



First Quarter 2017 YTD Performance

Presentation by the PAs to the EEAC

May 17, 2017



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2017 Comparison to 2015 and 2016 Q1 YTD



Electric

	2015		2016		2017	
Lifetime MWh	2,183,500	16%	2,386,589	19%	2,376,547	18%
Annual MWh	231,015	18%	267,511	19%	310,721	23%
Spending	\$96,758,588	19%	\$95,065,880	16%	\$96,291,825	15%

Gas

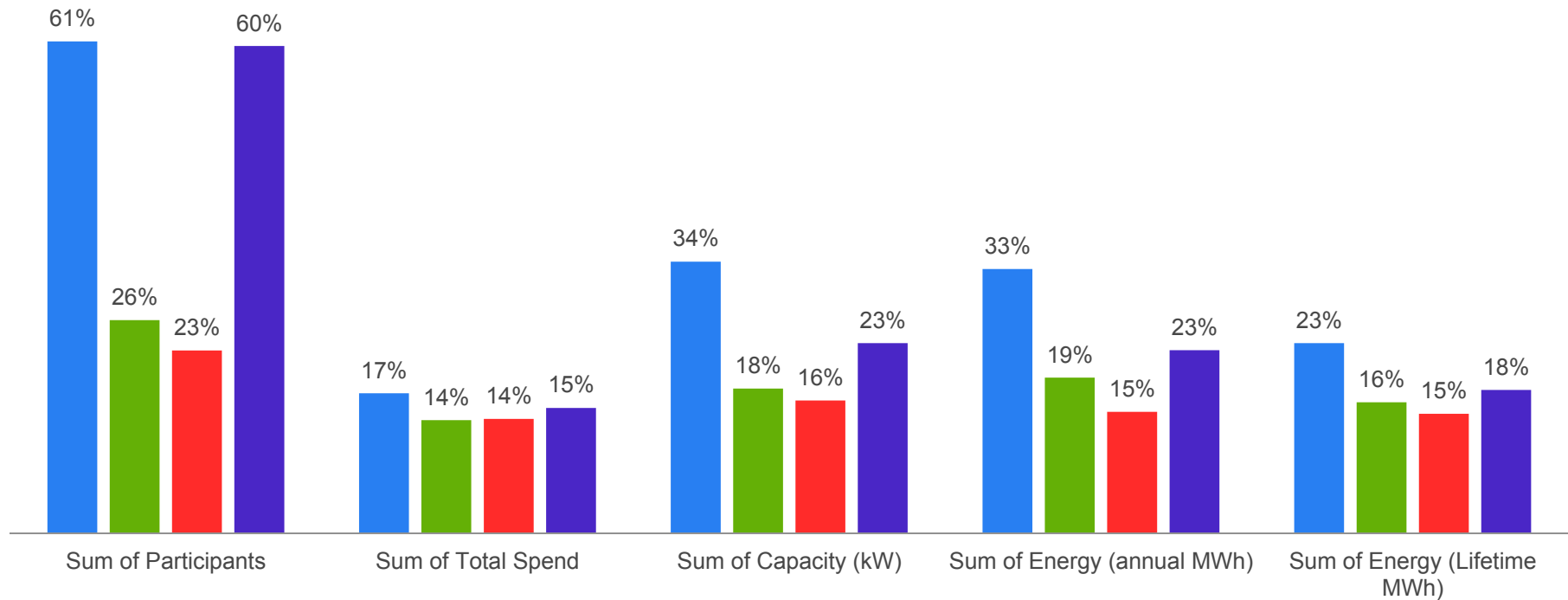
	2015		2016		2017	
Lifetime therms	55,120,612	17%	80,975,141	22%	66,514,338	17%
Annual therms	6,455,864	26%	6,919,423	25%	5,948,336	21%
Spending	\$29,998,851	17%	\$36,971,985	17%	\$32,112,897	14%

