



# Engaging Building Occupants: How to Reduce Plug Load Energy Use

**Rois Langner, NREL**

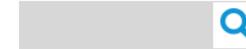
Technical Lead, Plug & Process Load Technical Solutions Team

May 10, 2016

# Engaging Building Occupants: How to Reduce Plug Load Energy Use

- Presentations:
  - Christine Wu, Sustainability Program Manager at the U.S. General Services Administration
  - Moira Hafer, Sustainability Specialist at Stanford University
- Discussion and Q & A

# Join the Better Buildings Alliance!



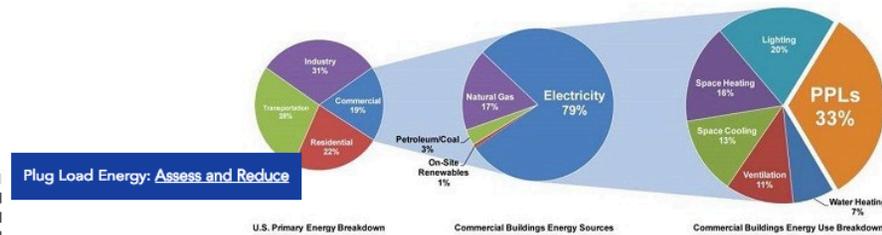
- Alliance Home
- Sectors
- Take Action
- Partners
- Resources
- Get Involved
- Newsroom
- About

[Better Buildings Initiative](#) » [Better Buildings Alliance](#) » Plug & Process Loads

## Technology Solution: Plug & Process Loads



Plug and process loads (PPLs) consume about one third of primary energy in U.S. commercial buildings. As buildings become more efficient, PPL efficiency has become pertinent in achieving aggressive energy targets. Through the PPL technology solutions team, partners participate in a platform to share experiences and learn from their peer, and work together to create resources on PPL energy reduction strategies and their applications, covering a wide variety of electronic, computer, refrigeration, and cooking devices, including equipment essential to information processing, medical treatment, and food service businesses.



Plug Load Energy: [Assess and Reduce](#)

### Take Action

Participate in expert-led technology teams, test out an implementation model, join a technology campaign, or take part in a technology challenge or demonstration.

[Join Alliance Activities](#)

### Events Calendar

Better Buildings partners participate in webinars, peer-exchange calls, meetings, and industry workshops and conferences. Browse upcoming events and opportunities to participate by month.

[Get Involved](#)

### Find a Partner

Through the Better Buildings Alliance, over 200 public and private sector organizations across the country are working together to share and replicate positive gains in energy efficiency.

[View Partners](#)

# Join the BBA PPL Tech Team

## Featured Solutions



[Decision Guides for Plug and Process Load Controls](#) Guidance  
The decision guides found in this resource were created to help building owners find the right choice for their buildings.

[View Related Solutions](#)



[Technical Specifications for Advanced Power Strips \(Version 1.0\)](#)  
This specification provides detailed selection criteria for five models of advanced power strips intended to help those who procure APSs select the most effective solution.

[View Related Solutions](#)



[How To Use Advanced Power Strips in an Office Setting](#) Fact Sheet  
Each advanced power strip has three outlet types for equipment. This fact sheet describes the uses for each outlet type.

[View Related Solutions](#)



[Assessing and Reducing Plug and Process Loads in Office Buildings](#)  
Using the process and strategies outlined in this brochure, the U.S. Department of Energy's National Laboratories (NREL) was able to drastically reduce its PPL energy use in office buildings.

[View Related Solutions](#)



[Assessing and Reducing Plug and Process Loads in Retail Buildings](#)  
This brochure provides an overview of PPLs in retail buildings and describes the process and strategies needed to effectively reduce their energy impact.

[View Related Solutions](#)

## Other Resources

- > [Fact Sheet](#)
- > [Guidance](#)
- > [Report](#)
- > [Additional Information](#)

**Decision Guide**  
Education Solutions

Strategy Considerations	Project Types
<ul style="list-style-type: none"> <li>Low-Cost</li> <li>Low-Energy</li> <li>Low-Cost</li> <li>Low-Energy</li> <li>Low-Cost</li> <li>Low-Energy</li> <li>Low-Cost</li> <li>Low-Energy</li> </ul>	<ul style="list-style-type: none"> <li>Office Buildings</li> <li>Manufacturing</li> <li>Healthcare</li> <li>Education</li> <li>Government</li> <li>Multi-Family</li> <li>Commercial</li> <li>Industrial</li> </ul>

**Decision Guides for Plug and Process Load Controls**  
DECEMBER 2015

**Technical Specification for Advanced Power Strips**  
Version 1.0  
December 30, 2014

**Strategies**  
Break Rooms and Kitchens

**Refrigerators**

- Remove undersized refrigerators to save \$40-\$80/year.
- Replace aging, inefficient refrigerators with the most efficient available.
- Consolidate multiple small refrigerators into a full-size refrigerator to save \$50/year/machine.
- Replace glass door refrigerators with similarly sized solid door refrigerators to save \$60/year/machine.

**Small Kitchen Appliances**

- Upgrade items such as coffee pots, toasters, and microwaves with units that have integral power cords from light-wasting power cords to save \$15/year/m.
- Control these items with individual outlet strips so they are powered down during nonbusiness hours to save \$3/year/m.

**Workstations**

- Incandescent represent a significant fraction of office building PPL and overall building energy use. Figure 3 is an example of a low-energy workstation.

**Computers**

- Replace standard desktop computers with notebook desktops, laptops, or thin client computers to save as much as \$60/year/computer.
- Disable screensavers and enable computer power management features.
- Configure computers to use ENERGY STAR.
- The computer power button should be manually triggered regularly or automatically.
- The laptop docking station power button should be manually triggered regularly.
- Other external standby-triggering devices.

**Phones**

- Replace standard phones with low-power CDMA maximum output power management (MPPM) phones to save \$10/year/phone.

**Wending Machines**

- Remove undersized machines to save \$300/year/machine.
- Replace aging, inefficient vending machines with the most efficient equipment to save \$150/year/machine.
- Remove the display lighting to save \$60/year/machine.
- Implement a load-managing device to save \$100/year/machine.
- Set structural requirements for vendors to use only deflated, device pressurized.

**Drinking Fountains**

- Eliminate or remove drinking fountain coolers and bottled water coolers.
- Replace aging drinking fountains and bottled water coolers with recessed drinking fountains to save \$30/year/cooler.

**Primary Outlet**  
COMPUTER/LAPTOP  
The primary outlet acts as the "control" or "master" outlet because it turns off the power to secondary outlets when the device connected to it is turned off. The primary outlet typically powers your computer's central processing unit because most other devices connected to the power strip at an office desk depend on your computer for their functionality. For example, you need to turn on your computer to use your monitor and to print documents.

