
Quarterly Report of the Program Administrators

First Quarter, 2013

May 13, 2013

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**QUARTERLY REPORT TO THE EEAC
QUARTER 1, 2013**

MAY 13, 2013

I. Introduction

Pursuant to the requirements of the Green Communities Act, codified at G.L. c. 25, § 22(d), “The electric and natural gas distribution companies and municipal aggregators shall provide quarterly reports to the council on the implementation of their respective plans. The reports shall include a description of the program administrator’s progress in implementing the plan, a summary of the savings secured to date and such other information as the council shall determine.”¹

Building upon this legislative mandate, as well as the Orders of the Department of Public Utilities (“Department”) in D.P.U. 12-100 – D.P.U. 12-111 (together, the “Orders”), dated January 31, 2013, approving Three-Year Energy Efficiency Plans (the “Plans”) for each Program Administrator (“PA”), this document serves to report on PA activities throughout the Commonwealth during the first quarter of 2013. This document presents narrative status updates regarding program implementation and specific areas of interest as requested by the Energy Efficiency Advisory Council (“EEAC” or “Council”), followed by quantitative data set forth at Attachment A (electric PAs) and Attachment B (gas PAs).

The remainder of the narrative portion of this Quarterly Report for the First Quarter of 2013 is organized as follows:

Section II:	2013 Council Priorities Update
Section III:	Gas and Electric Program Highlights
Section IV:	Marketing, Education, and Outreach Highlights
Section V:	Evaluation, Measurement & Verification Highlights
Section VI:	Financing and Funding
Section VII:	Regulatory Updates
Section VIII:	Special Focus Topics

¹ The Department of Public Utilities has previously required that these Quarterly Reports be provided to it as well for informational purposes. See Orders of the Department of Public Utilities in D.P.U. 09-116 – D.P.U. 09-120 and D.P.U. 09-121 – D.P.U. 09-128, dated January 28, 2010.

II. 2013 Council Priorities Update

1. *Achieve at least 100% of the savings and benefits goals set for the 2013 program year, and emphasize key actions to be implemented in 2013 for sustained program success going forward.*

ACTION: In the first quarter, the PAs have engaged in statewide energy efficiency efforts to capture all available cost-effective energy efficiency. These efforts seek to satisfy the requirements of the GCA, deliver on the goals as laid out in the 2013-2015 Plan approved by the Department and maintain the Commonwealth's first-in-the-nation energy efficiency status. The PAs are pleased to announce that, on March 21, 2013, the American Council for an Energy-Efficient Economy recognized certain Massachusetts energy efficiency programs for excellence, as discussed in Section VIII. The efforts made by the PAs in Q1 toward achieving their savings and benefits goals are discussed in more detail in Sections III through VIII, and include marketing and innovative program approaches to drive interest in the programs, integrated gas and electric energy efficiency services, overcoming barriers to participation, work in the residential barriers working group, consolidating the review of new technologies, and considering how to sustain these efforts over a three-year construct consistent with the Order and the GCA. The PAs also conducted research and developed a stakeholder engagement process in order to help facilitate and encourage the adoption of new energy savings ideas and projects. The annual savings achieved in Q1 for electric PAs is 11% of planned savings for 2013, and the annual savings achieved in Q1 for gas PAs is 13% of planned savings for 2013, which percentages are typical of production at this time of the year.

2. *Continue to Improve the Cost Efficiency of Program Delivery.* Identify and quantify cost efficiencies realized in the 2010-2012 programs, pursue and implement additional efficiencies, and continue to improve the cost efficiency of program delivery. In addition, pursue outside funding and non-low-income financing options to leverage program funds and maximize benefits.

ACTION: The Program Administrators are committed to delivering the most cost-effective energy efficiency programs and to understanding current and future cost drivers. In the first quarter, the PAs continued to work together to deliver high quality programs efficiently and seamlessly. The PAs' statewide collaborative process is a significant factor in minimizing administrative costs. The process is used to coordinate the adoption of consistent programs and processes, program designs, EM&V studies, statewide marketing, regulatory proceedings and the development and sharing of all best practices. The PAs also jointly issue Request for Proposals where appropriate. Sharing these costs results in economies of scale and avoids each PA having to pay for the same services individually. One prime example of the PAs' collaborative process is the collaborative marketing and training offered by Cool Smart and GasNetworks at the annual Plumbing and Heating Contractor conference in Marlboro, MA. The PAs also created a multi-measure Lifecycle Cost Project Analysis Model (Proforma) to provide large customers with financial information (beyond simple payback) so they can make more informed decisions regarding the economics associated with installation of energy efficiency measures.

3. *Support Key Program Development and Implementation Needs, with a Focus on Achieving Deeper Savings and Reaching All Customer Segments. Continuously Improve the Programs and Initiatives.*

ACTIONS:

- The PAs continue to enhance the efforts in commercial real estate and multi-family. The first meeting of the statewide Commercial Real Estate (“CRE”) Working Group was held on March 8. The group, comprised of representatives from the Massachusetts PAs, the Department of Energy Resources (“DOER”), and other industry stakeholders, will be looking at strategies for more effectively serving the needs of CRE customers through the PAs’ energy efficiency programs. In the Multi-Family initiative, the PAs are also developing a streamlined delivery of packaged, comprehensive energy efficiency offerings.
 - The Residential Barriers Working Group met on March 27, 2013. The group agreed upon a methodology for community selection for Efficient Neighborhoods+, which was coordinated with the evaluation team. The enhanced incentive structure addresses tenant-landlord barriers, packaged incentives to go deeper for a whole-house approach, pre-weatherization incentives, program integration, and hard-to-reach customers.
 - The Low-Income Best Practices Group recently began an effort towards standard marketing materials, in addition to the ongoing efforts at consistent sharing of best practice strategies.
 - The PAs continue to integrate the electric and gas programs in the C&I sector. As an example, the PAs conducted five jointly held Trade Ally Open houses this year.
 - The gas and electric PAs also have jointly developed a statewide Memorandum of Understanding (“MOU”) with the Division of Capital Asset Management and Maintenance (“DCAMM”) to support the energy efficiency projects scheduled during the remaining term of the Accelerated Energy Program (“AEP”) program.
 - In an effort to advance deeper savings, the PAs have worked with stakeholders on the design on the residential Efficient Neighborhoods+ initiative to address neighborhoods in a whole-house fashion, where incentives are designed to motivate customers to go deeper. Likewise, on the C&I side, the PAs continue efforts on the Main Streets Delivery Model to effectively serve the chosen towns.
 - The Residential and Commercial Massachusetts Technical Assessment Committees (“MTAC”) have joined efforts to share information to introduce new measures to assist in achieving greenhouse gas emission goals.
- 4. *Develop and Implement a Statewide Energy Efficiency Database.*** In order to enhance data availability and transparency, reduce administrative costs, and enable better and more efficient data analysis, the Council and its Consultants should work with the PAs to design, develop, and implement a statewide database that is readily accessible, reliable, efficient, and able to evolve to meet growing and changing energy efficiency data needs.

ACTION: The PAs are committed to working with DOER, the EEAC, and the Department to achieve the development of a statewide database that achieves the goals of this priority. The PAs have budgeted \$500,000 in each year of the 2013-2015 Plan for the design and development of a statewide database and associated costs. In order to develop a joint PA proposal, the PAs formed a database working group that was active in Q1. In the context of this working group, the PAs reviewed current reporting requirements, categorizing that information, identified goals for a statewide database, developed criteria for assessing data requests, and prepared a database development proposal. The working group has also actively researched similar databases in other jurisdictions and database vendor products. The PAs continue to monitor and participate in the EEAC subcommittee process on these efforts, and have offered to host a database stakeholder summit meeting built upon the successful EM&V summit approach.

5. *Identify and Implement Best Practices.*

Continue to identify and integrate best practices, including the customer experience, into the energy efficiency planning and implementation efforts consistently across service territories.

ACTION: As discussed in more detail in Sections III through VIII, the PAs continue to build on the experience of the initial three-year plan by leveraging their good working relationships to better coordinate their efforts and share ideas and best practices to refine their approach to the successful delivery of energy efficiency. The PAs continue to have regular meetings of their management committees to facilitate the process of enhanced integration and coordination between gas and electric programs. The PAs also are actively engaged in the low-income best practices group convened by LEAN. Further, the PAs have continued their ongoing and consistent meeting and engagement with the Council's consultants, in order to benefit from ideas/suggestions based on the consultants' expertise and experience. In addition, the PAs have developed a process to, systematically and at a statewide level, review and discuss unsolicited proposals by stakeholders and interested parties. As set forth below in the Commercial & Industrial Sector update, the Commercial & Industrial Management Committee ("C&IMC") gathered information from an LED streetlight initiative in Vermont to identify some best practices. The Contractor Best Practices Working Group continues to meet on Home Energy Services ("HES") enhancements.

6. *Evaluation Efforts*

Ensure the accurate analysis and quantification of the savings, benefits, and costs of the energy efficiency programs through objective and unbiased planning, tracking, evaluation measurement and verification (EM&V), and reporting. Participate in the development of avoided cost values as part of the regional avoided costs study (Avoided Energy Supply Component or AESC).

ACTION: As discussed in more detail in Sections V below, the Evaluation Management Committee ("EMC") held productive strategic stakeholder planning meetings that were attended by 71 people, including Program Administrators, Department and DOER representatives, EEAC Consultants, key representatives from the evaluation contractor(s) from the respective research areas, and stakeholders. Over the course of three days, this

group discussed planning for the next round of commercial & industrial program and special & cross sector evaluation studies to take place between 2013 and 2014. As a result of discussions at the strategic planning meeting, a strategic planning subcommittee of the EMC was formed in the first quarter of 2013. The PAs, in cooperation with other regional stakeholders, also issued an RFP and awarded the contract for the 2013 Avoided Energy Supply Cost (“AESC”) Study. The PAs continue to actively lead and participate in the working group for this study.

III. Gas and Electric Program Highlights:

Since the Department of Public Utilities approved the Gas and Electric Three-Year Energy Efficiency Plans on January 31, 2013, the Program Administrators have been proceeding with the implementation of their EEAC-endorsed 2013–2015 Plans.

In Attachments A and B, the PAs present quantitative cost and savings data, along with other data. The PAs will keep the EEAC apprised of significant cost and savings variances from Plan goals that become apparent as the PAs continue to implement programs.

RESIDENTIAL SECTOR

Residential New Construction & Major Renovation

Through the end of the first quarter, the program completed over 271 Electric and over 1,005 Gas units statewide. While the program is on target to achieve the statewide goal, not all PAs are projected to meet individual 2013 goals. In those territories that may fall short, recruitment plans have been implemented focusing on non-participating builders working in “Stretch Code” towns.

Through the end of March 2013, there are 124 communities that have adopted the “Stretch Energy Code.” Several towns across the Commonwealth are looking to adopt the new standard in the spring of 2013. As in prior years, builders will continue to look to the PAs to provide training, technical assistance and incentives to meet the new energy code. Currently, 50 Home Energy Rating System (“HERS”) rater companies receive this type of support through the program.

Western Massachusetts Storm Recovery

This initiative closed out January 31, 2013 with over 190 unit completions. Projects that were not completed by the close of the WMA Storm Recovery Program were moved to the statewide RNC and HES Programs.

Home Energy Services and HEAT Loan

Most PAs have seen a high demand for Home Energy Assessments and the HEAT Loan in the first quarter.

PAs have been working diligently on developing the program design, delivery model, and

incentive levels for the various new enhancements set out in the 2013-2015 Energy Efficiency Plan for 2013 launch. Specific efforts have focused on the Pre-Weatherization Barrier Offer, Early Boiler Replacement Rebate and Efficient Neighborhoods+ Initiative.

