

A CLOSER LOOK AT LOW- INCOME PROGRAM IMPROVEMENT OPPORTUNITIES

Energy Efficiency Advisory Council

► January, 2018

www.ma-eeac.org

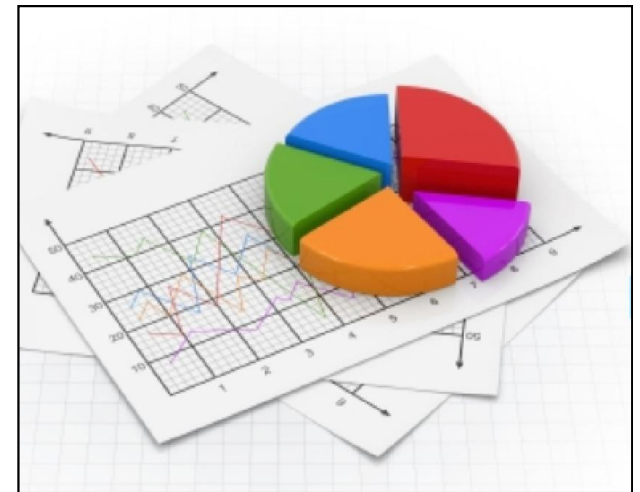
OBJECTIVES



- ▶ **Create additional time for Low-Income discussion**
- ▶ **Brief review of key opportunities from workshop #3**
- ▶ **LEAN to address specific follow-up questions identified by Executive Committee members, DOER and the consultant team**
 - Allocating and Monitoring Resources
 - Pathways to Participation
 - Quality Control
- ▶ **Collect additional EEAC questions and feedback**

ALLOCATING AND MONITORING RESOURCES

- ▶ **Describe the process for allocating and monitoring resources between lead & non-lead CAP agencies.**
 - How does the size of the CAPs, their locations, and the size of their service territories vary?
 - What are the differences between CAPs in terms of organizational capacity and savings achievement relative to their size?
 - Are there any other differences of significance?
- ▶ **This information will allow us to better understand:**
 - The LEAN implementation management infrastructure
 - Resource allocation comparison at a statewide geographic area
 - Compare need with resource allocation



PATHWAYS TO PARTICIPATION

- ▶ **How do the CAPs identify prospective participants?**
 - Outline the participation pathways and show the number and percentage of participants that derive from each one.
 - What kinds of community outreach/community-based partnerships have the various CAPs pursued?
 - Do all qualifying customers who request services receive them? If not, what are the reasons why?
- ▶ **This information will allow us to better understand:**
 - The methods and processes to participate in the Low-Income Program
 - Opportunities to identify potential outreach gaps



