

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. >



Teachers who indicated parents supported the program.

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

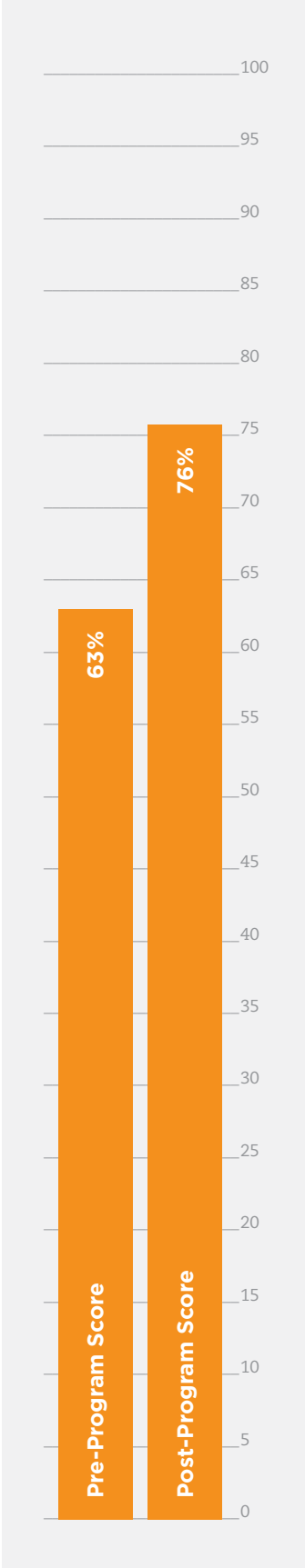
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Teachers who indicated the materials were clearly written and well organized.

.....

A summary of responses can be found in Appendix D.



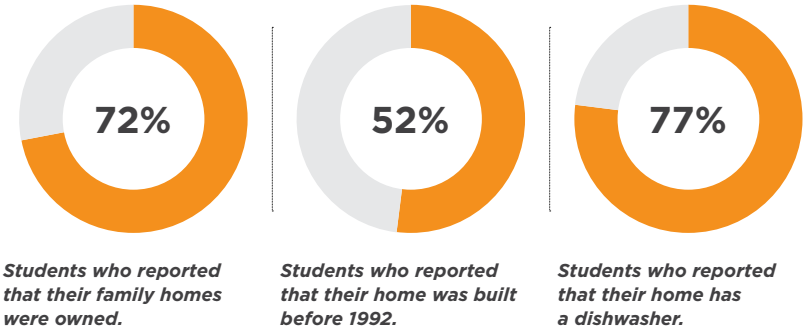
Knowledge Gained

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.

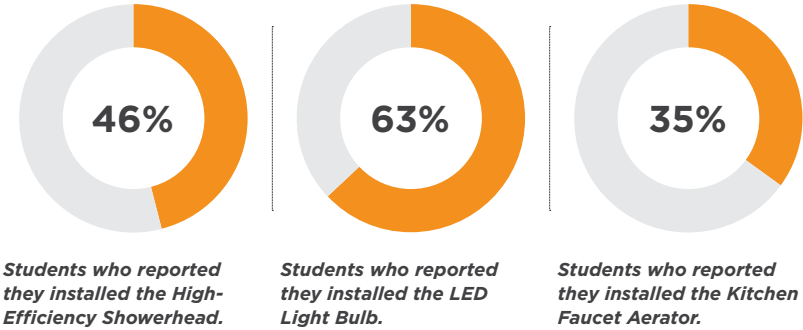
A summary of responses can be found in Appendix B.



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.



