

Residential Electric Customer Usage Analysis: City of Gastonia, NC

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The Environmental Finance Center at the University of North Carolina, Chapel Hill is part of a network of university-based centers that work on environmental issues, including water resources, solid waste management, energy, and land conservation. The EFC at UNC partners with organizations across the United States to assist communities, provide training and policy analysis services, and disseminate tools and research on a variety of environmental finance and policy topics.

The Environmental Finance Center at the University of North Carolina, Chapel Hill is dedicated to enhancing the ability of governments to provide environmental programs and services in fair, effective, and financially sustainable ways.

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EXECUTIVE SUMMARY

Expenditures on energy, particular electricity, are a necessity for most homeowners. In the City of Gastonia, North Carolina, residential customers spend an average of approximately \$120 each month on electricity. This equates to an annual electricity expenditure of roughly 3.5 percent of the City’s Median Household Income of \$40,918,¹ a bit higher than the nation’s average of 2.7 percent.² In order to assist the City of Gastonia’s Electric Department gain a deeper understanding into their residential customers’ electric usage and expenditures, the Environmental Finance Center at the University of North Carolina at Chapel Hill (EFC) used the City’s electric utility billing data and tax parcel data from Gaston County to analyze the utility’s residential electricity accounts by usage characteristics. According to this analysis, the following key observations and customer groups emerge:

Observation 1: On average, the amount of monthly residential electricity usage (kWh) decreased 7 percent between 2011 and 2012 and remained relatively stable in 2013.

	2011 (Jan – Dec)	2012 (Jan – Dec)	2013 (Jan – Oct)
Number of Premise Accounts	23,187	23,375	23,372
Mean Usage (kWh/month)	949	882	887

Observation 2: Based on our analysis of high consumption and high energy intensity households, we are able to identify premise accounts with particularly high electricity use patterns indicative of potential problems. These premise accounts include the following sub-groups:

- 1,215 “super users” of electricity (over 2,000 kWh on average each month).
- 818 accounts with “high to super high” average energy intensity (over 1.5 kWh per month per square foot).
- 349 accounts with overlap – both a “super user” of energy and “high to super high” energy intensity.
- 769 accounts with “high to super high” summer intensity and “low” winter intensity.

The following analysis details the energy usage of each of these subgroups and offers recommendations that can be used by the City of Gastonia to target specific residential customers that might benefit from energy efficiency improvements to their homes.

¹ United States Census Data, American Fact Finder, <http://factfinder2.census.gov>, accessed 6/27/14.

² U.S. Energy Information Administration, <http://www.eia.gov/todayinenergy/detail.cfm?id=10891>, accessed 2/18/14.

RESEARCH OBJECTIVES

North Carolina electricity rates and the resulting consumer electricity expenditures impact a wide range of critical community and economic development issues in the state. Local municipal utilities must navigate a balancing act to ensure they have the revenue necessary to maintain safe and reliable service without imposing excessive financial hardship on their customer base. The EFC was asked to assist the City of Gastonia, North Carolina's electric utility department in analyzing the usage and expenditure trends of its 23,863 residential electric customers. The objective of this analysis is to collect and analyze residential customer electricity rates, usage, and property data in order to:

1. Identify the need and size of the market for energy efficiency initiatives;
2. Expand the understanding of the City's residential electricity usage profiles, particularly among economically vulnerable populations;
3. Assist utility managers and local officials in meeting their revenue and management goals (e.g. revenue stability, conservation, affordability) by strengthening their ability to identify and predict customer usage and behavioral patterns and the resulting revenue impact.

Through an analysis of bill payment records from the utility and property data from the Gaston County Tax Administrator's office, certain trends and customer groups emerge that can be used by the City of Gastonia to target specific residential customers that might benefit from energy efficiency improvements.

METHODOLOGY

This research was conducted using electric billing records from the City of Gastonia's Electric Department. The records covered the time frame from January 2011 through October 2013 (34 consecutive months). The EFC used the City's electricity utility billing data and tax parcel data from Gaston County to analyze the utility's residential electricity accounts by usage characteristics. In this analysis, we assign accounts to various groups based on consumption patterns and housing characteristics in order to provide the City of Gastonia with a comprehensive segmentation of their residential electricity customers. This analysis develops metrics for premise accounts that are consistently high users of electricity and focuses specifically on the premise accounts that have a high energy use intensity (defined as kilowatt hours per square foot of heated space).

