

## **BUILDING OPERATOR CERTIFICATION PROGRAM**

### **PROGRAM DESCRIPTION**

The Building Operator Certification (BOC) Program is a professional development program in the energy and resource efficient operations of buildings. The training program covers building operation and maintenance for building operators, managers and consultants. It offers an in-depth look at the best ways to manage a facility, from the latest technologies to trade tips. Participants can improve job skills, access tools to more efficiently run facilities and achieve measurable energy savings. With over 5,000 BOC graduates nationwide, this rapidly growing training program provides an expansive network of peers and a highly regarded credential. BOC training includes nearly 80 hours of classroom and project work in building systems operation and maintenance. Each course in the series is completed in a one-day training session, except BOC 103—HVAC Systems and Controls, which is a two-day course. To become certified, participants must pass an exam at the end of each day of training and complete assigned projects.

There are two levels of certification: Level I - Building System Maintenance and Level II - Equipment Troubleshooting and Maintenance. Level I classes run for a total of 8 days whereas Level II classes run for 7. Development support for BOC was originally provided by the Northwest Energy Efficiency Alliance (NEEA), a non-profit group of electric utilities, state governments, public interest groups, and industry representatives committed to promoting affordable, energy-efficient products and services. Today, the Northwest Energy Efficiency Council (NEEC) is leading efforts to make BOC a nationally recognized standard.

The Midwest Energy Efficiency Alliance (MEEA) is administering BOC in the Midwest region with support from the Illinois Department of Commerce and Economic Opportunity, the Minnesota Department of Commerce, the Missouri Department of Natural Resources Energy Center (Energy Center), and the Ohio Department of Development. .

Empire will be cooperating with area electric utilities, specifically Kansas City Power & Light (KCP&L), and offering KCP&L's BOC classes to Empire's customers. Empire will share in sponsoring the training classes, including rental of property if any, refreshments, meals, and handouts. In addition, Empire will offer scholarships at approximately 50% of the total registration fee. For the immediate future, we have been informed that the registration fee will be approximately \$1,200. Therefore, for this plan, Empire has estimated a scholarship of \$600 per student who completes the course and receives certification (provided that Empire's scholarship and that of any participating electric utility does not exceed the total

registration cost of the attendee). Empire will target this training support towards customers with facilities that employ full-time building operators. Attendees must operate and maintain a building served by Empire on either a sales or transportation gas rate to qualify for the scholarship. All commercial and industrial customers are eligible to participate. The annual budget assumes a total of 3 attendees will qualify for the scholarship.

## ESTIMATED PEAK DEMAND AND ENERGY SAVINGS

Empire is offering this program as an educational program. Therefore, no demand or energy savings are claimed at this time.

Years	Demand (kW)	Energy (kWh)
1 – 5 (per year)	n/a	n/a

## PROGRAM FRAMEWORK/STRATEGY

Marketing Strategy: Empire will coordinate marketing efforts with KCP&L. Empire will also utilize various mediums, such as direct mail, bill inserts, and its website, to notify customers of the availability of the training and scholarships.

Program Delivery: The training sessions will be implemented by the Energy Center on behalf of the utilities.

## PROGRAM BUDGET

Years	Delivery	Mgmt/Admin	Marketing	Scholarship	Evaluation	Total
1	\$2,250	\$225	\$500	\$1,800		\$4,775
2	\$2,275	\$228	\$500	\$1,800		\$4,803
3	\$2,300	\$230	\$500	\$1,950	\$249	\$5,229

Because there is no major activity associated with starting this program, no start-up costs have been submitted. Delivery assumes a cost of \$1,000 per participant to sponsor the training. This has been escalated by \$25 per year. Scholarships are assumed to be \$600 for the next two years. For the following year, we are assuming a scholarship cost of \$650

per attendee.

## **PROGRAM BENEFICIARIES - PARTICIPATION**

All commercial and industrial customers who have facilities in Empire's service territory who employ full time building operators are eligible to participate in this program. It is anticipated that 3 customers will participate annually for the next 3 years.

Years	Participation
1 – 3 (per year)	3

Other beneficiaries of this program are the building owners who send their employees to the training sessions.

## **PROGRAM EVALUATION, MEASUREMENT AND VERIFICATION (EM&V) PLAN**

Because this is not a direct impact program, an impact evaluation is not planned. Due to the low budget and small estimated participation, a process evaluation may not be feasible. It may be possible for Empire to conduct a survey of participants instead of a full process evaluation. Once the program is approved and has been implemented, a more detailed plan to fit the participation level and budget will be developed.