 Did your family install the LimeLite Night Light?	
Yes	76%
No	24%

Due to rounding of numbers, percentages may not add up to 100%

Home Activities

(continued)

11	Did your family lower your water heater settings?	
	Yes	15%
	No	85%
12	Did your family raise the temperature on your refrigerator?	
	Yes	14%
	No	86%
13	Did you work with your family on this program?	
	Yes	70%
	No	30%
14	Did your family change the way they use water?	
	Yes	45%
	No	55%
15	Did your family change the way they use energy?	
	Yes	52%
	No	48%
16	How would you rate the LivingWise Program?	
	Great	42%
	Pretty Good	34%
	Okay	20%
	Not So Good	5%

Due to rounding of numbers, percentages may not add up to 100%

Participant List

SCHOOL	TEACHER	T	S
Black Hawk Elementary School	Nicholas McGeehon	1	22
Black Hawk Elementary School	Connie Johns	1	23
Black Hawk Elementary School	Rachel Barbaruolo	1	22
Custer Elementary	Isaac Parsons	1	23
Custer Elementary	Lucy Goebel	1	8
Custer Elementary	Jennifer Doyle	1	24
Edgemont Elementary School	Michelle Urban	1	15
Hill City Elementary School	Colleen Clapper	1	21
Hill City Elementary School	Matthew Henderson	1	20
Hot Springs Elementary	Nancy Mulcahy	1	22
Hot Springs Elementary	Todd Phelps	1	22
Hot Springs Elementary	Koreen Hammel	1	21
Knollwood Heights Elementary School	Connie Ahrens	1	22
Knollwood Heights Elementary School	Christina Freeman	1	22
Knollwood Heights Elementary School	Alyssa Whitney	1	22
Meadowbrook Elementary	Beth Chalberg	1	25
Meadowbrook Elementary	Patti Mitzel	1	25
Meadowbrook Elementary	Andrew Thimgan	1	25
Newell Elementary/Middle School	Robert Hill	1	24
Piedmont Valley Elementary School	Josh Wilson	1	27
Piedmont Valley Elementary School	Cooper Stanforth	1	27
Piedmont Valley Elementary School	Paige Guy	1	27
Pinedale Elementary School	Andrea Miller	1	25

Note: "T" represents number of teachers and "S" represents number of students

Participant List

(continued)

SCHOOL	TEACHER	T	S
Pinedale Elementary School	Jessica Campbell	1	26
Pinedale Elementary School	Julie Flack	1	25
Rapid City Adventist Elementary School	Kelli Vigil	1	1
Robbinsdale Elementary School	Tricia Summers	1	27
Robbinsdale Elementary School	Paige Haukaas	1	28
South Park Elementary School	Michelle Wysuph	1	28
South Park Elementary School	Amanda Smith	1	26
South Park Elementary School	Joy Lundgern	1	26
St Paul's Lutheran School	Philip Miller	1	10
St. Elizabeth Ann Seton Elementary School	Heather Eldridge	1	40
Sturgis Elementary	Adam Fitzpatrick	1	27
Sturgis Elementary	Christy Hedderman	1	24
Sturgis Elementary	Jennifer Mayer	1	30
Sturgis Elementary	Elizabeth Stetson	1	26
Sturgis Elementary	Mike Abell	1	24
Sturgis Elementary	Sara Frasier	1	24
Vandenberg Elementary School	Zion Schmidt	1	23
Vandenberg Elementary School	John Oleson	1	22
Vandenberg Elementary School	Brandi Marler	1	22
Vandenberg Elementary School	Ronald Mays	1	24
Vandenberg Elementary School	Shawna Delaney	1	23
Vandenberg Elementary School	Sherry Nelson	1	23
Vandenberg Elementary School	Lorie Meade	1	22

Note: "T" represents number of teachers and "S" represents number of students

Participant List

(continued)

SCHOOL	TEACHER	T	S
Vandenberg Elementary School	Cathleen Denekamp	1	23
Vandenberg Elementary School	Wendee Casto	1	23
Vandenberg Elementary School	Kelsey Trimble	1	22
Zion Lutheran School	Ann Solinsky	1	19
TOTALS		50	1,152
TOTAL PARTICIPANTS		1,202	

Note: "T" represents number of teachers and "S" represents number of students

Teacher Program Evaluation Data

1 The materials were clearly written and well organized.	
Strongly Agree	50%
Agree	45%
Disagree	5%
Strongly Disagree	0%
2 The products in the Kit were easy for students to use.	
Strongly Agree	59%
Agree	41%
Disagree	0%
Strongly Disagree	0%
3 Students indicated that their parents supported the program.	
Yes	100%
No	0%
4 Would you conduct this Program again?	
Yes	100%
No	0%
5 Would you recommend this program to other colleagues?	
Yes	100%
No	0%

Due to rounding of numbers, percentages may not add up to 100%

Teacher Comment Data

(continued from page 22)

What did students like best about the program? Explain.