For the purposes of this analysis, we have used the following definitions throughout this report:

- A "Billing Record" is a summary of the monthly transactions for each residential electric meter. It includes location number, account number, location address and electric usage (kWh).
- A "Bill Payer" is the person (or business) that is required to pay the bill. In Gastonia's case, this is tracked by the "account number" which changes with each change in bill payer. This can be used to track turnover in the Gastonia housing stock.
- A "Premise Account" is a combination of billing records and bill payers for one address. It represents all activity for each individual electric meter.

In this study, we began with a complete set of utility billing records from the City's electric department and tracked each individual premise account's electricity use over a 34-month period. We then developed categories based on usage behavior in order to provide the City of Gastonia with a more refined view of their customer base. Lastly, we identified premise accounts with particular usage characteristics whom the City of Gastonia could target with energy efficiency programs and education. In particular, we identified premise accounts with abnormally high electricity usage that could benefit from an energy audit and weatherization upgrades. In addition, premise accounts with high summer or high winter use might be candidates for heating, ventilation and air conditioning upgrades.

The EFC received a billing file containing 179,273 individual billing records that include monthly usage data for the utility's single family and multi-family customers – a total of 23,863 different premise accounts – for the entire 34-month period between January 2011 and October 2013. In order to maintain confidentiality, all personally identifiable information for each bill payer was removed from the file and the resulting file (and all associated data analysis) is housed on the University's secure servers. In addition, we performed the following data cleaning techniques:

- Flagged accounts that had zero usage during any month.
- Combined billing records that had multiple bill payers associated with one service address. These billing records were combined into one premise account.
- Combined billing records with duplicate addresses for individual meters resulting in 23,187 residential premise accounts in 2011 (January - December 2011), 23,375 residential premise accounts in 2012 (January – December 2012) and 23,372 residential premise accounts in 2013 (10 months from January – October 2013). These premise accounts include both single- and multi-family residential accounts as well as owner-occupied and rental units.
- Using property address, we merged the utility billing file with the county data. This filter resulted in 15,925 single family premise accounts with both billing and property data on file.

The following analysis is based on the data set that remained after the data cleansing and the merging of utility billing records with the county data file. It was used to perform two types of analysis for the City of Gastonia's residential electric utility accounts:

1. Energy consumption analysis; and
2. Energy use intensity analysis (kwh per month per square foot of building area)

This report summarizes the results of these analyses and provides the City of Gastonia with an in-depth understanding of their residential electric customers' usage.

RESIDENTIAL ELECTRICITY CUSTOMER PROFILE

CITY OF GASTONIA OVERVIEW

The City of Gastonia is located in Gaston County, North Carolina. It is considered a “moderate” region with average temperatures of 88 degrees Fahrenheit in the summer months and 54 degrees Fahrenheit in winter months.³ According to U.S. Census data, the population of the town in 2010 was 71,741 with 27,770 households.⁴

Table 1: Town Demographics

2010 CENSUS DATA	CITY OF GASTONIA	GASTON COUNTY	NORTH CAROLINA
POPULATION	71,741	206,086	9,535,483
MEDIAN HOUSEHOLD INCOME	\$40,918	\$43,220	\$46,291
NUMBER OF HOUSING UNITS ⁵	30,615	88,675	4,327,528
MEDIAN HOUSE VALUE	\$134,300	\$124,400	\$152,700
PERCENTAGE OWNER-OCCUPIED	57.2%	68.0%	67.8%
PERCENTAGE RENTAL	42.8%	32.0%	32.2%

Source: United States Census Data, American Fact Finder

CITY OF GASTONIA ELECTRIC DEPARTMENT

The City of Gastonia’s Electric Department serves approximately 26,000 residential, commercial and industrial customer accounts in a territory that includes the city and surrounding communities. In addition to electricity supplied by the City of Gastonia’s electric department, the area is serviced by PSNC Energy. It is unknown what percentage of the City’s electric customers also use natural gas for heating during the winter months, however based on our analysis it is estimated that approximately 66 percent use both energy sources.⁶

The City’s has three residential electric rate schedules: RS (Residential Service); RW (Residential Service with Electric Water Heater; and RE (Residential Service All-Electric). In addition, the City has seasonal rates, charging differently for kWh used in the summer months (June through September) and winter months (October through May). The current month rates for all schedules (in place since July 1, 2013) are summarized in Table 2 below.⁷

³ Monthly average temperatures for Gastonia, NC provided by The Weather Channel, <http://www.weather.com/weather/wxclimatology/monthly/graph/USNC0256>, accessed 6/27/14.