All PAs have been working to incorporate LEDs and advanced power strips into the instant savings measures customers receive at the time of assessment.

The Contractors Best Practices Working Group held three meetings in Q1 of 2013 and continues to collaborate on possible program enhancements.

New contractor marketing materials have been incorporated into the suite of subsidized materials PAs have made available to contractors. New co-branded offerings include lawn signs and post cards.

The 0% interest HEAT Loan continued to be in high demand in Q1. As of Q1, National Grid began offering a Gas HEAT Loan in municipal electric cities/towns. All gas PAs now provide this offer.

Implementation of weatherization work is trending well in Q1, with Independent Installation Contractors (“IIC”) and Home Performance Contractors (“HPC”) providing weatherization services to customers.

PAs continue their commitment to workforce development in 2013 offering subsidies for various trainings, including weatherization boot camps and combustion safety testing. Some PAs also offered an additional sales and marketing training to HPCs. PAs continue to explore opportunities for additional training to enhance the skills of participating contractors.

Multi-Family Retrofit

Through the conclusion of the first quarter, some PAs report that their production is on track to meet 2013 goals. Others report slower production but are confident that the amount of projects in the pipeline will enable them to reach their goals.

The Multi-Family Market Integrator (“MMI”) reported incoming call volumes consistent with recent periods noting that the amount of HEAT Loan inquiries, by single condominium owners, has increased.

The Multi-Family Working Group continued to meet regularly throughout the quarter to discuss implementation strategies for the program enhancements outlined in the Three-Year Plan. The group has also been actively exploring ways to overcome barriers experienced in previous years.

Electric Residential Cooling and Heating

On March 8-10 Cool Smart staff and GasNetworks joined together to share a booth at the annual Plumbing and Heating Contractor conference in Marlboro, MA. Cool Smart not only

had staff presence at the booth, but also provided a training class to HVAC contractors interested in Duct Diagnostics.

On March 21, 2013 Cool Smart and the New England chapter of Air Conditioning Contractors of America (“ACCA”) joined forces to hold the first annual ACCA/Cool Smart Conference and Trade Show in Westboro, MA. The event had over 150 contractors, distributors and HVAC technicians in attendance. Cool Smart was able to train over 100 technicians at this event, with topics including Quality Installation Verification, System Sizing, and Duct Design. In addition to the training opportunities, there was a trade show with 10 booths set up to demonstrate a range of HVAC technologies.

Cool Smart sponsors have been actively engaged in developing outreach strategies for workforce development. Several system sizing classes at the Porter and Chester Institute have been planned and are scheduled to begin in May, and other vocational outreach events have been scheduled for the coming quarter.

Heat Pump Water Heater (“HPWH”) rebate volume for 2013 has been robust due, in part, to a high volume of participation in late Q4 of 2012 which spilled over to 2013. The program continues to work to transform the market for this measure by educating both contractors and consumers about the significant savings that are achievable when replacing an electric storage system with a HPWH.

Gas Residential Heating and Water Heating

PAs have had a great start to the year with a steady demand for rebates. PAs continued direct outreach to various manufacturers, supply houses and big box stores in sales training and rebate distribution over the course of the quarter.

For other highlights and Q1 trade ally training, the PAs conducted and participated in the following events:

- On January 16th, the PAs participated in the South Shore Plumbing and Gas Inspectors association in Middleboro, MA. The new rebates were presented and questions of attendees were addressed. On January 17th, the PAs attended the Navien Service Training at Supply New England, West Yarmouth.
- On January 28th, PAs attended the Cape Cod Plumbing and Gasfitting Association located in West Yarmouth, MA.
- On March 14th, the PAs participated in the F.W. Webbs St. Patrick’s Day Celebration in Brockton, MA. Approximately 35 contractors attended this event. This was an opportunity to increase their product knowledge while enhancing their sales techniques using the rebate programs.
- On March 20th, PAs participated in the annual Bay Colony Master Plumber’s Association “Code Review” with the Board of State Examiners of Plumbers and Gasfitters in Rockland, MA. With 100 attendees, this meeting provides the plumbers and gasfitters an opportunity to meet and ask questions of the Board.

- On March 26th, PAs joined Fluid Industrial Associates in Woburn for training on How to Sell High Efficiency Equipment.
- On March 27th, PAs presented GasNetworks program information at the monthly meeting of the Board of State Examiners of Plumbers and Gasfitters held in Hyannis, MA. There were 85 in attendance for this meeting.

The 2013 rebates have been posted to the ENERGY STAR website. On March 26th PAs sent an email blast to participating supply houses, contractors, and manufacturer representatives notifying them the GasNetworks[®] Program Overview Training is available on the GasNetworks website.

Residential Lighting

The Energy Star Lighting Program is off to a very strong start in 2013. Many PAs are already close to or exceeding their annual targets for LEDs and LED fixtures. Given the rapidly changing price dynamics of that market, the PAs are monitoring closely and looking to adjust incentives as warranted.

For the first time, PAs have included references to TopTen USA in the lighting catalog to educate consumers on which LEDs have been rated by TopTen USA to be the best quality lamps.

Residential Consumer Products

The Products program is off to a good start in 2013.

In Q1, the PAs have introduced new tiered incentives for TopTen USA ranked products. Massachusetts retailers have been invited to post their store information on the TopTen website.

In March, the PAs' Mass Save Facebook page grew to over 20,000 followers, more than ENERGY STAR's national Facebook page. This is a result of the PAs' innovative marketing campaign, "Like to Save," which sponsors monthly contests and giveaways of efficient products through the page.

Q1 contest products included 10 TVs donated by Samsung. This specific TV model was the first winner of the Global Efficiency Medal sponsored by the Super-efficient Equipment and Deployment ("SEAD") Initiative. The collaboration between all parties involved was the first of its kind in the country.

The PAs and their vendors worked closely with manufacturers and retailers to be able to offer all contest products at no cost to the PAs while also promoting and educating customers about current Products program offerings.

Residential MTAC

During the first quarter of 2013, the Residential and Commercial MTAC merged to effectively

consider new technologies without the duplication of efforts.

During this quarter, the MTAC committee received one application for a new residential technology. The committee is waiting for additional information about one technology filed in a previous application. The committee reached decisions on three technologies. Two new technologies will be forwarded to program managers for their consideration.

LOW-INCOME SECTOR

Low-Income New Construction

During the first quarter of 2013 the RNC initiative held meetings with several low-income agencies including the Department of Housing and Community Development (“DHCD”), MassHousing, WegoWise and New Ecology. These meetings were held to train staff on the 2013 program offerings and recruit new projects into the program. Over 800 units over the next four years were identified through this effort. Some of these agencies did note that low-income new construction starts off slow; however, renovations of existing low-income projects are on the rise.

Low-Income Single Family

The Low-Income Single Family budgets and savings vary by PA, but generally they are on target for the first quarter of 2013 with an expectation of meeting and/or possibly exceeding goals.

The 2012 final metric documentation reports for the Review of New Measures Metric as well as the Multi-Family Building Inventory Metric were completed and filed accordingly in Quarter 1 2013.

Due to less Federal funding available, the PAs have noticed a higher average per unit cost for weatherization jobs and heating system replacements.

Additionally, the PAs continue to work together within the Best Practices Working Group on standard client education materials to be used statewide by the various Community Action Program (“CAP”) agencies. The materials are currently in creative development and the PAs anticipate implementation of the new materials in Q2/Q3 2013.

Low Income Multi-Family

The Low-Income Multi-Family budgets and savings vary by PA. Some PAs are on or ahead of target while other PAs are under budget and savings goals. There are several projects currently in the pipeline so the PAs anticipate a very productive second and third quarter in 2013.

The 2012 final metric documentation reports for the Review of New Measures Metric as well as the Multi-Family Building Inventory Metric were completed and filed accordingly in Quarter 1 2013.

The PAs have been utilizing the WEGOWise Multi-Family Benchmarking tool and have been able to identify the least-efficient buildings among all those eligible for funding and prioritize energy efficiency projects to make the most of the budgets.

COMMERCIAL AND INDUSTRIAL SECTOR

Throughout Q1, the Program Administrators continued to work diligently toward achieving the 2013 savings goals while actively exploring strategies to expand offerings and enhance strategies in several areas anticipated to have the potential to yield savings. Activities in Q1 included the following:

Upstream HVAC Program. The PAs finalized plans to expand the Upstream channel to include HVAC measures in 2013. The PAs reviewed proposals for the 3rd party Program Manager and awarded the contract to Energy Federation, Inc. (“EFI”) in Q1. Program launch is scheduled for Q2.

Upstream Program Manager To support the future success of the growing Upstream portfolio, the PAs are seeking an individual to act as the statewide Program Manager ensuring effective implementation and performance of upstream initiatives. A job description was finalized and the position was posted in Q1.

Events and Outreach The 2013 Trade Ally Vendor Open Houses focused on providing vendors with up-to-date information on the statewide energy efficiency programs. Five sessions were conducted across the Commonwealth in January and February and were attended by approximately 450 industry professionals.

MTAC The final report from Fraunhofer was presented in Q1 2013 demonstrating savings opportunities in health care exist primarily in powering down machinery between uses rather than making changes to equipment specifications for lower energy use during operation. Such changes to hospital operating protocols would require recertification of equipment operators and protocols, thus limiting the accessibility of such savings.

The MTAC also evaluated rooftop unit controls for existing Commercial and Industrial packaged cooling and heating equipment. The potential for both natural gas and electric savings appears very promising, and initial inquiries indicate that there are thousands of applicable units in the Commonwealth that could benefit from this technology. In Q1 2013 this technology was approved for implementation and incentives when cost effective.

Prior to 2013 there were separate MTAC residential and C&I committees. Discussions between these two committees identified differences in the evaluation of new efficiency technologies and potential advantages to merging to one MTAC. In the first quarter of 2013, the MTAC charter was revised, the merger was completed, and the first combined meeting was held. This first meeting reviewed promising residential and C&I technologies in a completely uniform process and was very successful in that all members contributed to reviews.

Main Streets Delivery Model Two towns/cities have been identified to initiate the pilot. PAs have met with the towns/cities’ economic development groups and chamber of commerce to discuss the pilot and the work flow. Working with the towns/cities specific Main Street defined

area for the pilot, which meets program design requirements. Vendor procurement process is currently in progress. The initiative is anticipated to be kicked off by early July.

Efficiency Project Pro Forma The PAs created a multi-measure Lifecycle Cost Project Analysis Model (Proforma) to provide large customers with financial information (beyond simple payback) so they can make more informed decisions regarding the economics associated with installation of energy efficiency measures. The information to be provided will include Cash Flow Analysis, Return on Investment, Internal Rate of Return, No Upfront Cost/Financing Cash Flow Analysis and Simple Payback.

Utility Owned LED Streetlights A meeting attended by DOER and all PAs was held in the first quarter to review opportunities to utilize Mass Save energy efficiency funding on the conversion of existing utility owned street lights to LED technology. Representatives from Green Mountain Power and the EEAC Consultant team presented Vermont's experience, which identified the potential reduction in total monthly customer charges is in the range of two to three dollars per fixture. An action item from this meeting is that the PAs are determining a uniform method for applying energy efficiency funds. Also reviewed was that each electric PA has advised their respective equipment standards and rate departments that DOER has identified conversion of utility owned street lighting to LED as a priority. Also of note is that NSTAR has initiated a street lighting pilot to evaluate LEDs.

DCAMM MOU Division of Capital Asset Management and Maintenance ("DCAMM") launched the Accelerated Energy Program ("AEP") in January of 2012, to accelerate the implementation of water and energy efficiency projects across the Commonwealth and to help meet the goals of Executive Order 484. As part of the AEP, DCAMM, in coordination with the DOER and partner state agencies, will retrofit 700 sites encompassing several thousand buildings throughout the Commonwealth. The AEP is a three-year program.