“The students loved the kits and telling how they used the kits at home.”

Patti Mitzel, Meadowbrook Elementary

“The kits to take home.”

Jennifer Doyle, Custer Elementary

“Getting to put it all together; the kit! Got to learn more.”

John Oleson, Vandenberg Elementary School

“They like the kit and seeing results and then talking about it at school.”

Sherry Nelson, Vandenberg Elementary School

“The opportunity to install all of the fixtures in their home.”

Tricia Summers, Robbinsdale Elementary School

“They enjoyed already knowing some about energy and how they also can personally save energy.”

Lorie Meade, Vandenberg Elementary School

“The hands-on component, and learning about things they use every day.”

Shawna Delaney, Vandenberg Elementary School

“They liked the puzzles in the book and measuring water flow.”

Ann Solinsky, Zion Lutheran School

What did you like best about the program? Explain.

“It gave me an opportunity to discuss scientific ideas and relate them to their everyday lives.”

Connie Ahrens, Knollwood Heights Elementary School

“The excitement that the kids have about the kits and some of the learning on how they can help to save and make a difference.”

Patti Mitzel, Meadowbrook Elementary

“The kits.”

Jennifer Doyle, Custer Elementary

“Reinforcement of all our science concepts.”

John Oleson, Vandenberg Elementary School

Teacher Comment Data

(continued)

“How it reinforced our science unit on conservation and covered science standards.”

Sherry Nelson, Vandenberg Elementary School

“The student activity books and the classroom experiment ideas.”

Tricia Summers, Robbinsdale Elementary School

What would you change about the program? Explain.

“Have an online component, maybe scenarios online. Have someone available to talk to kids about the box 1/2 hour to an hour.”

Philip Miller, St Paul’s Lutheran School

“Nothing. Good program.”

Paige Guy, Piedmont Valley Elementary School

“My classroom is a unique situation in that I have a multi-grade room. It being limited to 5th grade made it hard for my situation, but I understand that my set-up is different.”

Kelli Vigil, Rapid City Adventist Elementary School

“Probably the deadline for the project as we do our SBAC testing in April and don’t have much time to do this after.”

Patti Mitzel, Meadowbrook Elementary

“Shortened time period & more focus on fewer ‘key’ components.”

Andrea Miller, Pinedale Elementary School

“Nothing!”

Shawna Delaney, Vandenberg Elementary School

Parent/Guardian Program Evaluation Data

1 Was the Program easy for you and your child to use?	
Yes	100%
No	0%
2 Will you continue to use the Kit items after the completion of the Program?	
Yes	100%
No	0%
3 Would you like to see this Program continued in local schools?	
Yes	100%
No	0%

Due to rounding of numbers, percentages may not add up to 100%

Parent/Guardian Comment Data

(continued from page 24)

As a parent, which aspect of the program did you like best?

“Using the digital thermometer in the fridge and freezer. (food safety) Conserving water at home using high-efficiency showerhead.”

Nancy Mulcahy, Hot Springs Elementary

“Their excitement about saving money.”

Josh Wilson, Piedmont Valley Elementary School

“The activities.”

Michelle Wysuph, South Park Elementary School

“It really made them aware of conservation!”

Cathleen Denekamp, Vandenberg Elementary School

“The pacing and comprehensive format.”

Christina Freeman, Knollwood Heights Elementary School

Are there any comments you would like to express to your child’s program sponsor?

“Thank you!”

Bob Henman, Custer Elementary

“Thanks!”

Melissa Rupert, Hill City Elementary School

“Thank you! Great program!”

Jamie Sawahe, Hot Springs Elementary

“Thank you!”

Kristine Green, Knollwood Heights Elementary School

“Great program!”

Marlene Kullbom, Piedmont Valley Elementary School

Teacher Letters

(continued from page 26)

Dear Black Hills Energy,
We appreciate being part of your
LivingWise program. We are a small
Christian school + I have a multi-
grade classroom with 5th-8th grade
all together. I only have one 5th
grader this year, so she lit up like
a Christmas tree when receiving the kit
+ getting to do activities special just
for her. Thank you!
Thank you for helping our
School, Black Hills Energy.

