



Welcome to the 2025 Commercial Building Stock Assessment Study (CBSA)!



What is this study about?

The 2025 CBSA collects and analyzes building characteristics and energy use data for commercial buildings and multi-family buildings in the Northwest United States. This data is used in energy resource planning and energy efficiency programs.

Who sponsors this study?

This important study is sponsored on behalf of your utility and the region's utilities by the Northwest Energy Efficiency Alliance (NEEA). NEEA is an alliance of utilities and energy efficiency organizations in Idaho, Montana, Oregon, and Washington that have worked together for more than 25 years to enact permanent market changes that drive energy efficiency and benefit 13 million energy consumers in the Northwest. The 2025 CBSA is endorsed by local utilities throughout the

Northwest. Additional information about NEEA and the CBSA study can be found at neea.org/CBSA2025.

What does participation entail?

Study participation includes an **in-person site** visit to your building by a field technician. You'll also be asked to complete a **brief web survey** ahead of the site visit. The information below will be collected for most buildings, but all items might not apply for your building.



What will happen during the in-person site visit?

During the site visit, a field technician will tour your building and collect detailed technical information about the building and equipment using a tablet. When you make the appointment, a CBSA specialist will provide more details about the process. The field technician will need to access the following spaces and equipment:

- Envelope of the building, including: walls, windows, floors, and roof
- HVAC (heating and cooling) equipment, which may be on the roof or outside the building
- Mechanical room(s)
- Water heating equipment
- Refrigeration equipment
- Indoor and outdoor lighting fixtures
- Building controls
- Pumps and motor



What kind of information will I be asked to provide in the web survey?

In preparation for the in-person site visit, you will be asked to complete a brief web survey. The web survey will collect basic information about your building, including its usage, structure, ownership and occupancy, and energy sources and uses. We will also request permission to access energy billing data for your building. Feel free to refer to records or energy bills, or consult with others at your building when responding to survey items, such as building activity, square footage, number of floors, year of construction, and energy sources used.



Who will contact me about the study?

NEEA contracted with Westat, a national research organization with headquarters located in Rockville, Maryland, to coordinate the 2025 CBSA activities with all study participants. Westat will reach out to buildings to share information about participating, answer any questions, and facilitate participation in the in-person site visit and web survey. Some site visits will be conducted by Michaels Energy, based in LaCrosse, Wisconsin.

Why us? Why not some other building?



Your building was statistically selected to represent many others similar to yours in energy characteristics and use. For the results to be statistically valid and representative of all buildings, we cannot substitute another building for yours.

Am I required to participate?

The 2025 CBSA is voluntary. Your participation will contribute greatly to the quality and accuracy of the results, so we encourage you to respond.



What are the benefits of participating?

Data collected from the 2025 CBSA allow people in commercial and multi-family buildings to compare their energy use with similar buildings across the region. Energy costs are a large part of operating expenses for a business, and money saved on energy can be spent on something else. The data collected via the study can be used to help both your building and millions of other building owners and tenants become more energy efficient. As a token of appreciation for your time, upon completion of the online questionnaire and in-person site visit, you will receive a debit card.

How will the 2025 CBSA information be used?



The results of this study will provide immense value to the region by allowing us to more effectively characterize current energy loads to meet future demand and by identifying opportunities to save energy and lower utility bills while growing the economy of the Northwest.

Is the study website secure?

Yes! Westat operates a secure computer facility dedicated to confidentiality and data protection of this and other important studies. Your data will be encrypted and transmitted to and from Westat web servers through the use of Secure Socket Layer (SSL) technology. This proven security protocol is widely used to support e-commerce transactions, server account authentication, and data encryption.

Is the information collected about my building confidential?

All data collected are confidential. The 2025 CBSA results released for public use will be grouped by building type and all personal or identifying information will be removed.

How do I get started on CBSA?

Westat will send you a link to a self-administered web survey to collect some basic information on your building. Also, an employee from Westat or Michaels Energy will schedule a convenient time for a visit to your building to collect additional building information. The site visit is estimated to take 3 to 8 hours.



What do I do if I have problems or questions about the web survey or site visit?

If you have questions or need additional assistance with the survey or site visit, including site visit scheduling, please contact Westat at 1-855-662-5694 or by email at CBSA2025@westat.com. To speak directly with someone at NEEA, contact Mike Psaris, Manager, Energy Use Studies, at CBSA2025@neea.org.

Can I participate in only some parts of the study?

The 2025 CBSA is voluntary. You can opt out of the study at any part. However, your full participation will contribute greatly to the quality and accuracy of the results, so we encourage you to respond to all parts of the study.

Who do I contact if I lose my debit card, or have problems with it?

If you have questions or need additional assistance with your debit card, please contact Westat at 1-855-662-5694 or by email at CBSA2025@westat.com.

How do I see the results of the study?



NEEA plans to publish the CBSA study report on the NEEA website. Information about the study and publications can be found at neea.org/CBSA.



Why is the return address different from NEEA's address?

The 2025 CBSA is administered by NEEA. NEEA contracted with Westat, a national research organization with headquarters located in Rockville, Maryland, to coordinate the 2025 CBSA activities with all study participants. All mail comes from and should be returned to Westat at 1600 Research Blvd, RA 1161F, Rockville, MD 20850-3129.