QUALITY CONTROL

► Describe the program's quality control protocol

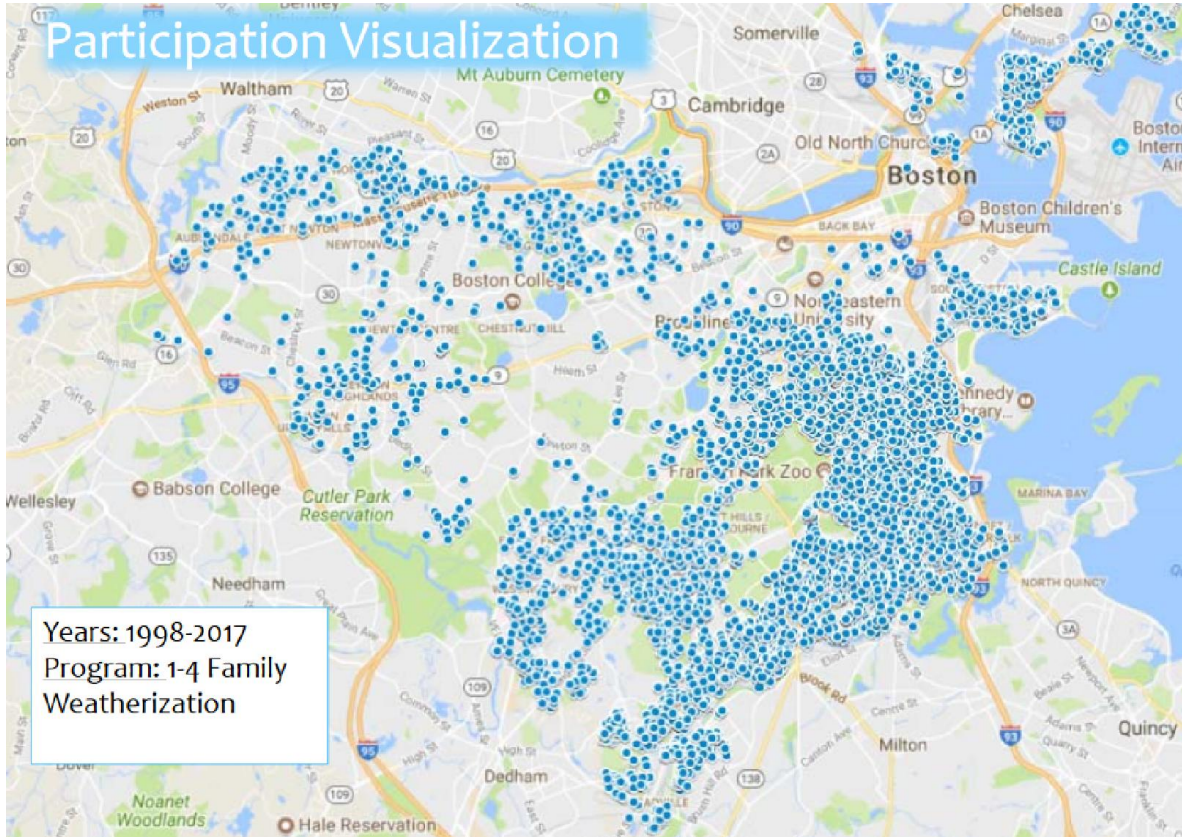
- What is the value of quality control?
- The percentage of households that receive quality control services in the market rate program is different than the low-income program. Why is this and what are the benefits of the low-income program doing it the way that it does?

► This information will allow us to better understand:

- The Low-Income Program's quality control protocols and standards
- The value of quality control
 - assessment of rate of quality of control vs. results
- opportunities to secure implementation cost effic
- The differences between the Low-Income program's quality control protocols versus the market rate program