The gas and electric PAs have jointly developed a statewide MOU with DCAMM to support the energy efficiency projects scheduled during the remaining term of the AEP program. The MOU assures consistent terms across PA service territories and pre-established incentive rates, in order to streamline projects and support the aggressive schedule of the AEP program.

The MOU is expected to be signed by DCAMM and the respective PAs in Q2 2013.

Commercial Realty The first meeting of statewide Commercial Real Estate ("CRE") Working Group was held on March 8. The group, comprised of representatives from the Massachusetts PAs, DOER, and other industry stakeholders, looked at strategies for more effectively serving the needs of CRE customers through PA energy efficiency programs.

IV. Marketing, Education, Outreach Highlights

Through a competitive bid process conducted at the end of 2012, the Statewide Marketing Committee hired Kelliher Samets Volk ("KSV") for the 2013 Mass Save[®] Statewide Awareness Campaign. The goals of the campaign are consistent with 2012 goals: raise awareness of Mass Save, and create a clear understanding of what Mass Save is and what Mass Save represents in

the market. In order to achieve these goals, the Statewide Marketing Team and KSV developed a multi-media advertising campaign targeted at both residential and C&I audiences. The media includes: radio, outdoor advertising, digital banner ads, paid search and Facebook advertising. The campaign kicked off on March 29 and will run through November 2013.

This year's campaign uses everyday people to engage customers utilizing a basic message. The message explains that with assistance and savings from participating in MassSave.com, customers are able to do other things that are meaningful to them. KSV conducted on-line message and creative testing with 1,000 Massachusetts residential customers which resulted in very positive feedback.

Additionally, a pre-campaign awareness survey was conducted by the EM&V working group prior to the campaign launch to establish a baseline for measurement of the 2013 campaign. The EM&V working group will be launching the post-campaign awareness soon after the campaign end date.

The Statewide Marketing Team continues to work closely with its web designers, PixelMEDIA, to make updates and enhancements to MassSave.com. The most notable enhancement is the creation of a new structure for the C&I section of the site which is expected to roll out during the second quarter. The revised structure will bring the most useful information closer to the forefront of the site and will greatly improve the C&I user experience.

V. Evaluation, Measurement, and Verification Highlights

During the first quarter of 2013, the evaluation research areas began consolidation from six research areas to three research areas. The evaluation team continued to work during the first quarter of 2013 with ongoing studies in all three research areas - Residential, Commercial & Industrial, and Special and Cross Sector. To help share best practices and streamline the evaluation process, the Program Administrators and the EEAC Consultants continued monthly meetings of the Evaluation Management Committee ("EMC") and coordination with the Residential and Commercial & Industrial Management Committees.

During the first quarter of 2013, the EMC also issued a Request for Qualifications ("RFQ") for evaluation of all residential electric and gas programs in Massachusetts for the 2013-2015 program years. Bids from three teams were received in response to the RFQ and were reviewed by the EMC. The contract was awarded April 26, 2013.

In addition, 71 people, including representatives of the PAs, EEAC Consultants, DOER, DPU, NEEP and evaluation contractors, attended the 2013 strategic evaluation planning meeting on 2/25-2/27. Over the 2 ½ days, the team achieved its objectives of planning for the next round of commercial & industrial program and special & cross sector evaluation studies to take place between 2013 and 2014. In addition, the team began to consider its long-term strategy for evaluation activities and encouraged alignment of each of the three research areas. A similar meeting to address residential program evaluation planning will occur on May 14.

As a result of discussions at the strategic planning meeting, a strategic planning subcommittee of the EMC was formed in the first quarter of 2013. Some of the items the subcommittee will focus on developing strategies for are: coordination of research activities within and between research areas, continuous improvement of research methods, communication of planning, activities and results to stakeholders, principles as to how often to do specific types of studies, principles as to how to decide what studies to do, key areas of emphasis in the coming years and a vision of where the group desires to be in several years.

Finally, work continued on evaluation activities during the first quarter of 2013. The following includes only studies that have reached at least the detailed scoping phase. There are other studies in the early scoping phase that aren't included.

Residential Research Area

The **Massachusetts Residential New Construction Net Savings Study** is focused on assessing the impacts the RNC program has had on the marketplace over the past seven years, and includes builder survey, Delphi panel and energy modeling components. In Q1 2013, the builder survey instrument was administered by the evaluation contractor resulting in 116 completed surveys from builders who participated in the RNC program, and 31 non-participant builders. The evaluation contractor began processing the results from the builder survey to incorporate in Delphi panel materials. The evaluation contractor also started assembling a list of Delphi panelists in conjunction with the PAs and consultants, and began recruiting panelists.

Work on the **Massachusetts Residential New Construction Incremental Cost Study** was ongoing, with a draft report expected in early May.

Work on the **Low Income Programmable Thermostat and Lighting Operating Hours Study** also continued. The meters will be picked up in April and draft results are expected in May.

The **Residential Retrofit – Focused Potential Study** continued as site visits were completed. The scope of this study has evolved into a multi-phase study that will be better positioned to incorporate key aspects of the term sheet agreed to as part of the 3 Year Plan process. A preliminary report outlining any lost opportunities is expected in the second quarter as part of Phase 1 of the study. Phase 2 of the study is expected to commence at a later date with additional site visits, in order gather a wider range of additional data about the savings potential in Massachusetts customers' homes.

Work continued on the **Residential Cooling & Heating Equipment (Cool Smart) and Residential High Efficiency Heating Equipment (HEHE) – Net to Gross Studies**. Initial results were shared with the PAs and EEAC consultants in the first quarter of 2013. A draft report is expected to be completed in April. The purpose of this study is to estimate measure-specific NTG ratios using a combination of what is commonly referred to as the Self Report Approach (“SRA”), but also attempting a broader approach to calculating NTG and market effect methods. In addition to participants, we interviewed contractors and distributors, participating and non-participating, trying through several approaches to get an understanding of the effects of the program on their actions. We also tried to use a quasi-experimental comparison of

Massachusetts to Pennsylvania which has less active programs. Finally the study attempted to collect as much distributor data as possible and will incorporate that data into the final analysis.

The PAs and their implementation vendors worked on compiling data in the first quarter of 2013 in support of the **Residential Retrofit – Realization Rate Calibration Study**. This study builds on the results of the statewide impact evaluation and will provide PAs with a realization rate that can be applied to the vendor calculated savings for air sealing and insulation in the HES program. It is expected to be finalized in the second quarter of 2013.

During the first quarter of 2013 the evaluation team has continued work on the final version of the **Residential Lighting – Consumer Survey** and the **Lighting Shelf Stocking Study and Hedonic Pricing Model** which looks at the current pricing and stocking of lighting, and consumer's knowledge and opinions of Massachusetts offered lighting products. This ongoing work will look at inventory in order to understand baseline conditions early in the implementation of the Energy Independence and Security Act (“EISA”) of 2007, and a summary report regarding the impact of EISA is expected as well for the second quarter. The shelf stocking assessments and supplier interviews, aimed at refining lighting market data and assessing current retail inventory. A draft of the **Residential Onsite Report** has been circulated, and a study designed to examine the socket saturation of bulbs in residential homes in Massachusetts. All of these studies are expected to be finalized by second quarter of 2013.

Massachusetts has also engaged in a **Residential Lighting – Regional Operating Hours Study** with Connecticut, Rhode Island, and NYSERDA, which will try to get a robust look into hours of use of both efficient and non-efficient light bulbs by room and socket type. The study has completed all initial visits in Massachusetts. Currently the study installed 119% of loggers (3,405 of 2,842), and due to the large robust sample, will leave the loggers in through the end of the summer. This study is planned to continue through Q4 of 2013.

Phase 2 of the **Pre-weatherization Barrier Initiative Pilot Study** report was submitted for review in the first quarter of 2013. The initiative, launched in May 2012 and which lasted through August 2012, was designed to provide customers with an additional incentive to help reduce their financial burden for inspecting and/or addressing common pre-weatherization barriers that are required to be cleared prior to installing certain HES measures. This report is expected to be finalized in April 2013.

This initiative was evaluated in two phases:

Phase 1: included interviews with HES PA program managers and lead vendors; analysis of initiative participation data through July 2012; and surveys with participant and non-participant NSTAR, National Grid, and Berkshire Gas customers.²

Phase 2: included follow-up inquiries with PAs; surveys with participants and non-participants from all PAs; and additional analysis of both complete initiative data and historic HES data, at the end of September 2012, and in March 2013.

² These three PAs offered their customers a 30-day deadline to complete the initiative requirements. The remaining PAs offered their customers a 90-day deadline to complete the initiative requirements; therefore, their participant data were not available for the Phase 1 interim memo.

A draft report of Cape Light Compact's **Lighting Controls Pilot Study** was submitted and is currently under review. This study is an impact evaluation and a limited process evaluation of Cape Light Compact's Residential Lighting Controls Initiative launched between August 2012 and January 2013. The purpose of the initiative is to analyze the energy-saving potential of replacing traditional dimming switches with new advanced dimmers—an emerging technology in the consumer marketplace that is compatible with compact fluorescent light bulbs (“CFLs”) and LEDs. The replacement of the dimmer control was paired with a switch-out of incandescent and CFL bulbs for LED bulbs. There were 16 residential customers across Cape Light Compact's service territory who participated in this initiative.

Commercial & Industrial Research Area

The following studies will be included with the 2012 Energy Efficiency Annual Report:

Impact Evaluation of Prescriptive VSD Measures. This study will provide updated savings estimates based on pre- and post-metering of a sample of projects completed in 2010 and 2011. Metering is complete and a draft report was received in April.

Impact Evaluation of Prescriptive Lighting Measures including systems and controls, advanced lighting design and refrigerated LED case lights. This study will provide several updated savings inputs based on 3 and 12 months of metering of a robust sample of projects completed in 2011. Metering is complete and draft results were received in April. A draft report is expected in early May.

Impact Evaluation of Custom Electric Measures including refrigeration, motor and “other.” This study will provide updated realization rates based on in-field metering of a robust sample of projects completed in 2011. Metering and draft site reports for 94% of sites are complete.

Impact Evaluation of Prescriptive Gas Measures including boilers, condensing furnaces and indirect water heaters. This study will provide updated savings estimates based on in-field metering of a robust sample of projects completed in 2011. Metering is complete and analysis is underway.

Impact Evaluation of Custom Gas Projects (NSTAR only). This study will provide updated realization rates based on in-field metering of a robust sample of projects completed in 2011. Metering is complete at 94% of sites and analysis is underway.

A **C&I Boiler Baseline Study** was initiated to better understand the in-field energy performance of base case boilers, and the energy savings of efficient boilers. In the course of executing the work plan, it became apparent that a better understanding of the C&I boiler market was necessary, so the Boiler Baseline study has transitioned to a C&I Boiler Market Characterization study

Impact Evaluation of Upstream Lighting Program. This study will provide several updated savings inputs based on two waves of on-site metering of a robust sample of projects installed in

2011 and 2012. Metering is completed at wave one sites and draft results are expected in May 2013.

Process Evaluation of Upstream Lighting Program. This study will provide an updated net-to-gross estimate using four different methods as well as an assessment of the program's performance to date based on on-site visits with customers who received lighting through the program and in-depth interviews with program managers, manufacturers, distributors and customers.

C&I Customer Profile. This study will use existing program tracking and customer billing data to create a profile of C&I customers in the state based on market and participant characteristics such as size, business type and program participation rates. This study is the first in an annual series. A draft report is complete and final report is expected in May 2013.