**Secondary Outlet**  
MONITOR, PRINTER, DESK LAMP  
The secondary outlets act as the "controlled" outlets and typically power peripheral devices, such as your computer monitor(s), desk lamp, and printer. When the device connected to the primary outlet is turned off, the power will automatically be shut off to the device connected to the secondary outlets. For example, turning off your computer automatically shuts off the power to your monitor or printer. The amount of energy you save with an advanced power strip depends on the usage of the devices connected to the secondary outlets.

**Always-On Outlet**  
LANDLINE PHONE, FAX, MINI FRIDGE  
The always-on outlets are not controlled by the primary outlet. Important office desk devices, such as landline phones and fax machines, that are plugged into the always-on outlet will receive constant power regardless of the primary outlet device.

**Figure 6. Diagram of an example low-energy workstation.**

**Thank you!**

Rois Langner  
National Renewable Energy Laboratory  
Rois.Langner@nrel.gov



# Plug Load Control: Real-World Testing and Application

Christine Wu, GSA



# Plug Load Control: **Real-World Testing and Application**

U.S. General Services Administration | Christine Wu, Green Proving Ground Program



# “THE GOVERNMENT’S LANDLORD”

---



8,792 assets

- Owned: 1,621 assets

374M square feet

- Owned: 183M square feet

1.1 million federal employees

\$365M annual energy costs

# FEDERAL MANDATES SET THE PACE

---

## Energy Independence and Security Act, 2007

30% reduction in energy use intensity (EUI) by 2015 over 2003 levels

### **GSA Response:**

**-30.0** EUI reduction EOFY2015\*

## Executive Order 13693, 2015

2.5% annual reduction in EUI through 2025, over 2015 levels

### **GSA Response:**

**-2.4** EUI reduction as of FY2016 Q2\*

GSA buildings are **33%\*** more efficient than typical U.S. office buildings.

\* January 2016, GSA Average EUI = 52.2 kBTU/GSF/yr, as reported per legislative mandate; Commercial office average EUI = 77.8 kBTU/SF/yr, 2012 CBECS, eia.gov



Green Proving Ground leverages GSA's real estate portfolio to evaluate innovative sustainable building technologies.

# HOW DOES GPG WORK?

---



Identify promising technologies at the edge of commercialization



Pilot technology installations within GSA's real estate portfolio



Partner with Department of Energy national laboratories to objectively evaluate real-world performance



Recommend technologies with broad deployment potential

# Green Proving Ground, 2011-2015

## ENERGY MANAGEMENT

12.15—Socially Driven HVAC \*†  
09.12—Advanced Power Strips \*  
03.12—Wireless Sensor Networks \*  
Passive Thermal Storage Platform  
Predictive HVAC Optimization  
Variable-Speed Chiller Plant Control  
Circuit-Level Energy Monitoring

## LIGHTING

08.15—LEDs with Integrated Controls \*  
05.15—Wireless Lighting Controls †  
08.14—Integrated Daylighting Systems \*  
09.12—Occupant Responsive Lighting \*  
LED Replacement Lamp for CFLs  
Networked Lighting  
T-LED Retrofit for Fluorescent Luminaires

## WATER

04.15—Wireless Moisture Sensing Irrigation System  
03.15—Catalyst-Based Non-Chemical Water Treatment \*  
01.15—Weather Station for Irrigation Control \*

## BUILDING ENVELOPE

05.15—Electrochromic Windows for LPOEs \*  
01.15—Applied Solar Control Retrofit Films \*  
03.14—Chromogenic Windows  
03.14—Vacuum Insulated Panels  
10.13—High R-Value Window Panels \*†  
Electrochromic Windows with Dynamic Controls  
Low-Emissivity Window Film  
Daylight Redirecting Window Film

## ON-SITE POWER & RENEWABLES

01.15—Photovoltaic-Thermal Hybrid System  
06.14—Wood-Pellet-Fired Biomass Boilers  
10.13—PV Guidance  
12.12—Photovoltaic Systems  
Honeycomb Solar Thermal Collector  
Building Integrated PVs for Windows

## HVAC

03.15—Wireless Pneumatic Thermostat \*†  
07.14—Condensing Boilers, Updated \*†  
03.14—Multistaged Indirect Evaporative Cooler  
03.14—Synchronous and Cogged Fan Belts \*  
10.13—Variable Speed Maglev Chiller \*†  
12.12—Variable Refrigerant Flow  
High Efficiency RTU  
Variable Speed Screw Chiller  
Continuous Combustion Control System  
Intelligent Valves for Hydronic Systems  
Smart Scrubbers for HVAC Load Reduction

More information available at [gsa.gov/GPG](http://gsa.gov/GPG)

### M&V STATUS *(as of April 2016)*

(00.00) = Completed —25  
Continuing Evaluation —17  
Deployed/Pending Deployment—9

