



MEETING MINUTES

Wednesday, June 19, 2019
100 Cambridge St, 2nd Floor
Conference Rooms C & D
Boston, MA 02114

Councilors Present: Cindy Arcate, Don Boecke (for Maura Healey), Amy Boyd, Elizabeth Cellucci, Tim Costa (for Victoria Rojo), Justin Davidson, Maggie Downey, Michael Ferrante, Michael Goldman (for Tilak Subrahmanian), Paul Gromer, Elliott Jacobson, Paul Johnson, Emily Jones (for Mary Wambui), Judith Judson, Shan Li (for Janelle Chan), Rick Malmstrom, Deirdre Manning, Thomas Palma (for Cindy Carroll), Audrey Penna (for Michael Sommer), Cammy Peterson, Chris Porter, Robert Rio, Stephanie Terach (for Laurie Pereira), Sharon Weber (for Martin Suuberg)

Councilors Absent: Charlie Harak, Andrew Newman

Consultants Present: Eric Belliveau, Caroline Hazard, Craig Johnson, Margie Lynch, Glenn Reed

DOER Staff Present: Rachel Evans, Ian Finlayson, Maggie McCarey, Emily Powers

1. Call to Order

Commissioner Judson, as Chair, called the meeting to order at 1:02 PM.

2. Public Comment

Susan Olshuff – ener-G-save

Olshuff noted that she has learned how difficult it is to keep a potential customers attention and that it would be helpful to get data from the utilities to help focus their efforts. She added that low- and moderate-income customers who work multiple jobs often have trouble finding time to be available for audits. Speaking about the municipal and non-profit partnership strategy, Olshuff indicated that she hoped it would involve a comprehensive approach that includes chambers of

commerce, landlords, and school partnerships. She added that she hoped Springfield would be included given the size of its renter, low-income, and non-English population.

Uli Nagel – ener-G-save

Nagel questioned the thinking behind the idea that landlords are not responsible for what energy efficiency upgrades they want to do with their building. She noted that she recently experienced difficulties installing heat pumps in her building because she had tenants that were flipping back and forth between being eligible for fuel assistance and making just enough money to not be eligible for fuel assistance. She also noted that there is significant interest in starting community partnerships right away to help learn what has and has not worked.

3. Council Updates and Business

Commissioner Judson noted that the July Executive Committee meeting would be rescheduled from July 3rd to July 10th and as a result the July Council meeting would be scheduled on July 24th instead of July 17th.

May 1, 2019 Executive Committee Meeting Minutes

Boecke 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.

May 15, 2019 EEAC Meeting Minutes

Peterson noted that she had been appointed to her seat on the Council so the minutes should no longer reflect that she was sitting in for Rebecca Davis. The minutes were amended accordingly.

Li noted that she made a comment that was not captured in the meeting minutes about installation follow-ups and maintenance considerations being important factors for implementing energy savings programs, especially for public housing. The minutes were amended accordingly.

Manning motioned to approve the minutes as amended. Boyd seconded. All were in favor, with none opposed. Arcate, Davidson, Jones, and Malmstrom abstained. The minutes were approved, as amended, by the Council.

Cape Light Compact and Eversource Negotiation Update

McCary noted that the Department of Public Utilities (DPU) directed the Cape Light Compact (CLC) and Eversource to come to an agreement on how the CLC would run its active demand response offerings considering Eversource's concerns. She added that the DPU further stated that if an agreement could not be reached, then the Council would need to provide a recommendation. McCary indicated that the two parties had made progress but that no agreement had yet been reached. She added that she hoped that an agreement would be reached by the July Executive Committee meeting.

4. 2019 First Quarter Updates

Program Administrator and Consultant Team Presentations

Steve Menges, Grace Bryant, and Stephen Wollenburg, on behalf of the Program Administrators (PAs), gave a presentation to the Council with updates from the first quarter of 2019. In their presentation they reviewed first quarter electric and gas performance by sector and provided updates on residential and commercial and industrial (C&I) Key Performance Indicators (KPIs). They also provided select program updates on Continuous Energy Improvement and various residential program enhancements.

Eric Belliveau and Margie Lynch, on behalf of the C-Team, gave a presentation with their thoughts on the PA's performance in the first quarter of 2019. In their presentation, they reviewed proposed changes to the quarterly reporting format, highlighted and addressed key Council priorities, and discussed the first set of KPIs.

Council Discussion

Johnson indicated that he did not see recognition of the problem in the residential sector and that he did not see any new ideas presented by the PAs. He asked what updates were being provided in terms of residential redesign. Commissioner Judson noted that the PAs and C-Team provided updates in their presentations and that additional information was available in the full quarterly report.

Rio noted that only 13% of C&I lighting projects included controls and asked if that was a result of customers not being informed about controls or a result of customers not being interested in lighting controls. Ezra McCarthy, on behalf of the PAs, indicated that controls are part of the discussion with customers who are doing lighting retrofits. He added that incentives are structured to drive more controls but that that is not always enough for customers to adopt the technology. McCarthy also indicated that the PAs hold training sessions to help train trade allies on the use of lighting controls.

Malmstrom, speaking about residential program enhancements and connecting with customers, asked if the PAs are providing any monetary incentives to vendors to drive deeper energy measures. Wollenburg indicated that no such incentive structure currently exists. He added that the PAs have heard that some HVAC contractors are aware that pushing envelope measures first is important, but that not all contractors understand that. He suggested that contractors without that level of understanding would benefit from training exercises. Peterson indicated that she had a similar question and encouraged the PAs to consider incentivizing vendors.