⁴ United States Census Data, American Fact Finder, <http://factfinder2.census.gov>, accessed 6/27/14.

⁵ The United States Census defines a “housing unit” as a house, an apartment, a mobile home or trailer, a group of rooms, or a single room that is occupied, or, if vacant, is intended for occupancy as separate living quarters. <http://www.census.gov/popest/about/terms/housing.html>, accessed 12/20/13.

⁶ The estimate for the number of electric customers that also use natural gas is based on the number of premise accounts that have average winter electricity usage that is less than overall average electricity usage.

⁷ City of Gastonia Residential Electric Rates, accessed 6/27/14. <http://www.cityofgastonia.com/electric-services/residential-electric-services/residential-electric-rates>.

Table 2: City of Gastonia Residential Electric Rates

	Schedule RS		Schedule RW		Schedule RE	
Number of Premise Accounts	12,552		6,061		5,313	
	Summer	Winter	Summer	Winter	Summer	Winter
Basic Facility Charge (\$/Month)	\$11.44	\$11.44	\$11.44	\$11.44	\$11.44	\$11.44
Energy Charge – First 500 kWh	\$0.12222	\$0.10416	\$0.11972	\$0.10247	\$0.11911	\$0.09965
Energy Charge – Additional KWh	\$0.12222	\$0.10416	\$0.12155	\$0.10416	\$0.12155	\$0.09965

The City purchases 100 percent of its electricity wholesale from North Carolina Municipal Power Agency Number 1 (NCMPA1). Approximately 83 percent of the City's revenue from retail electricity sales is paid to NCPMA1 for wholesale purchases and the remaining 17 percent goes towards operation and maintenance of the distribution system.

RESIDENTIAL ELECTRICITY AGGREGATE CONSUMPTION PROFILE

The City of Gastonia's billing file for Fiscal Years 2011, 2012 and the 10 month period ending October 2013 (the 34 month period from January 2011 through August 2013) includes monthly electricity usage information for 28,817 bill payers in 2011, 29,339 bill payers in 2012 and 28,618 bill payers in 2013. Due to turnover in Gastonia's housing market, 62 percent of the premise accounts during this time period have multiple bill payers, in other words one family may pay a bill in the beginning of the year, move out and another family takes over the meter for the remainder of the year. The number of premise accounts with 34 consecutive months of electric usage is 23,187 in 2011, 23,375 in 2012 and 23,372 for the 10 months ending 10/31/13.

Table 3: Residential Consumption Profile (all premise accounts)

From billing records for the entire calendar year (January - December)

	2011 (Jan- Dec)	2012 (Jan - Dec)	2013 (Jan-Oct)
Number of Premise Accounts	23,187	23,375	23,372
Mean Usage (kWh/month)	949	882	887
Median Usage (kWh/month)	785	745	757

The consumption profile above indicates that, at an aggregate level, the average monthly consumption decreased by about 7 percent between 2011 and 2012 and remained relatively stable in 2013. When broken down by monthly usage (Table 4), the months with the highest usage and expenditure over both years occur during the summer (July – September) and winter (January – March) months. During the summer months, usage averages 1,181 kWh monthly. During the winter months, average usage is 911 kWh across all customers.

A key takeaway from the monthly comparison in Table 4 is that each month there is a variation in usage, indicating that weather has a significant impact. This can make predicting usage and savings from energy efficiency improvements difficult in the residential market –an important consideration when developing an

energy efficiency loan program as the monthly loan payment might not always be less than or equal to the actual reduction in energy expenditures in any given month due to fluctuations in weather patterns.