\* Identified for Broad Deployment — 15

† Deployed through ESPC — 6

# GPG PLUG LOAD CONTROL EVALUATION

---

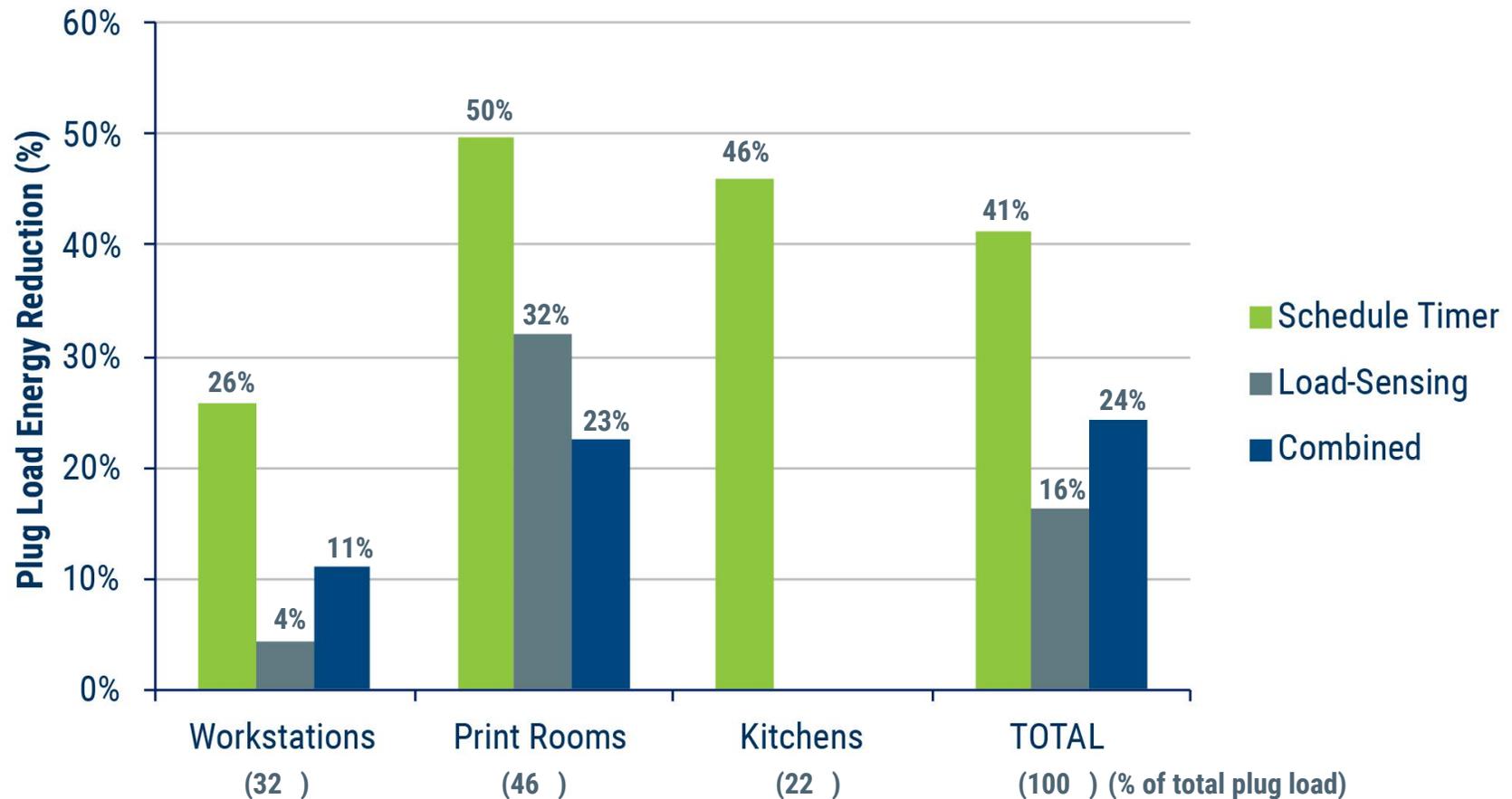
- **Opportunity:** 20-25% of building electricity consumption goes to plug loads.
- **What We Did:** In 2012, NREL tested three plug load reduction strategies at workstations\*, kitchens, and print rooms in eight federal office buildings throughout GSA's Mid-Atlantic Region.  
*\* Baseline for workstations include IT policy to perform daily computer shutdown.*
- **Technology:** Tested strategies included:
  - a. **schedule-based control** from 6a-6p
  - b. **load-sensing** based on monitor draw
  - c. **combined** schedule & load-sensing



# GPG PLUG LOAD CONTROL EVALUATION

---

## Energy Reduction for Tested Control Strategies



# GPG PLUG LOAD CONTROL EVALUATION

---

## Lessons Learned

### **Schedule-based**

- Account for real-world variability in work schedules and habits. “Tight” scheduling may seem to save more energy, but may result in more dissatisfaction and higher rates of manual overrides or disabling of devices.
- Account for warm-up times (e.g., printers, kitchen equipment)

### **Load-sensing**

- At workstations, account for sweep times (i.e., the amount of time required to sense a master load). If the device sweeps once per minute, is a one-minute lag in slave wake-up time acceptable?
- Meter master device draw states (e.g., “in-use,” “standby,” and “off” draws for monitors) prior to implementation in order to avoid sending faulty commands to slave devices.

# GPG PLUG LOAD CONTROL EVALUATION

---

## Lessons Learned

### Tenant engagement

- Tenants must be knowledgeable of:
  - How the strategy will save energy
  - How individual actions may help to save energy
  - How to override, disable, and/or reset the plug strip
- Select a strategy that does not require tenants to prioritize energy savings over personal convenience.

### General

- Minimize complexity for both installation and operations
- Employ strategies that minimize impact on tenants' daily operations

# APS NATIONAL DEPLOYMENT

---

**16,359 timer-based advanced power strips** deployed in 98 federal buildings in 35 cities across the US.



# APS NATIONAL DEPLOYMENT

---

## Why this device?

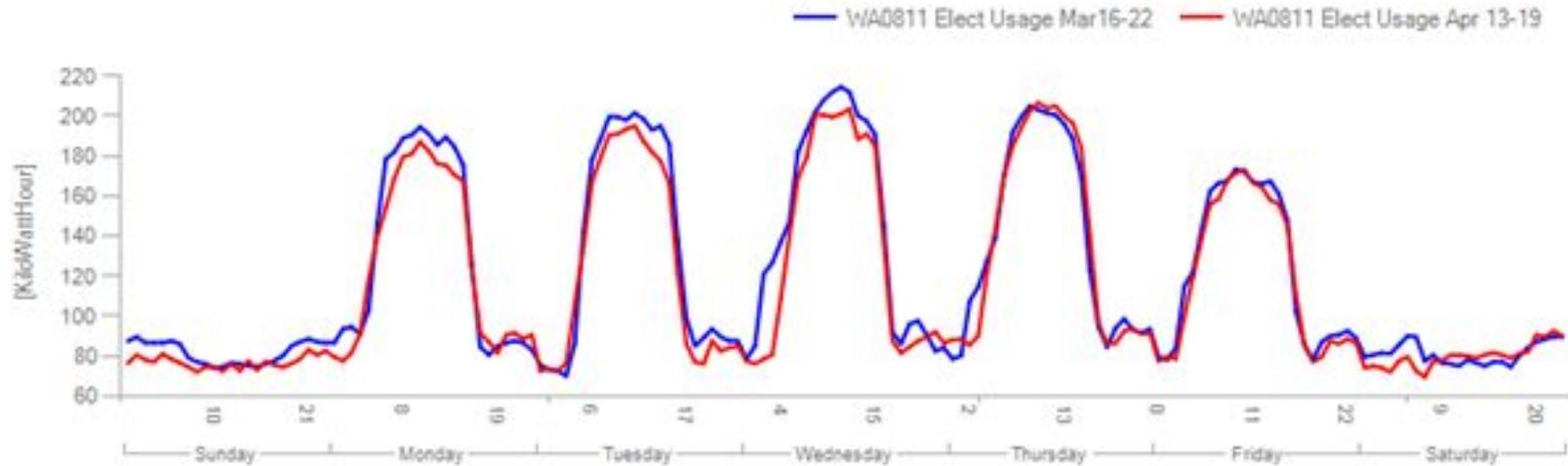
- Manual on / Auto off
- Immediate wake-up signal
- Unlikely to be permanently disabled
- 2-year payback
- Plug & Play: Easy installation, no commissioning
- No IT component

## Lessons Learned

- Train installers on standard always on / auto off devices
- Issue tenant reminders to turn off APS when they leave their workstation

# APS NATIONAL DEPLOYMENT

Mar 16 2014 to Apr 20 2014



	Baseline (Before)	After	Energy Reduced kWh	% Change
Sunday	1960.00	1842.50	-117.50	-6%
Monday	3194.00	3075.00	-119.00	-4%
Tuesday	3225.50	3063.00	-162.50	-5%
Wednesday	3480.00	3224.50	-255.50	-8%
Thursday	3345.00	3342.50	-2.50	0%
Friday	2988.00	2911.00	-77.00	-3%
Saturday	1949.50	1916.00	-33.50	-2%
	20142.00	19374.50	-767.50	-4%

# APS NATIONAL DEPLOYMENT

---

**\$1.6M** lifecycle energy cost avoidance

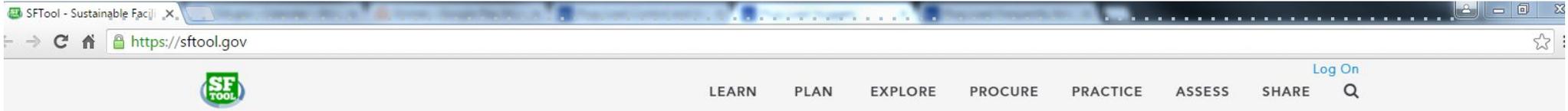
**1,500 MWh** annual energy savings

**2-year** payback

**\$0.17 - \$0.23/sf** saved for office buildings.

Potential impact: **\$96M** avoided lifetime energy costs, if distributed for every employee in GSA buildings.

