ONE-STOP EFFICIENCY SHOP®
2000–2017 PROGRAM REPORT
The One-Stop Efficiency Shop® (One-Stop) is sponsored by Xcel Energy and administered and serviced by the Center for Energy and Environment (CEE).

Xcel Energy is recognized as an industry leader in delivering renewable energy and in reducing carbon and other emissions. Xcel Energy provides a growing range of innovative solutions to empower customers with industry-leading options and energy alternatives to support their goals and objectives.

CEE is a nonprofit organization that, through research and program development, promotes energy efficiency to strengthen the economy while improving the environment.
On February 7, 2000, the Minnesota Department of Commerce approved the implementation of the One-Stop lighting program as part of Xcel Energy’s 2000–2001 Conservation Improvement Program. The program was designed to serve the small business sector, which has historically underutilized energy efficiency resources and related rebate programs. The program serves small businesses in Xcel Energy’s Minnesota service territory with an electric demand of 400 kW or less. One-Stop continues to have a major impact on the economic and environmental vitality of Minnesota.

Since 2002, One-Stop has had a major impact on the economic and energy climate of Minnesota.

- Saved 153 MW
- Saved 606,417 MWh
- Disbursed $73 million in rebates
  - Average customer rebate of $3,802
- Will save participating businesses $717 million over the life of the equipment installed
  - Average customer savings of $2,653 per year
- Saved ratepayers $255 million in avoided costs through 606 GWh reduction

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CUSTOMER SATISFACTION

97%
One-Stop focuses on small businesses, including the smallest businesses that have the fewest resources and greatest barriers to overcome in order to engage in efficiency programs.

58% of all participants in 2017 had a peak demand of 50 kW or less

We have helped deliver rebates to over 19,308 participating businesses since the program began.

KEY
- 2000–2017
- 2017

PARTICIPANT PROFILE
Premise Distribution by Size
CONTRACTORS

Leveraging relationships with contractors is a key component of the program. These contractors are a critical resource for businesses that do not work with electrical contractors on a regular basis.

One-Stop has worked with over 1,100 different vendors to provide audit services, rebates, and energy savings to their customers.

Over $198 million has been funneled back into the Minnesota economy by work generated for contractors through the program.

CUSTOMER CLASSIFICATION

One-Stop serves a full range of small business customers.

KEY

\[
\begin{array}{cccc}
\text{Class %} & \text{kW %} & \text{kWH %} \\
\end{array}
\]

\[
\begin{array}{cccc}
4.6\% & 4.2\% & 4.2\% \\
14.6\% & 9.2\% & 13.9\% \\
8.9\% & 13.6\% & 12.8\% \\
3.5\% & 5.3\% & 3.5\% \\
4.6\% & 4.6\% & 5\%
\end{array}
\]

\[
\begin{array}{cccc}
4.1\% & 4.6\% & 3.5\% \\
22.2\% & 15.9\% & 19.5\% \\
6.9\% & 8.2\% & 3.7\% \\
3.5\% & 22.7\% & 23.5\%
\end{array}
\]

\[
\begin{array}{cccc}
3.2\% & 3\% & 2.8\% \\
2\% & 1.8\% & 1.5\% \\
0.4\% & 0.4\% & 0.4\% \\
21.9\%
\end{array}
\]

ONE-STOP INSTALLS 2000–2017

(millions of dollars)

\[
\begin{array}{ccc}
2000–2017 & \text{2017} \\
$198,000,000 & $26,757,398
\end{array}
\]
One-Stop is designed to save business owners energy and money through the installation of energy efficient lighting. The program specifically targets barriers that prevent small businesses from investing in energy efficiency products. Most small businesses have constraints on time and financial resources with limited knowledge of lighting products and lack of access to quality contractors. One-Stop addresses all those barriers and makes it easy for the customer to participate.

The program provides a simple, one-stop service that holds customer time requirements to a minimum.

- Free, no-obligation audit
- Detailed recommendations
- Project guidance and oversight
- Facilitation of significant rebates
- Financing resources
- Completion and filing of all program paperwork

PERCENT SAVINGS CONTRIBUTION BY TECHNOLOGY
RETROFITS AND INSPECTIONS
To ensure quality installations and customer satisfaction, CEE performs random inspections on a minimum of 10% of program participants.
Since 2000, CEE has performed inspections on 12% of the installations.

