

Energy Exchange 2021 – Frequently Asked Questions (FAQs)

Welcome to Energy Exchange 2021, a virtual event bringing efficient-resilient-secure energy and water management solutions directly to wherever YOU are August 2–6.

1. What is the Energy Exchange?

The Federal Energy Management Program (FEMP) and the U.S. Department of Energy (DOE) host the Energy Exchange to deliver accredited training to ensure energy and water professionals have the resources and tools necessary to meet the challenges associated with becoming efficient, resilient and secure in support of continuous mission operations.

Energy Exchange 2021 provides over 40 training sessions in 5 tracks, enabling resource planners and managers to earn continuing education units (CEUs), find technically validated solutions, and engage with agency leadership and the private sector.

2. How do I ensure I have a high-quality viewing experience?

This year's event is hosted on the 6Connex platform, which requires all attendees to have a robust internet connection. To ensure a high-quality experience, please note the following:

- The preferred browsers are Chrome or Firefox. Internet Explorer and Microsoft Edge are not supported browsers.
- Check if *your* computer can support 6Connex by clicking here: <https://energyexchange.6connex.com/event/virtual/system-check>
- If you are having trouble seeing the whole platform view, try changing your screen's resolution settings to be zoomed to 80%.
- Go to the Info Desk to access Tech Support during the event.

3. What events and activities are taking place within the platform?

Our virtual event space includes different "rooms." Individual rooms will host events: technical training sessions, Plenary and Current Conversations sessions, the DOE Technology Pavilion, the FEMP Hub, the FEDS Spotlight and the Exhibit Hall. Visit each room via the main Lobby view or via the navigation icons at the bottom of your screen.

- **Technical Training Sessions** – Get your CEUs. The Technical Training program is organized into 5 tracks that offer both live stream and on-demand technical training sessions. Check the Agenda at a Glance to view the entire technical program and schedule. Be sure to check back every day this week to view and select from the live training offerings. Live training sessions will be available for viewing on-demand beginning one day after delivery and can be accessed at any time thereafter during the event. Training sessions will remain available on the platform through December 1, 2021. **Note that trainings must be viewed by September 15 in order to earn CEUs and all CEUs must be obtained by September 26, 2021.**
- **Opening and Closing Plenary Sessions** - Attend the Opening Plenary on Monday, August 2 from 12:00 to 1:30 pm ET and Closing Plenary on Friday August 6 from 12:30 to 1:30 pm ET in the Auditorium to hear from Administration and agency senior leadership on how the

federal government will lead by example to meet the ambitious goals set by the Administration to combat climate change.

- **Current Conversations** – Through our Current Conversations series, held every day August 3–5 in the Auditorium from 12:00 to 1:00 pm ET, you will have the opportunity to hear from federal leaders on their priorities and insights on factors currently affecting strategic energy and water management and strategies to address the climate crisis.
- **Technology Pavilion** – Explore the DOE Technology Pavilion which features a variety of efficient, resilient, and secure technologies developed by DOE offices, by DOE’s national laboratories and by industry partnerships. The Technology Pavilion also offers a look into the key services and resources provided by a variety of DOE program offices.
- **FEMP Hub** – Drop by the FEMP Hub to learn more about FEMP tools and resources and how they can help you meet your organization’s energy and water objectives. Learn about how FEMP programs can support your organization by attending FEMP Open House sessions from 4:00 to 5:00 pm ET on Tuesday through Thursday. Topics will focus on:
 - **Tuesday, August 3rd**: Energy and Water Resilience and Agency Engagement
 - **Wednesday, August 4th**: Facility and Fleet Optimization
 - **Thursday, August 5th**: Energy and Project Procurement Development Services
- **FEDS Spotlight** - Visit the FEDS Spotlight room to learn about energy and water managers across the US government who are being honored for the difference making work that they have done to make their agency more resilient, efficient, sustainable, and secure.
- **Exhibit Hall** – Enter the Exhibit Hall to access the Trade Show. Visit exhibitor booths to identify solution providers and obtain information useful in optimizing your organization’s strategic energy and water management operations. You can connect with representatives in a public forum or schedule a one-on-one meeting.
- **Energy Exchangers Game** – This is your chance to explore the exhibit hall and win prizes. Game play is simple and open to all registered attendees. Earn points by interacting with exhibitors, viewing and downloading videos & PDFs. The game will run from Monday, August 2nd at 9 am ET to Friday, August 6th at 11 am ET. Winners will be announced on Friday at 2 pm ET. Look for the icons in the Exhibit Hall and Supporter booths to earn points:



- **Info Desk** – Visit the Info Desk if you need assistance with technical issues or are looking for event information. You can find both the Event Schedule and Agenda at a Glance. You can also view the welcoming video that provides a more in-depth exploration of the platform and its features.