Rapid City SDA
Elementary School

Ms. Fige

Teacher Letters

(continued)

Black Hills Energy-

Thank you so much for the opportunity to share this great information with my students. Not only did they learn great ways to save energy but they were having fun and excited to do this! It was great to see every day they wanted to learn more about conserving energy and were disappointed when the lessons ended. It was such a wonderful experience to give to students and show them that they can make a difference in the world around them. I hope that you continue sharing this experience with other students in years to come. I know that I will be eagerly waiting to do so next year! Thanks again.

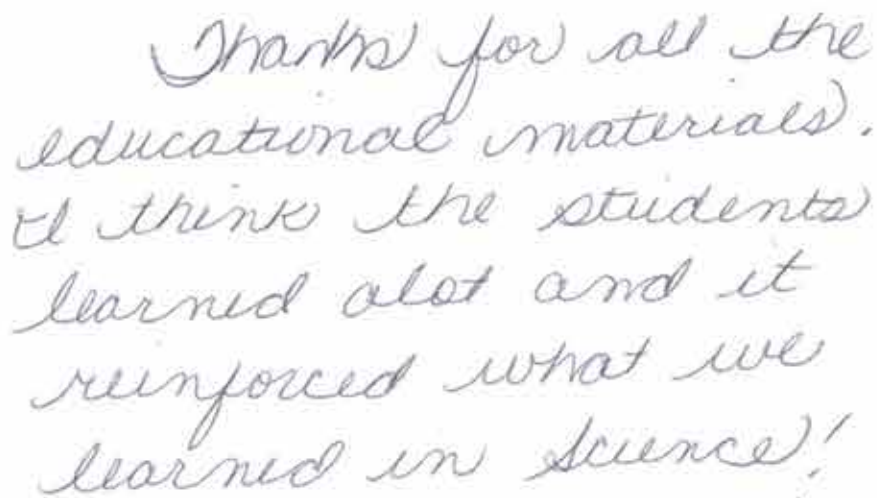
Sincerely,



Kelsey Trimble

5th Grade Teacher

Vandenberg Elementary



Thanks for all the educational materials. I think the students learned alot and it reinforced what we learned in science!

Ms. Wyszup
South Park
Elementary

Student Letters

(continued from page 28)

Dear Living Wise Program,



Thank you for all of the free items. One of the items that I have used was the night light. The night light is in my bathroom. Also the shower head isn't in my shower yet but I really needed a new shower head so thank you.

I showed this to my parents and they were very surprised! They can't believe that you guys would actually do that! My Dad (Jake Killinger) thought that it was very generous! So thank you from everyone in my family!

♥
Hannah
Killinger

Thank
Black Hills Power
You!

Thank You!
Black hills
Energy

I thank you!!!




Student Letters

(continued)



DEAR LIVING WISE PROGRAM,

Thank you for the items (showerhead, faucet aerator, LED lightbulb, the toilet tablet, nightlight & the thermometer). The shower head went into my bathroom, the nightlight went into my bedroom (I'm afraid of the extreme dark). The LED light bulb went into my dad & mom's room. We haven't used the tablets thermometer or the aerator yet. Anyway, the stuff is really great.

Sincerely,
Caleb 5B.

Dear sponsors of Living Wise,

Thank you for providing the money so that we could use the kit. I learned a lot about how to use energy, electricity, and water more wisely. It was very interesting and the worksheets were cool.

Thank You,
Hannah

Dear Sponsors of Living Wise,
Thank you for what you sent to help us learn about saving water and energy. It will definitely help my family. I also learned a lot about to save water and electricity.

Thank You, Hayley

Dear Sponsors of Living Wise,

Thank you for sending us the booklet it really helped learn about saving things. Thank you for sponsoring Living Wise program. Thank you for sending the package full of the helpful things me and my family will really use them.

Thank you,
Grace Antonsen

Dear, livewise sponsor,

Thankyou for the livewise kit. My family uses energy differently now. We used the showerhead, nightlight, and the fossit thing. My baby sister isn't scared of the dark because of the long nightlight that we put in her room. We put the LED light in my room.