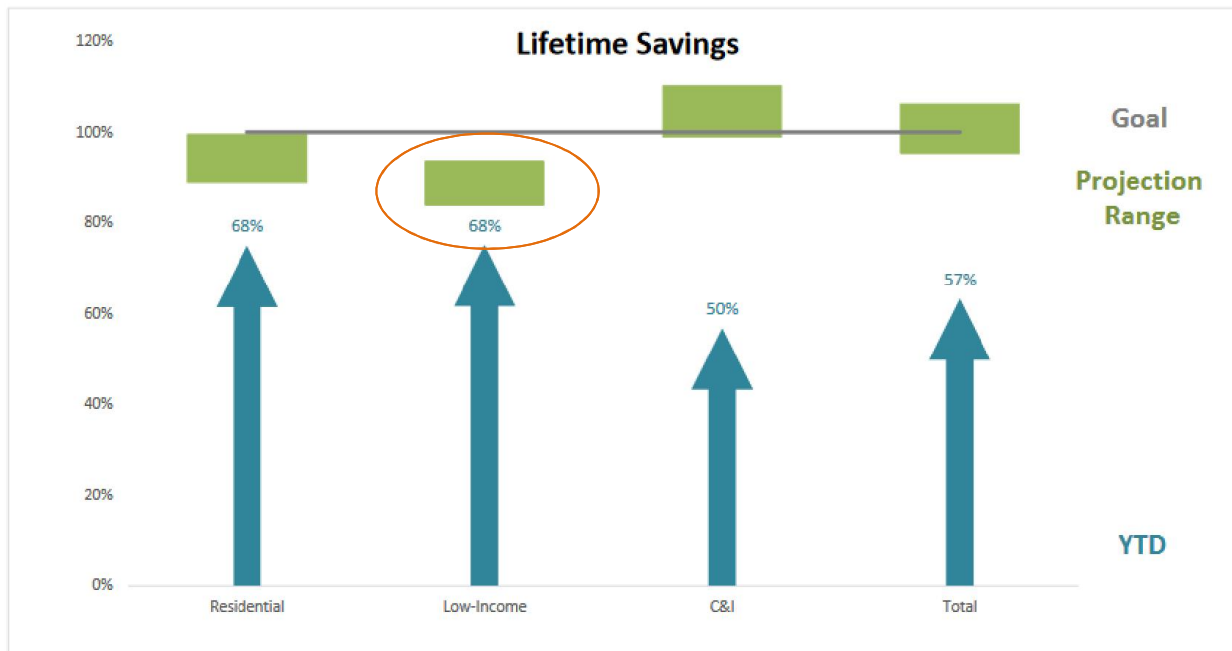
PARTICIPATION POTENTIAL



From Workshop #3

2017 YEAR END ELECTRIC SAVINGS FORECAST

Electric 2017 Year End Savings Forecasts



RESOURCES AND NEXT STEPS

► Resources

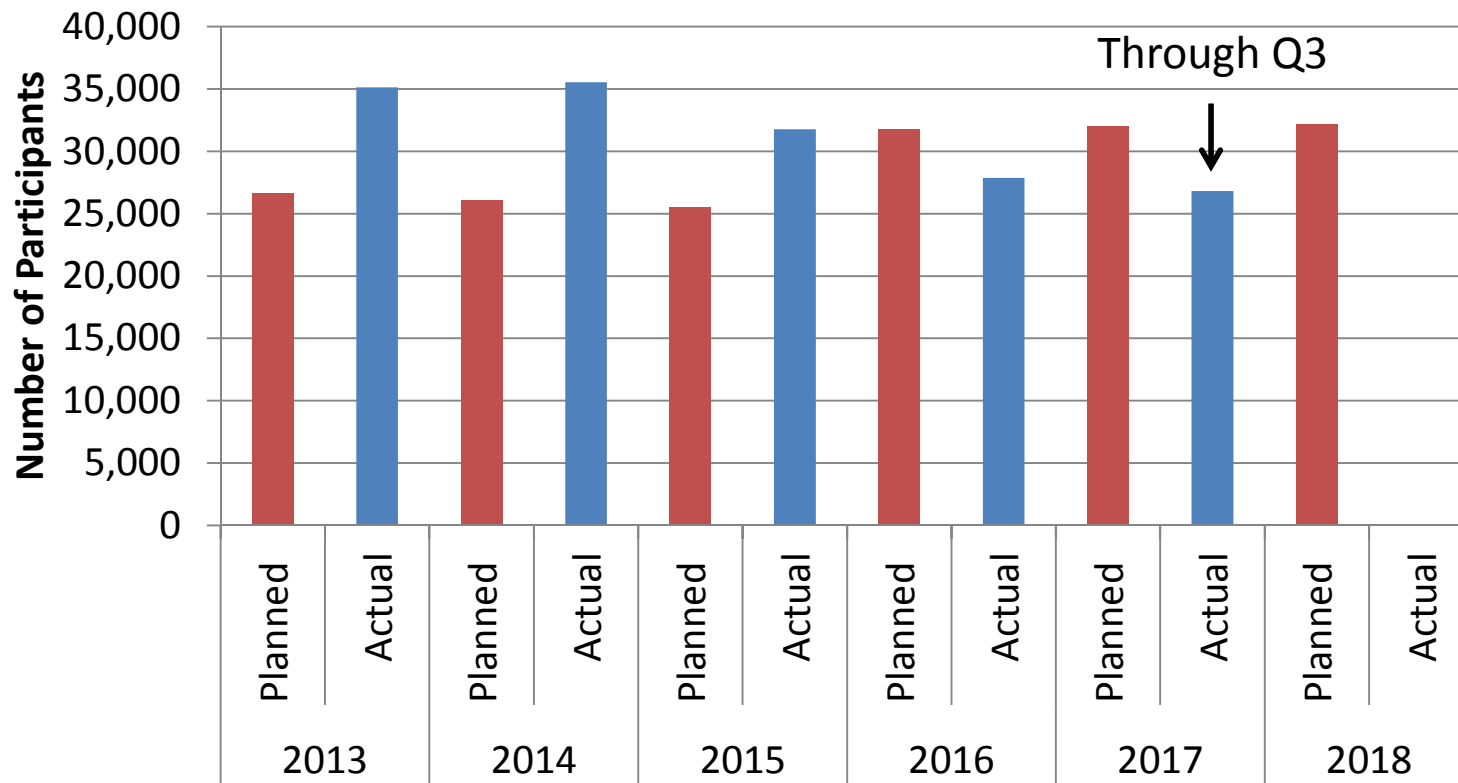
- Workshop #3 Low Income Program version 1.0 Briefing Document
- Workshop #3 Low Income Program Recommendations