Electric Q1 YTD Summary



YTD Preliminary Actuals as a Percent of Plan Goal

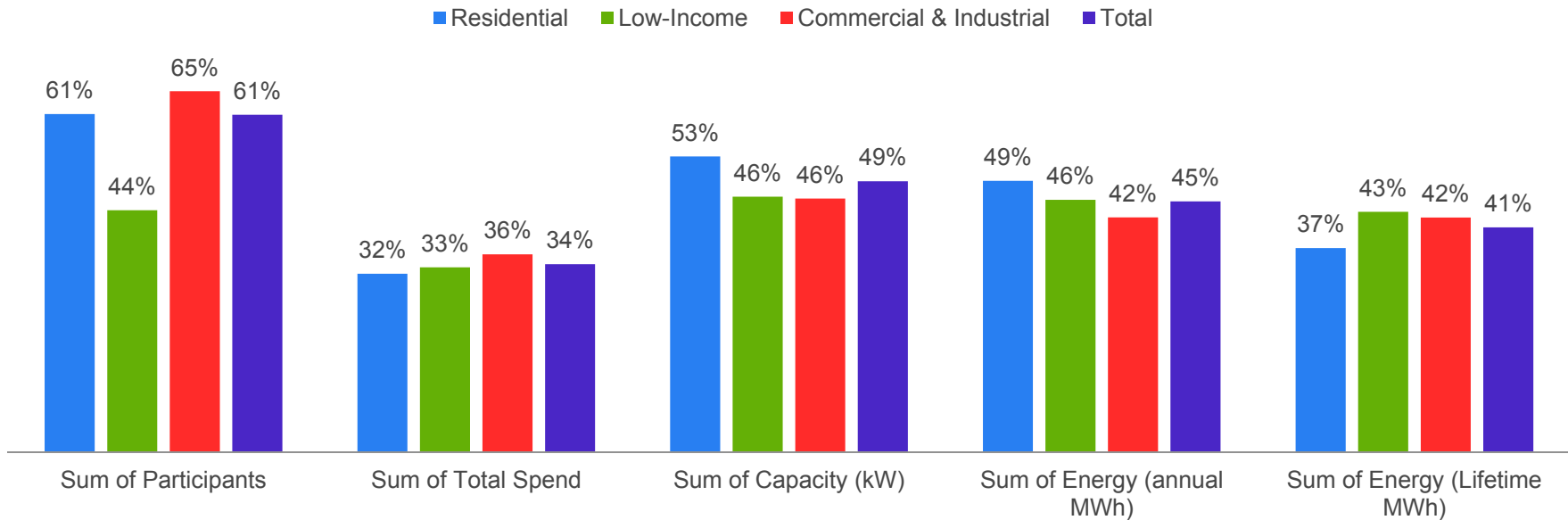
■ Residential ■ Low-Income ■ Commercial & Industrial ■ Total