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

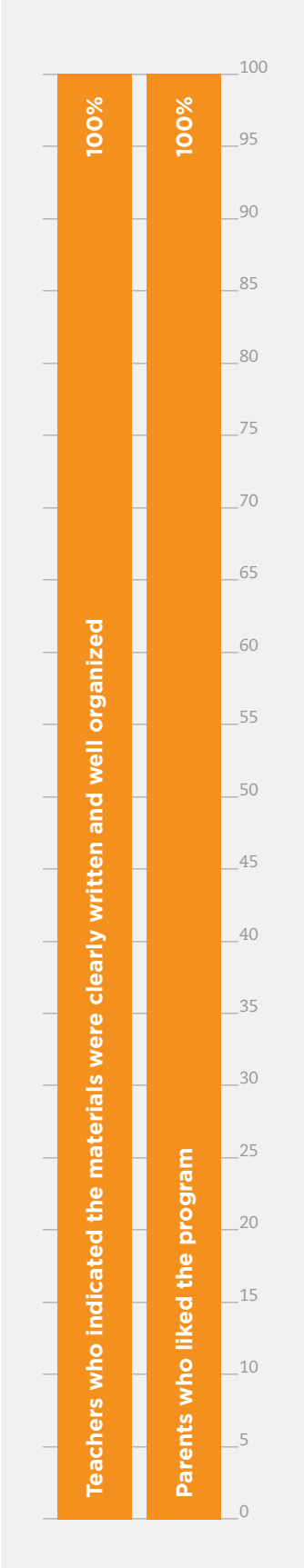
Teacher Survey Form

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

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 E&E to you, your child's school or non-profit facility.

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 us and we'll come to your location to assist 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 is 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 simple ways to save energy, water, and money. Taking the Pledge shows your promise to save energy and water wherever you live and 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 enter efficient at home. Remember: a pledge is a promise.

I promise to do my part by installing 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 I promise to complete my pledge above and by signing this form, I promise to use energy and be efficient at home.

Signature: _____ Parent Signature: _____

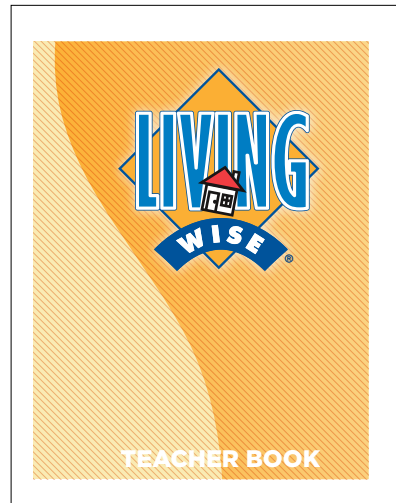
Parent Letter/Pledge Form



Student Guide



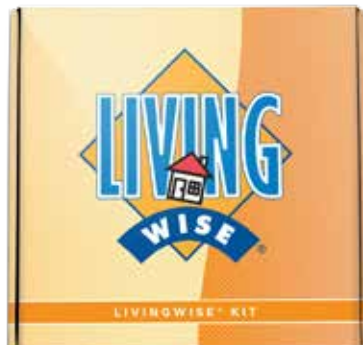
Student Workbook



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.”

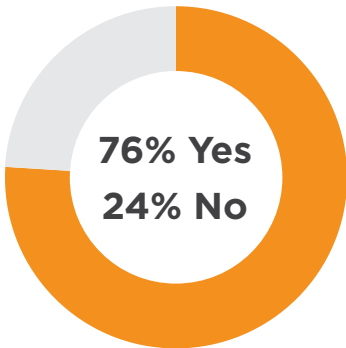
Program Impact

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.

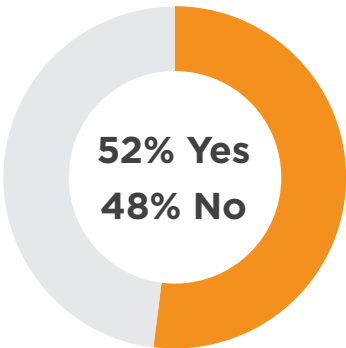
A. Home Survey

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.

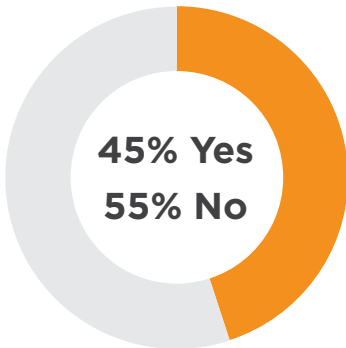
Did your family install the LimeLite Night Light?	Yes - 76%
Did your family change the way they use energy?	Yes - 52%
Did your family change the way they use water?	Yes - 45%



Students who indicated they installed the LimeLite Night Light.



