

Jump Start Customer Conversations with MDM Tools

MDM Webcast, May 9, 2007

Questions & Answers

Following the Webcast, we had fifteen minutes for questions and discussion. A brief review is presented below. This write-up includes questions that were submitted by chat but were not answered during the Webcast.

Q: Does the 1-2-3 Approach to Motor Management take speed changes into account when calculating efficiencies?

A: Version 5.0, which is currently on-line, does not take speed changes into account. The updated version will do so.

Q: Is there a limit to the amount of motors than can be entered in the 1-2-3 Approach spreadsheet?

A: The spreadsheet comes ready to hold data for 5 motors. It is possible to copy the existing pages to accommodate more motors. However, keep in mind that the *1-2-3 Approach to Motor Management* is not designed to serve as a motor inventory. MDM Sponsors recommend using the spreadsheet to perform basic financial calculations on a facility's 5 most common or most important motors or motor types.

Q: Is it possible to input rebate incentive dollars into the 1-2-3 Approach spreadsheet in order to help calculate the payback period?

A: In the current version (5.0) it is not. The revised version will have that capability. The revised version will be available soon, and we will make announcements at that time. MotorMaster+ currently has the option of including rebate information in its calculations.

Q: Is there any data or comparisons for energy savings when using a VFD?

A: A website for drives tools and information is www.drivesmag.com. This site is supported by many drives manufacturers and is up-to-date. [Answer provided by Bill Heglund, GE Motors]

Q: Once you have done an inventory, does the customer need to use a specific supplier?

A: The MotorMaster+ and similar inventory tools do not endorse any individual vendors/suppliers; that choice is ultimately up to the customer. However, campaign sponsor experience indicates that a customer will often choose to do business with a vendor/supplier who has worked to develop relationship through value-added services and customer education.

Please note that the *1-2-3 Approach to Motor Management* is a sample tool, rather than a comprehensive inventory tool. The MDM sponsors developed the *1-2-3 Approach* as a tool to increase customer awareness and initiate conversations that will grow into trust relationships.

Q: How do you overcome the dilemma that you may spend many hours and resources on a free audit and the follow-up work with a customer, and then the customer shops your price against competitors?

A: We have only had one case - out of over 75 cases - where a customer has shopped out the analysis. In our experience, having a person from the utility or energy-efficiency program come along on the customer audits has really helped cement the credibility of the vendor. [Answer provided by Ed Evans, Applied Proactive Technology, representing NYSERDA, an energy-efficiency program]

Q: Do you charge for the motor inventory?

A. Some do. We waive the charge. We walk around a customer facility with the vendor and the customer. The vendors provide the service to customers for free because vendors are happy to have the inroad provided by the utility program. Both the customer and the vendor do the legwork. Applied Proactive Technology's job is to produce the analysis and turn it over to the customer. [Answer provided by Ed Evans]

Q. How long does it take to do an inventory?

A. If the customer has 25-50 motors with easy access it should take about one day to perform the inventory. Once the actual inventory is completed there may still be another one-half to a full day of data entry and analysis. [Answer provided by Ed Evans]

Q: Are there case studies available to show to customers?

A: The MDM Web site houses several case studies developed by the campaign sponsors. These case studies demonstrate how companies have benefited by implementing better motor management strategies. Studies are organized by industrial sector. http://www.motorsmatter.org/case_studies/index.html

Q: Has anyone tested to see whether either of the tools run on a Palm pilot/ Palm operating system?

A: Unfortunately, the spreadsheets are password-protected and this prevents viewing them on either Palm or Windows PDA platforms.