Lighting Controls Scoping Study. The purpose of the Lighting Control study is to inform the PAs of the current state of the Lighting Control market and make recommendations as to whether an impact study should be conducted and if so, what type. The study consists of secondary research and interviews with PA staff, Project Expeditors, and lighting distributors. All secondary research is complete with interviews planned to be completed in the next few weeks.

Small C&I Billing Analysis. This study provides additional information to inform savings estimates for the Direct Install program. A report summarizing the results of this and two other studies was completed in the fourth quarter of 2012. The report compares the results of the three studies and makes recommendations as to the appropriate use of the results.

The following studies are underway with completion date beyond the 2012 Energy Efficiency Annual Report:

2011 CHP Impact Evaluation. This study will provide updated realization rates based on in-field metering of projects completed in 2011. Analysis is underway and a report is expected in the third quarter of 2013.

Study to Assess the Mid-Sized C&I Customer Needs. This study will provide an assessment of whether or not the needs of mid-sized customers are being accurately and efficiently met by current program implementation processes. Analysis includes in-depth interviews with program administrators, customer telephone surveys and data mining of PA customer databases. Analysis is underway and a final report is expected in the third quarter of 2013. In addition, the PAs may include an update on draft results with the 2012 energy efficiency annual reports.

Existing Building Market Characterization. This study will provide information on equipment market share and saturation, baseline information, market conditions, program penetration, savings potential and market barriers by conducting telephone surveys with customers and on-site visits. Scoping continued in the first quarter of 2013 and a general population survey will be in the field in the second quarter of 2013.

Whole System Approach Assessment. This study will provide information on best practices and lessons learned from three programs in other regions which focus on taking a whole system approach. Research began in the first quarter of 2013.

LED Market Effects Study. The first round of this study will examine baseline conditions of the market for LEDs in MA. Scoping of the evaluation continued in the first quarter of 2013.

Special and Cross-Sector Research Area

The following studies will be included with the 2012 Energy Efficiency Annual Report:

Massachusetts Cape Light Compact Smart Home Energy Monitoring Pilot Evaluation: The study provides findings for two cohorts in the pilot, which offered integrated in-home monitoring and feedback system for customers. The study will be completed in May 2013.

2012 Massachusetts Statewide Marketing Campaign Evaluation Report: The study provides findings for two cohorts in the pilot which offered integrated in-home monitoring and feedback system for customers. The study will be completed in May 2013.

Behavioral Pilots - O Power: The study provides impact findings for electric and gas cohorts in the Behavior/Feedback programs where customers receive home energy reports. It is part of ongoing research that began in 2010. The study also provides a realization rate. The study will be completed in May 2013.

Behavioral Pilots – WMECo: The study will provide a channeling analysis that estimates the impacts of customers participating in other residential programs as a result of the Western Mass Saves pilot where customers participate in a rewards pilot on a web platform and may receive home energy reports. The study builds upon the impact evaluation from July 2012. The study will be completed in June 2013.

2013 Massachusetts Statewide Marketing Campaign Pre-Campaign Results: The study provides findings for two cohorts in the pilot, which offered integrated in-home monitoring and feedback system for customers. The study was completed in February 2013.

The following studies are underway with completion date beyond the 2012 Energy Efficiency Annual Report:

Efficient Neighborhoods+: The PAs involved evaluation in the design stages of Efficient Neighborhoods+. PAs have established a community selection methodology, identified and selected target communities, and identified potential barriers to participation. Next steps include preparing a program evaluation plan for Efficient Neighborhoods+.

2013 Massachusetts Statewide Marketing Campaign Post-Campaign Results: This study will provide information on the results of the 2013 Massachusetts statewide marketing campaign. This study will be completed by the end of plan year 2013.

VII. Regulatory Updates

In the first quarter, the Department of Public Utilities approved each Program Administrator's 2013-2015 Three-Year Plan, subject to limited compliance items, on January 31, 2013. On February 21, 2013 and March 1, 2013, each PA filed updated materials to its Three-Year Plan in compliance with the Department's Order, including revised D.P.U. 08-50 tables and Energy Efficiency Surcharges, and on March 21, 2013 each PA filed additional material as requested by the Department (the "Compliance Filings"). The Cape Light Compact Compliance Filing was stamp approved on April 1, 2013. All other PA Compliance Filings were stamp approved by the Department on April 18, 2013. As an additional follow up to the Three-Year Plan, the Department held a technical session on Tuesday, April 2, 2013 to address the proposed performance metrics, which the Department had determined it would address following the issuance of the Order. The Department will follow up with next steps regarding metrics, which proceeding has been docketed as D.P.U. 13-67.

In addition to filings and approvals in the Three-Year Plan dockets, the Department also issued an Order in D.P.U. 11-120, Phase II on January 31, 2013, including the issuance of revised Energy Efficiency Guidelines. The PAs, Department, DOER and other interested stakeholders are continuing work implemented changes related to this "streamlining" docket in Q2.

Also in Q1, the Department commenced an investigation in D.P.U. 13-51 regarding Presentation of Rates Charged for Environment Public Policy Programs Pursuant to Chapter 209, Section 50 of the Acts of 2012, An Act Relative to Competitively Priced Electricity in the Commonwealth, including charges for energy efficiency. Several PAs submitted initial and reply comments to the Department in this docket.

VIII. Special Focus Topics

A. Stakeholder Engagement Process

As stated in the 2013-2015 Plan, the PAs have examined current and future stakeholder input processes in Q1, and have developed materials to assess whether (1) Massachusetts stakeholder participation policies are consistent with those of other leading jurisdictions, and (2) to gain insights into better approaches to public input and contracting. Additionally, the PAs have worked on a memo setting forth the process for managing unsolicited proposals by stakeholders and interested parties. The PAs also developed common template documents to be used for unsolicited proposals document, including a draft cover letter and draft letter proposal guidelines.

B. Awards & Achievements Highlights

ACEEE Recognizes Exemplary Energy Efficiency Programs

On March 21, 2013, the American Council for an Energy-Efficient Economy recognized the following sponsors for excellence in energy efficiency.

Category	Program Name	Recognition Type	Award Recipient
Small Business	Small Business Program	Exemplary	National Grid
Small Business	Main Street	Honorable Mention	NSTAR Electric and Gas
Industrial and Large Customer Programs	Customer Memorandums of Agreement	Honorable Mention	NSTAR Electric and Gas
Residential Audit and Weatherization	EnergyWise	Exemplary	National Grid
Residential Whole House	Mass Save® Home Energy Services (HES) Program	Exemplary	Berkshire Gas, Cape Light Compact, Columbia Gas, National Grid, New England Gas, NSTAR, Until, WMECO
Residential Low Income	Low Income Retrofit Program	Exemplary	National Grid and Action, Inc.
Residential Low Income	Low-Income Multi Family Energy Retrofits/LEAN Multifamily Program	Exemplary	Action for Boston Community Development, Action, Inc.– Gloucester, NSTAR, National Grid, Western Massachusetts Electric, Until, Columbia Gas, Berkshire Gas, New England Gas, Blackstone Gas and Cape Light Compact

C. Residential Barriers Working Group Update

The Residential Barriers Working Group met for the first time on March 27, 2013. Representatives from the PAs, DOER, Green Justice Coalition, Attorney General’s Office, National Consumer Law Center, Department of Housing and Community Development, and LEAN met to discuss the DPU order. Specifically, this first meeting was held to discuss the proposed methodology to choose towns (with a focus on 1-4 family homes that are not qualified for low-income services) as well as the proposed incentive structure among other program design considerations. The incentive design was created using a whole-house approach that also addressed tenant-landlord issues for these hard-to-reach customers.

D. Update on Avoided Transmission & Distribution Cost Factors

The PAs have completed making the necessary updates to the ICF T&D model to

address the concerns raised by Synapse Energy Economics in the 2009 Avoided Cost Study. A review of the updated model in the 2011 AESC (page 6-70) reports this finding. This new model was adopted by all PAs in the 2013-2015 Three-Year Plan. The PAs do not expect to report on this topic in future quarterly reports.

E. Community Update

National Grid kicked off a flurry of different community initiatives in Q1 2013. In Fall River, National Grid is partnering with New England Gas and the Mayor of Fall River's office to sponsor a contest among neighborhood associations for which can drive the most savings. The partners held an Energy Fair in March, attracting over 200 residents. In Wellesley, National Grid is partnering with the Wellesley Municipal Light Plant and Wellesley's sustainability committee to present a seamless home energy assessment process to customers and increase participation. National Grid was able to get coverage for the initiative in multiple local TV channels and newspapers. In Swampscott and Medford, National Grid is working with city governments to spur grassroots outreach surrounding home energy assessments. Trainings for local volunteers were held in January and towns will be awarded for increasing participation at the end of 2013. National Grid continues to work with the energy office in Nantucket, even posting a job for a local auditor, to try to provide more constant service on the island. National Grid also continues to support the Home MPG initiative with DOER through direct mail as well as local outreach.

NSTAR continued its successful Community activities into Quarter 1 2013 working with community groups in Newton, Needham and Brookline. The organizations in these communities surpassed their expected participation goals and are continuing their "boots on the ground" neighborhood canvassing. NSTAR also continued its partnership with the cities of Somerville, New Bedford and Boston (Renew Boston) as it assists those communities with their 20% energy savings goals by 2020.

Columbia Gas of Massachusetts and Western Massachusetts Electric Company have partnered with Springfield Partners of Community Action ("SPCA") and the Vietnamese American Civic Association ("V.A.C.A") to create awareness and increase participation in the Low-Income program for the residents of the Forest Park neighborhood in Springfield, MA. Forest Park is considered a hard to reach community because of the high population of Vietnamese residents and the historically low program participation rates.

Cape Light Compact awarded its prize dollars to the town home energy assessment competition winners in Q1. The qualified leads that were garnered through this competition have continued to spread the word to their friends and neighbors. The qualified leads have thus far had a greater level of conversion than the average.

The Berkshire Gas Company and its lead vendor Center for EcoTechnology ("CET") continued an ongoing commercial outreach program in Q1. The Berkshire Gas Company also continued its partnership with CET, WMECo and National Grid for

community activities in this quarter.

New England Gas, along with National Grid, continues to partner with the Fall River Mayor's Office sponsoring an energy contest among neighborhood associations. The contest goal is to increase savings and create awareness in energy efficiency programs by engaging schools, community groups and the neighborhood associations. The sponsoring utilities hosted an Energy Fair in March promoting vendors, banks, contractors and the neighborhood associations in support of the contest.

Finally, all PAs worked with strategy, implementation, and evaluation teams to design the Efficient Neighborhoods+ Initiative, which is scheduled to launch in June 2013.