# SFTool.gov



SFTool will be undergoing maintenance on Thursday (3/31). The site will be unavailable during this time. We apologize for any inconvenience.



## What can I do here? ▶

You're here because you care about efficient, healthy buildings and environmentally-responsible purchasing. Check out summaries of each section of the site to start exploring.

## Introduction to SFTool



Watch the video (2min)

## Where do I start? ▶

To access the information you need quickly, view user guides tailored to professional roles – taking you straight to the topics that interest you the most.



### Learn About Sustainability

Learn about sustainability topics, such as indoor environmental quality (IEQ) and plug loads



### Buy Green

Discover which products and services meet different environmental programs, such as BioPreferred or Energy Star



### Practice Going Green

Try your hand at sustainable building management with Green the Building



### Plan a Project

Review sustainable strategies for both new construction and renovation projects



### Explore a Building

Walk through a sustainable building to learn about strategies and products for each

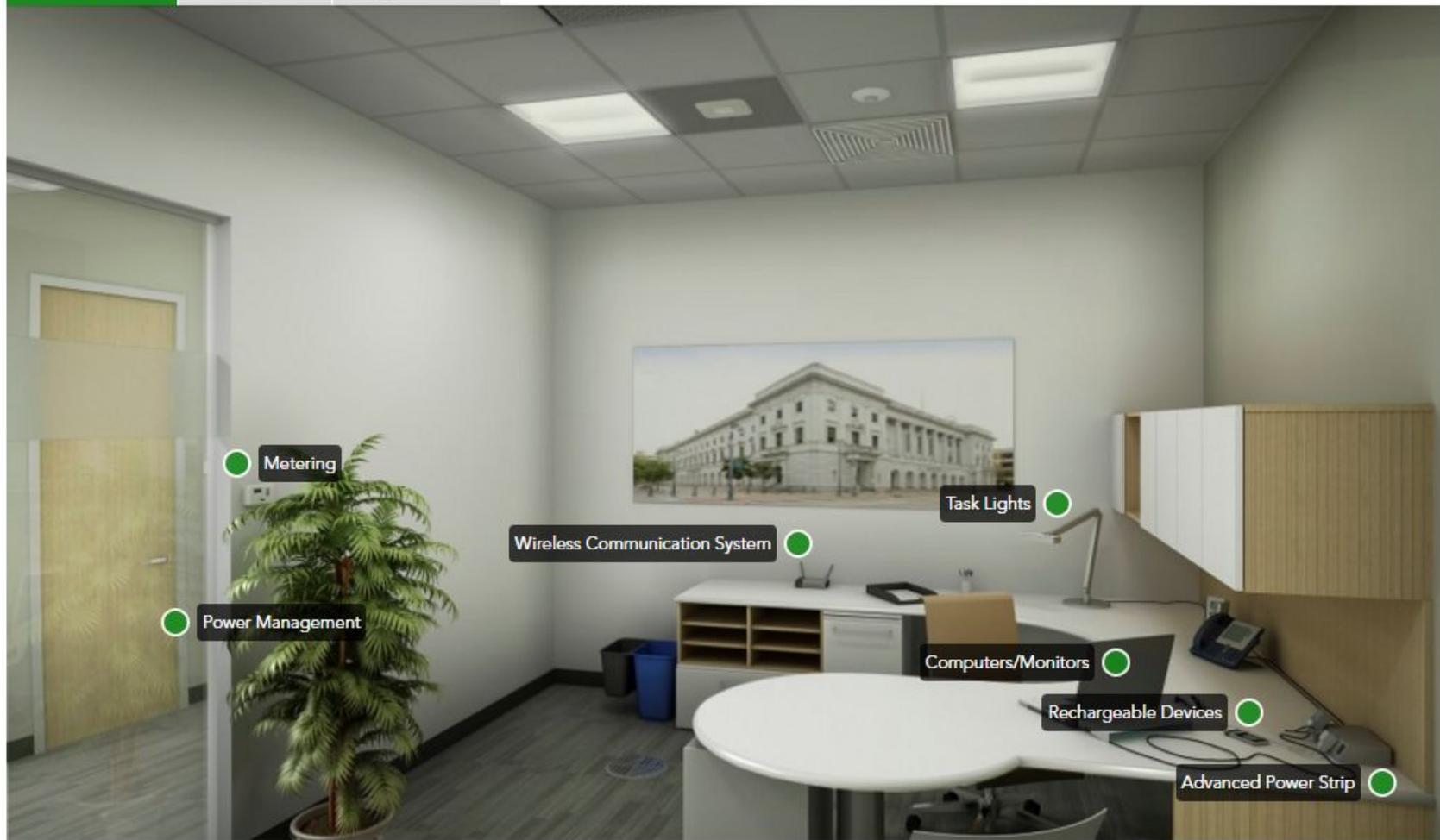


### Demonstrate Understanding

Use FEDSAT to take the first step on a path towards full FBPTA compliance

# Plug Loads Components

Private Office   Break Room   Support Area



## Plug Load Management

<a href="#">Plug Load Nuggets</a>	Best practices and key strategies in short form (250 words) covering seven plug load topics. Learn what you need to know, fast!
<a href="#">Plug Load FAQ</a>	Find out the "what", "why", and "how" needed to effectively manage plug loads.
<a href="#">Plug Load Checklist</a>	Utilize the checklist to assist your integrated team execute and monitor a plug load reduction program.
<a href="#">Plug Load Research Review Summary</a>	For those really looking to learn more, get summaries of the forefront research findings that serve as the plug load knowledge foundation.