Electric Cumulative Statewide % of 2016-2018 Planned Goal



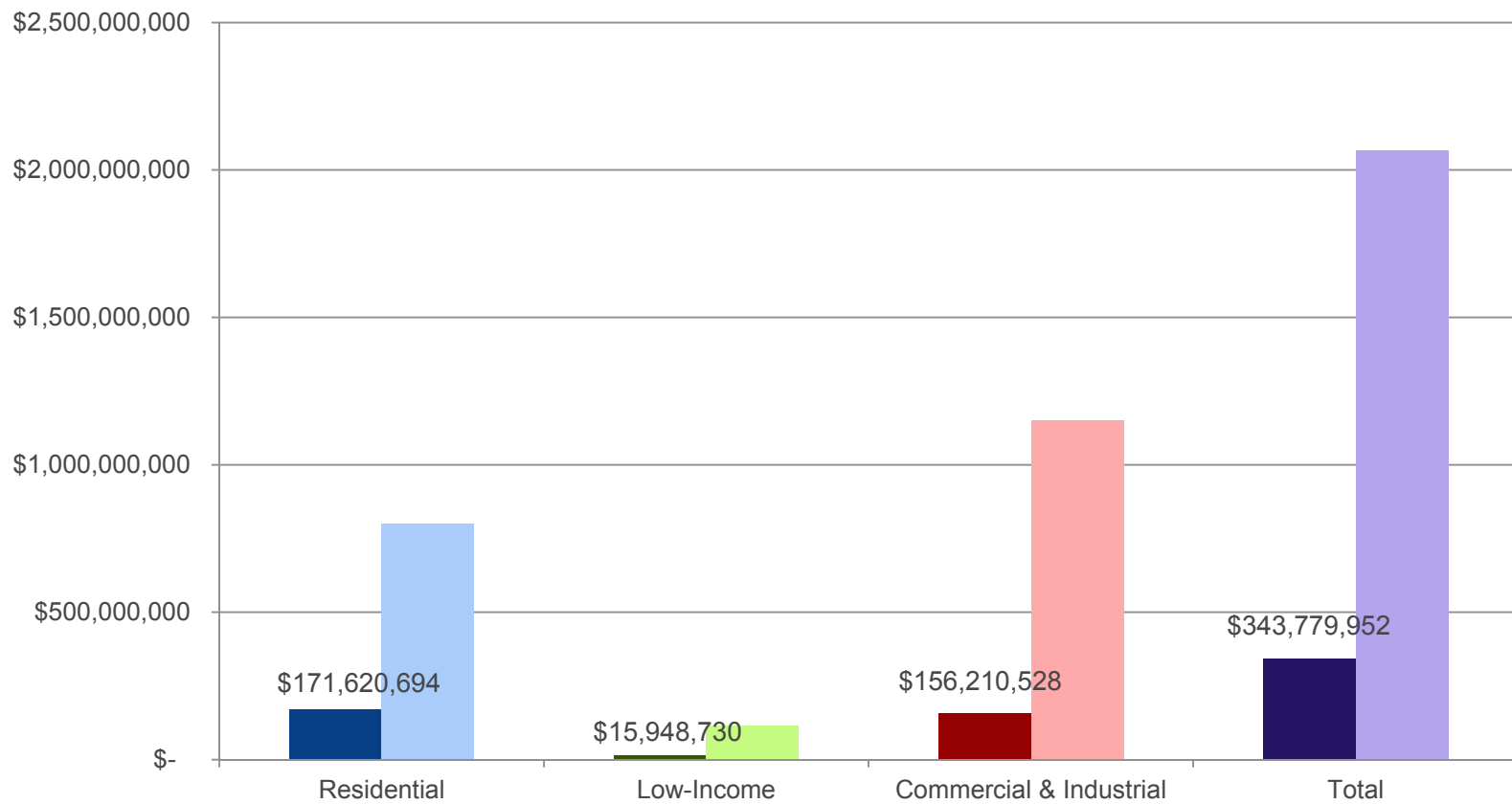
Cumulative Statewide Achievements as Percent of 2016-2018 Planned Goal (15/36 Months) 42% of term



Total Benefits (Electric Programs)



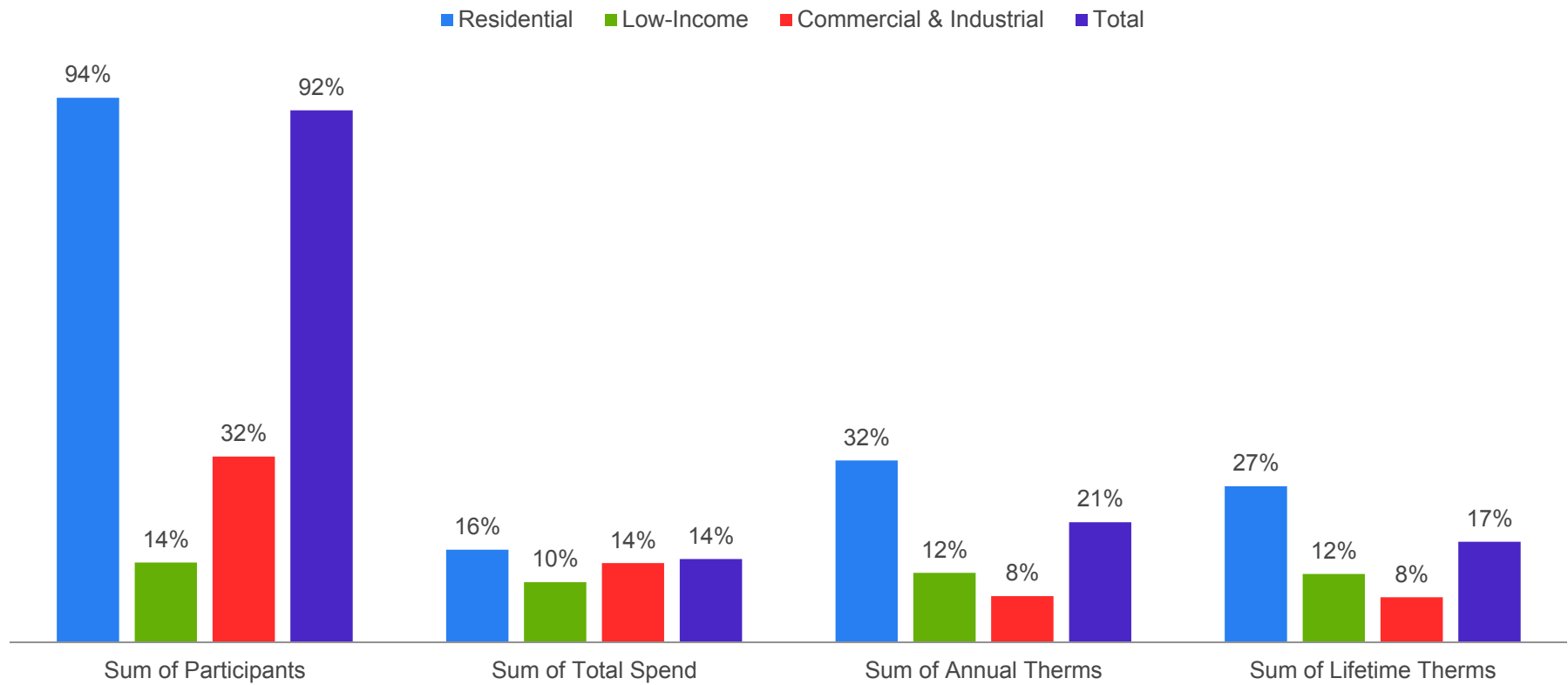
Electric Statewide Benefits Compared to Goal



