Councilors Present: Greg Abbe (for Janelle Chan), Don Boecke (for Maura Healey), Amy Boyd, Sean Burke (for Cindy Arcate), Cindy Carroll, Elizabeth Cellucci, Tim Costa (for Victoria Rojo), Justin Davidson, Maggie Downey, Eugenia Gibbons (for Mary Wambui), Paul Gromer, Frank Gundal (for Tilak Subrahmanian), Charlie Harak, Elliott Jacobson, Paul Johnson, Judith Judson, Deirdre Manning, Audrey Penna (for Michael Sommer), Cammy Peterson, Chris Porter, Robert Rio, Stephanie Terach, Sharon Weber (for Martin Suuberg)

Councilors Absent: Michael Ferrante, Rick Malmstrom, Andrew Newman

Consultants Present: Eric Belliveau, Gretchen Calcagni, Craig Johnson

DOER Staff Present: Maggie McCarey, Emily Powers

1. Call to Order

Commissioner Judson, as Chair, called the meeting to order at 1:15 PM.

2. Council Updates & Business

*July 10, 2019 EEAC Executive Committee Meeting Minutes*

Boyd motioned to approve the minutes as submitted. Boecke seconded. All were in favor, with none opposed or abstaining. The minutes were approved, as submitted, by the Executive Committee.

*July 24, 2019 EEAC Meeting Minutes*

Weber motioned to approve the minutes as submitted. Rio seconded. All were in favor, with none opposed. Gibbons and Peterson abstained. The minutes were approved, as submitted, by the Council.
EEAC Technical Consultant Procurement
McCarey noted that the technical consultant’s (C-Team) contract was set to expire at the end of August. She informed the Council that the Executive Committee (ExCom) elected to extend the C-Team’s contract through the end of the year. McCarey added that the Council already approved the budget for the C-Team through the end of the year. Lastly, McCarey informed the Council that the ExCom would issue an RFP in the fall for the next three-year contract and would come back to the Council with any recommendations.

3. Cape Light Compact and Eversource Active Demand Update

Downey informed the Council that the Cape Light Compact (CLC) and Eversource had executed a memorandum of agreement on August 14, 2019 to identify how CLC’s active demand response programs would proceed. She noted that CLC would be using Eversource’s dispatch plan. Downey added that the agreement addressed Eversource’s original concerns and established checks and balances to ensure that the active demand response runs properly.

Boecke asked if Eversource could share whether the agreement made could serve as a template for other third-party aggregators in the future. Gundal indicated that he was not sure and that it would likely depend on the timing, size, and scale of the other actors.

Commissioner Judson noted that the agreement was a good result and was pleased that the Council did not have to intervene.

4. Second Quarter Report and Key Performance Indicators

Brandy Chambers, Brianna Kane, and Audrey Penna on behalf of the program administrators (PAs), gave a presentation on the PA’s second quarter report and an update on key performance indicators (KPIs). They began by reviewing electric and gas program spending, savings, and benefits to date. They then reviewed the residential and commercial and industrial (C&I) KPIs and the biannual reporting data from the term sheet that were included in the second quarter report. They then gave updates on select programs, including integrated residential program design and enhancements, advanced controls in the C&I sector, active demand reduction and streetlight conversions, and the C&I upstream HVAC offering. They concluded with highlights from evaluations completed in the second quarter, which included the Residential Baseline Study 2018 Comprehensive Report, the 2017 Residential Customer Profile Study and the 2016 Residential Customer Profile Stakeholder Summary, the Impact Evaluation of 2016 C&I Custom Electric and Gas Installations, and several PA-specific active demand reduction studies.

Council Discussion on Second Quarter Performance
Johnson asked why the PAs did not compare the performance by sector through the second quarter of 2019 to performance through the second quarter of 2018. Chambers responded that they did make that comparison at the portfolio level and that they would work to add in the historical comparisons in future reports.

Johnson asked why C&I electric savings and spending was only in the twenty percent range when the programs are halfway through the year. Chambers noted that that is a result of the
hockey stick effect where large C&I projects take longer to complete or are pushed towards the end of the customers fiscal year which in many cases is the calendar year.