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

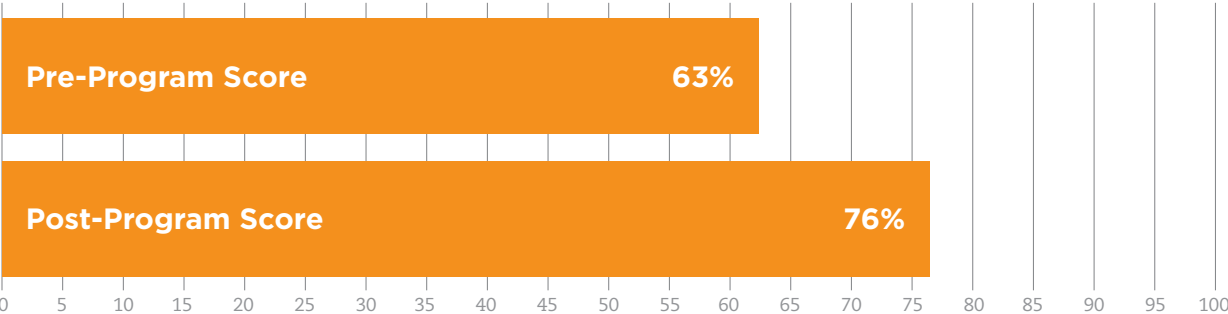


Students who indicated their family changed the way they use water.

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.

Number of Participants:	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 Griffie, 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.”

