

## ➤ **Summary of 60-Day Notice: Single-Family Weatherization**

Public Service Company of Colorado (“the Company”) posts this 60-Day Notice to make changes to the Single-Family Weatherization product in response to the 2019 Process Evaluation.

The evaluation found that the Single-Family Weatherization Product is operating smoothly, with high levels of satisfaction among participating customers. The Company will implement the following recommendations in 2020:

- Work with Energy Outreach Colorado to develop materials that help customers market the product to their community;
- Explore methods that will increase trust with renters that believe their rent will go up as a direct result of energy efficiency upgrades;
- Explore offering a referral bonus to trade partners and/or customers in targeted neighborhoods;
- Investigate setting neighborhood goals in conjunction with community organizations and implementation partners in compliance with customer privacy rules;
- Examine and test using GIS data as an input to the targeting methods it employs to identify product participants;
- Work with implementer Energy Outreach Colorado and community partners to reinforce positive customer interactions and product education;
- Provide clear product contact information via suggested leave-behind literature or post-participation communications in paper or electronic form;
- Collect, store and use customer contact preferences when possible for outreach efforts to drive future participation;
- Work with Energy Outreach Colorado to improve materials given to customers and set clearer expectations on product processes;
- Work with Energy Outreach Colorado to expand the energy pledge to action activity if customer engagement continues to be high;
- Add additional language and accessibility options for product materials when appropriate;
- Create an educational slide show that trade partners can show participating customers in-person; and
- Work with Energy Outreach Colorado to improve the current feedback survey and explore different delivery methods.

Detailed responses to each of the Process Evaluation recommendations can be found in the matrix included with the report. Implementation of these recommendations has not resulted in any changes to the product technical assumptions or cost-benefit analyses.

These documents can be found on our website at the following link:

[http://www.xcelenergy.com/Company/Rates & Regulations/Filings/Colorado\\_Demand-Side\\_Management](http://www.xcelenergy.com/Company/Rates & Regulations/Filings/Colorado_Demand-Side_Management)