Table 4: Monthly Comparison of Average and Total Usage

MONTH	MEAN USAGE (KWH/MONTH)			TOTAL USAGE (KWH/MONTH)		
	2011	2012	2013	2011	2012	2013
JANUARY	1213.12	931.38	911.15	27,323,008	20,839,734	20,627,583
FEBRUARY	1030.85	910.55	910.06	23,228,109	20,380,906	20,630,235
MARCH	729.44	747.13	820.28	16,448,120	16,782,015	18,695,014
APRIL	679.31	651.19	769.51	15,227,399	14,701,811	17,554,081
MAY	717.54	698.66	620.45	16,079,305	15,790,512	14,141,928
JUNE	1047.23	899.49	853.09	23,474,726	20,410,433	19,452,984
JULY	1260.73	1286.84	1077.85	28,288,237	29,162,284	24,608,506
AUGUST	1402.12	1220.93	1100.65	31,456,493	27,635,809	25,121,222
SEPTEMBER	1150.89	1098.78	1030.05	25,772,973	24,866,512	23,447,111
OCTOBER	740.07	713.73	773.75	16,523,570	16,179,520	17,657,041
NOVEMBER	638.32	633.97		14,245,969	14,391,101	
DECEMBER	775.90	794.63		17,356,919	18,010,338	

As can be seen in Table 4, one of the most influential impacts on electricity usage is the impact of weather conditions – specifically the impact of outside air temperatures. In the summer months when temperatures are high, customers with electric air conditioning units may experience a spike in electricity usage. Conversely, in winter months when temperatures drop, customers with electric heating appliances will use more electricity in order to heat their homes. This trend can be seen in Figure 1 below which tracks overall monthly electricity usage alongside average monthly temperatures.

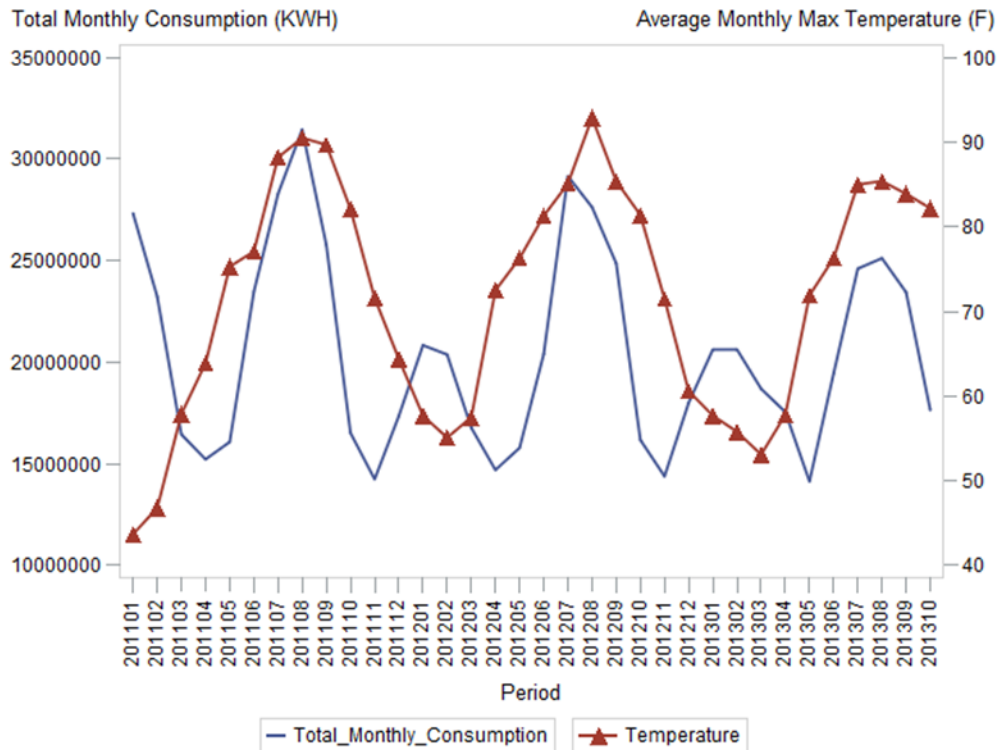


Figure 1: Total Monthly Electricity Consumption (All Accounts) and Average Monthly Temperature

RESIDENTIAL ELECTRICITY CUSTOMER CONSUMPTION ANALYSIS

AVERAGE MONTHLY CONSUMPTION ANALYSIS

To better understand consumption on an individual account level, the usage patterns of each premise account were analyzed to identify trends and group accounts according to their average monthly consumption of electricity. In the following analysis, each premise account is placed into a usage group based on average monthly electricity usage. These groups are defined as follows:

Zero Consumption	0	kWh per month
Low Consumption	1 – 500	kWh per month
Low-Mid Consumption	501 – 1,000	kWh per month
High-Mid Consumption	1,001 – 1,500	kWh per month
High Consumption	1,501 – 2,000	kWh per month
Super High Consumption	> 2,000	kWh per month

Table 5: Average Monthly Consumption Breakdown

Volume category based on premise account's average monthly usage

Consumption Group	Number of Accounts			Total Usage (in kWh)		
	2011	2012	2013	2011	2012	2013
Zero (0)	75	71	89	0	0	0
Low (1-500)	4,197	4,998	5,023	15,598,385	18,289,453	15,695,276
Low-Mid (501 – 1,000)	9,748	10,413	10,251	85,604,002	91,272,753	74,981,603
High-Mid (1,001 – 1,500)	6,175	5,642	5,581	87,754,079	80,072,040	66,314,099
High (1,501 – 2,000)	2,104	1,660	1,769	41,671,904	32,897,525	29,401,097
Super High (> 2,000)	888	591	659	24,796,458	16,619,204	15,543,630
TOTAL	23,187	23,375	23,372	255,424,828	239,150,975	201,935,705

Table 6: Average Monthly Consumption as a Percentage of Total Consumption

Volume category based on premise account's average monthly usage

Consumption Group	% of Total Accounts			% of Total Usage (kWh)		
	2011	2012	2013	2011	2012	2013
Zero (0)	0.32%	0.30%	0.38%	0	0	0
Low (1-500)	18.10%	21.38%	21.49%	6.11%	7.65%	7.77%
Low-Mid (501 – 1,000)	42.04%	44.55%	43.86%	33.51%	38.17%	37.13%
High-Mid (1,001 – 1,500)	26.63%	24.14%	23.88%	34.36%	33.48%	32.84%
High (1,501 – 2,000)	9.07%	7.10%	7.57%	16.31%	13.76%	14.56%
Super High (> 2,000)	3.83%	2.53%	2.82%	9.71%	6.95%	7.70%
TOTAL	100%	100%	100%	100%	100%	100%

Although the total number of accounts remained about the same in all years, the number in the High and Super High consumption groups decreased by 25 percent between 2011 and 2012. In 2011, 13 percent of accounts had high to super-high levels of energy consumption, decreasing to 10 percent in 2012 and 2013. The premise accounts in these consumption groups are a potential target group for the energy efficiency loan programs under development by the City of Gastonia.

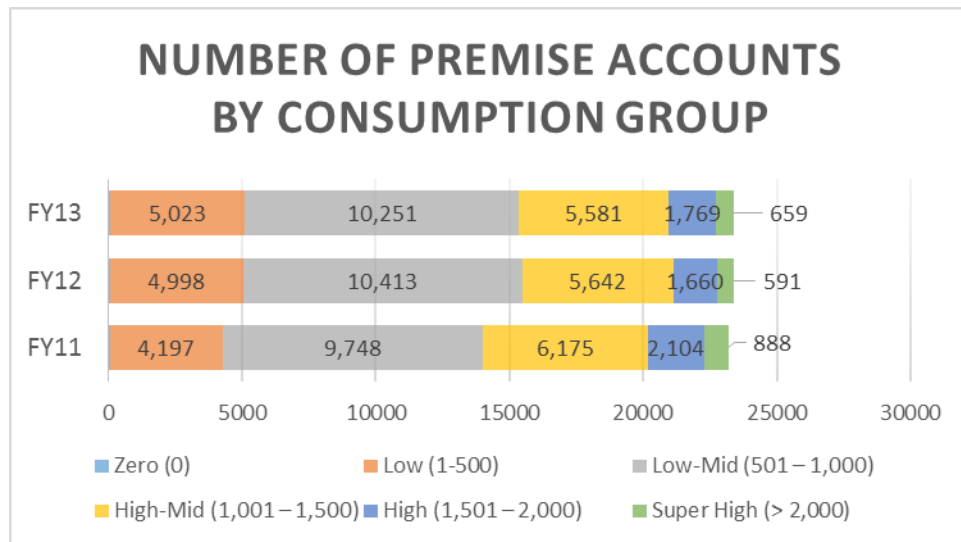


Figure 2: Number of Premise Accounts for Each Consumption Group for 2011, 2012 and 2013.