Once again, Thankyou

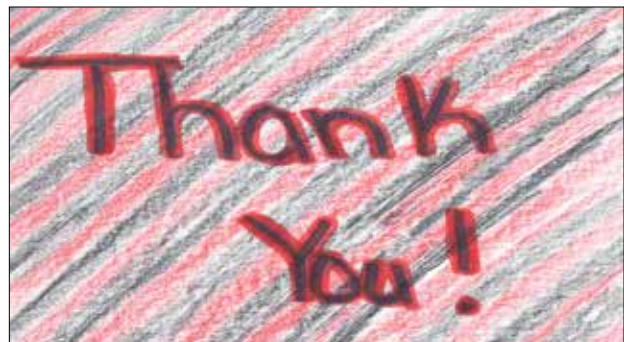
Sincerely,

Lordyn Porosnik



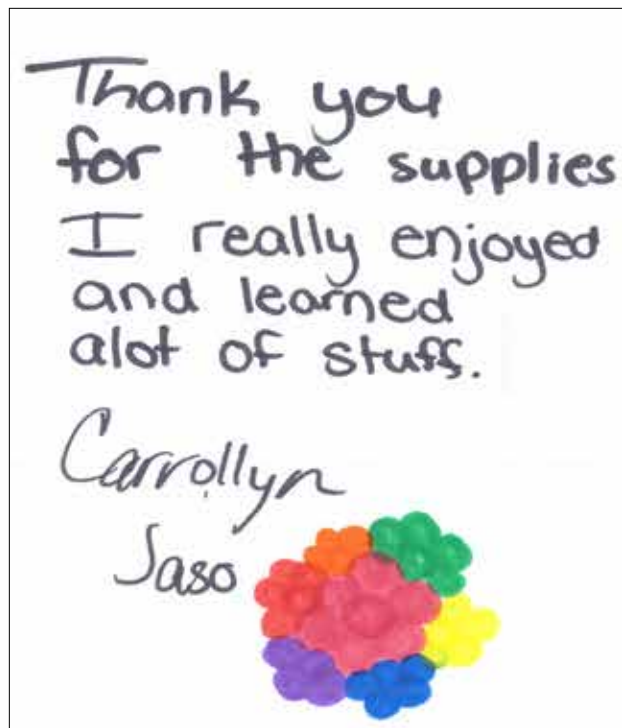
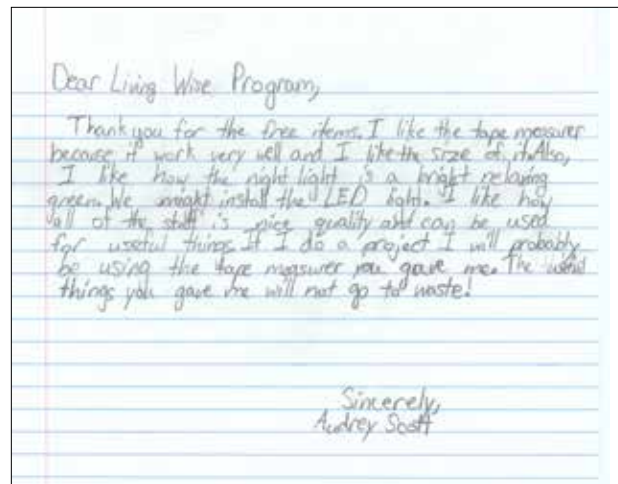
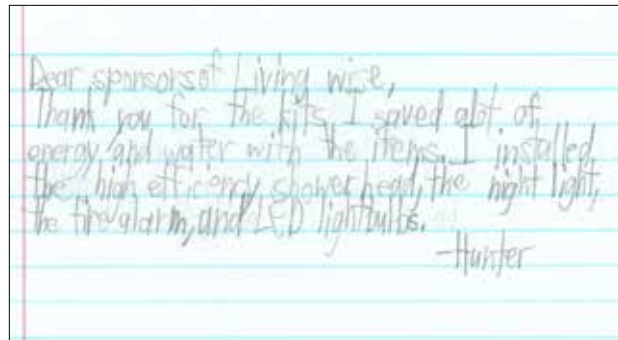
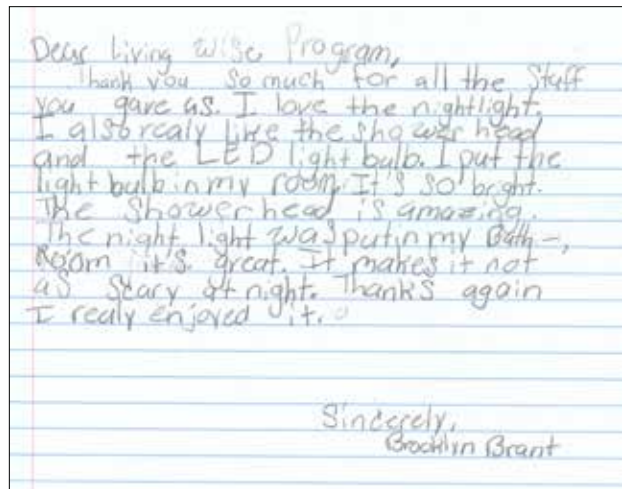
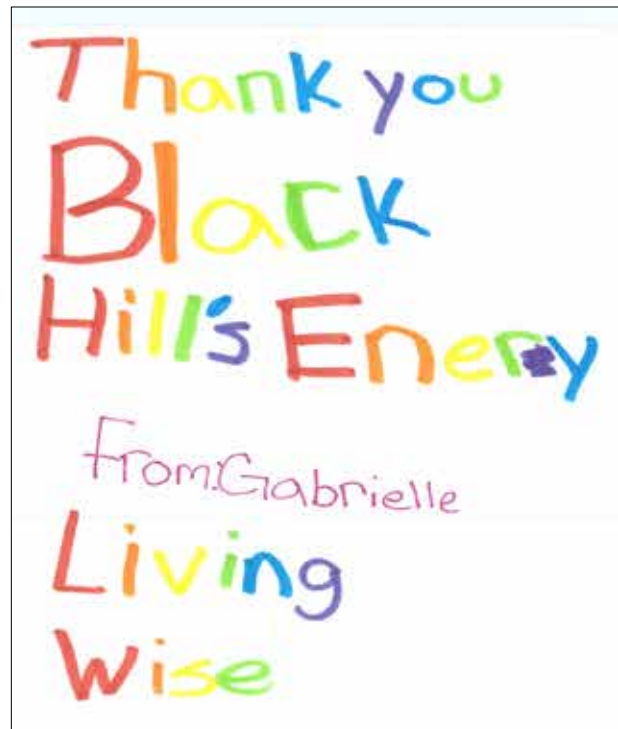
Student Letters