Gas Q1 YTD Summary



YTD Preliminary Actuals as a Percent of Plan Goal

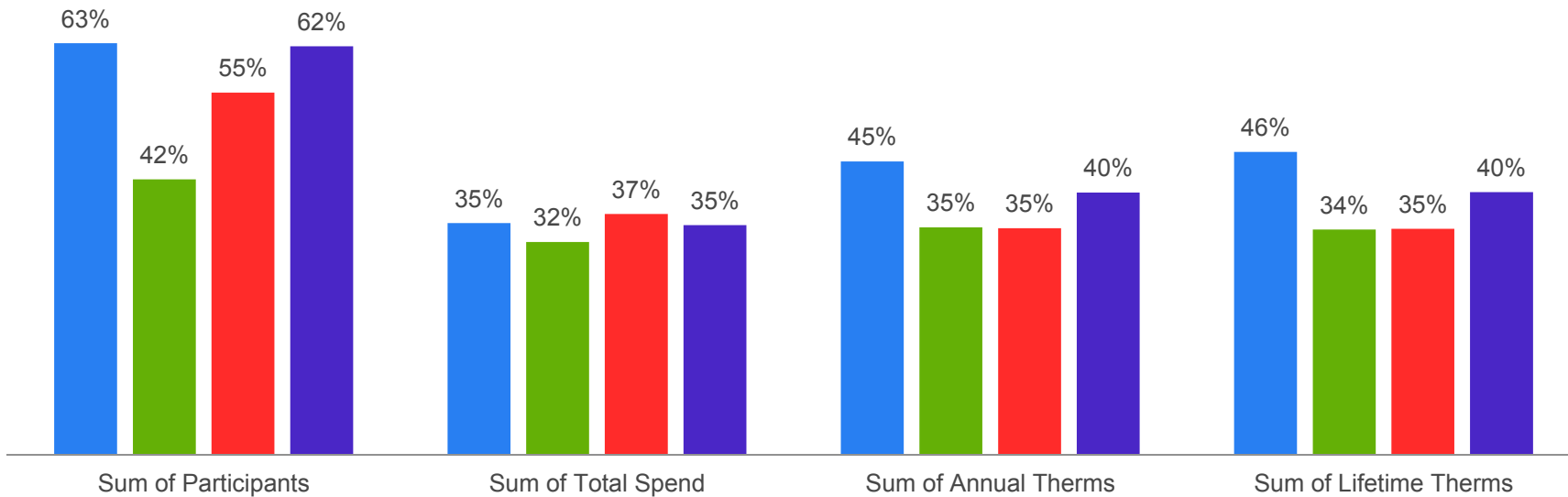


Gas Cumulative Statewide % of 2016-2018 Planned Goal



Cumulative Statewide Achievements as Percent of 2016-2018 Planned Goal (15/36 Months) 42% of term