ATTACHMENT A
QUANTITATIVE REPORT

**STATEWIDE ELECTRIC BUDGETS SPEND
Q1 2013**

Row Labels	Total Sum of Program Planning and Administration	Total Sum of Marketing and Advertising	Total Sum of Participant Incentive	Total Sum of Sales, Technical Assistance & Training	Total Sum of Evaluation and Market Research	Total Sum of Total Spend
Electric						
Goal	\$ 27,969,172	\$ 17,632,591	\$ 351,403,005	\$ 69,370,509	\$ 15,487,556	\$ 481,862,833
Residential	\$ 6,262,573	\$ 10,645,060	\$ 102,828,309	\$ 29,001,030	\$ 5,045,519	\$ 153,782,491
1. Residential Whole House	\$ 3,274,718	\$ 3,590,686	\$ 67,798,580	\$ 20,519,988	\$ 3,556,790	\$ 98,740,762
2. Residential Products	\$ 1,526,896	\$ 4,055,215	\$ 26,617,174	\$ 6,125,964	\$ 1,344,462	\$ 39,669,711
3. Residential Hard-to-Measure	\$ 1,460,958	\$ 2,999,159	\$ 8,412,556	\$ 2,355,078	\$ 144,267	\$ 15,372,018
Low-Income	\$ 3,233,979	\$ 616,728	\$ 39,131,176	\$ 9,398,821	\$ 1,756,129	\$ 54,136,833
4. Low-Income Whole House	\$ 1,824,486	\$ 347,465	\$ 39,131,176	\$ 9,384,421	\$ 1,715,890	\$ 52,403,439
5. Low-Income Hard-to-Measure	\$ 1,409,493	\$ 269,263	\$ -	\$ 14,400	\$ 40,238	\$ 1,733,394
Commercial & Industrial	\$ 18,472,620	\$ 6,370,803	\$ 209,443,520	\$ 30,970,658	\$ 8,685,908	\$ 273,943,509
6. C&I New Construction	\$ 3,973,572	\$ 1,467,874	\$ 43,714,516	\$ 8,153,201	\$ 2,126,508	\$ 59,435,671
7. C&I Retrofit	\$ 11,764,834	\$ 3,735,474	\$ 165,729,003	\$ 22,817,458	\$ 6,348,963	\$ 210,395,732
8. C&I Hard-to-Measure	\$ 2,734,214	\$ 1,167,455	\$ -	\$ -	\$ 210,436	\$ 4,112,106
Q1	\$ 5,893,492	\$ 1,524,162	\$ 41,214,507	\$ 9,637,028	\$ 1,190,411	\$ 59,459,601
Residential	\$ 1,374,179	\$ 1,152,134	\$ 20,789,563	\$ 4,907,565	\$ 488,192	\$ 28,711,633
1. Residential Whole House	\$ 593,157	\$ 247,519	\$ 11,194,009	\$ 3,760,248	\$ 219,321	\$ 16,014,255
2. Residential Products	\$ 243,874	\$ 722,384	\$ 7,374,312	\$ 750,006	\$ 268,471	\$ 9,359,047
3. Residential Hard-to-Measure	\$ 537,148	\$ 182,231	\$ 2,221,242	\$ 397,310	\$ 400	\$ 3,338,331
Low-Income	\$ 447,290	\$ 27,611	\$ 5,935,269	\$ 1,343,642	\$ 281,566	\$ 8,035,379
4. Low-Income Whole House	\$ 263,715	\$ 18,982	\$ 5,935,269	\$ 1,343,642	\$ 281,566	\$ 7,843,174
5. Low-Income Hard-to-Measure	\$ 183,575	\$ 8,629	\$ -	\$ -	\$ 0	\$ 192,204
Commercial & Industrial	\$ 4,072,023	\$ 344,417	\$ 14,489,675	\$ 3,385,821	\$ 420,653	\$ 22,712,588
6. C&I New Construction	\$ 839,733	\$ 55,626	\$ 4,418,896	\$ 1,081,080	\$ 127,424	\$ 6,522,758
7. C&I Retrofit	\$ 2,131,948	\$ 197,560	\$ 10,070,779	\$ 2,304,226	\$ 293,229	\$ 14,997,742
8. C&I Hard-to-Measure	\$ 1,100,342	\$ 91,230	\$ -	\$ 515	\$ 0	\$ 1,192,088

YTD as Percentage to Goal	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
Electric	21%	9%	12%	14%	8%	12%
Residential	22%	11%	20%	17%	10%	19%
1. Residential Whole House	18%	7%	17%	18%	6%	16%
2. Residential Products	16%	18%	28%	12%	20%	24%
3. Residential Hard-to-Measure	37%	6%	26%	17%	0%	22%
Low-Income	14%	4%	15%	14%	16%	15%
4. Low-Income Whole House	14%	5%	15%	14%	16%	15%
5. Low-Income Hard-to-Measure	13%	3%	0%	0%	0%	11%
Commercial & Industrial	22%	5%	7%	11%	5%	8%
6. C&I New Construction	21%	4%	10%	13%	6%	11%
7. C&I Retrofit	18%	5%	6%	10%	5%	7%
8. C&I Hard-to-Measure	40%	8%	0%	0%	0%	29%

STATEWIDE ELECTRIC SAVINGS

Q1 2013

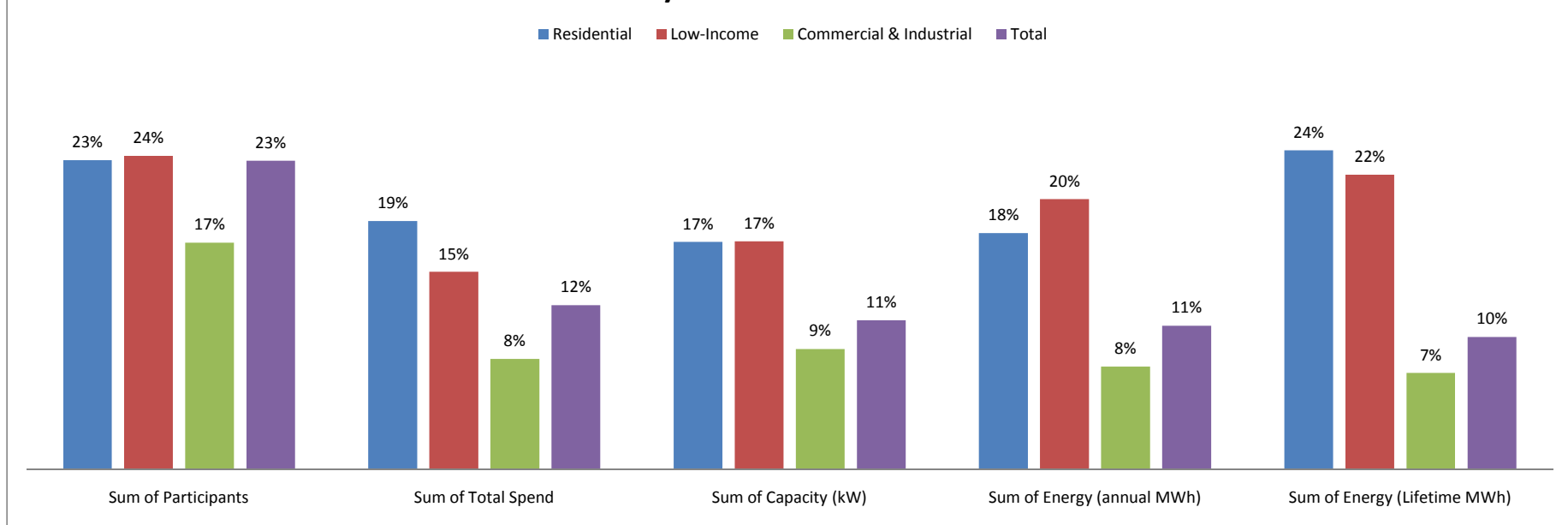
Row Labels	Total Sum of Participants	Total Sum of Capacity (kW)	Total Sum of Energy (annual MWh)	Total Sum of Energy (Lifetime MWh)
Electric				
Goal	2,204,880	173,352	1,195,186	13,146,628
Residential	2,160,523	42,973	329,791	1,892,380
1. Residential Whole House	915,457	21,056	153,182	596,356
1a. Residential New Construction	3,332	923	5,019	52,630
1b. Residential Multi-Family Retrofit	24,896	892	15,502	159,565
1c. Residential Home Energy Services	46,798	4,008	32,928	284,428
1d. Residential Behavior/Feedback	840,431	15,233	99,733	99,733
2. Residential Products	1,245,066	21,917	176,609	1,296,024
2a. Residential Cooling & Heating Equipment	12,008	3,198	5,852	80,459
2b. Residential Lighting	1,142,091	16,668	155,437	1,094,927
2c. Residential Consumer Products	90,968	2,051	15,320	120,638
Low-Income	27,879	3,332	28,837	265,017
4. Low-Income Whole House	27,879	3,332	28,837	265,017
4a. Low-Income New Construction	1,245	128	1,184	11,476
4b. Low-Income Single Family Retrofit	10,445	1,543	13,043	119,243
4c. Low-Income Multi-Family Retrofit	16,189	1,661	14,610	134,298
Commercial & Industrial	16,477	127,046	836,559	10,989,232
6. C&I New Construction	5,097	35,895	205,768	2,700,683
6a. C&I New Construction	5,097	35,895	205,768	2,700,683
7. C&I Retrofit	11,380	91,151	630,790	8,288,549
7a. C&I Retrofit	3,748	68,108	509,669	6,979,842
7b. C&I Direct Install	7,632	23,043	121,121	1,308,707
Q1	511,290	19,410	129,063	1,307,650
Residential	501,910	7,345	58,589	453,693
1. Residential Whole House	206,139	2,212	21,861	155,670
1a. Residential New Construction	878	383	2,158	22,487
1b. Residential Multi-Family Retrofit	2,889	126	2,667	33,237
1c. Residential Home Energy Services	10,118	731	10,632	93,542
1d. Residential Behavior/Feedback	192,254	972	6,404	6,404
2. Residential Products	295,771	5,132	36,728	298,023
2a. Residential Cooling & Heating Equipment	4,828	1,578	3,644	42,138
2b. Residential Lighting	283,084	3,416	31,843	246,045
2c. Residential Consumer Products	7,859	138	1,241	9,840
Low-Income	6,573	571	5,855	58,677
4. Low-Income Whole House	6,573	571	5,855	58,677
4a. Low-Income New Construction	21	10	89	959
4b. Low-Income Single Family Retrofit	2,331	278	2,072	23,437
4c. Low-Income Multi-Family Retrofit	4,221	283	3,695	34,282
Commercial & Industrial	2,807	11,494	64,619	795,280
6. C&I New Construction	1,645	7,065	33,390	400,114
6a. C&I New Construction	1,645	7,065	33,390	400,114
7. C&I Retrofit	1,162	4,430	31,229	395,166
7a. C&I Retrofit	204	1,576	15,011	192,879
7b. C&I Direct Install	958	2,854	16,218	202,287

YTD as Percentage to Goal	Participants	Capacity (kW)	Energy (annual MWh)	Energy (Lifetime MWh)
Electric	23%	11%	11%	10%
Residential	23%	17%	18%	24%
1. Residential Whole House	23%	11%	14%	26%
1a. Residential New Construction	26%	42%	43%	43%
1b. Residential Multi-Family Retrofit	12%	14%	17%	21%
1c. Residential Home Energy Services	22%	18%	32%	33%
1d. Residential Behavior/Feedback	23%	6%	6%	6%
2. Residential Products	24%	23%	21%	23%
2a. Residential Cooling & Heating Equipment	40%	49%	62%	52%
2b. Residential Lighting	25%	20%	20%	22%
2c. Residential Consumer Products	9%	7%	8%	8%
Low-Income	24%	17%	20%	22%
4. Low-Income Whole House	24%	17%	20%	22%
4a. Low-Income New Construction	2%	8%	7%	8%
4b. Low-Income Single Family Retrofit	22%	18%	16%	20%
4c. Low-Income Multi-Family Retrofit	26%	17%	25%	26%
Commercial & Industrial	17%	9%	8%	7%
6. C&I New Construction	32%	20%	16%	15%
6a. C&I New Construction	32%	20%	16%	15%
7. C&I Retrofit	10%	5%	5%	5%
7a. C&I Retrofit	5%	2%	3%	3%
7b. C&I Direct Install	13%	12%	13%	15%