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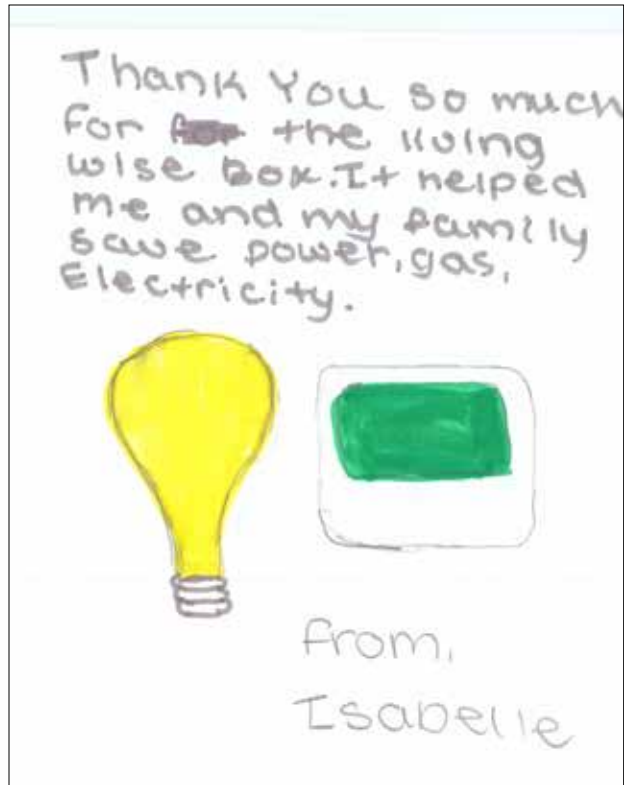
Student Letters

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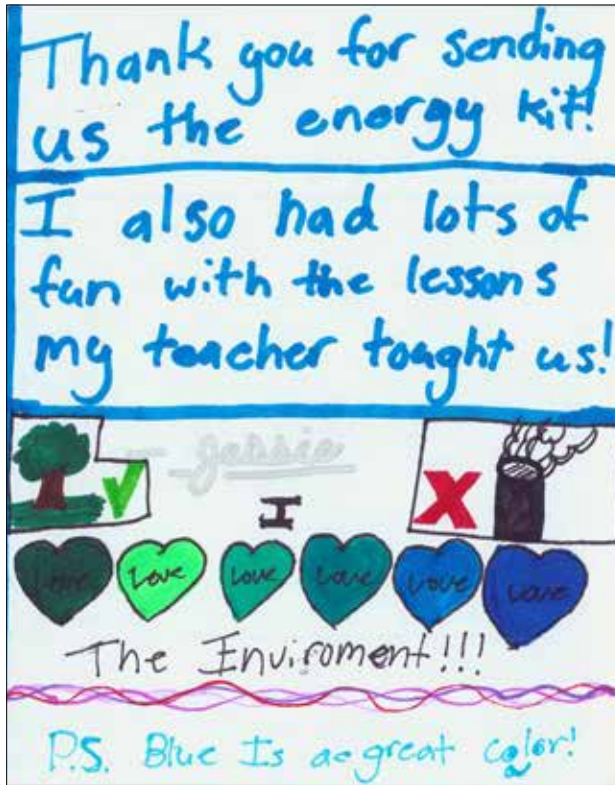
Student Letters