Johnson asked why electric performance to goal through the second quarter decreased from forty-six percent in 2017, to forty-two percent in 2018, to only thirty-four percent in 2019. Chambers noted that it was due to the reweighting of where savings are coming from. She added that residential savings come in steadily through the year and that because the PAs are claiming less savings from residential lighting, the overall portfolio is tracking closer with the C&I sector. Chambers reiterated that she would provide historical comparisons at the sector level in future reports to show this effect. Johnson indicated that he thought that that was not a good answer.

Gibbons asked if the C&I gas savings underperformance was also a result of the hockey stick effect. Chambers indicated that it was but added that they would have expected to be closer to twenty percent instead of only being at about thirteen percent. Gundal added that the PAs achieve a lot of their gas savings goals with large projects and that so far in 2019 they have not seen some of those larger projects in the first half of the year.

Abbe noted that he wondered to what extent the hockey stick effect may or may not be related to potential or expected promotions and increased incentives associated with C&I projects. He added that if the PAs do promotions at the end of the year then the market could learn that those incentives are coming and that they could hold off until the end of the year to go ahead with projects. Chambers indicated that the PAs reach agreement with customers on projects in the first and second quarters of the year at current incentive levels and that the work is just completed and paid out at the end of the year.

Commissioner Judson asked if the PAs could provide more insight as to why the low-income gas programs were already at seventy percent of goal but electric was only at twenty-eight percent of goal. Chambers indicated that there might be some quality control issues in those numbers and that they may not have been reported correctly.

**Council Discussion on Key Performance Indicators**

Johnson referenced slide thirteen of the PAs presentation and asked who wrote the language in the first bullet. He asked that the PAs explain what it meant to be reported without material associated costs. Chambers noted that during the planning process, it was agreed that data points that would require millions of dollars in upgrades to PA or vendor tracking systems to collect would be excluded from the KPIs. Johnson asked how much those costs were. Chambers noted that the KPIs that were agreed upon did not require upgrades and as a result they do not have a number for how much those costs would have been.

Johnson referenced the sixth item on slide sixteen of the PAs presentation and asked if that data was available on Mass Save Data. Chambers indicated that Mass Save Data does have zip code level reporting. She added that the items listed on the slide are less detailed than what is on Mass Save Data, but that they would be updated more frequently. Chambers added that the residential and low-income data is available, but that the moderate income was not because it was not specifically tracked until the 2019-2021 term.
Council Discussion on Residential Program Design and Enhancements

Johnson referenced the enhancements made to the PA’s Interactive Voice Response (IVR) System and suggested that that meant the PAs were intending to eliminate staff that answer the phones. Kane indicated that that was not their intent and that the enhancements provide a more streamlined process for connecting the customer with the right person to talk to. Johnson suggested that that meant that the PAs felt that customers were not smart enough to figure out what they need and so the IVR system is needed.

Johnson referenced phase two of the alternative to in-home energy assessments and asked if the custom platform would allow customers to call the PAs and request how many measures they would like and that the PAs would ship it to them? Kane indicated that customers would do their own online assessment and that one result might be a recommendation that the customer schedule an in-home assessment. She added that some customers have already had an in-home assessment but still have some needs and that the custom approach is a way to serve those opportunities. Johnson asked how the PAs would know that the measures they are sending to the customers were going to be installed. Gundal noted that evaluation studies would address that concern.

Johnson asked for clarification about the heavily engaged conversations with the contractor community. Kane noted that they held a community partnership meeting in Worcester, that they have had regular working group meetings with lead vendors, the best practices working group, and meetings with the home performance and independent insulation contractors. Johnson noted that he had talked to a dozen contractors and none of them knew what the PAs were talking about. A member of the public noted that she felt that Councilor Johnson was being abusive with his line of questioning. Downey asked that Johnson be respectful to her staff or she would ask them to sit down. She added that it was not fair to them to be cross-examined. Commissioner Judson asked Councilor Johnson to yield his time.

Boecke asked if customers had the opportunity to request a language other than English when calling in to the IVR system. Stephan Wollenburg, on behalf of the PAs, indicated that language preference was one of the first options customers hear when they call in.

Gibbons asked how the enhancements to better reach renters was different than the single-family residential enhancements. Kane indicated that they are not different and that the enhancements now allow renters to get services without having to go through the building owner or landlord.

Gibbons asked what the protocols are for screening customers when they go through the self-assessment online. Kane indicated that the customers responses are given a weighted average that is then used to determine what package is right for them.

