



MEETING MINUTES

Wednesday, December 18, 2019

1 Ashburton Place

Ashburton Café Function Room

Boston, MA 02108

Councilors Present: Greg Abbe (for Janelle Chan), Cindy Arcate, Don Boecker (for Maura Healey), Amy Boyd, Elizabeth Cellucci, Tim Costa (for Victoria Rojo), Justin Davidson, Maggie Downey, Frank Gundal (for Tilak Subrahmanian), Charlie Harak, Elliott Jacobson, Paul Johnson, Jane Lano, Rick Malmstrom, Maggie McCarey (Chair), Tom Palma (for Cindy Carroll), Cammy Peterson, Chris Porter, Robert Rio, Stephanie Terach, Mary Wambui, Sharon Weber (for Martin Suuberg)

Councilors Absent: Michael Ferrante, Paul Gromer, Deirdre Manning, Andrew Newman

Consultants Present: Eric Belliveau, Craig Johnson, Jeff Schlegel

DOER Staff Present: Rachel Evans, Ian Finlayson, Lyn Huckabee, Emily Powers

1. Call to Order

McCarey, as Chair, called the meeting to order at 1:05 PM.

2. Public Comment

Steve Cowell – E4TheFuture

Cowell noted that E4TheFuture was working regionally to address some of the challenges presented around heat pumps and electrification. He indicated that it was important to emphasize not moving too fast with large scale adoption. Cowell also noted that he met with ISO-NE to discuss what rate of electric vehicle and heat pump adoption in New England would need to occur for the system total load and peak load to be affected.

3. Council Updates & Business

General Updates

McCarey reminded the Council that the Program Administrators (PAs) had agreed to do a study on winter benefits that had been delayed pending the results of some efforts that ISO-NE had been working on. She noted that the ISO-NE efforts were also delayed so the PA study will be moving forward separately from the ISO-NE work. Schlegel added that the study would be conducted for Massachusetts only and that the contractor is ready to begin work.

McCarey also noted that the PAs had committed to conducting a study on limited English-speaking customers and that that study had been completed and was posted to the Council website.

McCarey noted that the PAs had selected the towns that they would be partnering with as part of their new Municipal Partnership Strategy and that they included Chelsea, Framingham, Lancaster, Lawrence, Methuen, New Bedford, Pittsfield

November 6, 2019 EEAC Executive Committee Meeting Minutes

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

November 20, 2019 EEAC Meeting Minutes

Costa noted that he was not present at the November Council meeting and that Avadhish Dewal represented ISO-NE. The minutes were updated accordingly. Peterson motioned to approve the minutes as amended. Boyd seconded. All were in favor with none opposed or abstaining. The minutes were approved, as amended, by the Council.

4. Third Quarter Report

Program Administrator Presentation

Steve Menges and Brandy Chambers, on behalf of the PAs, presented on performance through the third quarter. In their presentation, they reviewed program highlights for the quarter, emissions reductions, year-over-year comparisons for key savings and benefits metrics, year-to-date performance for participants, costs, lifetime savings, and benefits, data on savings and benefits by end use, and their year-end spending and lifetime savings forecasts.

Abbe asked if the PAs only keep track of the CO₂ values or if they keep track of other greenhouse gases such as methane.¹

Peterson noted that the performance through the third quarter for the income eligible sector had been much better in the previous two years and asked what was causing the lower level of performance this year. Menges indicated that he did not have a clear answer off the top of his

¹ During the December EEAC meeting, Chambers answered Abbe's question stating that the PA's track different greenhouse gas impacts and report them as CO₂ equivalents. After the December EEAC meeting, Councilor Weber notified Craig Johnson of Optimal that the discussion regarding CO₂ tracking was incorrect. Weber noted that the PAs are just including CO₂ values in their tracking and other greenhouse gases are not included in PA tracking but are tracked in MassDEP's statewide Greenhouse Gas Inventory.

head but that he could share that they have some large projects in the pipeline that are expected to complete towards the end of the year.

Johnson asked where the PAs were with implementing the planned changes in the integrated residential program design and enhancements. Stephan Wollenburg indicated that they were currently working on building new functionality into their software system. Johnson asked if the PAs were planning on conducting more home energy assessments in 2020 compared to 2019. Wollenburg indicated that National Grid would have a modest increase.

Consultant Team Presentation

Eric Belliveau, on behalf of the consultant team (C-Team), presented an update on key performance indicators (KPIs) through the third quarter. For each of the six KPIs that were launched in the first quarter of the year, Belliveau reviewed progress-to-date and gave observations about tracking and next steps.

Council Discussion – KPI #1

Weber asked why the recommendation to installation conversion rates dropped from the second quarter to the third quarter. Wollenburg indicated that that was likely a result of there typically being less activity during the summer months.

Peterson noted that the incentives for insulation measures are very high and yet conversions were still in the 40-45% range. She wondered what could be done to increase the conversion rate.

Council Discussion – KPI #2

Peterson indicated that she was disappointed to see that there were data quality issues associated with the measure quantities KPI.

Council Discussion – KPI #3

Weber noted that the data presented for the KPI on heating system recommendations by fuel type indicated that customers were being recommended to switch gas boilers and furnaces to oil boilers and furnaces. She indicated that she was surprised to see that those numbers were anything but zero. Wollenburg indicated that those were likely a result of contractors accidentally selecting the wrong technology. He indicated that they could build some logic into the system to prevent that from happening in the future. Weber indicated that she felt it was crucial that there be logic to prevent that recommendation from happening. McCarey agreed and added that the PAs should not even be able to make a recommendation of gas to oil given that it would not be cost-effective.

Boyd noted that the data indicated that the PAs were also making recommendations of electric resistance to electric resistance. She asked why that would be the case. Kaitlyn Mazuera indicated that the PAs were looking into that and added that it appeared the issue was tied to thermostat recommendations.