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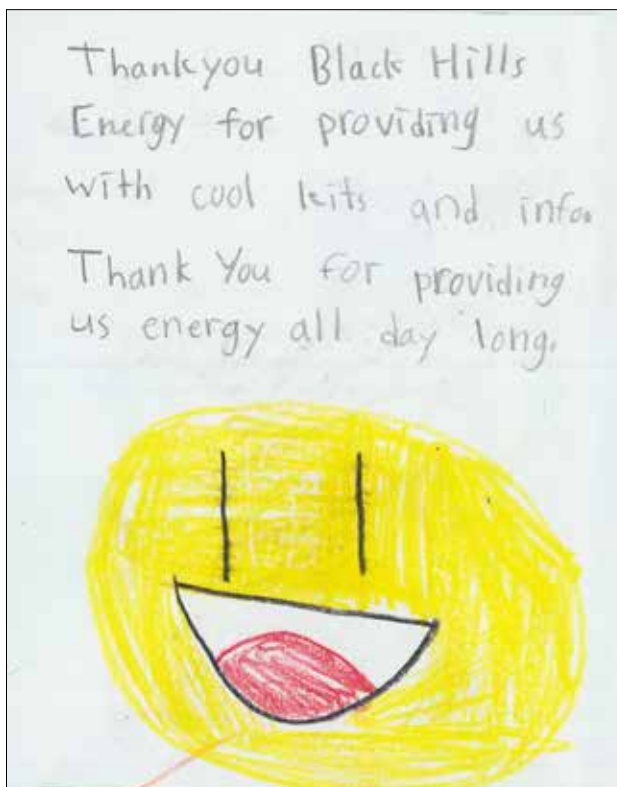
Student Letters

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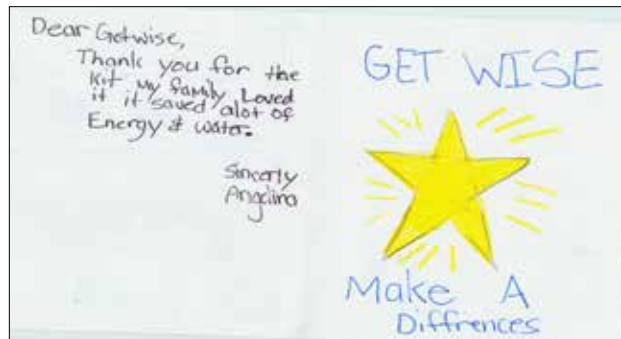
Student Letters

