



El Paso Electric

**El Paso Electric Texas
LivingWise[®] School Education Program
Program Manual**

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Program Overview

The El Paso Electric LivingWise® Program from Resource Action Programs® (RAP) is a residential energy efficiency program. This school-based delivery format provides take-home LivingWise Kits containing efficiency measures combined with creative classroom and in-home education to students. In response to the program's hands-on components students inspire their family members to adopt new resource use habits. Results are tracked and summarized to document projected savings.

Students receive a LivingWise Kit of energy and water efficient devices, which are taken home, installed, and the learning experience shared with family members. Through the schools' professional educators, students work on subjects required by state learning standards to understand and appreciate the value of natural resources in everyday life. This program shapes new behaviors and achieves immediate savings through a cost-effective mix of new product installation and resource efficiency knowledge, using the best messengers – children!

Objectives

The El Paso Electric LivingWise Program is designed to generate cost effective electric savings by:

1. Educating teachers, students, and families of the importance of energy efficiency and conservation in eligible sixth grade classrooms during the spring semester.
2. Promoting the installation of energy efficient measures provided in the LivingWise Kit.
3. Shaping new behaviors that achieve immediate savings through a cost-effective mix of new product installation and resource efficiency knowledge.

Roles & Responsibilities

Program Sponsor (El Paso Electric):

- Authorizing and issuing the program budget
- Confirm Eligible Schools within Texas Service Territory
- Overseeing the Program Implementer

Program Implementer

- Identification of Texas state education standards (TEKS)
- Curriculum development and refinement (Completed annually)
- Curriculum correlation to Texas state education standards
- Materials modification and customization to incorporate El Paso Electric branding
- Incentive program development
- Eligible school identification – with El Paso Electric approval
- Teacher outreach and program introduction
- Individual teacher enrollment
- Scheduling of implementation dates with teachers
- Delivery of program materials using teachers' desired implementation date
- Confirmation of the delivery of materials
- Periodic contact to ensure implementation and teacher satisfaction
- Management of the incentive program
- Collection and recording of surveys and evaluations
- Electronic capture of student Thank-you cards received from participating teachers
- Data analysis
- Data submittal to the EM&V Evaluator
- Development of a final Program Summary Report

Eligible Participants:

This program is a teacher elected program and is available to sixth grade classes within El Paso Electric's Texas service territory.

Participation in the program is on a first come, first served basis .

The following requirements will be asked of the teachers during the implementation of the program:

- Educate students on energy efficiency and the importance of conservation by using the materials provided.
- Deliver and collect all surveys, and return surveys to the Program Implementer.
- Pass out the LivingWise Kits, and encourage the students to work with their parents to install the energy efficient products provided in the kit.

Key Dates

- Program start date: January 1
- Program End date: June 1



The following section of this program manual provides an overview of the El Paso Electric LivingWise Program implementation steps, starting with teacher recruitment and enrollment through measurement and verification. There are six steps in the implementation process:

Step 1: Teacher Recruitment and Enrollment

This step covers the initial outreach effort to introduce the program to eligible teachers and to invite them to participate in the program. RAP's teacher recruitment approach involves establishing a personal relationship with each teacher and/or school and providing exceptional customer service. The RAP Outreach Team consists of four staff members, three of which will provide support to the designated RAP Program Coordinator who will be the primary point of contact for all teachers. The RAP Program Coordinator will work directly with each teacher from recruitment through implementation. A dedicated phone line for the program (1-888-438-9473) will be answered by the RAP Outreach Team from 7:30 a.m. – 4:30 p.m. PST Monday through Friday excluding major holidays. Calls made outside of normal business hours will be answered by voicemail and a return call will take place during normal business hours the next business day.

Typically, schools will be contacted until a response is received from the school or teacher either enrolling in the program or opting out of participation. E-mails, faxes, phone calls, and direct mail are used in various combinations to recruit teachers. Outreach and recruitment follows this process.