# PLUG LOAD CHECKLIST

---

- ❑ Establish a plug load **champion**
- ❑ Develop a **business case** to address plug loads
- ❑ **Benchmark** the efficiency of current equipment and operations
- ❑ Identify occupants' true **needs**
- ❑ **Meet** needs efficiently
- ❑ Turn **unused** equipment off
- ❑ Institutionalize plug load measures through **procurement** decisions and **policy** programs
- ❑ Promote occupant **awareness**
- ❑ Address **unique** miscellaneous plug loads
- ❑ Address plug loads in building **design/retrofits**



# Thank You!

Christine Wu  
christine.wu@gsa.gov  
[gsa.gov/GPG](http://gsa.gov/GPG)



# Stanford Equipment Inventory & Plug Load Reduction Project

Moira Hafer, Stanford University

The background features a large, semi-transparent watermark of the Stanford University seal. The seal is circular and contains the text "LEAD STANFORD JUNIOR UNIVERSITY" around the top edge, "FREIHEIT" on the right, "WISSENSCHAFT" on the left, and "1891" at the bottom. In the center is a tree with a figure standing beneath it.

# Stanford Equipment Inventory & Plug Load Reduction Programs

Moira Hafer, Sustainability Specialist  
Office of Sustainability  
Stanford University

Better Buildings Alliance Summit, May 10, 2016

# Stanford Equipment Inventory Overview

- **Comprehensive 260-building equipment inventory**
- **Goals:**
  1. Quantify campus plug load energy consumption and understand its composition
  2. Identify viable plug load energy reduction opportunities
  3. Collect data that supports Office of Sustainability's partners



# Scope

- Types of equipment included:
  - Standard office equipment
  - Standard lab equipment
  - Common IT equipment
  - Kitchen & break room equipment
  - Gym equipment
  - Other
    - EH&S hazards
    - Water fixtures
    - Occupancy data
- Attributes collected for each type of equipment to provide necessary details for estimating energy consumption
- Inventory covers 93% of campus square footage



## Collection Process by the Numbers

**14**  
student interns

**3,200**  
student work hours

**55**  
types of equipment

**263**  
buildings

**10,278,972**  
square feet

**19,909**  
rooms inventoried

**129,774**  
pieces of equipment

**79,313,779 kWh**  
consumed per year

# Data Collection Tool

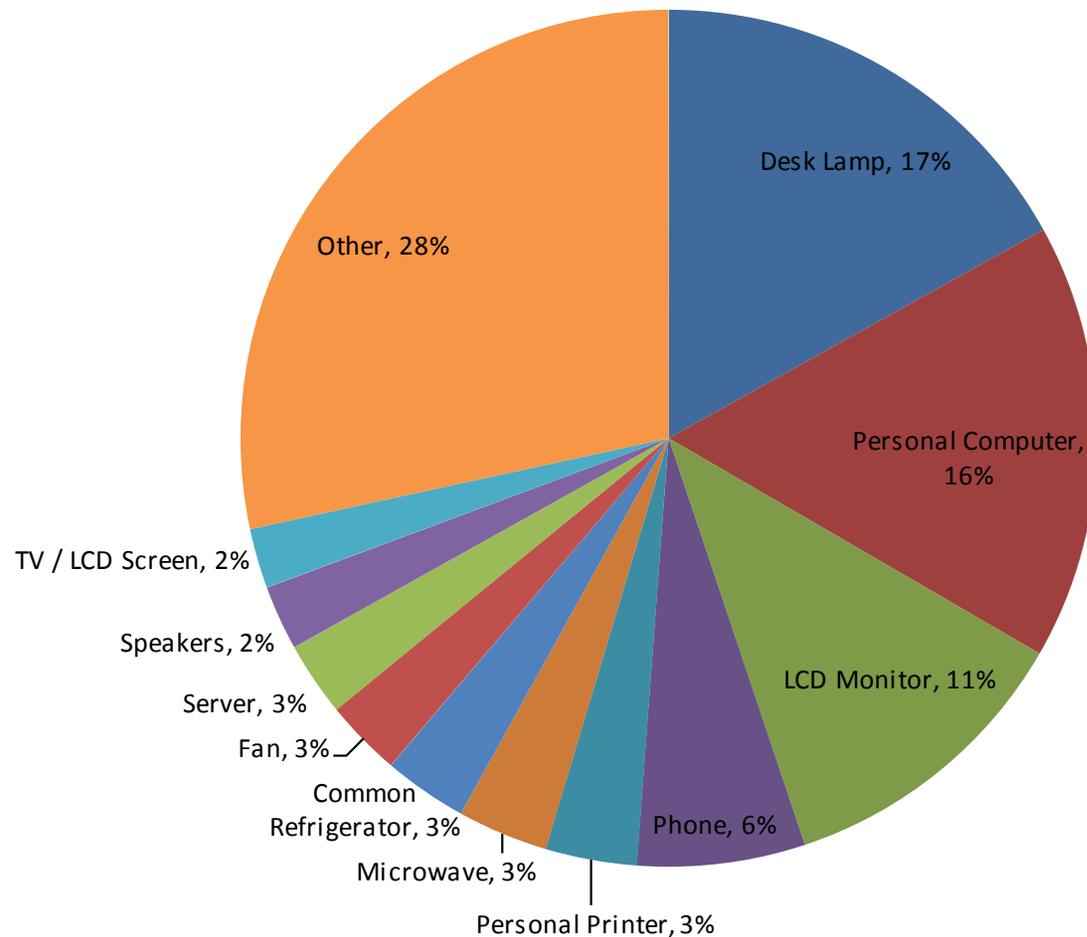
Interns used web application developed by LBRE IT to collect inventory data