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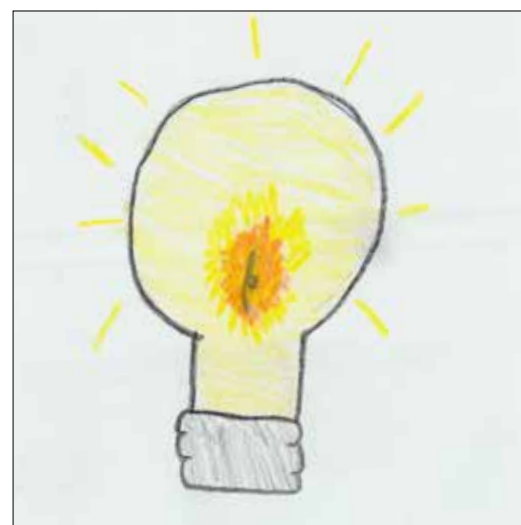
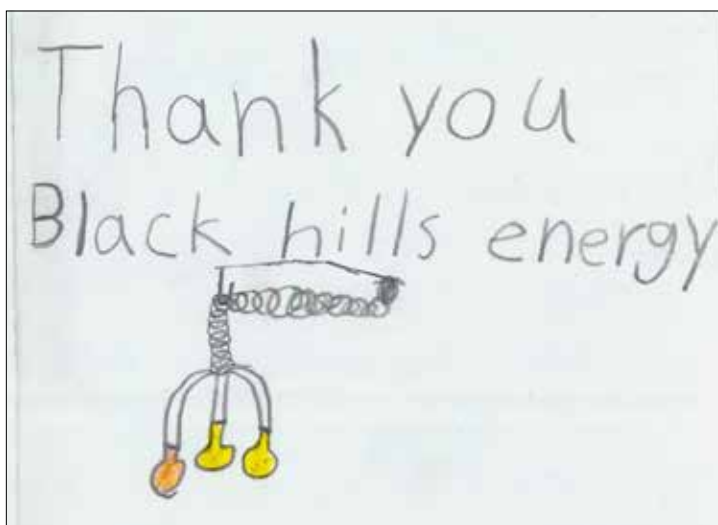
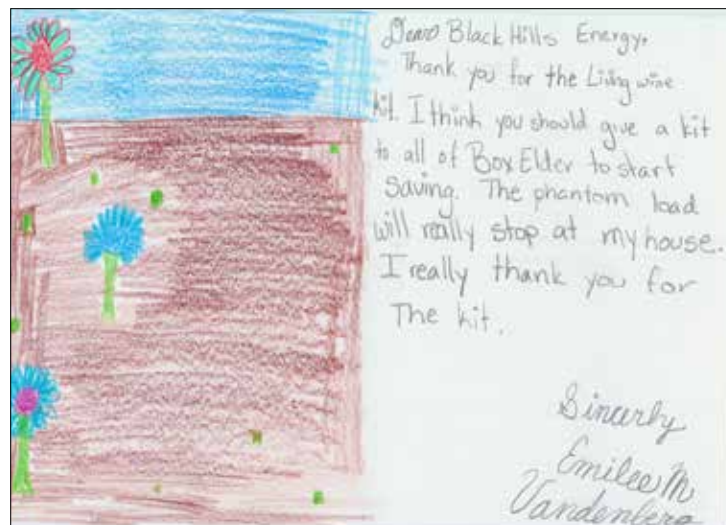
Student Letters

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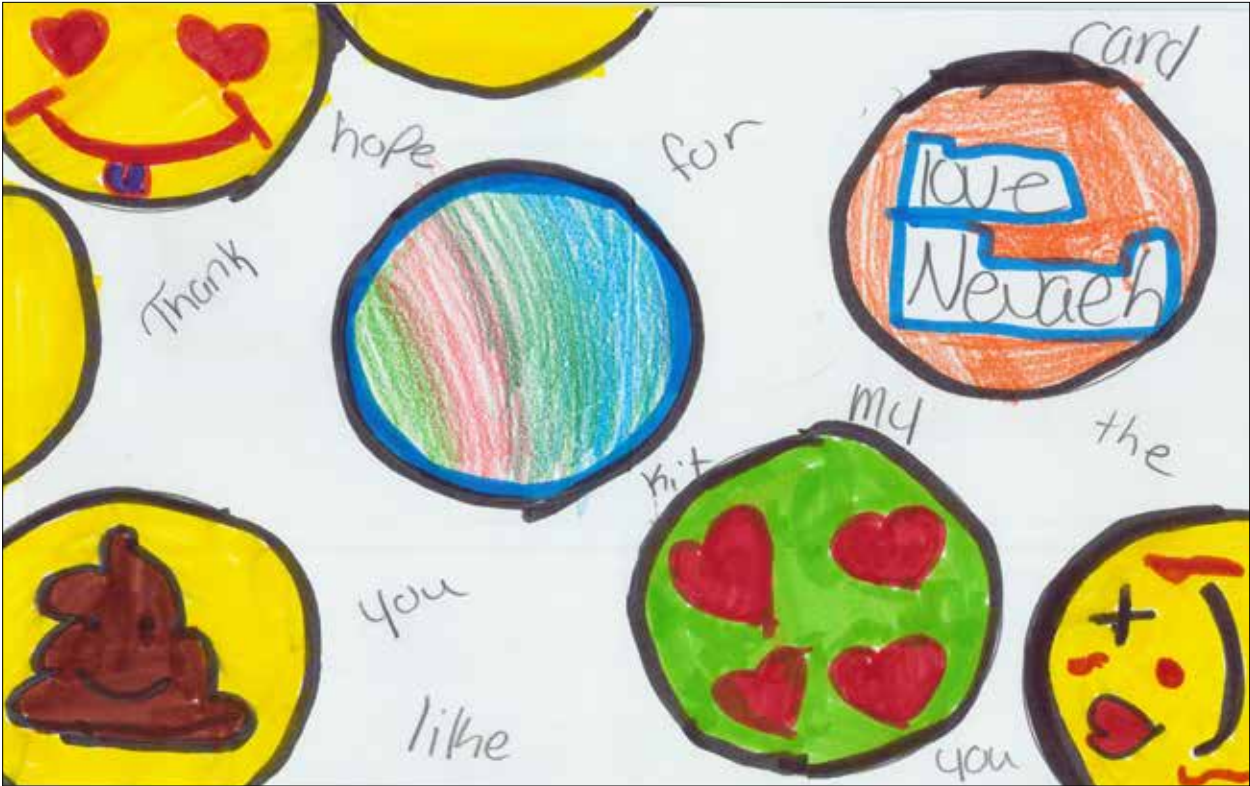
Student Letters