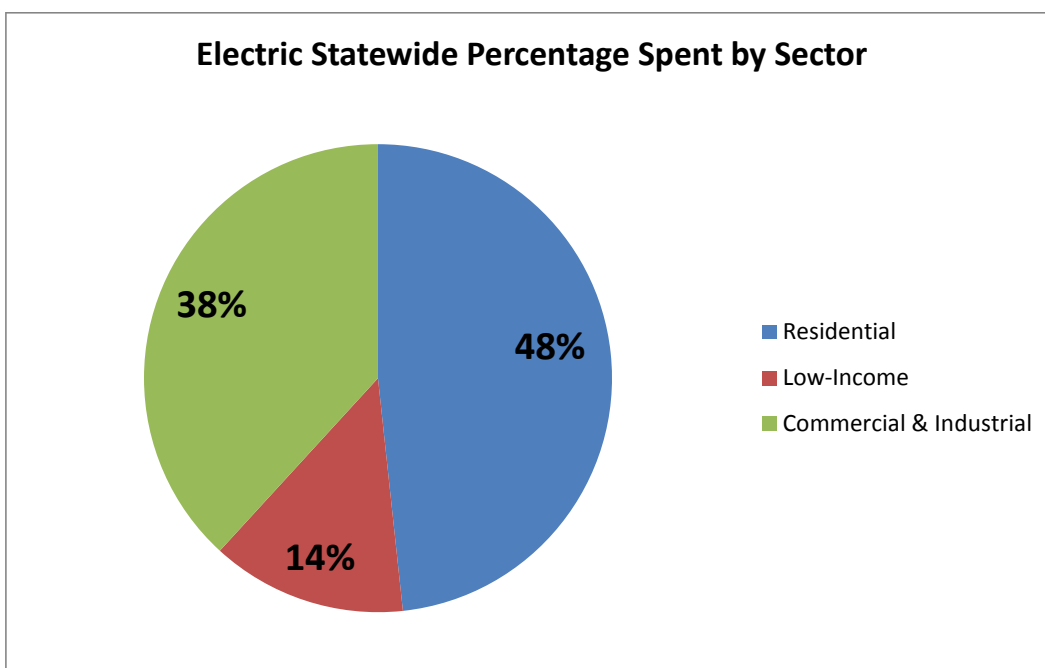
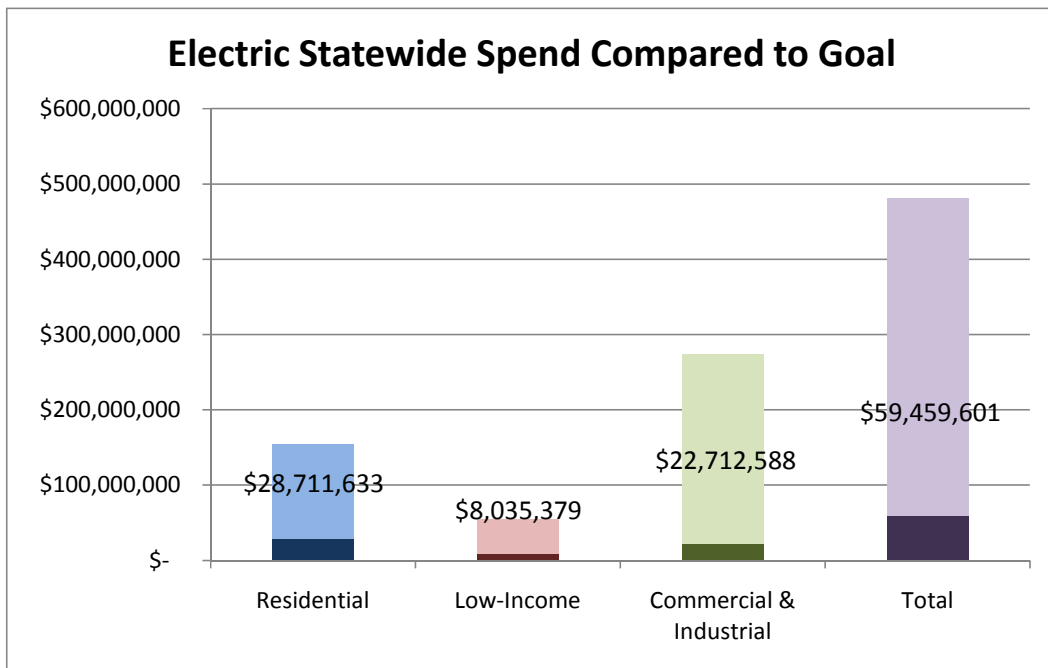
STATEWIDE ELECTRIC SUMMARY Q1 2013

Values					
Row Labels	Sum of Participants	Sum of Total Spend	Sum of Capacity (kW)	Sum of Energy (annual MWh)	Sum of Energy (Lifetime MWh)
Electric					
Goal	2,204,880	\$ 481,862,833	173,352	1,195,186	13,146,628
Residential	2,160,523	\$ 153,782,491	42,973	329,791	1,892,380
Low-Income	27,879	\$ 54,136,833	3,332	28,837	265,017
Commercial & Industrial	16,477	\$ 273,943,509	127,046	836,559	10,989,232
Q1	511,290	\$ 59,459,601	19,410	129,063	1,307,650
Residential	501,910	\$ 28,711,633	7,345	58,589	453,693
Low-Income	6,573	\$ 8,035,379	571	5,855	58,677
Commercial & Industrial	2,807	\$ 22,712,588	11,494	64,619	795,280
YTD as % of goal	23%	12%	11%	11%	10%
Residential	23%	19%	17%	18%	24%
Low-Income	24%	15%	17%	20%	22%
Commercial & Industrial	17%	8%	9%	8%	7%

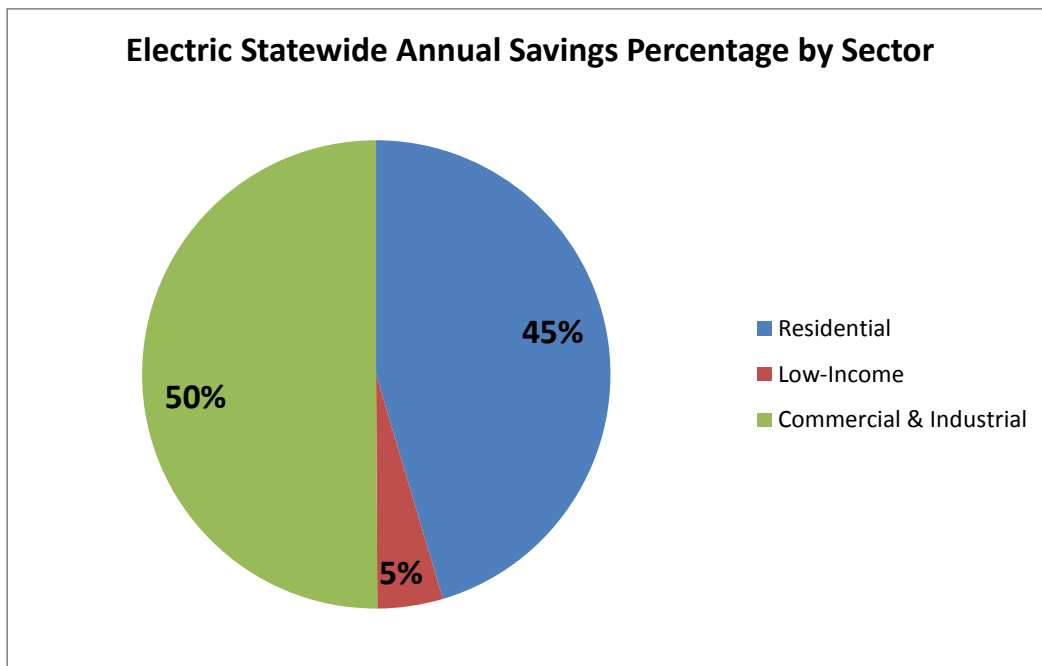
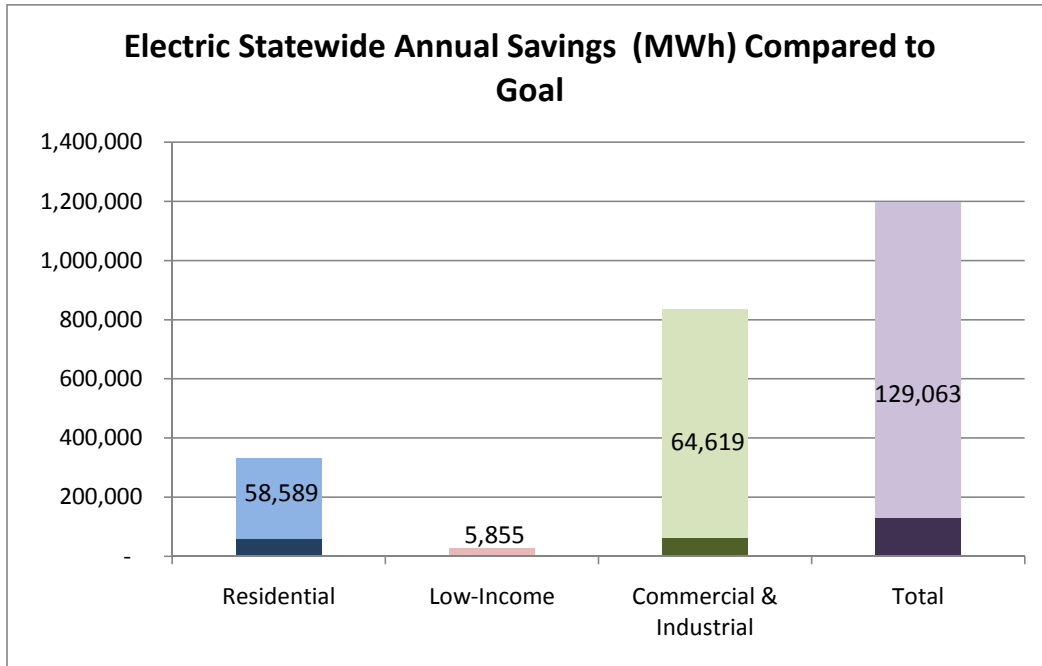
YTD Preliminary Actuals as a Percent of Plan Goal