Peterson expressed concern about the notion of the customer being the one who identifies what they do or do not need. She added that many customers would not know to ask for weatherization or air sealing and asked whether those needs were being looked at. Wollenburg indicated that the PAs have the online assessment and that the idea behind it is for customers not to use it already knowing what they want to do, rather that the customer knows they want to do something different. He added that the PAs do not rely on waiting for customers to come to them and that they do a lot of broad-based marketing.

Peterson asked if the PAs could talk more about training vendors. Wollenburg indicated that they are working on training energy specialists who have in the past focused on like-for-like

replacements. He added that they are now looking for specialists to be able to understand a customer's objectives and provide recommendations based on those.

Referencing the third KPI in the C-Team's presentation, Boyd asked if the numbers presented were accurate. She expressed concern that Eversource had only recorded 63 ductless minisplit heat pumps in the first quarter. Goldman indicated that there could be an issue with how the vendors were reporting their data. Wollenburg added that he would expect most of the heat pumps to come from customers seeking replacement of heating and cooling equipment as opposed to customers who were acting on recommendations from the home energy assessment. He added that the KPI in question referred only to heat pumps recommended through the home energy assessment.

Johnson noted that an enhancement to residential multifamily suggested that the PAs would open multifamily with greater than four units to the home performance contractors. He added that he had heard from some home performance contractors that they were not able to access those multifamily buildings. Wollenburg indicated that the PAs were testing the model and would likely roll it out with new rules starting in 2020.

Arcate asked how Councilors felt about the C-Team's comment that the quarterly report did not need to be over 100 pages long. McCarey agreed that the report was long and added that previous versions had sector highlights at the beginning of the report. She also noted that DOER and the Executive Committee agreed that those sections should be added back in. Malmstrom indicated that as he reviewed the first quarter report, he would track which items he felt were important and which items might be able to be stripped out.

5. Municipal and Non-Profit Partnership Strategy

Katelyn Mazuera and Amanda Formica, on behalf of the PAs, gave an update to the Council on the status of the Mass Save Community Partnership Strategy. In their presentation, they reviewed the goals of the strategy, the solutions available, development details of the implementation plan, and timing and next steps.

Peterson added that from her perspective the process has been positive so far. She expressed excitement about the opportunity of the strategy to deepen two-way communication channels and to bring local knowledge to help reach underserved communities. Peterson also highlighted the following items that the Metropolitan Area Planning Council (MAPC) has discussed with and proposed to the PAs:

- Annual training and continuous training and workshops that bring communities and the PAs together.
- Conference calls, webinars, and tailored content that speaks to specific communities.
- PA provided data updates to communities to help target underserved communities.
- Exploration of opportunities to provide funding to assist those efforts.

Peterson added that the remainder of 2019 would be focused on further development of the strategy with the goal of testing those strategies out in 2020. Peterson also noted that they have

heard questions about how communities would be selected. She noted that the PAs were still considering this and that a specific recommendation had not yet been made.

Council Discussion

Johnson noted that he felt this topic was the most exciting thing about the current energy efficiency plan. He asked if the PAs could provide any more details about the outreach strategy. Mazuera indicated that the strategy was still in development and that they were currently in the process of synthesizing ideas that came out of stakeholder meetings. Johnson asked if there would be an incentive for participating communities. Mazuera indicated that they were exploring that idea and that it would be discussed further in the future.

Boyd noted that the three-year plan described this as a municipal and community outreach plan. She indicated that it sounded to her like the plan that was being developed only included municipalities and asked if outreach to community groups would be included. Mazuera indicated that the PAs were still in the process of organizing thoughts around that question and that a lot of the plan was still under development.

Boyd also asked if municipalities would be telling their residents to call Mass Save or if they would be processing intake themselves. She also asked if education efforts would include training of town staff or training in local community colleges. Mazuera indicated that educating communities on the program offerings would be included and that workforce development was on their radar but may not be part of this specific initiative.

Jacobson indicated that he felt it would be difficult to develop objective criteria for selecting participating communities. He recommended that they select at least one community that is perceived as being underserved and at least one community that is perceived as being adequately served.

6. 2019-2021 Residential Program – Overview, Progress, and Opportunities

Margie Lynch, Caroline Hazard, and Glenn Reed, on behalf of the C-Team, gave a presentation on residential programs. In their presentation, they summarized year-to-date progress on major program areas, provided a deeper look at the central elements of the PAs' residential redesign, and highlighted key opportunities and next steps.

Weber noted that the PAs had already received 5.8 million units for their retail lighting program compared to their goal of 10.1 million units. She asked if the PAs should be careful to not overshoot that goal to avoid warranting a mid-term modification. Reed noted that in the past the PAs have gone ahead and exceeded goals when they have had the opportunity to do so. Porter added that the PAs' performance incentive structure tells them to go after measures with the highest benefits. He added that they would continue to manage their portfolio accordingly. Reed added that if the PAs reached their goal in the fall and shut down the program at that time that that would have negative consequences for starting the program up again in 2020.

Johnson asked why residential electric savings decreased significantly in the 2019-2021 plan while costs increased. Reed noted that lighting savings have historically been inexpensive and

that the programs no longer spend most of their budget on those inexpensive savings. He added that as savings decline, changes in expenditures do not decline proportionally.

Boyd noted the importance of information sharing between platforms and integration of data across platforms and suggested that it is costing the programs more money to not have those systems in place. She added that she went through the home energy assessment and had a variety of measures including insulation installed. She noted that she then went back to the online tool and it recommended that she have another home energy assessment done because she could not remember how much insulation she had installed.

7. Adjournment

Commissioner Judson, as Chair, adjourned the meeting at 4:05 PM.