

PY2021 EM&V Key Findings and Recommendations 2021-2024 CDMF Capability Building Initiative (CBI)

No.	KEY FINDINGS	2021 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
1.	Evaluability of the initiatives could be improved. Currently, it is very difficult to link webinar participants to projects and energy savings.	<p>Add a checkbox or similar on the Retrofit program application asking: "Did you participate in any of these capability-building initiatives?"</p> <p>Track attendance at the webinars along with registration. At the time of the 2021 webinars, the CRE attendance wasn't fully tracked.</p> <p>Include additional identifying fields to program tracking databases that correspond with building owners, operators, and channel partners.</p> <p>Evaluation contractor should continue to follow up surveys with participants at least one year after webinars are completed. Surveys should ask participants about what projects were planned following the webinar, the influence of the webinars on the development of the project, and if the project received a Save on Energy incentive.</p> <p>Further, consider developing a participant survey to be completed before initiative participation that asks about energy efficiency behaviours, plans and expectations for the initiatives. These surveys would serve as a baseline to be compared to results from evaluation surveys that are completed at least one year after the webinars are completed.</p>	High	<p>As this is the first year CBI have been evaluated, the IESO appreciates the insights into better tracking the impact of CBIs.</p> <p>The IESO will work closely with current and future CBI delivery partners, evaluation consultants, and IESO's internal program teams to implement the improvements suggested such as improved project tracking to determine influence and proactively communicating evaluation objectives and timelines to participants.</p>