



# COVID-19 Mitigation and Continuity Efforts

MA EEAC  
June 17, 2020

WE ARE MASS SAVE®:



# Agenda



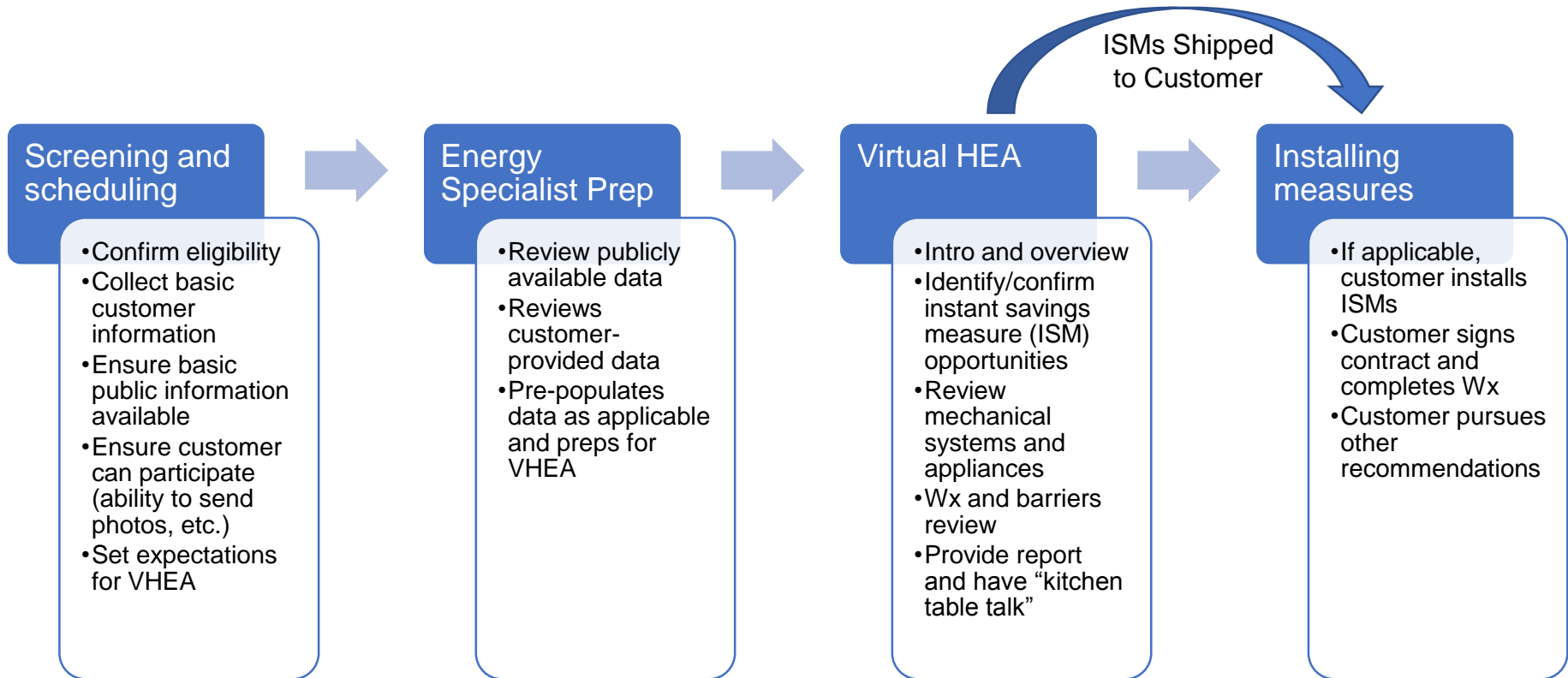
- Virtual home energy assessments
- C&I virtualization efforts
- Contractor training
- Safety protocols and resuming field work

# Virtual Home Energy Assessment (VHEA) Overview

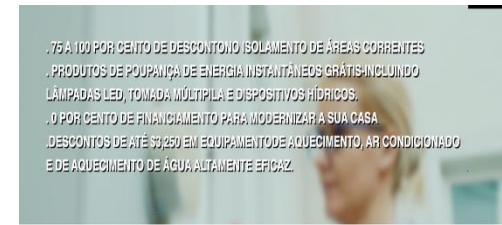


- All the same benefits of an in-person assessment, only virtually.
- Together, using video conferencing and photo submissions, the customer and the experienced Energy Specialist will identify energy efficiency opportunities in the home.
  - Instant savings measure opportunities identified and relevant products shipped direct.
  - Review of mechanical equipment (heating, air conditioning, hot water, etc.) and appliances.
  - When feasible, a weatherization work scope will be developed at a 100% incentive level.
  - The customer will be emailed their customized home energy
- Launched 3/30

# VHEA Process



# Marketing Efforts



TELEFONE 1.866.527.7283 PARA MARCAR UMA AVALIAÇÃO NO SEU SISTEMA DE ENERGIA COM UM ESPECIALISTA HOJE MESMO



Ad · www.eversource.com/ (844) 887-1400  
**Use Less Energy - Eversource | Virtual Home Energy Assessment**  
 When you're staying in, your **home energy** use goes up. Eversource can help your efficiency. Learn how you can lower your **home energy** costs with a **virtual energy assessment**. Cut **Home Energy** Costs. Save Money & Energy. Energy-Saving Products. Virtual Assessments.

