



# Driving energy efficiency through office behavior change

## THE NEED

The Garrison Institute and project funders, the Bullitt and Boeing Foundations, were interested in demonstrating the energy savings impact of specific tenant behavior change initiatives in commercial office buildings.

## OUR APPROACH

Milepost worked with Social Scientist Dr. Karen Ehrhardt-Martinez to develop a new approach to measure tenant behavior. This approach informed the engagement strategies employed to encourage office workers to reduce energy consumption through simple behaviors, such as powering down electrical equipment, changing thermostat settings and turning off lights. Utilizing a combination of observational research, interviews, surveys and focus groups, we established an accurate picture of employee energy use behaviors and patterns. This informed the activities included in an internal office competition and provided the basis for our recommendations for equipment and technology policy changes.

## THE RESULTS

The pilot created a replicable process and protocol to audit tenant behavior in an office setting, which enabled the client to see savings attributable to a behavior intervention. As a result of the intervention, tenants showed an average monthly savings of 16% over baseline for a full year, indicating lasting savings and change.



### QUESTIONS

Ask John Silkey, MSc  
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