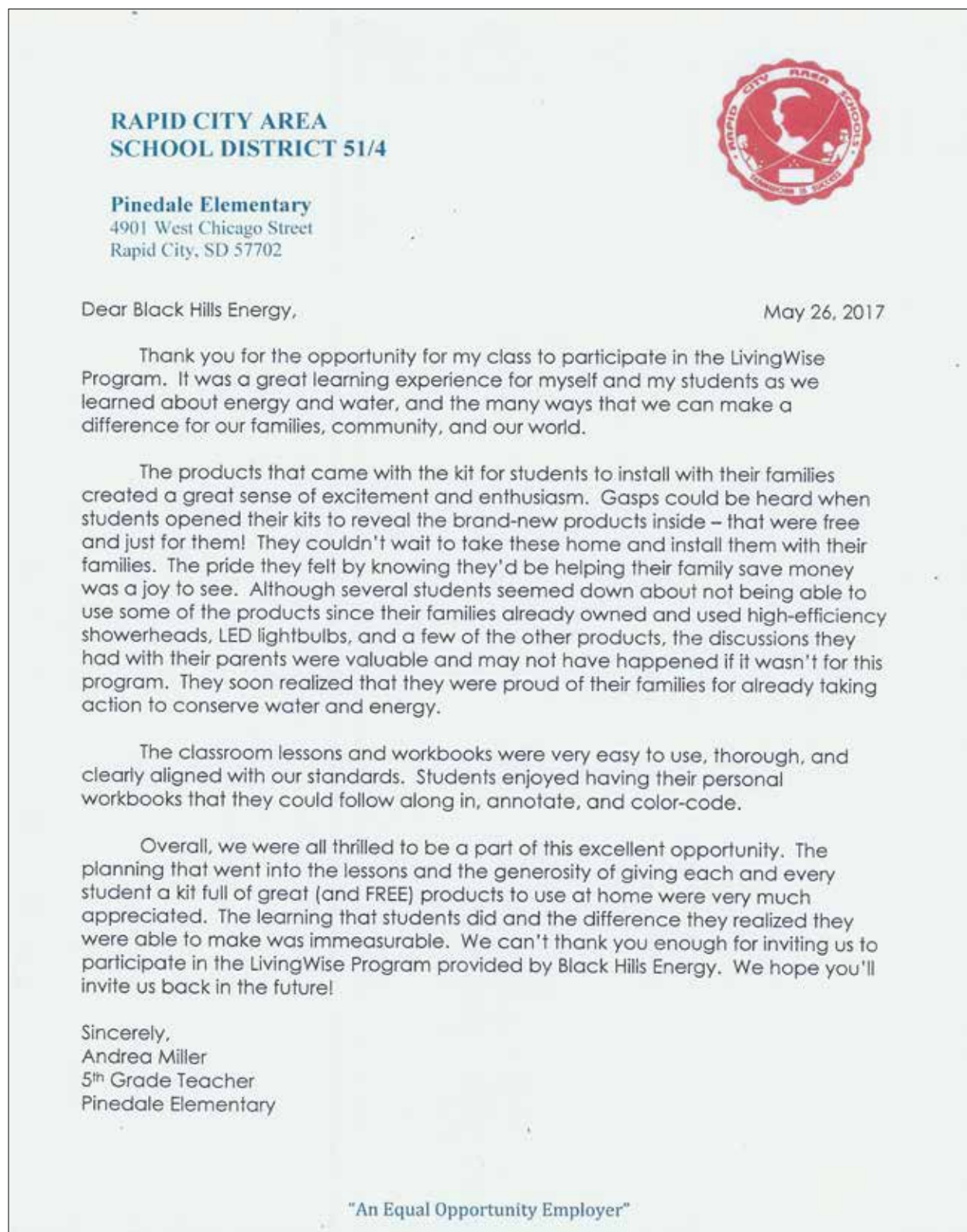
Carolyn Hegstrom, Sturgis Elementary

“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

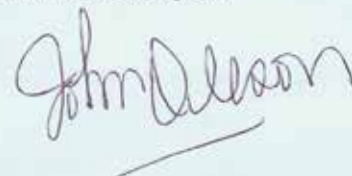
April 28, 2017

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'.