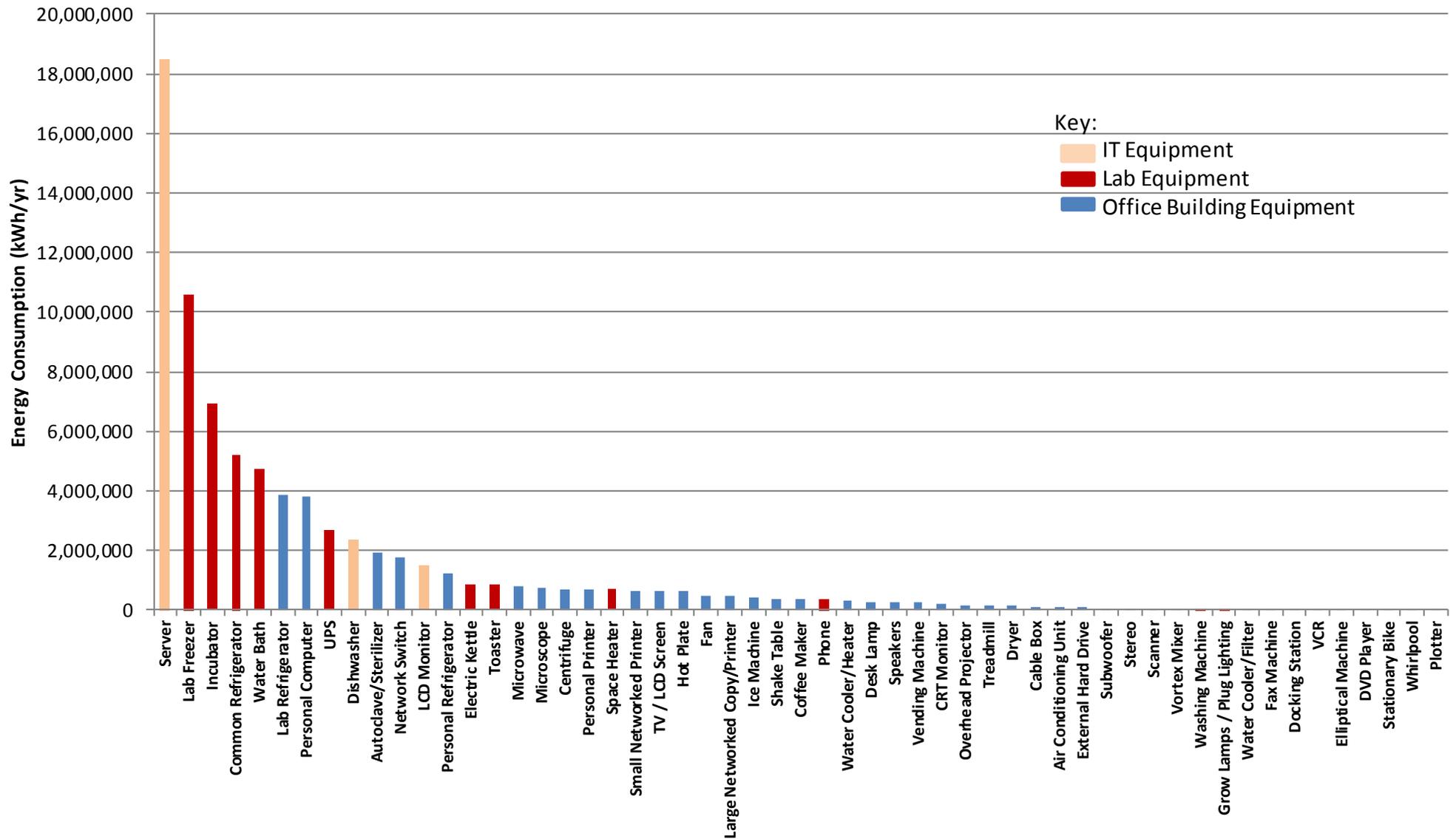
# Results (A) – Campus-Wide Context

<b>Total Equipment Count</b>	<b>204,000</b>
<b>Total Energy Consumption (kWh/yr)</b>	<b>77.3 million</b>
<b>Total annual cost</b>	<b>\$9 million</b>
<b>Plug Load as % of Total Campus Electricity Use</b>	<b>34%</b>