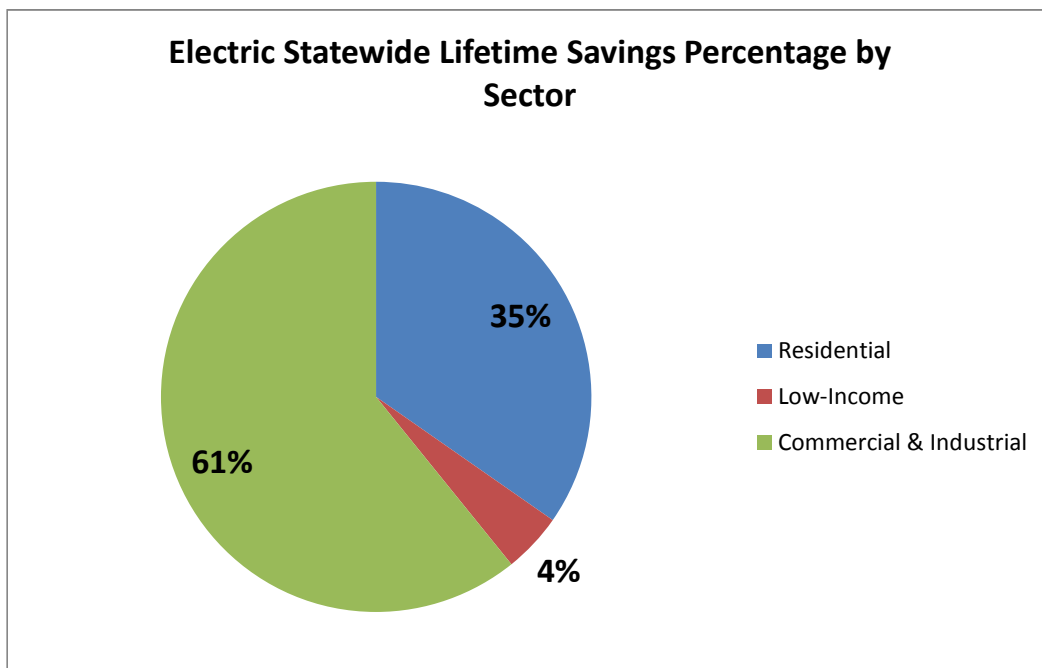
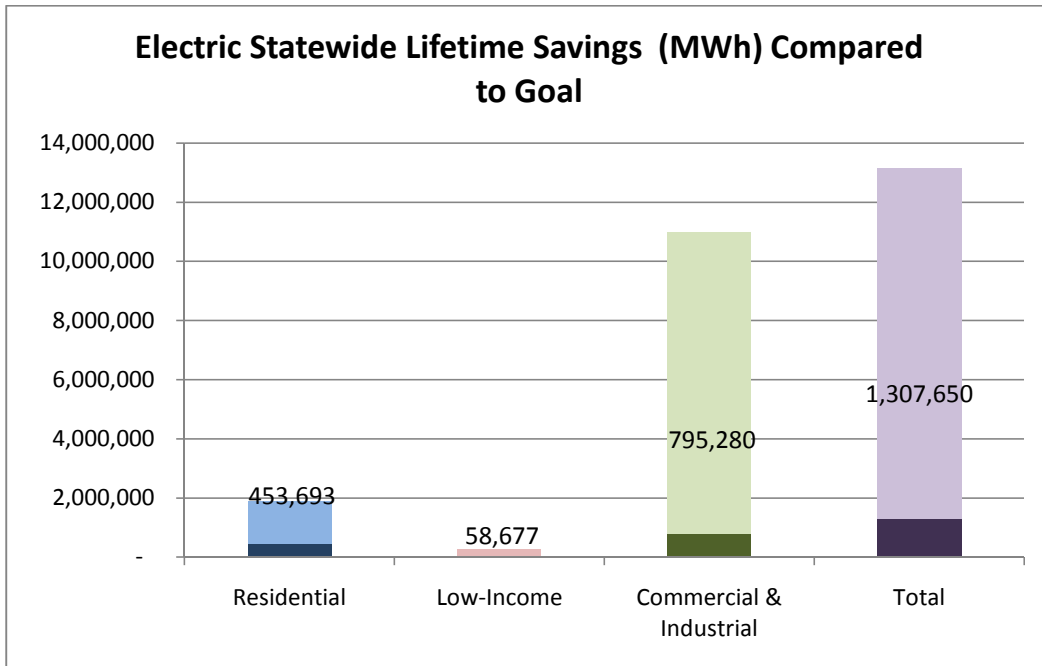
ELECTRIC STATEWIDE BUDGETS, Q1 2013



ANNUAL ELECTRIC STATEWIDE SAVINGS, Q1 2013



LIFETIME ELECTRIC STATEWIDE SAVINGS, Q1 2013



**STATEWIDE GAS BUDGETS SPEND
Q1 2013**

	Total Sum of Program Planning and Administration	Total Sum of Marketing and Advertising	Total Sum of Participant Incentive	Total Sum of Sales, Technical Assistance & Training	Total Sum of Evaluation and Market Research	Total Sum of Total Spend
Gas						
Goal	\$ 8,767,375	\$ 7,892,645	\$ 117,973,681	\$ 26,811,287	\$ 7,035,427	\$ 168,480,416
Residential	\$ 4,190,464	\$ 4,284,177	\$ 57,990,210	\$ 14,777,100	\$ 3,543,929	\$ 84,785,881
1. Residential Whole House	\$ 2,354,491	\$ 1,444,166	\$ 37,775,161	\$ 12,522,085	\$ 2,359,334	\$ 56,455,236
2. Residential Products	\$ 1,001,762	\$ 1,945,855	\$ 19,110,340	\$ 1,934,989	\$ 1,068,255	\$ 25,061,201
3. Residential Hard-to-Measure	\$ 834,211	\$ 894,156	\$ 1,104,709	\$ 320,026	\$ 116,341	\$ 3,269,443
Low-Income	\$ 2,152,734	\$ 1,091,048	\$ 23,801,877	\$ 5,942,972	\$ 1,420,344	\$ 34,408,975
4. Low-Income Whole House	\$ 1,382,945	\$ 915,398	\$ 23,801,877	\$ 5,942,972	\$ 1,384,474	\$ 33,427,667
5. Low-Income Hard-to-Measure	\$ 769,789	\$ 175,650	\$ -	\$ -	\$ 35,870	\$ 981,309
Commercial & Industrial	\$ 2,424,177	\$ 2,517,420	\$ 36,181,594	\$ 6,091,214	\$ 2,071,154	\$ 49,285,560
6. C&I New Construction	\$ 790,544	\$ 942,076	\$ 13,280,523	\$ 1,747,114	\$ 719,245	\$ 17,479,501
7. C&I Retrofit	\$ 1,253,179	\$ 1,074,078	\$ 22,901,071	\$ 4,304,990	\$ 1,293,488	\$ 30,826,806
8. C&I Hard-to-Measure	\$ 380,455	\$ 501,267	\$ -	\$ 39,110	\$ 58,420	\$ 979,253
Q1	\$ 1,928,836	\$ 491,159	\$ 16,937,077	\$ 4,115,896	\$ 284,354	\$ 23,757,322
Residential	\$ 864,612	\$ 342,003	\$ 11,491,189	\$ 2,724,467	\$ 124,821	\$ 15,547,092
1. Residential Whole House	\$ 456,296	\$ 154,150	\$ 4,112,955	\$ 2,334,887	\$ 83,848	\$ 7,142,136
2. Residential Products	\$ 159,181	\$ 163,118	\$ 7,362,809	\$ 377,851	\$ 40,826	\$ 8,103,785
3. Residential Hard-to-Measure	\$ 249,135	\$ 24,735	\$ 15,424	\$ 11,729	\$ 147	\$ 301,171
Low-Income	\$ 346,243	\$ 13,124	\$ 3,554,801	\$ 848,057	\$ 62,694	\$ 4,824,919
4. Low-Income Whole House	\$ 258,389	\$ 8,959	\$ 3,491,651	\$ 846,888	\$ 61,397	\$ 4,667,284
5. Low-Income Hard-to-Measure	\$ 87,854	\$ 4,165	\$ 63,150	\$ 1,169	\$ 1,296	\$ 157,635
Commercial & Industrial	\$ 717,981	\$ 136,031	\$ 1,891,088	\$ 543,372	\$ 96,839	\$ 3,385,311
6. C&I New Construction	\$ 197,132	\$ 70,022	\$ 1,564,527	\$ 177,586	\$ 27,333	\$ 2,036,599
7. C&I Retrofit	\$ 358,808	\$ 39,920	\$ 326,561	\$ 361,452	\$ 69,303	\$ 1,156,043
8. C&I Hard-to-Measure	\$ 162,041	\$ 26,090	\$ -	\$ 4,334	\$ 202	\$ 192,668

YTD AS PERCENTAGE OF GOAL	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
Gas	22%	6%	14%	15%	4%	14%
Residential	21%	8%	20%	18%	4%	18%
1. Residential Whole House	19%	11%	11%	19%	4%	13%
2. Residential Products	16%	8%	39%	20%	4%	32%
3. Residential Hard-to-Measure	30%	3%	1%	4%	0%	9%
Low-Income	16%	1%	15%	14%	4%	14%
4. Low-Income Whole House	19%	1%	15%	14%	4%	14%
5. Low-Income Hard-to-Measure	11%	2%	0%	0%	4%	16%
Commercial & Industrial	30%	5%	5%	9%	5%	7%
6. C&I New Construction	25%	7%	12%	10%	4%	12%
7. C&I Retrofit	29%	4%	1%	8%	5%	4%
8. C&I Hard-to-Measure	43%	5%	0%	11%	0%	20%

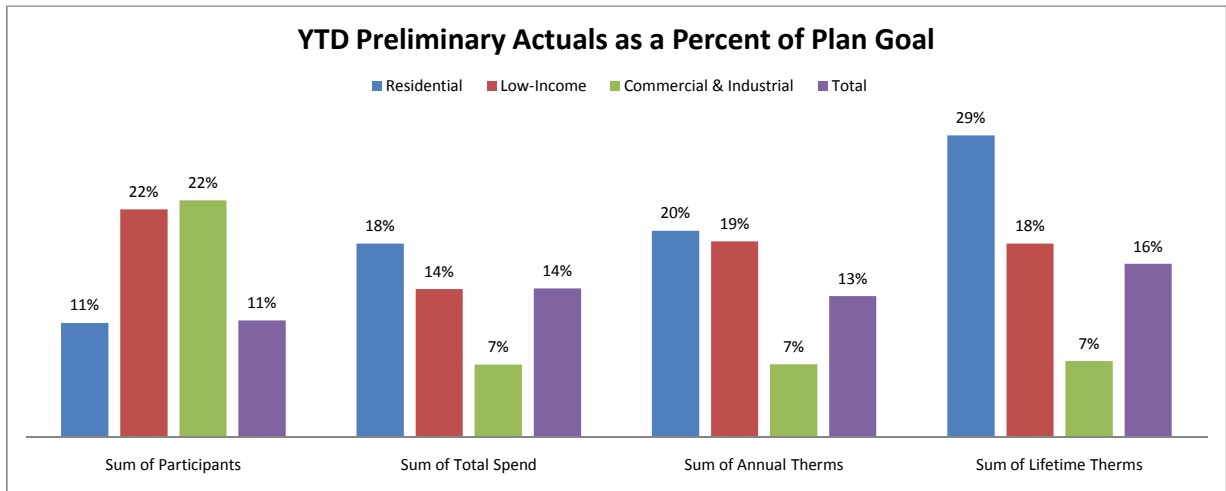
**STATEWIDE GAS SAVINGS
Q1 2013**

Row Labels	Total Sum of Participants	Total Sum of Annual Therms	Total Sum of Lifetime Therms
Gas			
Goal	549,188	22,662,498	303,524,964
Residential	537,690	10,290,782	116,613,304
1. Residential Whole House	509,451	8,138,116	76,083,031
1a. Residential New Construction	1,802	398,786	9,345,407
1b. Residential Multi-Family Retrofit	8,344	543,185	9,230,027
1c. Residential Home Energy Services	33,622	2,756,611	53,068,063
1d. Residential Behavior/Feedback	465,683	4,439,534	4,439,534
2. Residential Products	28,238	2,152,666	40,530,273
2a. Residential Heating & Water Heating	28,238	2,152,666	40,530,273
Low-Income	6,645	1,397,743	27,514,929
4. Low-Income Whole House	6,645	1,397,743	27,514,929
4a. Low-Income Single Family Retrofit	2,445	814,531	16,572,033
4b. Low-Income Multi-Family Retrofit	4,200	583,212	10,942,896
Commercial & Industrial	4,854	10,973,973	159,396,731
6. C&I New Construction	1,599	3,726,651	70,889,370
6a. C&I New Construction	1,599	3,726,651	70,889,370
7. C&I Retrofit	3,255	7,247,322	88,507,361
7a. C&I Retrofit	2,170	6,944,996	85,603,338
7b. C&I Direct Install	1,085	302,326	2,904,023
Q1	60,688	3,030,918	49,849,017
Residential	58,167	2,013,043	33,315,869
1. Residential Whole House	47,938	1,002,093	14,556,093
1a. Residential New Construction	933	148,263	3,477,938
1b. Residential Multi-Family Retrofit	499	26,677	463,513
1c. Residential Home Energy Services	6,506	542,873	10,330,362
1d. Residential Behavior/Feedback	40,000	284,280	284,280
2. Residential Products	10,229	1,010,950	18,759,775
2a. Residential Heating & Water Heating	10,229	1,010,950	18,759,775
Low-Income	1,433	259,141	5,043,744
4. Low-Income Whole House	1,433	259,141	5,043,744
4a. Low-Income Single Family Retrofit	662	170,652	3,411,989
4b. Low-Income Multi-Family Retrofit	771	88,489	1,631,755
Commercial & Industrial	1,088	758,734	11,489,405
6. C&I New Construction	368	390,424	8,229,768
6a. C&I New Construction	368	390,424	8,229,768
7. C&I Retrofit	720	368,310	3,259,637
7a. C&I Retrofit	557	341,983	3,059,445
7b. C&I Direct Install	163	26,327	200,192