► Next Steps

- January 30th to review and vote on LI Program Recommendations
- LEAN, with support from the consultant team will create a version 2.0 briefing document to provide a more in-depth overview of the low-income program.
- LEAN to create a GIS map documenting program impact and future potential and to support program planning
- Third-party process evaluation to be completed in 2018

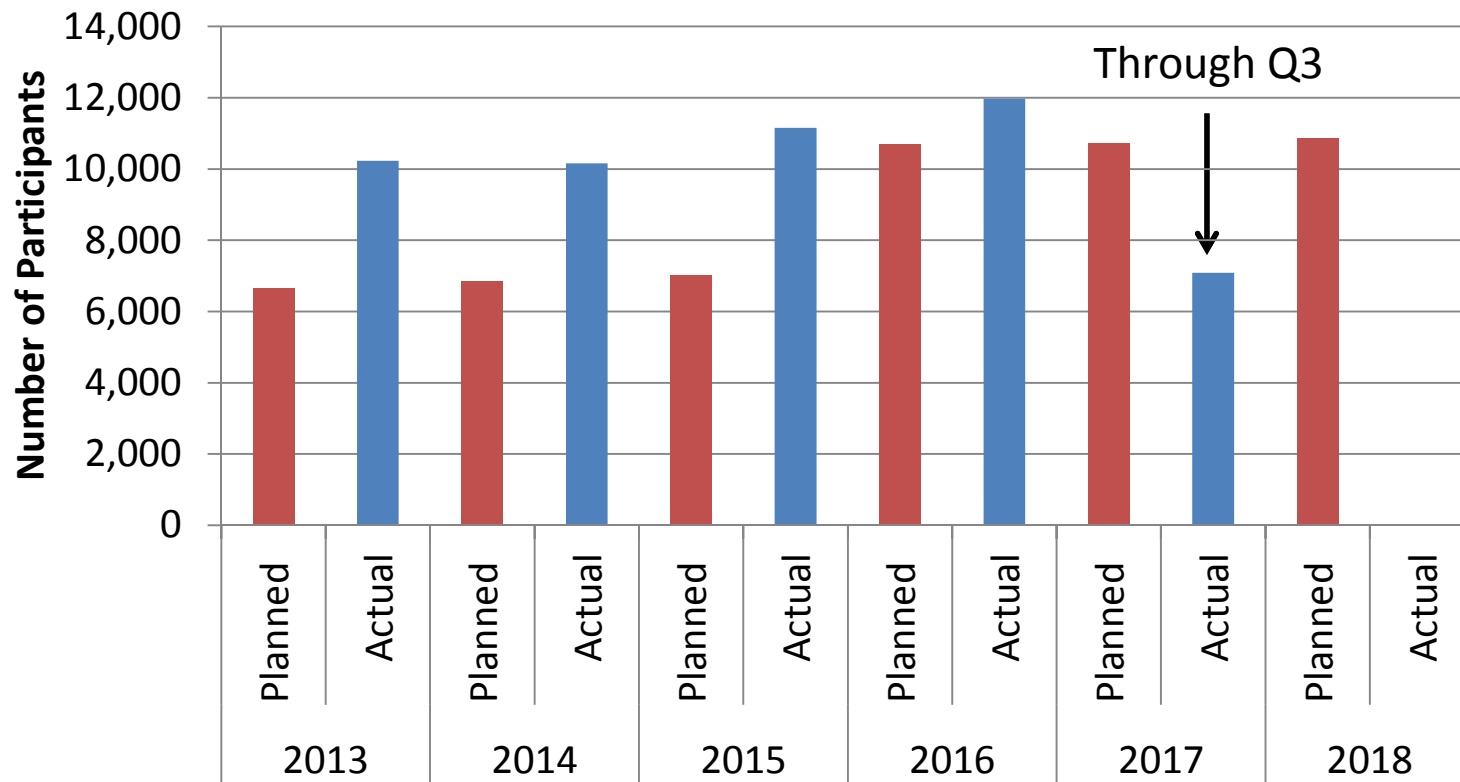
LOW INCOME ELECTRIC PARTICIPATION

Low Income Electric Program Participants