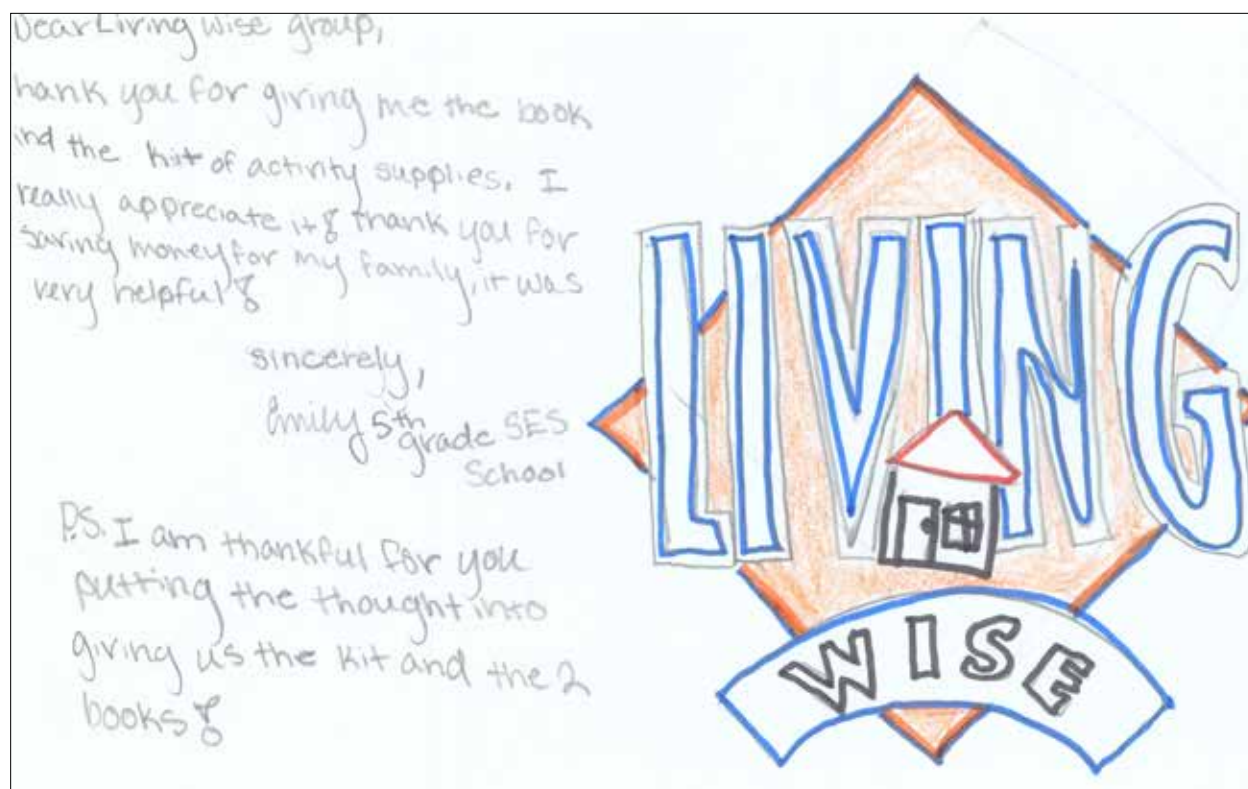
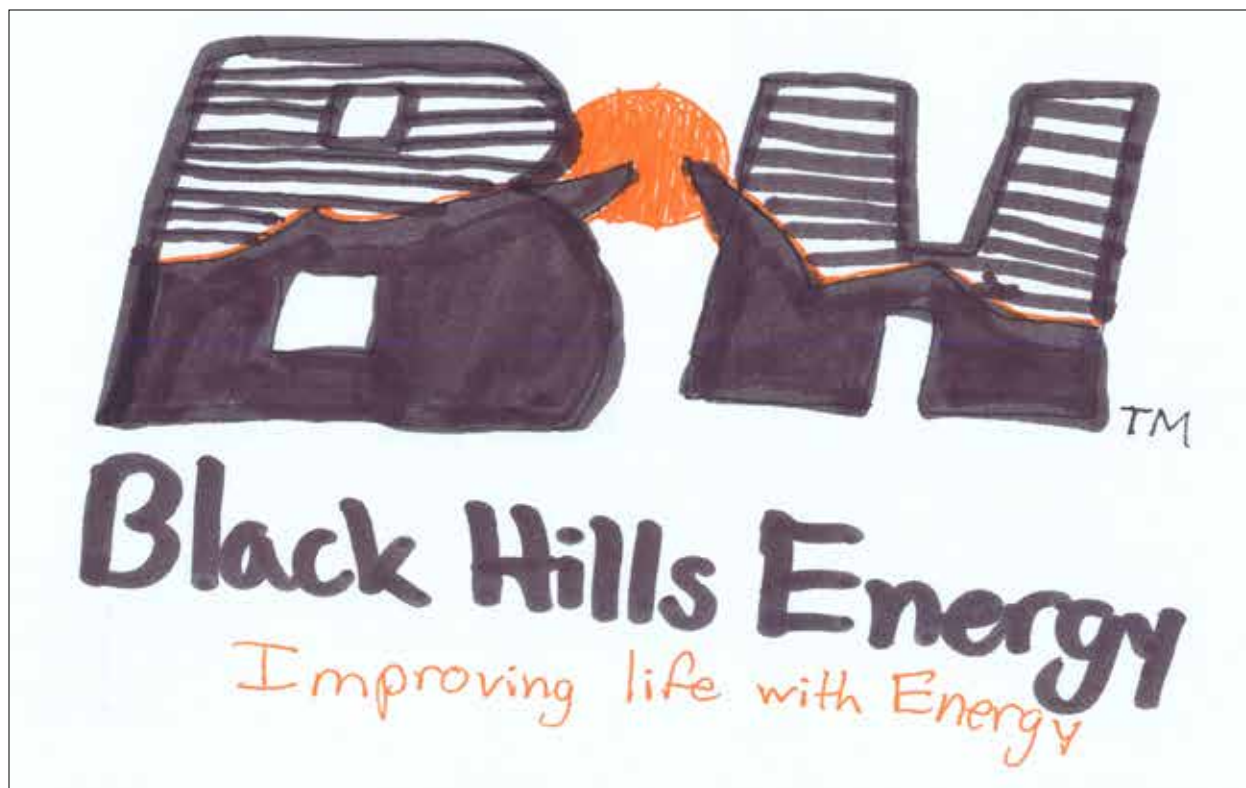
I loved hearing back from the students, the very next day, finding out what items they had worked on, replaced, or were going to get done once there was time with mom and dad. The nightlight and LED bulb were a hit, as the students could do those items easily. They all seemed so proud of being able to 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!



