COVID-19 Mitigation and Continuity Efforts

MA EEAC
June 17, 2020
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

**Screening and scheduling**
- Confirm eligibility
- Collect basic customer information
- Ensure basic public information available
- Ensure customer can participate (ability to send photos, etc.)
- Set expectations for VHEA

**Energy Specialist Prep**
- Review publicly available data
- Reviews customer-provided data
- Pre-populates data as applicable and preps for VHEA

**Virtual HEA**
- Intro and overview
- Identify/confirm instant savings measure (ISM) opportunities
- Review mechanical systems and appliances
- Wx and barriers review
- Provide report and have “kitchen table talk”

**Installing measures**
- If applicable, customer installs ISMs
- Customer signs contract and completes Wx
- Customer pursues other recommendations

ISM Ship to Customer
Marketing Efforts

Mass. energy efficiency program goes virtual to help with rise in home electricity use

Use Less Energy - Eversource | Virtual Home Energy Assessment

Virtual Home Energy Assessment | Official Mass Save Partner

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
## 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
Online Training

- 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

1. UNDERSTANDING OPERATIONAL REQUIREMENTS
2. DEVELOPMENT OF PROCESS
3. DEVELOPMENT OF PROCEDURES
4. TRAINING DEVELOPMENT / DELIVERY

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

5. FIELD OVERSIGHT
6. PROGRAM AUDITING
All protocols address:
- Applicability
- Proper use of PPE
- Levels of PPE and when to use them
- Disinfecting workspaces
- Monitoring

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
## Training Participation

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Attendees</th>
<th>Passed Exam</th>
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</thead>
<tbody>
<tr>
<td>5/14/20</td>
<td>Live 1-4 Resi Wx Webinar</td>
<td>637</td>
<td>N/A</td>
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<tr>
<td>5/22/20 – 6/10/20</td>
<td>LMS 1-4 Resi Wx Self-Serve Training</td>
<td>1,182</td>
<td>1,141</td>
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<tr>
<td>6/2/20</td>
<td>Live C&amp;I/Multifamily Webinar</td>
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<td>6/11/20</td>
<td>Live Phase 2/Customer Contact Webinar</td>
<td>1,082</td>
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<tr>
<td>6/11/20 – Present</td>
<td>LMS Phase 2/Customer Contact Self-Serve Training</td>
<td>1,285</td>
<td>1,142</td>
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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
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 3rd 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
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
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
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
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
LOW-INCOME ENERGY AFFORDABILITY NETWORK (LEAN)

COVID UPDATE
June 17, 2020
UPDATE

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