- 1.1. El Paso Electric may identify any specific areas to target for outreach and program participation. Target program area will be defined by a list of zip codes supplied by El Paso Electric. RAP will work from the zip code list to create an eligible school list showing individual schools within the defined program area(s). The eligible school list will then be submitted to El Paso Electric for review and approval as to individual eligibility for each school. The utility-approved school list(s) will become the Approved School List(s).
- 1.2. Teacher Contact Confirmation: Upon approval of the School List(s), RAP calls schools on this target list to obtain/confirm teacher contact information.
- 1.3. Program Awareness and Outreach: Introduce the program and participation opportunity to recruit eligible teachers via phone calls, faxes, e-mail, and direct mail.
 - Any or all of the four-outreach methods may be used based on the most favorable response from the specific school/teacher.
 - Follow-up with teacher/school to confirm receipt of recruitment materials and to answer questions about the Program.
 - If a teacher agrees to participate in the Program, he/she moves to Step 1.4. If a teacher declines to participate, he/she will be identified accordingly in the Program database and will not be contacted again during the Program year.

Once the program has been introduced, the RAP Program Coordinator will work to enroll teachers in the program. During enrollment, the RAP Program Coordinator will collect teacher commitments along with their desired implementation timing and student count. All enrollment data will be entered in the RAP database and can be provided to El Paso Electric anytime. Program progress will be reported to El Paso Electric on any schedule requested. Enrollment is

the result of successful outreach and recruitment efforts and can be accomplished through any of the following methods.

1.4. Teacher Enrollment: Teachers can enroll via four methods:

- By faxing a completed Enrollment Form to the RAP Program Center toll free at 1-800-544-8051.
- By e-mailing his/her name and any interested teachers' names, how many students they each have, and which month they would like to implement the Program to lbumbgetwise.org
- By completing the online enrollment form at www.epelectric.com/TX/residential/livingwise
- By calling the RAP Program Coordinator toll free at 1-888-438-9473.

1.5. Enrollment Confirmation: RAP Recruitment Team contacts and collects written confirmations from teachers who enroll via phone or who submit incomplete enrollments forms. Written confirmations confirm exact classroom numbers and implementation timing to ensure accuracy in shipments of Program materials and energy savings estimates.

Step 2: Materials Shipment and Confirmation

Based on teacher-requested implementation timing, materials are assembled and marked for delivery directly to the school or classroom per teacher instruction. A shipment confirmation is sent via fax once materials are shipped to indicate they are en route. Teachers are contacted after shipment to confirm their receipt of materials.

Step 3: Classroom Implementation

This step is the heart of the implementation process. The implementation phase involves the delivery of the Program in the classroom and into each student's home. To complete classroom implementation the teacher follows these steps:

- 3.1. The teacher administers the Pre-Survey on the Student Survey Form. This survey is designed to help determine how much students learn throughout the course of the program.
- 3.2. The teacher distributes the Introduction Letter to Parents/Guardians to each student to take home announcing the opportunity to save energy while supporting their child.
- 3.3. The classroom lessons found in the Student Guide are administered by the teacher. The Teacher Book provides all needed information for teachers to plan and conduct the lessons including Additional Activities to supplement classroom activities.
- 3.4. When the lessons found in the Student Guide are completed, the teacher distributes the Student Workbook and the LivingWise Kits. Homework projects are assigned using Student Workbooks and LivingWise Kits. Students record hands-on activity results from their homework projects in their Student Workbooks.

- 3.5. Students return the completed Workbook to school and transfer results to the Student Survey Form redistributed by the teacher.
- 3.6. The teacher administers the Post-Survey, distributes the Certificate of Achievement and the LivingWise Wristbands to students who have successfully completed all the program activities. The teacher completes the Teacher Program Evaluation and collects any thank-you cards or letters from students. Using the special white self-addressed postage paid envelope provided in the program materials, the teacher mails all completed documents to the RAP Program Coordinator.

Step 4: Participant Support

Participant support is provided by the RAP Program Coordinator via phone calls, faxes, and e-mails in addition to Web-based support. The RAP Program Coordinator contacts participating teachers throughout the program cycle to ensure that the program is being implemented and to answer any questions teachers may have.

Step 5: Data Collection

Data collection is a critical step in the implementation process. Teachers are reminded of this priority during all contacts in Step 4. Teachers are asked to return several documents that are reporting tools using a prepaid mailer, which is provided in their materials.

Step 6: Reporting and M&V

The reporting step covers all communication and documentation between RAP and El Paso Electric. This occurs at several points throughout the implementation process and upon the conclusion of program implementation activities. Monthly reports and invoices cover activity for the prior month. Summary reports are prepared biannually to coincide with the end of the school year and the end of the calendar year.

Program Contacts

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