**Equipment Count**

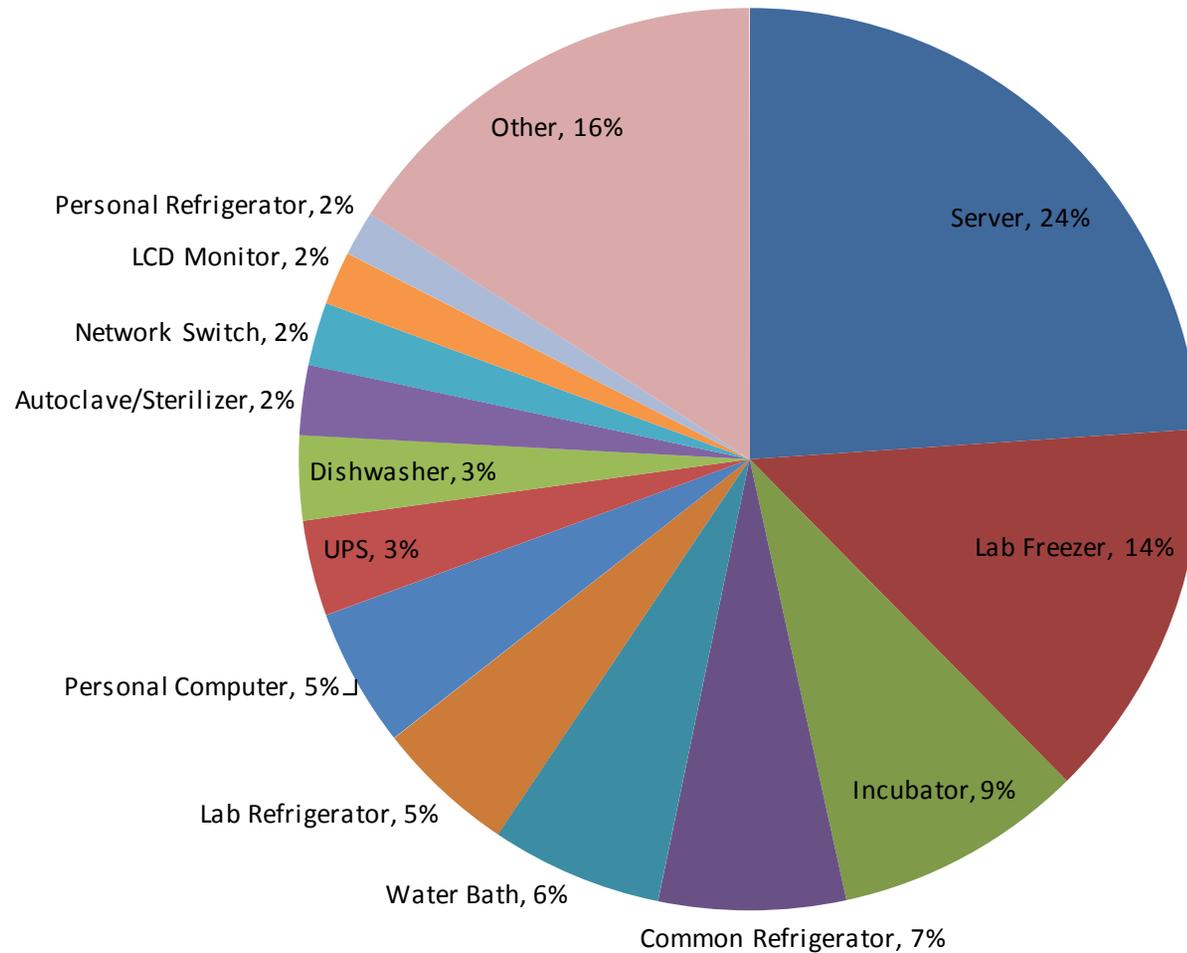


# Results (B) - Energy Consumption by Equipment Type



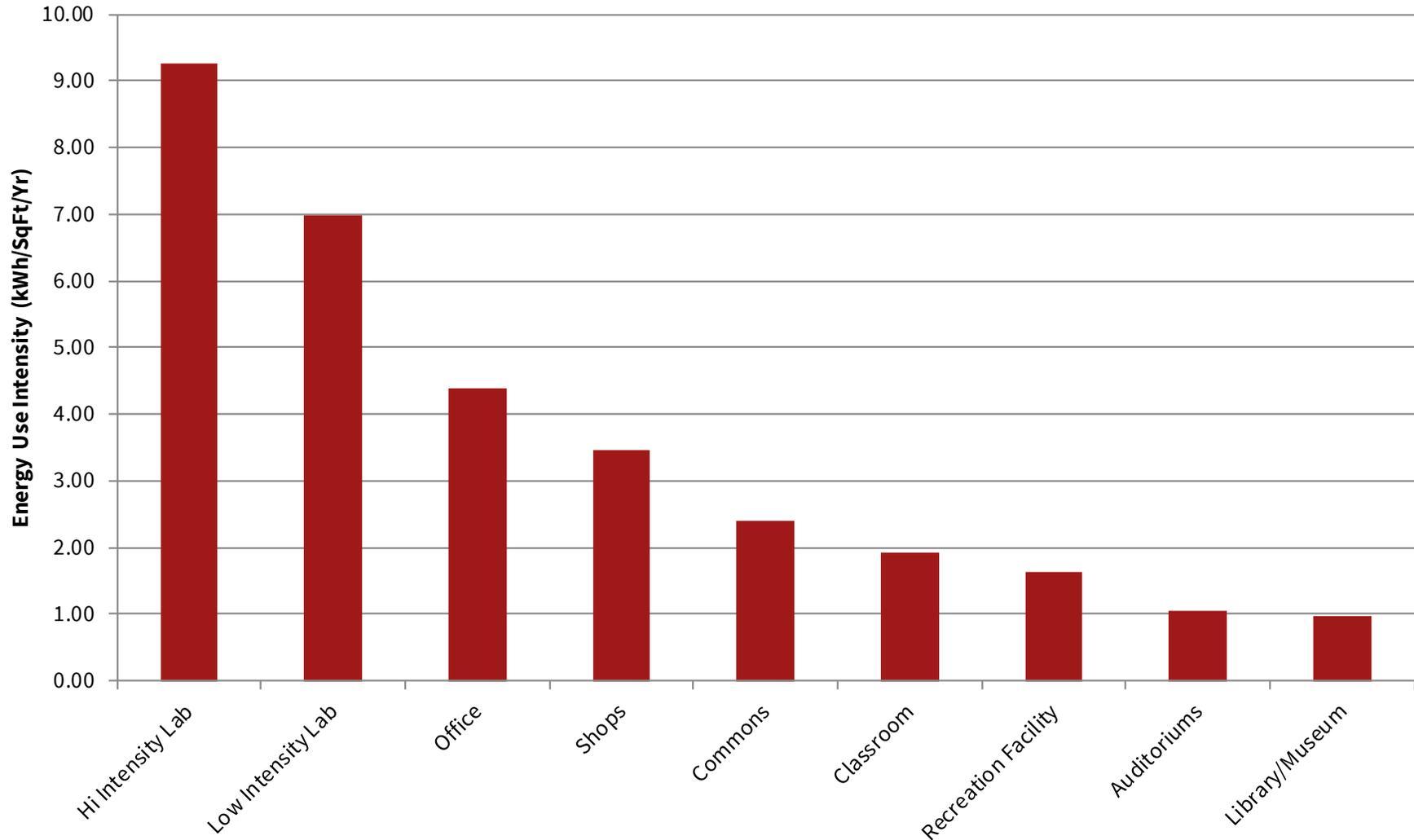
# Results (C) - Energy Consumption by Equipment Type, cont'd

## Equipment Energy Consumption



# Results (D) – Energy Consumption by Building Type

## Average Plug Load Energy Use Intensity by Building Type

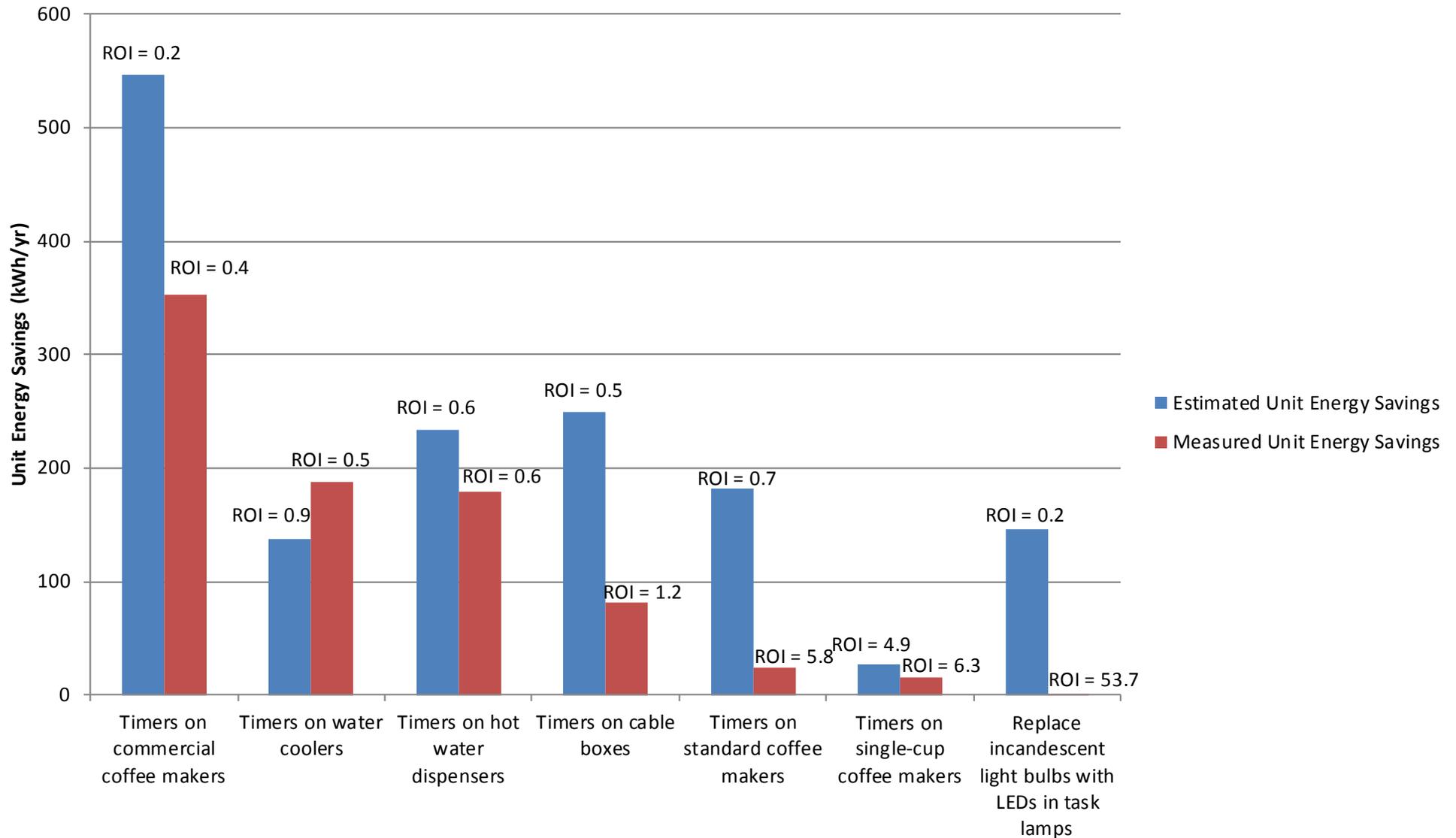


# Plug Load Energy Savings Programs Summary

## Potential Savings: \$2.3 million

Program	Total Potential Savings	Average ROI (years)	% Plug Load Reduction	% Total Electricity Reduction
Equipment Retrofits	\$183,000	0.5	2%	1%
Space Heating	\$23,700	2.4	0.3%	0.1%
Sustainable IT	\$682,000	2.5	8%	3%
Green Labs	\$1,457,000	3.4	16%	5%
<b>Total</b>	<b>\$2.3 M</b>	<b>2.2</b>	<b>26%</b>	<b>9%</b>