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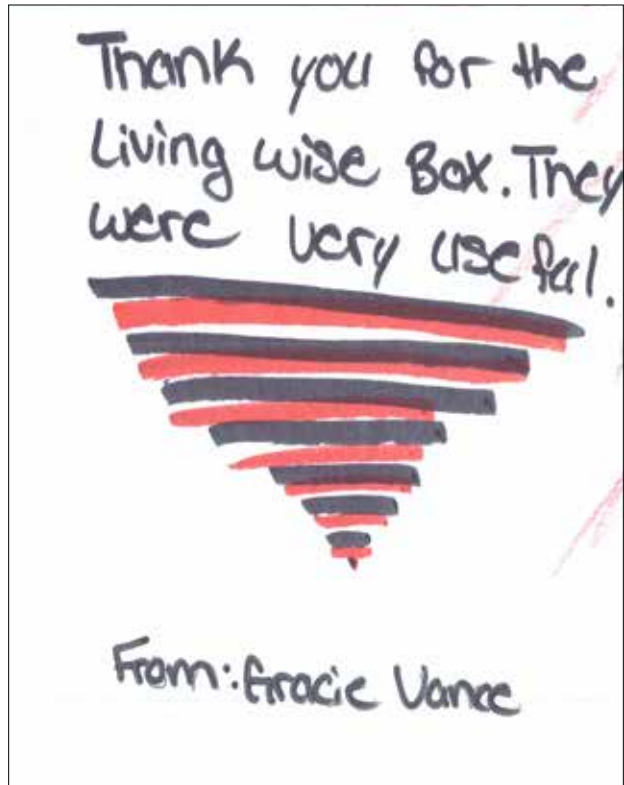
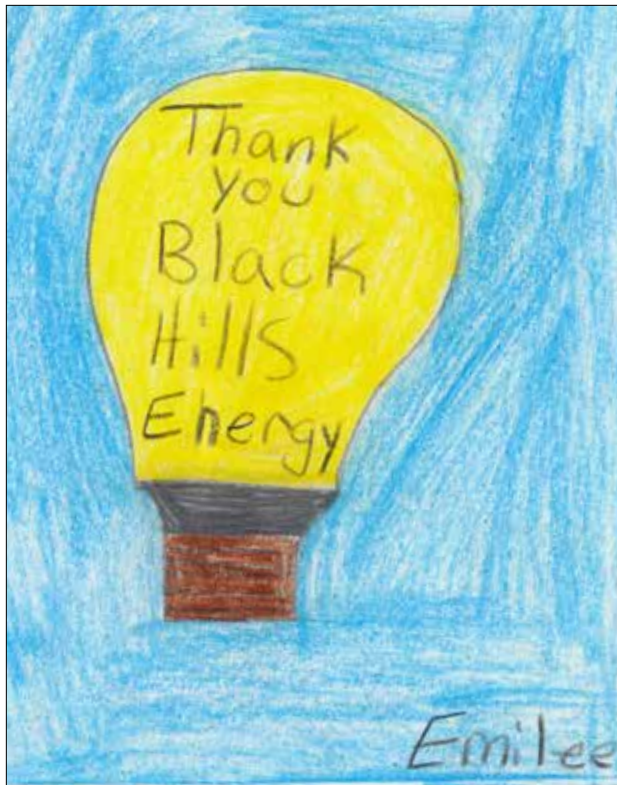
Student Letters

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Student Letters

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Student Letters

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976 United Circle • Sparks, NV 89431
www.resourceaction.com • (888) 438-9473
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