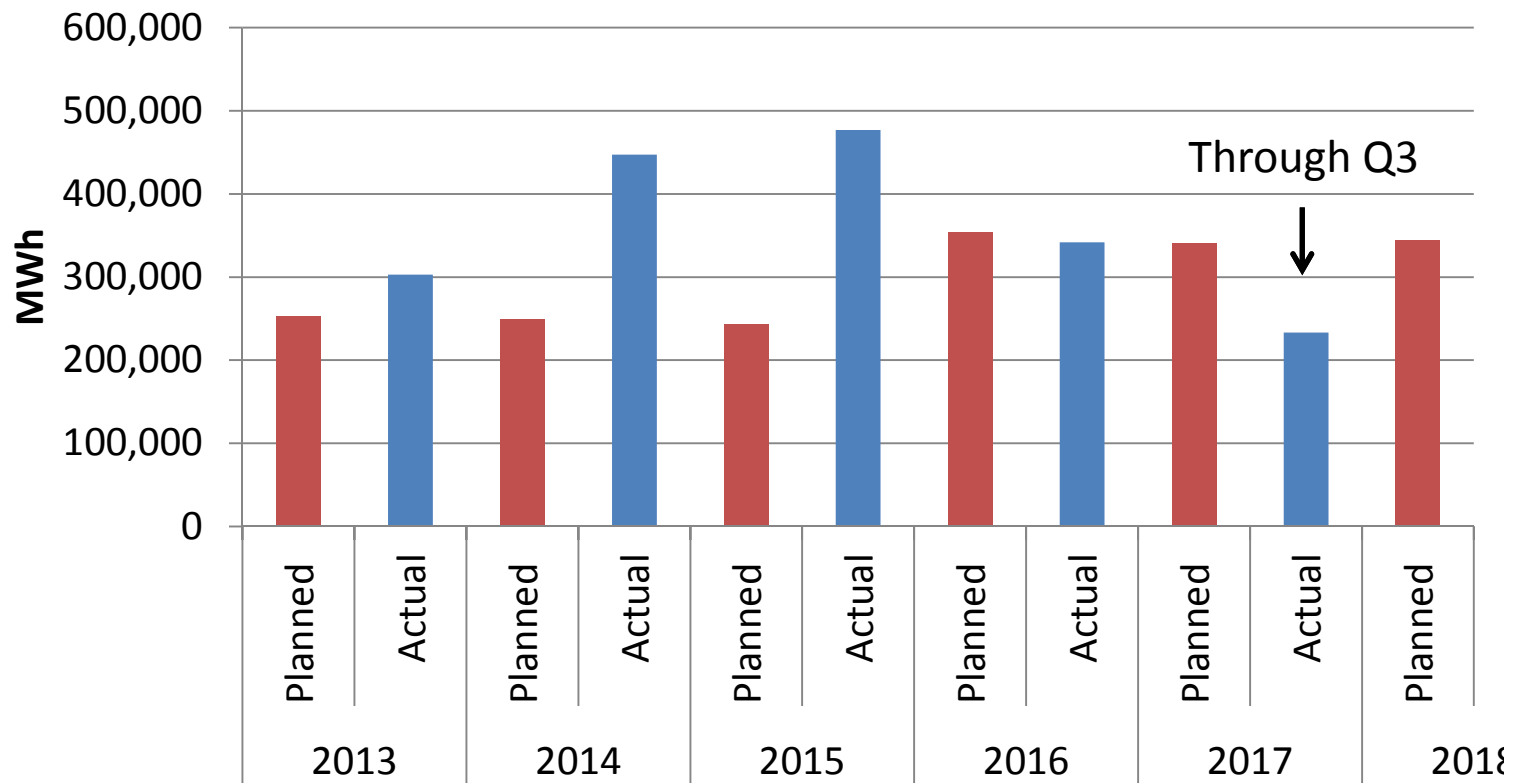
LOW INCOME GAS PARTICIPATION

Low Income Gas Program Participants



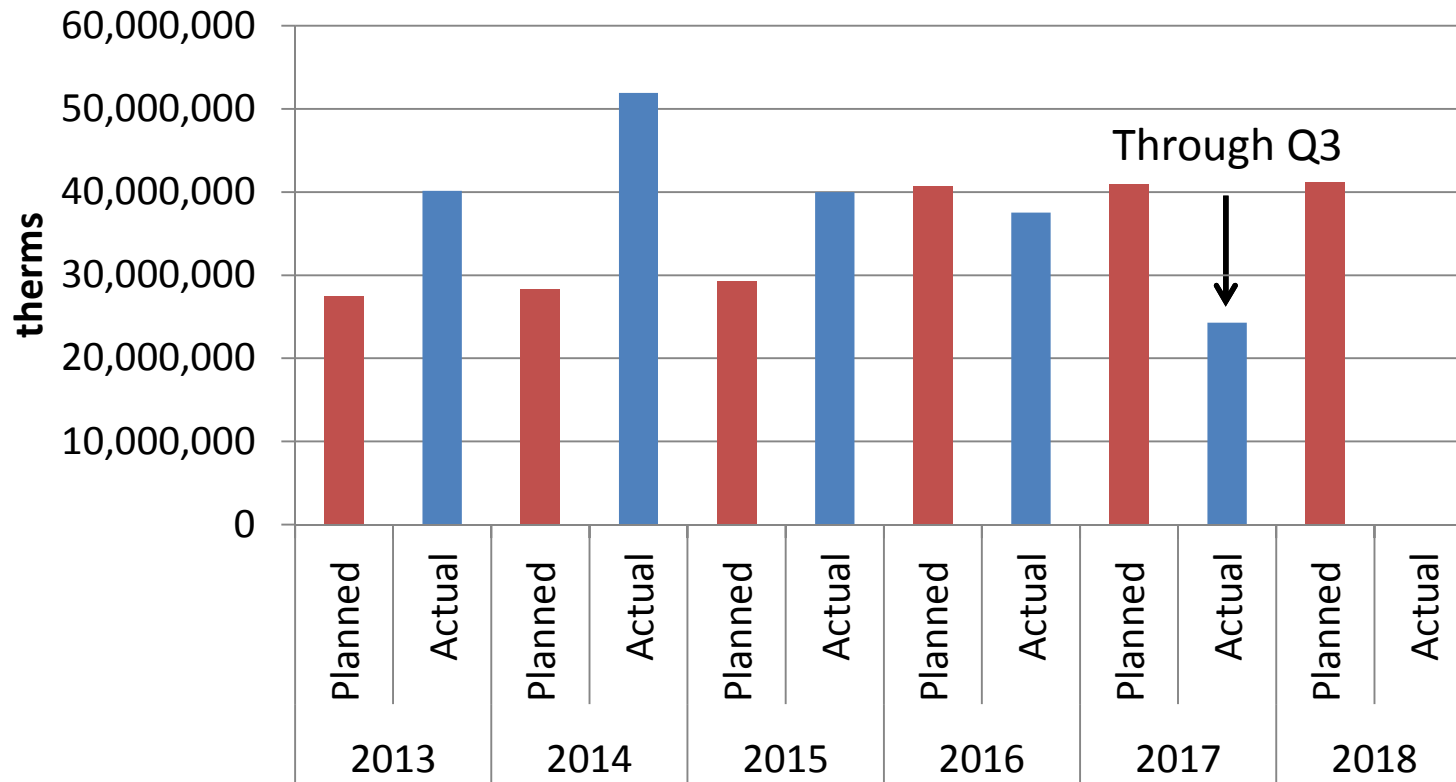
LOW INCOME ELECTRIC SAVINGS

Low Income Electric Program Lifetime Savings (MWh)