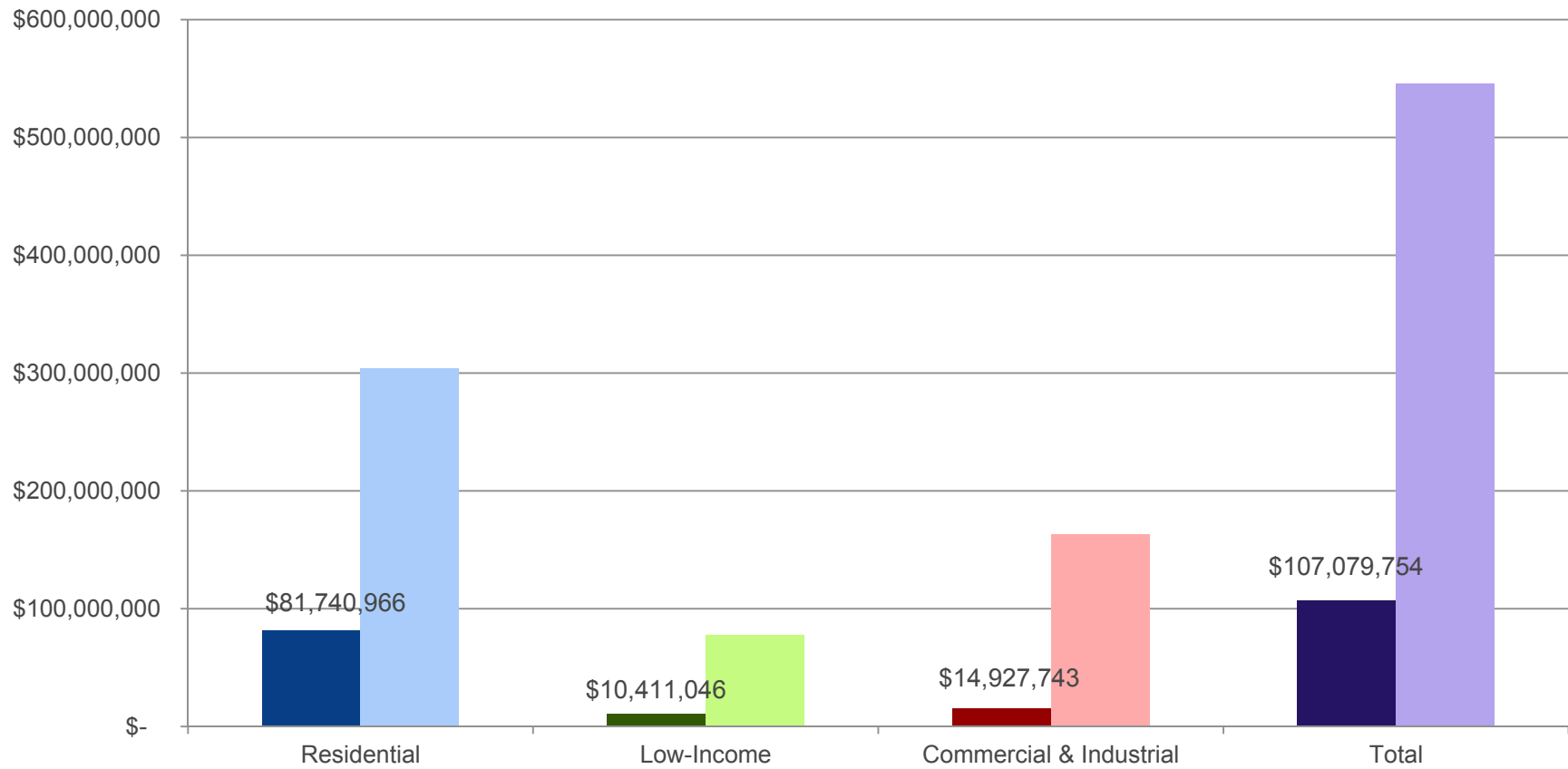
■ Residential ■ Low-Income ■ Commercial & Industrial ■ Total



Total Benefits (Gas Programs)



Gas Statewide Benefits Compared to Goal





2017 Council Priorities

Priority 1: 2016-2018 Plan



Priority 1: 2016-2018 Plan: Monitor progress and provide input into priority commitments and new program initiatives included in the 10-26-15 Council Resolution and the 2016-2018 Three-Year Plan.