SINGLE FAMILY RESIDENTIAL PROPERTY DATA

Using data supplied by the Gaston County tax department, the EFC was able to match 15,925 of the utility's 23,863 premise accounts (67 percent) with property statistics from single family residences including square footage and age of building. Because the property data was provided at the building level (multi-family housing units included only aggregate square footage and appraised values), this analysis used only property data from single family residences. The combined data provides a more granular view of the characteristics of accounts that fall into each of the consumption groups:

Table 7: Average Square Footage and Age of Home for Each Consumption Group

Volume category based on single family premise account's average monthly usage

Consumption Group	Number of Accounts	Average Square Footage	Average Age of Home (years)
Zero (0)	28	1,441	60
Low (1-500)	1,969	1,289	58
Low-Mid (501 – 1,000)	6,966	1,426	49
High-Mid (1,001 – 1,500)	4,819	1,614	47
High (1,501 – 2,000)	1,576	1,800	49
Super High (> 2,000)	567	2,436	49
TOTAL	15,925	1,539	49

ENERGY INTENSITY ANALYSIS

While overall energy usage is an important consideration for accounts with high energy bills, it is even more important to consider the energy intensity of a home – measured in kilowatt hours per month per square foot – when identifying groups of accounts to target for energy efficiency improvements. According to data provided by the U.S. Energy Information Administration, the average monthly energy intensity for a residential single family home in North Carolina is 1.01 kWh per square foot.⁸ For the City of Gastonia, the average monthly energy intensity of all single family accounts is 0.72 kWh per square foot from January 2011 through October 2013. Like the energy consumption groups, these accounts can be further broken down into monthly energy intensity groups:

Zero Energy Intensity	0	kWh per square foot
Low Energy Intensity	0.01 – 0.50	kWh per square foot
Low-Mid Energy Intensity	0.51 – 1.00	kWh per square foot
High-Mid Energy Intensity	1.01 – 1.50	kWh per square foot
High Energy Intensity	1.51 – 2.00	kWh per square foot
Super High Energy Intensity	> 2.00	kWh per square foot

Table 8: Average Monthly Energy Intensity Breakdown

Volume category based on premise account's average energy intensity (kWh/sq.ft.)

Energy Intensity Group	Number of Accounts			Total Usage (in kWh)		
	2011	2012	2013	2011	2012	2013
Zero (0)	42	39	49	0	0	0
Low (0.01-0.50)	4,785	5,401	5,572	36,272,884	40,460,908	34,324,758
Low-Mid (0.51-1.00)	7,411	7,245	7,029	93,601,640	88,875,113	72,340,005
High-Mid (1.01-1.50)	2,411	2,254	2,159	39,278,133	35,349,766	28,910,938
High (1.51-2.00)	751	577	602	14,776,526	10,870,528	9,804,782
Super High (> 2.00)	310	158	226	7,067,372	3,432,815	4,254,909
TOTAL	15,710	15,674	15,637	190,996,555	178,989,130	149,635,392

Just as the number of Gastonia residential premise accounts that fall into higher average consumption groups declined between 2011 and 2012, the number of accounts in high energy intensity groups – specifically the super high group – experienced decline as well. In 2012, the number of premise accounts that had average monthly energy intensity over 2.00 kWh/sq.ft decreased by almost 50 percent to 158 accounts while accounts in all other energy intensity groups – specifically the low group – improved. In October 2013, 828 premise accounts (5 percent) had High to Super High energy intensity. This is an indication that although the average energy intensity of residential premise accounts in Gastonia is less than the national average, there is a number of residential houses that are in need of energy efficiency improvements to bring their energy usage per square foot down to a more energy efficient target of 1.0 kWh/sq.ft.

⁸ Energy Information Administration, Office of Energy Consumption and Efficiency Statistics, Forms EIA-457 A and C-G of the 2009 Residential Energy Consumption Survey.

