Moderate Income Demonstration

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Agenda

- Overview

- Demonstration Design

- Outreach & Enrollment

- Budget & Savings

- Assessing Lessons Learned

- Questions

Overview

- PA and LEAN partnership to inform improvements to the design and delivery of services to moderate income customers for the 2019-2021 EE Plan

- PAs are testing a different delivery model that has been proven successful within the Low-Income programs
  - LEAN's "quarterbacking" contractor management model
  - **Fully coordinated, end-to-end services** from intake and the mitigation of pre-weatherization barriers to weatherization

- Objective: evaluate effectiveness of this delivery model in serving moderate income households

Demonstration Design

mass save

Customer

- 60% + $1 to 80% State Median Income
- 1 to 4 unit homes
- 150 customers; split between Eversource & National Grid

Timeline

- January to June 30, 2018

Territories

- 9 Towns
- Areas served by Eversource & National Grid only
- Urban, suburban, rural representation

Measures

- No-cost comprehensive Home Energy Assessment
- 100% weatherization with no cap
- Refrigerators & Clothes Washers– TBD
- Heating systems – TBD

Outreach & Enrollment

Customers over-income for LIHEAP/Fuel Assistance

Community engagement based on existing relationships

Direct marketing such as mailings as needed

- Customers will go through the existing income verification process for eligibility

- Streamlined document requirements:
  - Electric and gas bill
  - Proof of income (i.e. pay stubs, W2 form, etc.)
  - Housing costs

Budget & Savings

- Funding and savings through HES Initiative

- No BCR impact as weatherization incentives and average job cost expected to be comparable to current Moderate Income Offer

- No set budget as it is already part of current HES initiative and weatherization offer will remain the same

- Repair budget totaling $37,500
  - Calculated with existing pre-weatherization barrier incentive of $250 x 150 customers

- Cloud-based HES modeling and program management tool used for modeling savings and reporting

Assessing Lessons Learned

- Strong desire to have lessons learned improve our services to moderate income customers in 2019-2021

- Data collection will mirror the moderate income KPIs
    - The demonstration will not be a part of the two EM&V evaluations on moderate income customers. The timelines do not align.

- Focus on meeting the demonstration objective to "evaluate effectiveness of this delivery model in serving moderate income households"
    - Trying to control for variables to help us answer this question

Questions?

Thank you