Ad · info.myenergymonster.com/home-energy/assessment (508) 859-7555  
**Virtual Home Energy Assessment | Official Mass Save Partner**  
 Greatly Reduce Your **Energy** Bills Every Month When You Get An **Energy Assessment!** Top Quality Contractors. No-Cost **Energy Assessment**. Start Saving Today. Services: Air Sealing, Blower Door Test, Thermal Imaging, Insulation, Lighting, Solar **Energy**, Heating & Cooling, Home Energy Services · No-Cost Home Energy Audit · Home Insulation · Mass Save Rebates

Ad · www.nationalgridus.com/home/energy  
**Virtual Home Energy Assessment | Receive Energy Saving...**  
 Schedule. Collaborate. Receive No cost products shipped directly to your **home**. Save!



# VHEA results to date



- 4,834 VHEAs completed
- ~60% conversion rate (contract signed/Wx recommendations)
- >6,000 weatherization jobs in the pipeline



# Massachusetts PAs COVID-19 C&I Response Efforts



## Work Continuation Support\*

- Virtual pre-/post-inspection protocols and procedures
  - Over 300 virtual inspections completed thus far
- Virtual energy assessments for small business customers
  - Over 300 VEAs completed resulting in roughly 180 new signed contracts
- Protocols for select work-in-progress projects

## Financial Stimulus

- Enhanced incentives (up to 100%) for cost-effective direct-install/turnkey measures for small businesses
  - Over 500 new contracts signed based on previously existing small business audits
- Enhanced incentives for upstream food service equipment
- Sign-on bonus for new upstream non-Lighting dealers/distributors
- Additional stimulus under final consideration:
  - Spiffs to contractors for upstream purchases of select high efficiency AC units, HPs, and water heaters
  - Enhanced incentives for municipal government projects
  - Additional incentives for select gas measures incl. steam traps and pipe/valve/other insulation

- Procured and promoted 'no cost to student' on-line learning modules for residential and C&I contractor staff
- Residential Classes:
  - BPI Building Science Principles
  - BPI Building Analyst
  - BPI Envelope Professional
  - BPI Infiltration and Duct Leakage
  - ResCaz Simulation
  - OSHA Confined Space: Attics and Crawlspace
- C&I Classes:
  - Networked Lighting Controls
  - Building Operator Certification



# Safety Protocols and Resuming On-Site Services

# Steps to Safely Return to Energy Efficiency Work



Steps 1-4 have been jointly developed across MA, RI, CT, and NH

Steps 5-6 will be PA and vendor specific, w/ significant coordination in MA

1

UNDERSTANDING  
OPERATIONAL  
REQUIREMENTS

2

DEVELOPMENT  
OF PROCESS

3

DEVELOPMENT  
OF  
PROCEDURES

4

TRAINING  
DEVELOPMENT  
/DELIVERY

5

FIELD  
OVERSIGHT

6

PROGRAM  
AUDITING

# A Phased Approach



## Phase 1

- Exterior work – no customer contact
- Specifically for 1-4 unit weatherization
- Requires passing a quiz

## Phase 2

- Interior work – no customer contact
- Addresses C&I (including multi-family) work

## Phase 3

- Interior work – with customer contact
- Requires passing a quiz

All protocols address:

- Applicability
- Proper use of PPE
- Levels of PPE and when to use them
- Disinfecting workspaces
- Monitoring

# Training Participation



Date	Event	Attendees	Passed Exam
5/14/20	Live 1-4 Resi Wx Webinar	637	N/A
5/22/20 – 6/10/20	LMS 1-4 Resi Wx Self-Serve Training	1,182	1,141
6/2/20	Live C&I/Multifamily Webinar	680	N/A
6/11/20	Live Phase 2/Customer Contact Webinar	1,082	N/A
6/11/20 – Present	LMS Phase 2/Customer Contact Self-Serve Training	1,285	1,142

