Update on Program Implementation During COVID-19 Pandemic

Presentation to the Council
April 15, 2020
Overall Goals

Public Health Concerns
• The main priority for the Program Administrators remains the safety of our customers, business partners, and employees.

Transparency
• Keep customers, contractors, vendors, regulators, agencies, and stakeholders informed

Contractor Support & Impact Mitigation
• Accelerate virtual delivery opportunities to keep contractors working safely
• Develop risk mitigation strategies to support delivery

Prepare for the Future
• Build activity backlog through near-term demand generation and support
• Ensure vendors are well-positioned to meet demand once suspension can be safety lifted

LEAN Coordination
• Maintain close working relationship with LEAN to develop and implement strategies for CAP agencies and income eligible customers
March 10: Governor Baker declares a state of emergency

March 16: Following consultation with AG and DOER, PAs inform DPU of plan to temporarily suspend on-premise services

March 17: PAs provide notice to contractors of temporary suspension

March 18: PAs suspend on-premise services (with exceptions for emergencies and some in-progress work)


March 20: Initial meeting of Workforce Impact Mitigation Working Group (PAs, DOER, AG, LEAN, consultants, representative contractors)

March 23: Governor Baker orders all organizations that do not provide Essential Services to close their physical workplaces and facilities to workers, customers, and the public


March 31: PAs send communication to banks regarding temporary suspension of on-site HEA requirement for HEAT Loan

April 3: The PAs provided update to the DPU that temporary suspension for on-premise work will continue for foreseeable future
Due to public health and safety concerns, PAs decided to suspend on-premise energy efficiency activity.

PAs will not pay incentives associated with contracted on-site services during this period.

Exceptions permitted on a case-by-case basis for safety or emergency situations.

PAs anticipate the temporary suspension will remain in place for the foreseeable future.

PAs will consider resuming on-premise services based on guidance from federal, state, and local public health officials and after development of appropriate health and safety protocols.
Other energy efficiency services remain active, including:

- Online audits
- Upstream/Point-of-Sale offerings
- Retail rebates
- Active demand response
- Trade ally driven C&I incentives
- In some limited cases, "virtual" pre- and post-inspections for C&I projects

Refrigerator recycling pickups permitted, as long as the refrigerator is left outside.

HEAT Loan available – on-premise Home Energy Assessment ("HEA") requirement temporarily suspended.

Developing other remote options, including accelerating virtual HEAs.
Massachusetts PAs
COVID-19 Response Efforts
Massachusetts PAs COVID-19 Response Efforts

**VENDOR COMMUNICATIONS & SUPPORT**

- Development of and frequent updates to FAQ page on [www.masssave.com/covid19](http://www.masssave.com/covid19)
- Launch of [Contractor Resources portal](http://Contractor Resources portal) for easy access to info about state and federal relief measures
- Delivery of free [webinar](http://webinar) on accessing federal relief measures enabled by CARES Act

**PIPELINE AND BACKLOG DEVELOPMENT**

- Focus on providing contractor access / visibility into project pipeline and backlog to support rapid restoration / recovery efforts once on-premise efforts continue
- Enhanced marketing efforts to support customer enrollment in current offerings
- Create and promote targeted, enhanced incentives on future savings opportunities
Massachusetts PAs COVID-19 Response Efforts

VIRTUALIZATION

- Accelerated development and launch of “Virtual Home Energy Assessment”
- Development and deployment of virtual pre and post inspection protocols
- EM&V planning for virtual data collection and alternative analysis methods for high priority studies and shifting project timelines for those with lower priority

VIRTUAL HOME ENERGY ASSESSMENTS (VHEAs)

- Soft launch on March 30
- First offered to customers who had HEAs cancelled postponed, then market to new participants
- Measures identified during VHEA to be delivered to customer’s home
- On-premise work identified through VHEA will occur after suspension lifted
- PAs offering 100% insulation incentive to encourage participation, build strong pipeline
Massachusetts PAs COVID-19 Response Efforts

ENHANCED TRAINING AND WORKFORCE DEVELOPMENT

- Procured and promoted ‘no cost to student’ on-line learning modules for both residential and C&I contractor staff
- Partnered with external organization to provide financial incentive for residential training module participation

C&I EFFORTS

- “Virtual” pre- and post inspections operationalized
- Protocol in place for limited work-in-progress projects
- Investigating options for, and feasibility of, “virtual” small business audits
PA Information Resources

- FAQ:

- Contractor/Vendor Resources:

AVAILABLE TRAININGS TO DATE

- Building Operator Training (BOC)
- Design Lights Consortium (DLC) Networked Lighting Controls
- BPI Building Science Principles
- BPI Building Analyst, Envelope Professional and Infiltration and Duct Leakage trainings
- ResCaz Simulation
- OSHA Confined Space: Attics & Crawlspace
Thank you