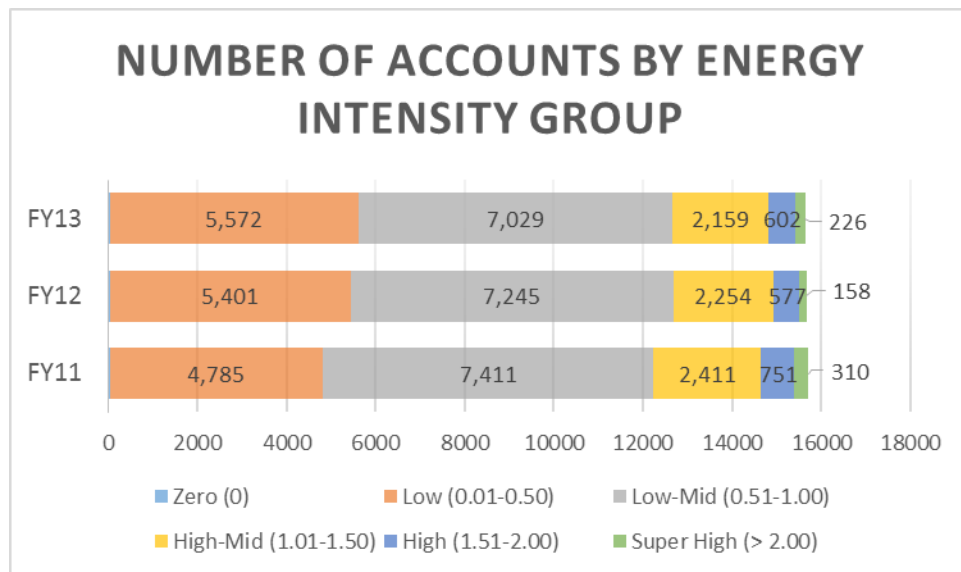


Figure 3: Number of Accounts for Each Energy Intensity Group for 2011, 2012, and 2013.

HIGH TO SUPER HIGH ENERGY INTENSITY ACCOUNTS

While all accounts using over 1,500 kWh of electricity each month are potential targets for energy efficiency programs, of even greater concern are those houses that have high energy intensity (defined here as 1.50 kWh per square foot or greater each month). Our analysis indicated that 818 premise accounts exceeded the 1.50 energy intensity threshold. These accounts have the following characteristics:

- 465 (57 percent) of the accounts have only one bill payer during the reporting period (43 percent have changed ownership one or more times).
- The average age of the house is 68 years, with the majority of the houses falling between 45-85 years old.
- 95 percent of the houses are less than 1,410 square feet and 75 percent are 1,075 square feet or less (See Figure 4 below).

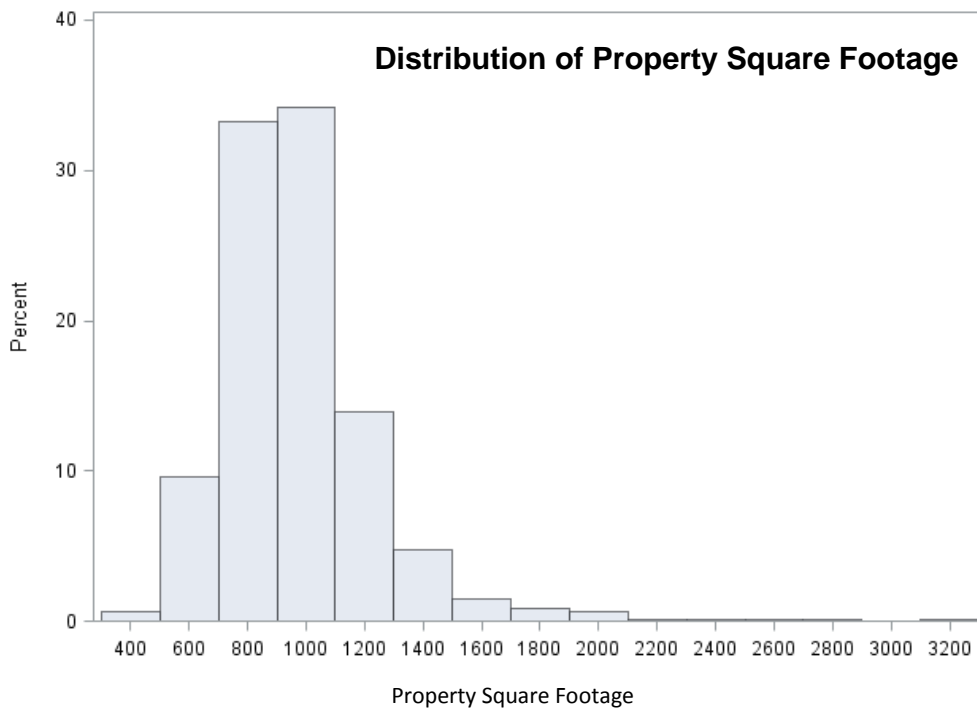


Figure 4: Distribution of High to Super High Energy Intensity Accounts by Square Footage of House