# Timeline



5/14

- Exterior training for owners/managers

5/22

- Exterior training for field staff

6/2

- C&I/ interior w/o customer contact training

6/4

- First exterior-only jobs completed

6/11

- Interior training

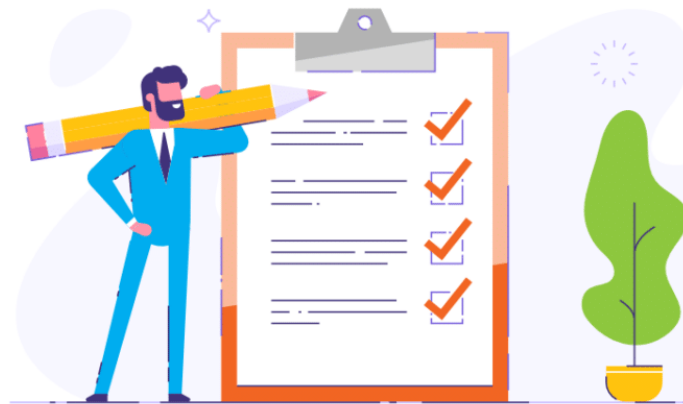
6/13

- First interior jobs to be completed

# Health & Safety (H&S) Protocol QA/QC



- Contractors are required to participate in developed training, and pass a test on the protocols to move forward with work
- Contractors initial installations will be monitored to ensure adherence to protocols
- Leveraging existing QA delivery infrastructure, Lead Vendors will modify inspection visits to include H&S QC
- PA's 3<sup>rd</sup> party vendor will perform additional QC to ensure protocols are being upheld



# Communications and Engagement During COVID-19



- Development of and frequent updates to FAQ page on MassSave.com
- Frequent communications pushed out to Mass Save partners via email
- PA meetings with BPWG
- Comments and questions on protocols directly to PAs, through LVs, and through chat during trainings

# Collecting Feedback



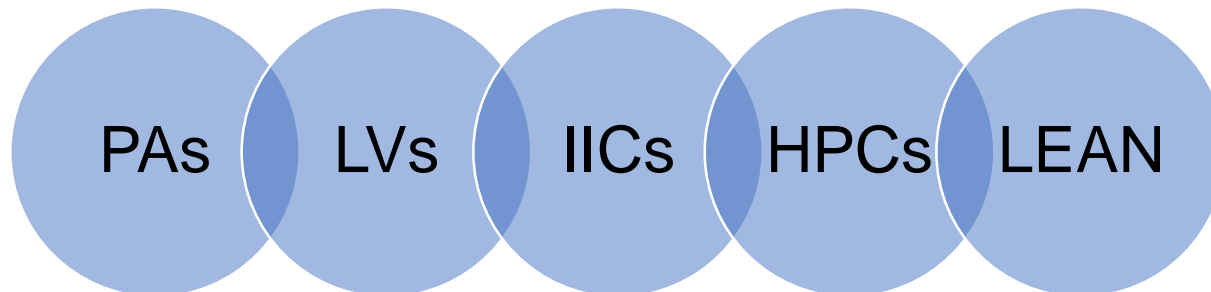
- PAs and Lead Vendors have received extensive feedback on protocols
  - Clarifications/interpretations
  - Concerns about practicality
- Contractor feedback has been a critical part of the process and clarifications and modifications have been made as a result
- PAs committed to continue to field and act on contractor feedback
- Protocols are not stagnant – expect some changes as we learn more about the virus and from experiences in the field



# BPWG COVID Subcommittees



- Best Practices Working Group
  - Comprised of Residential Coordinated Delivery Independent Insulation Contractors and Home Performance Contractors elected by their peers
  - Meetings held monthly with PAs, lead vendors, and BPWG reps
- To work through feedback with contractors, formed subcommittees with one representative IIC, HPC, each PA, each lead vendor, and LEAN:
  - PPE
  - QC
  - Training
  - Customer Communications
  - Incremental Impact



# Training, Incremental Cost, and Customer Communication Subcommittees



- **Training** – ensure trainings are available and effective
- **Incremental cost** – what are the cost implications for contractors and how can we mitigate them?
  - PPE equipment costs
  - Additional time on site
- **Customer communications**
  - How can we reassure customers of their safety?
  - Set expectations for customers – what they should expect, and what we're asking of them



# Quality Assurance Subcommittee



- Goal – ensure customer and contractor safety by overseeing implementation of protocols
  - Initial focus – ensure trainings completed and work with contractors to reinforce training and address questions
  - Over time – ensure persistent adherence to protocols
- Statewide QA requirements and sharing will help speed return of contractors to the field



# PPE Subcommittee



- Address questions specific to PPE
- Availability of and sourcing PPE



# Early feedback from first site visits



- Customers have been understanding and accommodating
- Early feedback is helping us refine QA/QC approach, and provide clarifications on protocols
- Initial QA visits focused on support and training



# LEAN Update

# LOW-INCOME ENERGY AFFORDABILITY NETWORK (LEAN)

COVID UPDATE

June 17, 2020

# UPDATE

- LOW-INCOME PIPELINE : SF, MF
- TRAINING
- HUMAN RESPONSE
  - Customers
  - Contractors
  - Workers
- COST?