4. *How do I access Live Sessions?*

View the Schedule of Events to determine the live sessions that you would like to attend.

- Live sessions can be accessed two ways: The live Opening and Closing Plenary and the Current Conversations series will be hosted in the Auditorium. The Technical Training sessions will be hosted in the Technical Training room.

- Be sure to give yourself a few minutes before live sessions start, you will need to navigate to the correct room to be present for the on-time start of live sessions. If you miss a live session, check back on the Energy Exchange platform the following day. All live sessions will be available for viewing one day after delivery and will remain available on the platform through December 1, 2021. Remember to earn CEUs, sessions must be viewed by September 15, 2021 and quizzes must be completed by September 26, 2021.

5. **How can I connect with FEMP staff during the Energy Exchange?**

There are multiple ways to connect with FEMP staff this week:

- Access the FEMP Assistance Request Portal through the FEMP Hub to get connected with the right person at FEMP;
- Attend a FEMP Open House session from 4:00 to 5:00 pm ET on Tuesday through Thursday. Topics will focus on:
 - **Tuesday, August 3rd**: Energy and Water Resilience and Agency Engagement
 - **Wednesday, August 4th**: Facility and Fleet Optimization
 - **Thursday, August 5th**: Energy and Project Procurement Development Services.
- You can also access additional FEMP resources. Just visit the FEMP Hub and click on a tile to learn more.

6. **How do I earn CEUs for the sessions I attend?**

International Association for Continuing Education and Training (IACET) continuing education units (CEUs) are available for the majority of the Energy Exchange live and on-demand sessions. In order to earn CEUs for an accredited training, you must watch the training by **September 15, 2021**. CEU quizzes can be taken after sessions end until **September 26, 2021** via the Whole Buildings Design Guide website at www.wbdg.org/energy-exchange.

This year's training will offer 0.2 CEUs for a 1.5-hour training session. Instructions on how to access CEU testing is provided in the FEMP Hub and in the Info Desk, accessible from the main Lobby of the event platform. Note that in order access CEU testing, you will need to leave the Energy Exchange virtual platform or access the CEU testing through a separate browser tab or window.

7. **How do I network with fellow Energy Exchange attendees?**

To network with speakers and other attendees, click on the "Attendee" icon in the bottom navigation panel of the virtual platform. You will see a list of attendees that are currently logged onto the event and you can select any attendee from that list to start a chat on the platform. This year's event features 1:1 Video Chat functionality.

8. **Where can I find information about what new energy and water technologies are being developed by the U.S. Department of Energy and other Federal agencies?**

The Technology Pavilion, accessible from the main Lobby of the event platform, includes resources from several National Laboratories showcasing their cutting edge resilient, efficient, sustainable, and secure technologies.

9. What are the Current Conversations?

Current Conversations are panel discussions featuring government leaders on current issues affecting energy and water management and strategies to help address the climate crisis. Tune in to hear about how the federal government is working to enhance the resilience, efficiency, sustainability, and security of energy and water systems that enable its critical missions.

10. How do I get technical help if I'm having trouble accessing features of the virtual platform?

The preferred browsers to access the 6Connex platform are Chrome or Firefox. Note that Internet Explorer and Microsoft Edge are not supported browsers for the platform.

Additional technical assistance can be requested from the Info Desk through a public chat feature that logs attendee questions, or through an assistance request form.

11. How do I create a personal agenda for Energy Exchange?

In the bottom navigation bar, click on "MyAgenda". This will show a screen that gives you the option to view MyAgenda, which includes items that you have added to your agenda, and the Full Agenda. To add a session to your personal agenda, click "Full Agenda". When you find a session of interest, click on that item. A panel will open with details. Click on "Add to my agenda" to add the item to your personal agenda.

Once an item has been added to your personal agenda, you can access it directly from "MyAgenda". Simply click on the agenda item, and then click on "Go to event".

12. How can I make an appointment with an exhibitor at the Energy Exchange?

From the "Attendees" list in the bottom navigation bar, navigate to the representative with whom you would like to schedule a meeting. Click on "Schedule Meeting" and find a time in their calendar to book a 15-minute time slot. The meeting can then be launched from "MyAgenda".

Please Note:

Presentation and Materials Disclaimer

Energy Exchange 2021 has been funded through a contract with the U.S. Department of Energy (DOE). The views expressed by speakers and their written materials provided during Energy Exchange 2021 do not reflect the official policies of DOE, nor does the mention of commercial practices or organizations imply endorsement by DOE.

Attendee Code of Conduct

Aggressive sales techniques are to be avoided while participating in Energy Exchange.

Ethics Language & Code of Conduct Review Confirmation

We have requested that participants acknowledge that they have read the ethics language/code of conduct at the time of registration.