ANALYSIS OF HIGH SUMMER / LOW WINTER ENERGY INTENSITY

In addition to the 818 accounts with high to super high energy intensity on an annual basis, 769 premise accounts have high or super high energy intensity during the summer months (greater than 1.5 kWh per square foot each month) and low energy intensity during the winter months (less than 1.0 kWh per square foot each month). This would indicate that these accounts might use natural gas for heat, but would still benefit from energy efficiency improvements to improve energy use during the summer.

TARGET GROUPS FOR ENERGY EFFICIENCY PROGRAM

Based on our analysis of high consumption and high energy intensity households, we are able to provide the City of Gastonia with a list of premise accounts with particularly high electricity use patterns indicative of potential problems. These premise accounts include the following sub-groups:

- 1,215 “super users” of electricity (over 2,000 kWh on average each month).
- 818 premise accounts with “high to super high” average energy intensity (over 1.5 kWh per month per square foot).
- 349 accounts with overlap – both a “super user” of energy and “high-super high” energy intensity.
- 769 accounts with “high” or “super high” summer intensity and “low” winter intensity.

All of the premise accounts listed above include both owner-occupied and rental properties. Since the EFC’s file did not contain the bill payer’s name, we were unable to match bill payer to property owner to determine ownership. This analysis can be done with the approval of the City of Gastonia.

POTENTIAL NEXT STEPS

In addition to the target list of premise accounts provided above, this analysis of the Gastonia's residential electric customer usage revealed a few areas that might warrant additional analysis:

1. **Customer Expenditure Analysis** - The City's billing file did not include customer's monthly expenditures on electricity, however a follow-up analysis of expenditures should be examined to determine if customer behaviors are different under each of the three rate structures.
2. **Property Turnover Analysis** - Based on the number of bill payers associated with the premise accounts, it appears that the City of Gastonia's population has frequent turnover in their housing units. An analysis could be done to determine if usage varies between bill payers or if the housing unit itself is the prime determinant in electricity usage.
3. **Renter Analysis** – Based on census data, approximately 43 percent of the Gastonia housing units are rental properties. Our analysis of the Gastonia's premise accounts does not differentiate between owner-occupied and rental properties, however this analysis could be done by comparing property owner to bill payer on each premise account.
4. **Late Charge / Cut-Off Analysis** – Although the billing file the EFC received did not include late charge or cut-off information for each account, this type of information could be used to determine which premise account in the target groups have the most immediate need for assistance through energy efficiency improvements (and the resulting reductions in their energy bills).
5. **Revenue Variability Analysis** – Models could be developed to examine the variability of the City's electric revenues to determine the impact of energy efficiency measures. In addition, the analysis could include an evaluation of the percentage of revenue that is a result of base charges versus variable usage, seasonal pricing variations, peak versus non-peak loads, and residential versus non-residential accounts.

RECOMMENDATIONS FOR FUTURE DATA COLLECTION

In our analysis, we did our best to identify and maintain the good data, understand and improve the questionable data, and, if necessary in rare cases, remove the bad data to protect the integrity of the analysis. One of the biggest challenges occurred when trying to match billing account (service) addresses with property addresses. Two ways to overcome this challenge in the future include:

- Include billing account data in order to analyze variability in electricity expenditures across customers. In addition, by appending late payment information to the billing file can help to understand which premise accounts are in most immediate need of assistance.
- Develop a standardized method to record the service addresses so they can be easily matched up with county data and avoid duplicates. For example:
 - M L KING JR AV and DR M L KING JR
 - MAIN ST # A and MAIN ST A
- Input the Parcel ID and Parcel Number from the county tax records directly into the electric billing files. This will give the utility an easy way to cross-reference accounts.