# Field Test of Basic Energy Efficiency Measures



# Direct Install Program for Timers

Program	Expected Annual Savings	Average ROI	% Plug Load Reduction
Equipment Retrofits	\$183,000	0.5 years	1%



1. Data from pilots showed significant savings from installing programmable timers on:
  - Coffee makers
  - Water coolers & hot water dispensers
  - Cable boxes
2. Direct Install program developed for timers to complement existing **voluntary** Cardinal Green Office Program
3. Feedback positive from standard office occupants but challenging in 24/7 buildings
4. Persistence was a concern but follow-up checks showed only 5% of water cooler timers removed and no coffee maker timers removed
5. Considering similar program for advanced power strips, especially new technologies that connect to a mobile app (pilot will run June – August 2016)



# Space Heater Minimization

Program	Expected Annual Savings	Average ROI	% Plug Load Reduction
Space Heater Minimization	\$23,700	2.4 years	0.1%



1. Follow-up study conducted in the 20 buildings with the highest number of space heaters to determine most effective energy-saving strategy
  - Results showed only 6% of people use space heaters excessively
  - 45 space heaters automatically removed
2. Space heater swap as part of fall energy savings campaign
  - 50 individuals volunteered to turn in space heaters, 25 actually did so (and were very excited!)
  - 1.5 year ROI to provide fleece jacket as incentive



# Sustainable IT

Program	Expected Annual Savings	Average ROI	% Plug Load Reduction
Sustainable IT	\$682,000	2.5	3%



## 1. Power management:

- Partnerships with department-level IT groups are critical, although it can be a difficult ask if IT groups are focused on other projects
  - Familiarity with computers and unique use cases in their departments
  - Can set appropriate and consistent sleep schedules throughout the department
- Occupants generally OK with pushing out new settings (similar to security, patches, etc.), unless they need remote access

## 2. Server virtualization and relocation – move servers out of closets!

# Green Labs

Program	Expected Annual Savings (kWh)*	Average ROI	% Plug Load Reduction
Green Labs	1,457,000	3.4 years	5%

Incorporate plug load measures into existing Green Labs Program:

1. Equipment timers on heating blocks, water baths, etc.
2. Rebates for energy efficient ULT freezers
3. Free room-temperature storage sample kits
4. Chill-up ULT freezers - *part of fall energy savings campaign*
5. Outreach is biggest challenge!



**SUSTAINABILITY OPPORTUNITY**  
 If you work in a lab that uses cold storage (e.g. refrigerators or freezers) you are undoubtedly already keenly aware that these types of equipment consume a significant amount of energy. But did you know that a standard -80 freezer can consume nearly as much energy as a single-family home?  
 One easy way to reduce the energy consumption of your ultra-low temperature (ULT) freezer is to change the set point from -80 degrees Celsius to -70 degrees Celsius. Chilling up your freezer will save over 1000 kWh and over \$100 in energy costs every year. It also prolongs your freezer's lifespan.

**FREQUENTLY ASKED QUESTIONS**

**Is it safe to store samples at -70?**  
 Most samples—such as proteins, bacteria and viruses—are generally safe at -70°C. In fact, fifteen years ago all ultra-low freezers were set to -65 or -70. The drive to continually lower freezer temperatures has more to do with marketing and selling freezers than it has to do with science.

**What about Nucleic Acids?**  
 Most of the time, nucleic acids can safely be stored in a regular freezer at -20°C. They can also be stored at room temperature using a technology that mimics extremophile biology of dehydration. This technology eliminates the need for cooling during shipping and storage, cutting down on energy costs and reducing the risk of having valuable research disrupted from a power outage. More information on room temperature storage and how to obtain the full rebate can be found here: <https://sustainable.stanford.edu/cardinal-green/cardinal-green-labs/energy-programs>.

**When is chilling-up a freezer to -70 not a good idea?**  
 Freezers that are only partially full may not be the best candidates for chilling up because a lower thermal mass causes higher temperature swings when the freezer is opened. Watch the temperature of your freezer closely if you choose to chill it up when not full. If your freezer is not full, offer the share the space with another laboratory.

**Has anyone else tried it?**  
 Labs at the following universities are chilling up their ULT freezers to -70.

- CU Boulder
- Dartmouth
- Harvard
- UC Davis
- UC Santa Barbara
- University of Pennsylvania

CU-Boulder has 60% of their ultra-low freezers set to -70. A complete list of samples that they have stored at -70 can be found at this link: [bit.ly/1RCXdWz](http://bit.ly/1RCXdWz)

**What else can I do?**  
 The Cardinal Green Labs program offers many resources for reducing energy and increasing sustainability in lab operations, including rebates for energy and water-saving equipment, free equipment timer installations, alternatives to hazardous chemicals, a chemical and equipment reuse program, and much more. Learn about the Cardinal Green Labs program and all available resources here: [sustainable.stanford.edu/cardinal-green/cardinal-green-labs](http://sustainable.stanford.edu/cardinal-green/cardinal-green-labs).

MORE INFORMATION  
 CARDINAL GREEN LABS PROGRAM  
[sustainable.stanford.edu/cardinal-green-labs](https://sustainable.stanford.edu/cardinal-green-labs)

CONTACT  
 Rashmi Sahai, Assessments Program Manager, [rsahai@stanford.edu](mailto:rsahai@stanford.edu)



# Conclusion

- **Summary:**
  - Equipment inventory data helped narrow focus by revealing biggest savings opportunities (i.e. labs and IT equipment, including computers)
  - “Low-hanging fruit” still valuable to go after
  - With 4 new programs developed, approximately \$66,000 saved in electricity costs in one year
- **Ongoing Challenges:**
  - Outreach
  - Boots on the ground to get the work done
  - Persistence is still a concern, although it was not shown to be a problem with timers on select equipment
  - Occupants tend to receive programs well, except in unique environments/use cases
- **Next Steps:**
  - Widespread active monitoring and control technologies could have a big impact

**Thank you!**