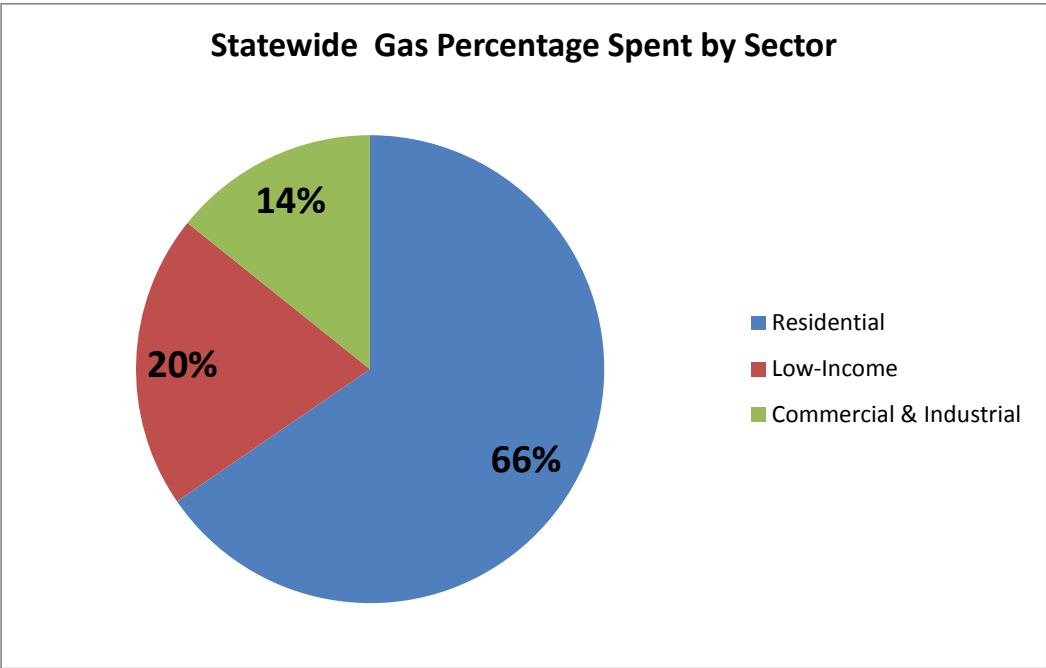
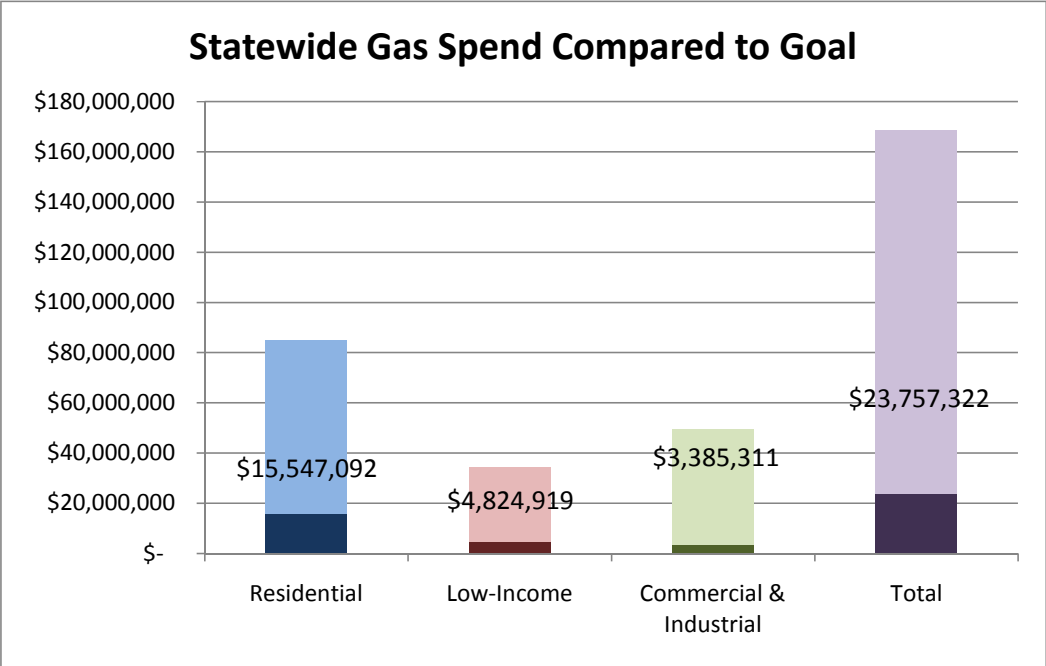
YTD AS PERCENTAGE OF GOAL	Participants	Annual Therms	Lifetime Therms
Gas	11%	13%	16%
Residential	11%	20%	29%
1. Residential Whole House	9%	12%	19%
1a. Residential New Construction	52%	37%	37%
1b. Residential Multi-Family Retrofit	6%	5%	5%
1c. Residential Home Energy Services	19%	20%	19%
1d. Residential Behavior/Feedback	9%	6%	6%
2. Residential Products	36%	47%	46%
2a. Residential Heating & Water Heating	36%	47%	46%
Low-Income	22%	19%	18%
4. Low-Income Whole House	22%	19%	18%
4a. Low-Income Single Family Retrofit	27%	21%	21%
4b. Low-Income Multi-Family Retrofit	18%	15%	15%
Commercial & Industrial	22%	7%	7%
6. C&I New Construction	23%	10%	12%
6a. C&I New Construction	23%	10%	12%
7. C&I Retrofit	22%	5%	4%
7a. C&I Retrofit	26%	5%	4%
7b. C&I Direct Install	15%	9%	7%

**STATEWIDE GAS SUMMARY
Q1 2013**

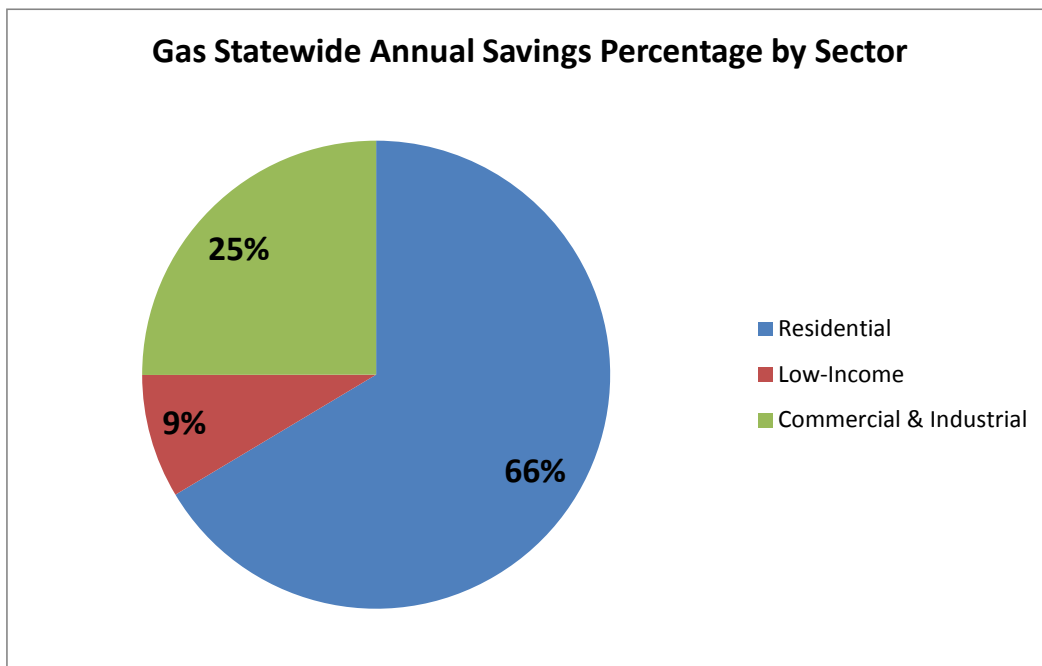
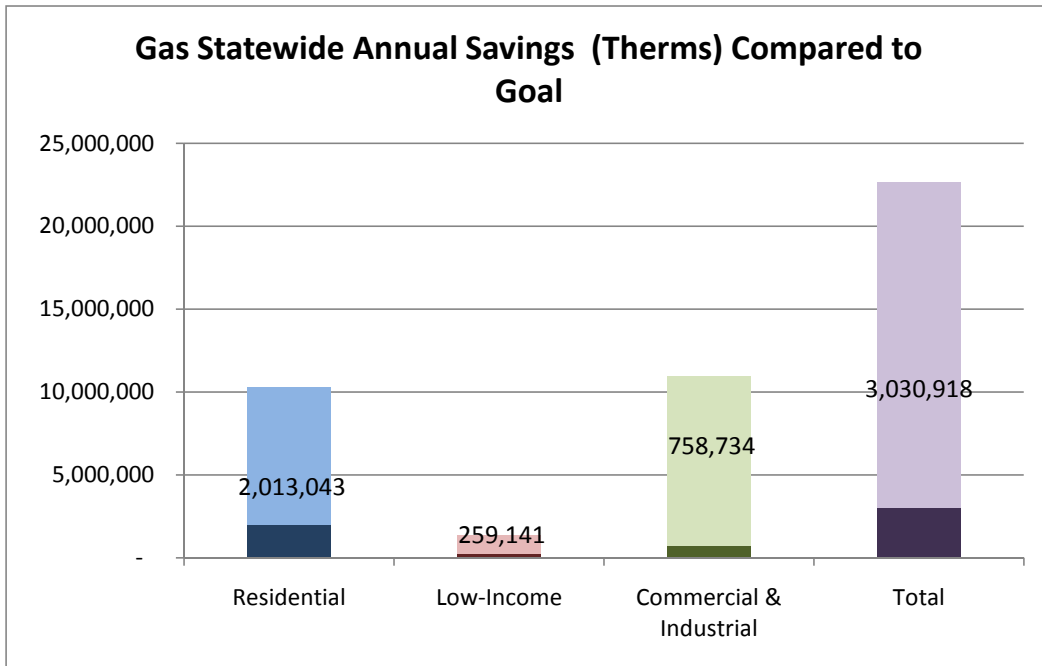
Row Labels	Values			
	Sum of Participants	Sum of Total Spend	Sum of Annual Therms	Sum of Lifetime Therms
Gas				
Goal	549,188	\$ 168,480,416	22,662,498	303,524,964
Residential	537,690	\$ 84,785,881	10,290,782	116,613,304
Low-Income	6,645	\$ 34,408,975	1,397,743	27,514,929
Commercial & Industrial	4,854	\$ 49,285,560	10,973,973	159,396,731
Q1	60,688	\$ 23,757,322	3,030,918	49,849,017
Residential	58,167	\$ 15,547,092	2,013,043	33,315,869
Low-Income	1,433	\$ 4,824,919	259,141	5,043,744
Commercial & Industrial	1,088	\$ 3,385,311	758,734	11,489,405
YTD as % of goal	11%	14%	13%	16%
Residential	11%	18%	20%	29%
Low-Income	22%	14%	19%	18%
Commercial & Industrial	22%	7%	7%	7%



GAS STATEWIDE BUDGETS, Q1 2013



ANNUAL GAS STATEWIDE SAVINGS, Q1 2013



LIFETIME GAS STATEWIDE SAVINGS, Q1 2013