- PAs continued to offer and make adjustments to optimized initiatives for renters and moderate income customers. Actions in Q1 include:
 - Strengthening ties to community organizations through collaboration with GJC and Renew Boston, as well as creation of materials in languages such as English, Spanish, Traditional Chinese, Portuguese, Cape Verdean Creole, Vietnamese, French Haitian Creole, and Russian
 - Updating marketing messaging to strategically emphasize a renter's ability to control their energy use through measures offered through the Home Energy Assessment.
 - Alteration of the Energy Specialists' scripts to reduce confusion on income qualifying agency
 - Work with LEAN and CAP agencies to provide information on the moderate income offer to customers who initially apply for Fuel Assistance but were verified to be over income
 - Analysis of KPIs (provided in full quarterly report)
- Continued work in MTAC on reviewing innovative new technologies
 - A/C Draft Shields and REALice® ice water treatment system deemed eligible during Q1
- PAs shared CHP data and information on C&I program progress and penetration in the C&IMC update presentation at the February EEAC; PAs also hosted open houses, participated in trainings, hired a new vendor for Electric Upstream HVAC, and researched Strategic Energy Management
- The PAs leveraged multi-family refinancing events and created a high-level roadmap that outlines key decision and action points for multi-family property owners to maximize participation in Mass Save® programs at the point of refinance

Priority 2: 2019-2021 Planning



Priority 2: 2019-2021 planning: Identify key factors affecting the programs' ability to maintain high goals and cost-efficient program delivery and explore possible impacts on the 2019-2021 Three Year Plan.

- PAs explained changing dynamics in lighting during the presentations on Q4 2016 Results
- PAs and other stakeholders are engaged in ongoing discussions about changes that will affect the 2019-2021 Plan
- EMC continuing robust EM&V process, which will aid planning for the future

Priority 3: Equitable customer participation



Priority 3: Equitable customer participation: Ensure equal access to energy efficiency programs through enhanced delivery models.

- PAs continuing to provide optimized offerings to renters and moderate income customers to continue seeking ways to meet the needs of all customers
- C&IMC working on various engagement approaches, as described in the C&I update at the February EEAC meeting
- For the EEAC meeting on January 18th, Eversource shared their Customer Engagement Platform as an innovative way to reach customers
- PAs continuing to work with LEAN to serve income qualified customers

Priority 4: Data transparency



Priority 4: Data transparency: Advance transparency, availability and effectiveness of data and information to assess and improve energy efficiency programs.

- PAs continue to update Mass Save Data monthly with PA preliminary data, quarterly with quarterly report data, and annually after filing reports with the Department of Public Utilities
- Preliminary end of year 2016 results shared at the March EEAC Meeting, data dashboards presented each month
- PAs prepared to launch the Technical Reference Library (“TRL”), a brand new electronic version of the Technical Reference Manual, for the 2016 Plan Year Report. The TRL is an electronic database that documents how the PAs consistently, reliably, and transparently calculate savings resulting from the installation of prescriptive energy efficiency measures.
- PAs continued work on EM&V and completed many studies, including the 2015 Commercial & Industrial Comprehensive Customer Profile Report.

Priority 5: Integrated approach to demand side management



Priority 5: Identify opportunities for advancing an integrated approach to demand side management for the 2019-2021 Plan, including peak load reduction, integration of distributed resources and planning in a manner that decreases costs, increases resilience and reliability, supports innovation, and improves both the environment and the economy.

- The Demand Reduction Subcommittee met on February 23rd
- The March 15th EEAC meeting focused on Demand Response,
 - Unitil, Eversource, and Cape Light Compact shared plans for implementation of DR; Council approved CLC's MTM related to demand
 - National Grid updated the Council on lessons learned from their 2016 DR demonstration and plans for 2017
 - The PAs collaborated with EEAC Consultants to present a DR update
- Eversource and Unitil participated in proceedings at the DPU related to demand

Thank you