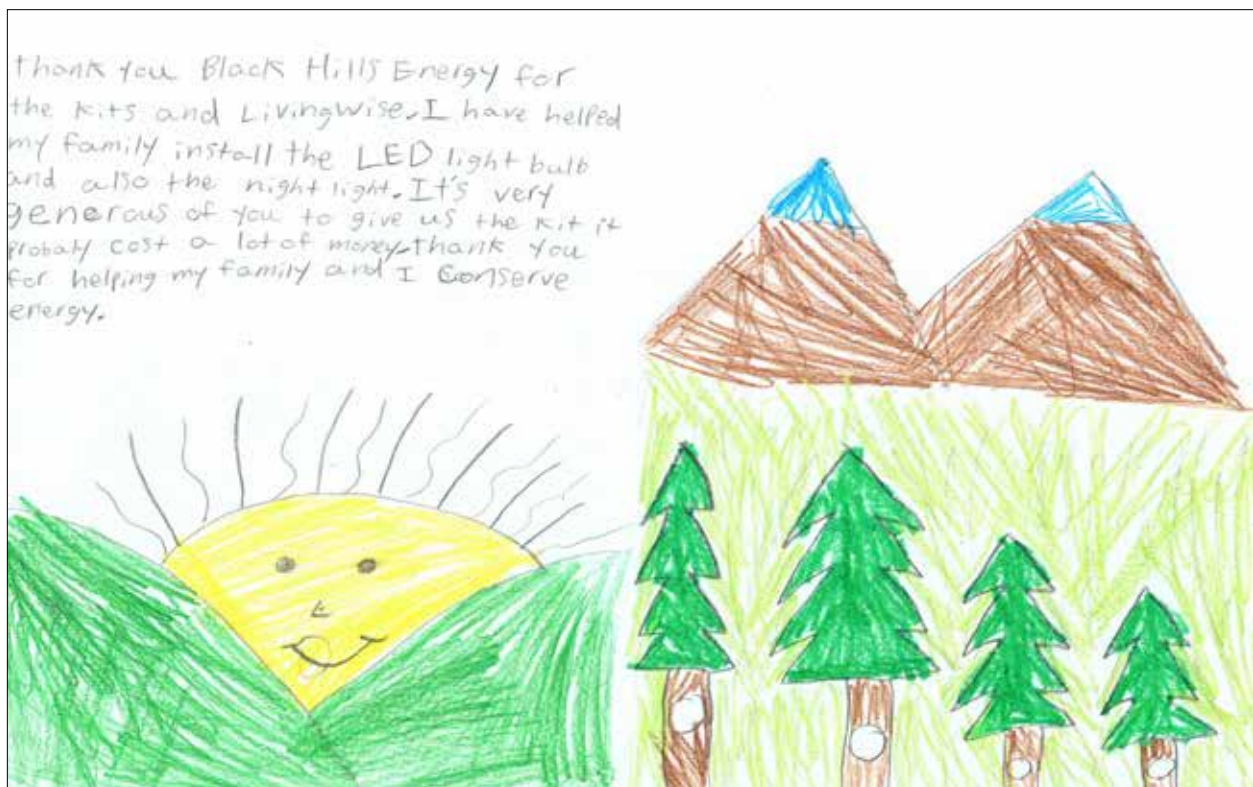
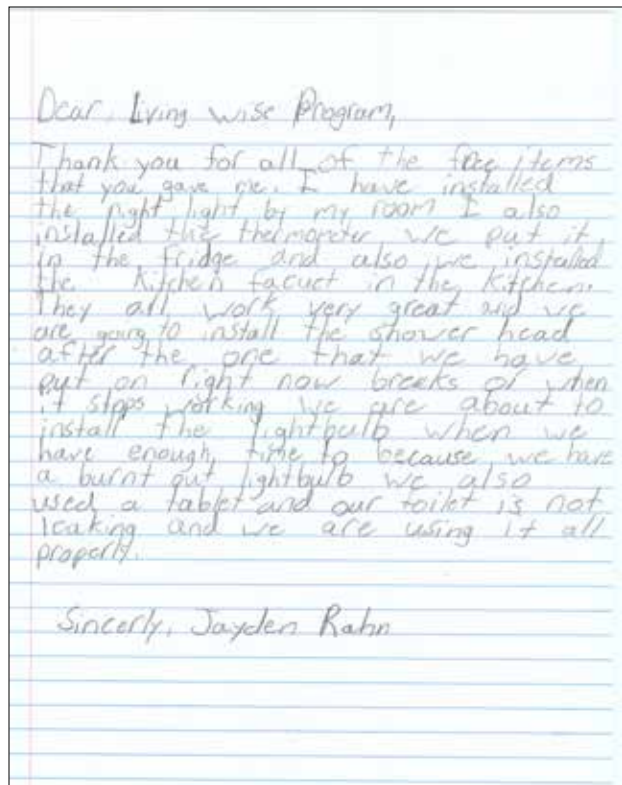
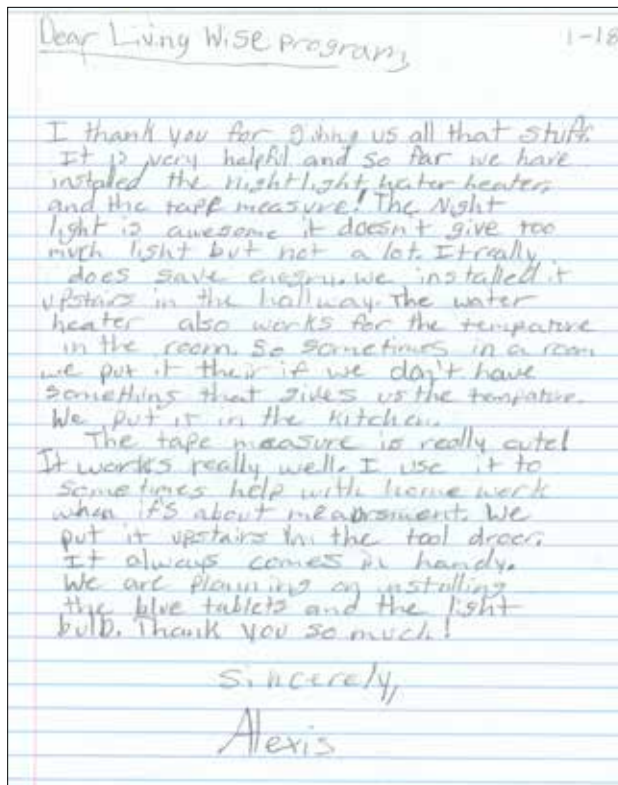
G. Student Letters