FINANCING
One-Stop also provides businesses with easy access to convenient and competitive financial resources.

The Lending Center has provided over $232 million in financial resources across residential and commercial business in Minnesota.

Every year, One-Stop participants utilize over $5 million in financial resources to help them save money and energy.

CUMULATIVE KW SAVED BY TECHNOLOGY 2017

- **57%** T12/T10/T8/T5 TO LED
- **18%** HID TO LED
- **17%** INCANDESCENT TO LED
- **6%** CFL TO LED
- **1%** CONTROLS
- **0.9%** HID TO T8/T5
- **0.6%** OTHER
One-Stop has partnered with over 1,100 local contractors and suppliers, stimulating over $198 million in local economic benefits within the state of Minnesota.

Citywide Partnerships

The City of Slayton in southwestern Minnesota is an example of the success the program has had in generating program implementation across the business community of a small town.

One-Stop educated city officials on the benefits of retrofitting lighting in the city’s buildings. Slayton was so pleased with the results they promoted the program citywide to all local business owners. To date a total of 36 community businesses have participated in the program.

36 businesses in Slayton have participated in the program.

Greater Minnesota and Priority Corridors

Some of the customers who are the most difficult to serve are located in Greater Minnesota and in economically strained corridors in Minneapolis and St. Paul. Program staff has made delivery of the program to these areas a priority. This not only includes scheduling audits and promoting implementation in individual businesses, but also working with local vendors to educate them about the program so they consider potential applications for energy efficiency when they are working with their customers.

Businesses in these areas comprise 23% of all program participants over the life of the program. That represents 4,333 participants during 2000–2017 resulting in $9.8 million per year of electric energy cost savings and a reduction of 32,717 customer kW in these corridors.

Participants in 2017 totaled 569, which resulted in savings of 2,658 customer kW.
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INTRODUCING ONE-STOP FOR HVAC/RTU

We are excited to share the news that the free services and substantial rebates provided through One-Stop are expanding to help customers save money through Roof Top Unit (RTU) improvements.

A One-Stop professional will analyze and assess your RTUs and associated temperature control systems and provide you with detailed recommendations for cost-saving efficiency upgrades.

REBATEABLE MEASURES INCLUDE:
- Programmable/networked thermostats
- Simplified HVAC controls
- Economizer install/repair
- Improved economizer control
- EC motors on supply and condenser fans
- Exhaust fan control

Typical Energy Usage in Facilities:

- Cooling: 30%
- Space Heating: 30%
- Lighting: 23%
- Water Heating: 10%
- Other: 7%

New RTUs are up to 50% more efficient than RTUs available 10 years ago.

Nationwide if all 10-20 ton commercial units were replaced with the most efficient units, businesses would save about $1 billion each year in energy costs.

RTUs are used in over 60% of U.S. commercial buildings and account for 2.1 quads of primary energy use.

Advanced controls can save up to 40% with paybacks as short as two years.
THE PROCESS

The audit is a simple one-stop service that takes into consideration the time constraints of busy customers.

One-Stop makes it easy to save money through energy efficiency measures. Our team of trained professionals will help every step of the way.

One-Stop averages a 97% customer satisfaction rating with an average customer rebate of $3,802 and an annual customer savings of $2,653 per year.

For more information on how to put One-Stop to work for you, please contact:
Cindy Kelly
612.244.2427
ckelly@mncee.org

AUDIT
The audit is a simple one-stop service that takes into consideration the time constraints of busy customers.

REPORTING
A computerized audit/data communication and reporting system that generates all site specific analysis and paperwork.

RECOMMENDATIONS
A comprehensive review of rebates, payback periods, and annual savings of recommended improvement measures.

RESOURCES
As a nonprofit that does not sell or install products, we provide an unbiased perspective. We also serve as a liaison to ensure work is completed as recommended.

FINANCING
Our field staff can provide competitive financing options that are structured so that loan payments match the energy savings and provide a neutral cash flow.

PAPERWORK & REBATES
Our staff will review, generate, and finalize the completion of all paperwork and submit it to Xcel Energy to ensure timely rebates.

INSPECTIONS
Our field staff oversees project work and conducts random post-installment inspections to ensure quality of work.