Council Discussion – KPI #4

Malmstrom requested, to the extent it was possible, that the percentage of lighting projects with controls be weighted by number of fixtures as opposed to just projects. Peterson reiterated her

desire to see the number of projects with controls increase regardless of how it was weighted. Boyd agreed, and suggested that this could be a Council priority for 2020.

Abbe asked if the data exists to track the KPI quarter over quarter. Belliveau indicated that it did not. Abbe asked if the Council could get that data so that it can see quarterly trends. Chambers noted that it would technically be possible but noted that one of the agreements the PAs made in providing the KPIs was that they would not incur material costs. She added that going back and reworking the first and second quarter data at this point in the year would not be an option.

5. Greater Lawrence Update

Cellucci gave an update on the enhanced incentive efforts in the Greater Lawrence area. She noted that the enhanced offer was scheduled to end on December 31, 2019, but that Columbia Gas had received requests from elected officials and a community group to extend the offering through 2020. She noted that Columbia Gas had intended to file a Mid-Term Modification seeking approval from the Department of Public Utilities (DPU) to extend the offer, but recently discovered that an MTM would not be required. Cellucci did note that Columbia Gas did still intend to inform the DPU of their intent. Cellucci also presented information on program participation and budget impacts of the enhanced incentive.

Council Discussion

McCarey noted that conversion rates from the enhanced offering were impressive. She indicated that she would be interested in seeing if there are lessons learned that could be applied to other areas of the programs. McCarey added that it would be important to pay close attention to conversion rates in the city of Lawrence if the offering was extended given that conversion rates there were not as impressive as in the other communities.

Boecke noted that the offering was scheduled to conclude at the end of the 2019 and asked what would happen if a customer calls and asks about it in the first couple days of 2020. Cellucci indicated that they would not be told that the programs had expired.

Wambui suggested that she would not support continuing the enhanced offering unless a strategic plan was developed to address the barriers that resulted in weaker performance in the city of Lawrence.

Johnson asked how many homes that did assessments had knob and tube wiring as a barrier. Cellucci indicated that she did not have that information readily available but suggested that there were a lot of homes in Lawrence that have barriers that are not traditionally funded by energy efficiency.

Harak asked how many of the barriers were specific to the condition of the home versus access to a building's landlord. Cellucci indicated that she was unsure but that she planned to evaluate the enhanced offering in some form to get at some of those questions.

Boyd asked Cellucci what she needed from the Council to help support the effort going forward while addressing Wambui's concerns. Cellucci indicated that Columbia Gas would draft a

proposal for the Executive Committee to review in January and to hopefully have a resolution for the Council to vote on in its January meeting.

6. Council Planning Lessons Learned and Recommendations

Jeff Schlegel, on behalf of the C-Team, gave a presentation on lessons learned from the 2019-2021 planning process that would help inform recommendations for the 2022-2024 planning process. The recommendations included in the presentation were:

- Maintain briefing document and workshop process and seek PA collaboration
- Focus on specific key drivers sooner and with clear expectations about exchanging data
- Employ strategic planning processes for the PAs and the C-Team, start early, and set timelines and specific milestones
- Improve PA potential study coordination, clarity, and value
- Improve timing and availability of year-end data and benefit cost ratio models
- Provide for easier, more targeted review of the Technical Reference Manual
- Seek technical sessions with the DPU to review and discuss pertinent issues

Council Discussion

Arcate expressed support for the C-Team's comments, particularly around the potential studies. She added that she felt those were a critical path to future plans and that it was crucial that the C-Team sees those as soon as possible.

Johnson asked if it would be possible for all of the PAs to use the same vendor for their potential studies. Gundal indicated that potential studies are both an art and a science and that the PAs would be going out to bid for them. Downey noted that the DPU order had language in it to ensure that each of the studies are comparable regardless of vendor.

Weber noted that she felt the C-Team's recommendation to hold technical sessions with the DPU was a great idea.

Lyne indicated that the PAs were reviewing the C-Team's recommendations and that they would have some feedback to share on them. He added that they would engage with the C-Team on that feedback and begin developing some consensus thoughts.

7. MassCEC Clean Heating and Cooling Program Results and Market Assessment

Peter McPhee gave a presentation to the Council on MassCEC's Clean Heating and Cooling Programs (CH&C). In his presentation, McPhee gave a brief history of the CH&C programs, discussed how they have collaborated with the PAs on the CH&C programs, reviewed the technologies they promote, and shared lessons learned and program takeaways for each of the technologies.

Johnson asked why the programs are experiencing funding limitations. McPhee indicated that they operate on a budget of about \$23,000,000 - \$24,000,000 per year that comes from a system benefit charge. He added that they had been operating programs on a budget higher than that

over the last several years as a result of money saved up in the earlier years. McPhee noted that they were evaluating what they can continue to fund.

Harak asked how carbon emissions of an efficient gas furnaces compared with those of an air source heat pump that runs on electricity generated with fossil fuels. McPhee indicated that air source heat pumps provide a carbon benefit over efficient gas furnaces at present and that that only gets better as the grid gets cleaner.

8. Cape and Vineyard Electrification Offering Update

Downey gave the Council a brief update on the status of the Cape Light Compact's (CLC) Cape and Vineyard Electrification Offering (CVEO). In her presentation, Downey reviewed the objectives of CVEO, discussed how the CLC has addressed the DPU's initial concerns, gave a summary of changes to the proposal, and detailed next steps.

Harak noted that what CLC is attempting to do with its CVEO is a difficult equity issue. He expressed his appreciation to CLC for giving the Council and opportunity to study the issue.

9. Adjournment

McCarey, as Chair, adjourned the meeting at 4:01 PM.