

TABLE OF CONTENTS

<i>Chapter</i>	<i>Page</i>
1. Introduction	1
2. Demand-Side Management: The Winds of Change	9
3. The DSM Planning Process	35
4. Moving Toward Integrated Resource Planning	59
5. Efficient Energy Use	93
6. Beneficial Electrification	111
7. DSM and the Environment	135
8. International DSM Activity	157
9. Electric Thermal Storage	231
10. Cost-Effectiveness Analysis	257
11. Rate Design and DSM	285
12. Forecasting DSM	329
13. Demand-Side Management Program Design	381
14. Evaluation	411
15. Removing the Financial Barriers Against DSM	431
Index	449