Council Discussion on Advancing Controls in the C&I Sector

Peterson asked what the next steps were for the PAs now that they have held in-person trainings. Margaret Song indicated that the PAs have been holding trainings targeted at design, installers, and building operator certification training that includes controls.

Council Discussion on Active Demand Reduction and Streetlight Conversions
Boecke asked if the PAs knew what the percentage of unconverted streetlights were customer owned versus utility owned. Ezra McCarthy, on behalf of the PAs, indicated that the breakout is reported in the quarterly report and that they were predominantly utility owned.

Peterson noted that she was working with about fifteen communities to do wireless controls with streetlight retrofits and she encouraged the PAs to do the same. She added that not included wireless controls during streetlight retrofits represents a missed opportunity.

Council Discussion on Completed Evaluations
Harak asked if the 2018 Residential Wi-Fi Thermostat Demand Response Evaluation Report was completed and, if so, could he receive a copy of it. Chambers noted that all evaluation studies are posted to the Council website once they are completed.

5. Columbia Gas Update

Cellucci gave an update to the Council on the status of their efforts in the Greater Lawrence area. In her update, she highlighted information about the number of assessments, site visits, and completed jobs that have occurred. She also highlighted the number of participants, incentives paid out, and savings. Cellucci also talked about how their efforts have impacted workforce development.

Commissioner Judson asked if it would be worthwhile to try to replicate the effort in another community. Cellucci indicated that she would be interested in that but that she would like to see where they end up at the end of the year with the current effort. She added that she would also like to have a third-party with an unbiased opinion to review the efforts.

Commissioner Judson asked if they have worked with the CAP agencies for the small businesses. Cellucci indicated that they only work with the CAP agencies for residential and that they work with the town’s chamber of commerce, mayors, and managers to help draw small businesses into the program.

Boyd asked if the ten dollars per therm on the gas side was correct. Cellucci indicated that it was and noted that the initiative they are running in the Greater Lawrence area is expensive. She noted that that was a reason for wanting to have a third-party review the program. Cellucci added that one of the reasons that it is so expensive is that they are having to pay for barrier removal, of which there is a lot in areas where the housing stock is of poor quality.

Boyd noted that she was pleased to hear about the workforce development associated with the effort. She encouraged all the PAs to figure out what they could export from the Greater Lawrence effort into the community partnerships that they are already developing.

6. Evaluated 2016-2018 Program Results

PA Presentation
Chambers, on behalf of the PAs, presented the evaluated 2016-2018 program results. In her presentation, she reviewed statewide PA achievements and highlights, recognitions, and
performance of savings, spending, and benefits compared to goals. Chambers also reviewed savings by sector and initiatives.

Harak asked if the PAs had established any trends in per-customer residential electric and gas usage. Chambers indicated that the PAs could likely compile something like that.

**Consultant Team Presentation**
Belliveau and Calcagni, on behalf of the C-Team, presented their view of the 2016-2018 program results. They began with some high-level observations and a review of historical electric lifetime savings, electric capacity savings, electric lifetime cost to achieve, gas lifetime savings, and electric and gas total benefits. In their presentation they also highlighted how savings were broken out across programs and by end-uses and how those savings have trended over time and compared to plans.

Gibbons asked why the savings associated with heating measures in the new construction program decreased in the current plan compared to the previous plan. Chambers noted that increased baseline efficiencies erode the amount of savings that the PAs could claim.

Harak referenced slide fourteen from the C-Team’s presentation and asked whether the programmable thermostat measure included Wi-Fi thermostats. Calcagni indicated that it did not.

Weber, referencing slide twelve, noted that gas savings in 2018 ended up being much higher than was originally planned. She noted that if that was known earlier in the year then the 2019-2021 goals could have been set higher. Weber suggested that acceleration of data sharing could help the PAs set higher goals in future plans.

Weber asked why the low-income programs were not experiencing the same drop off as the residential program. Belliveau noted that the net-to-gross values in mass marketed programs are studies more often in residential than they are in low-income. He added that the low-income sector would also see a drop off, but that they are just a little behind market rate residential.

Boyd asked what caused the decline in savings for C&I heat pumps between 2016 and 2018. Belliveau indicated that George Lawrence of the C-Team could respond offline to that question.

7. **Adjournment**
Commissioner Judson, as Chair, adjourned the meeting at 4:00 PM.