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



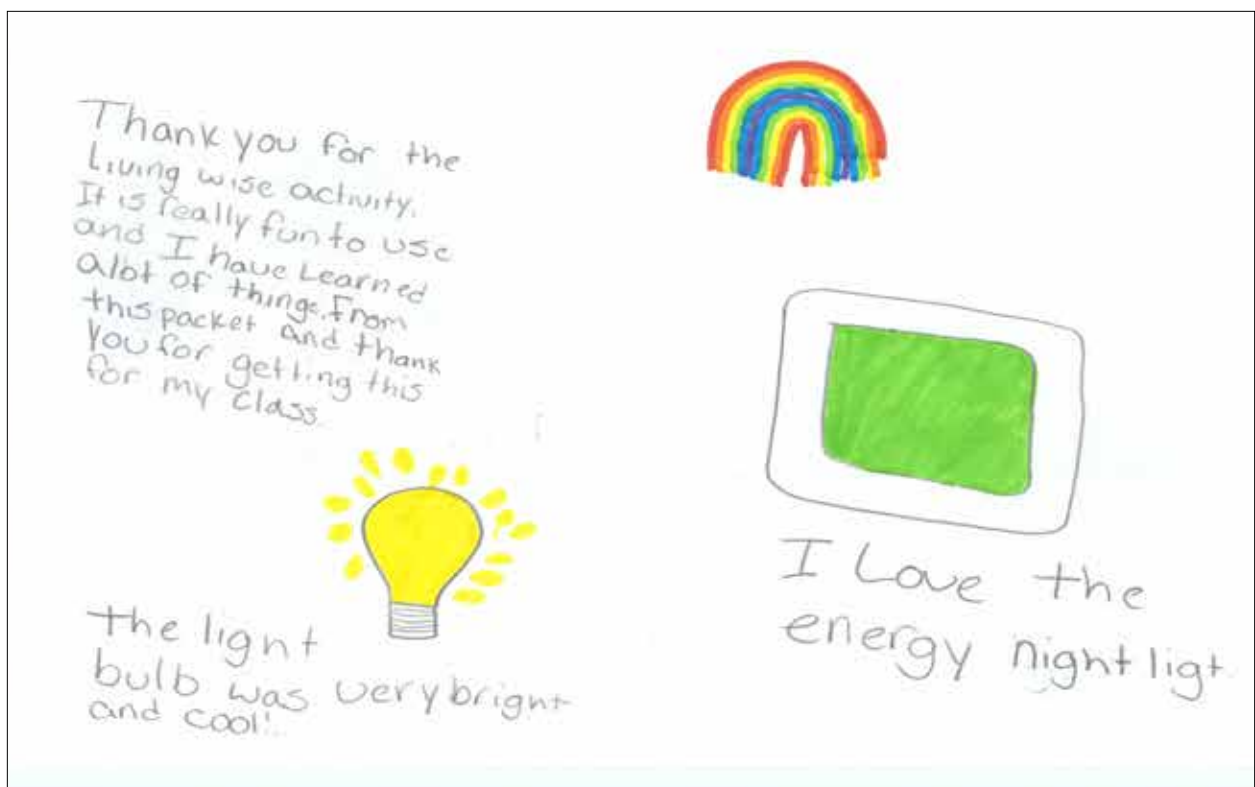
Student Letters

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



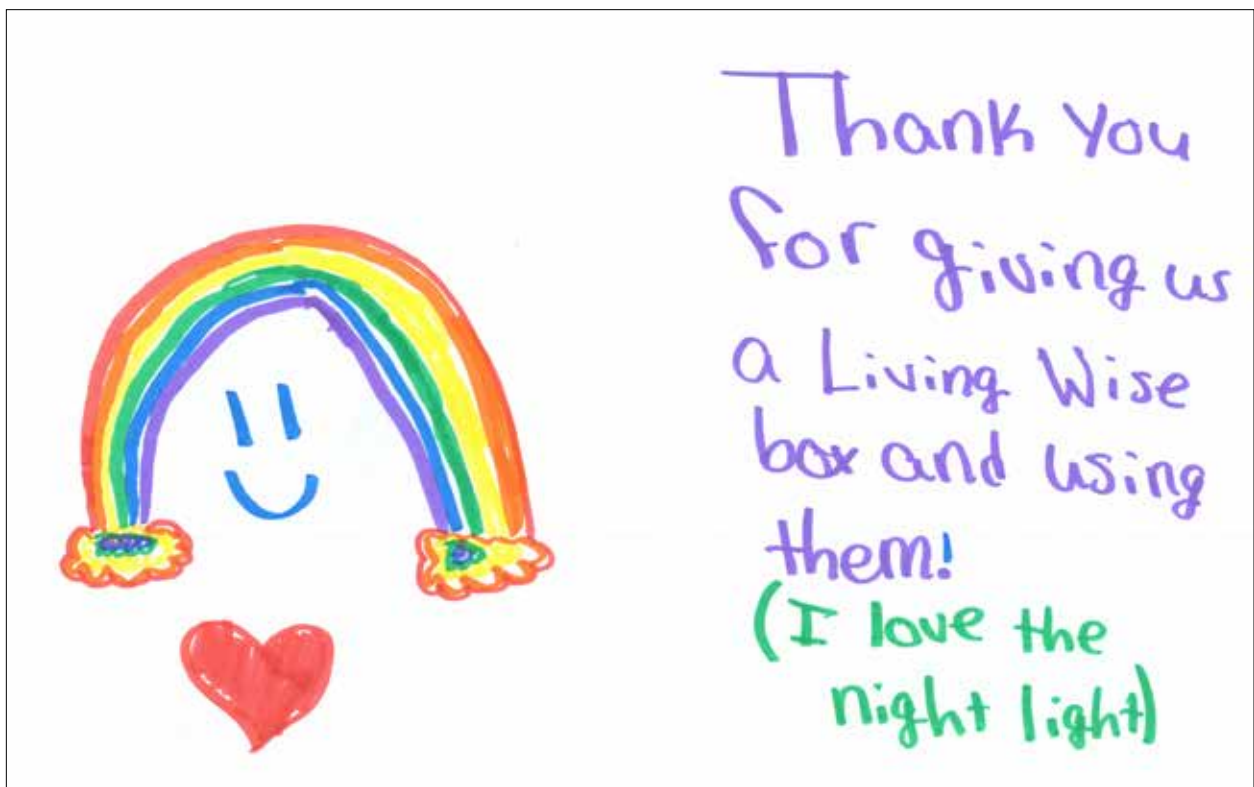
Student Letters


(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