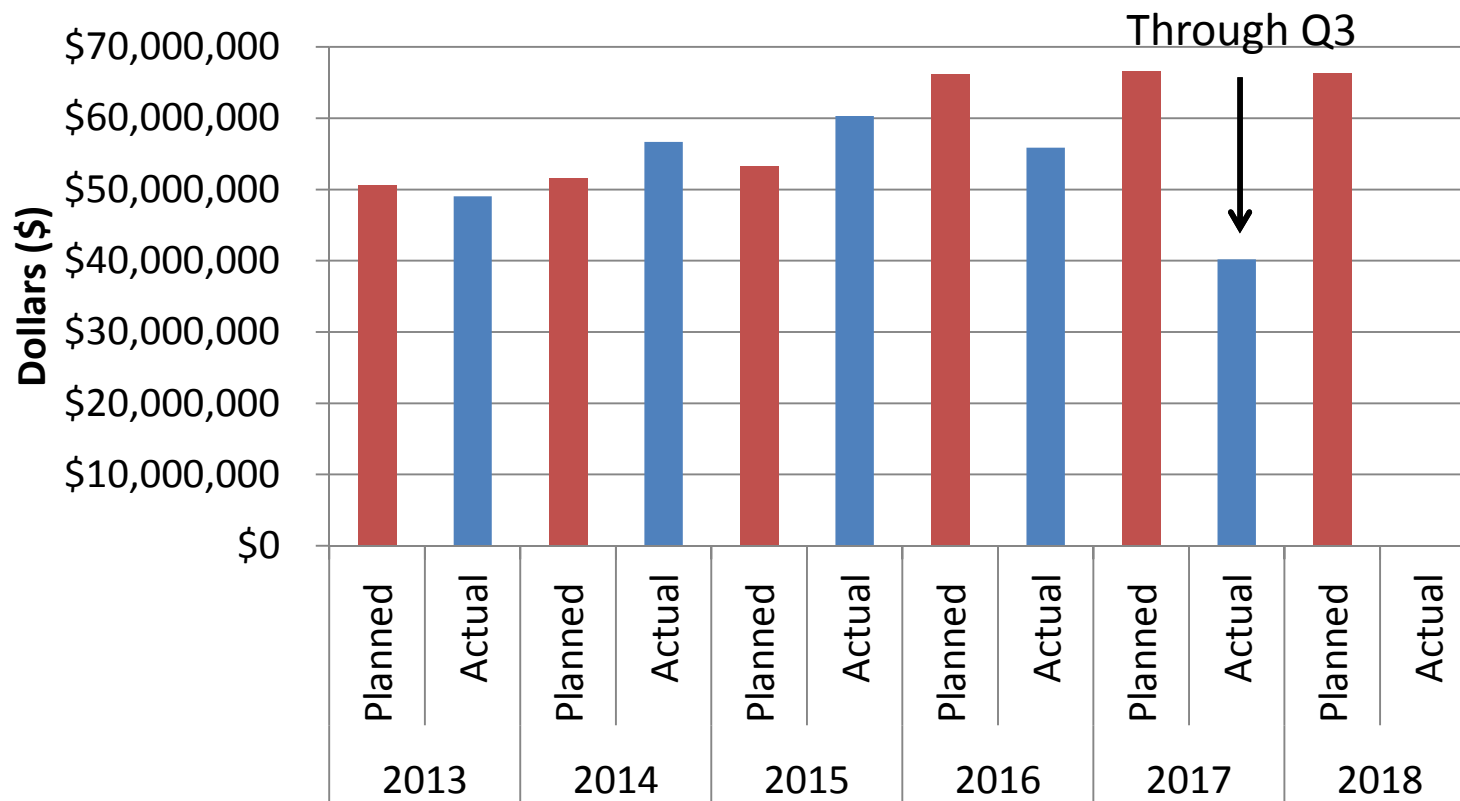
LOW INCOME GAS SAVINGS

Low Income Gas Program Lifetime Savings (therms)



LOW INCOME ELECTRIC EXPENDITURES

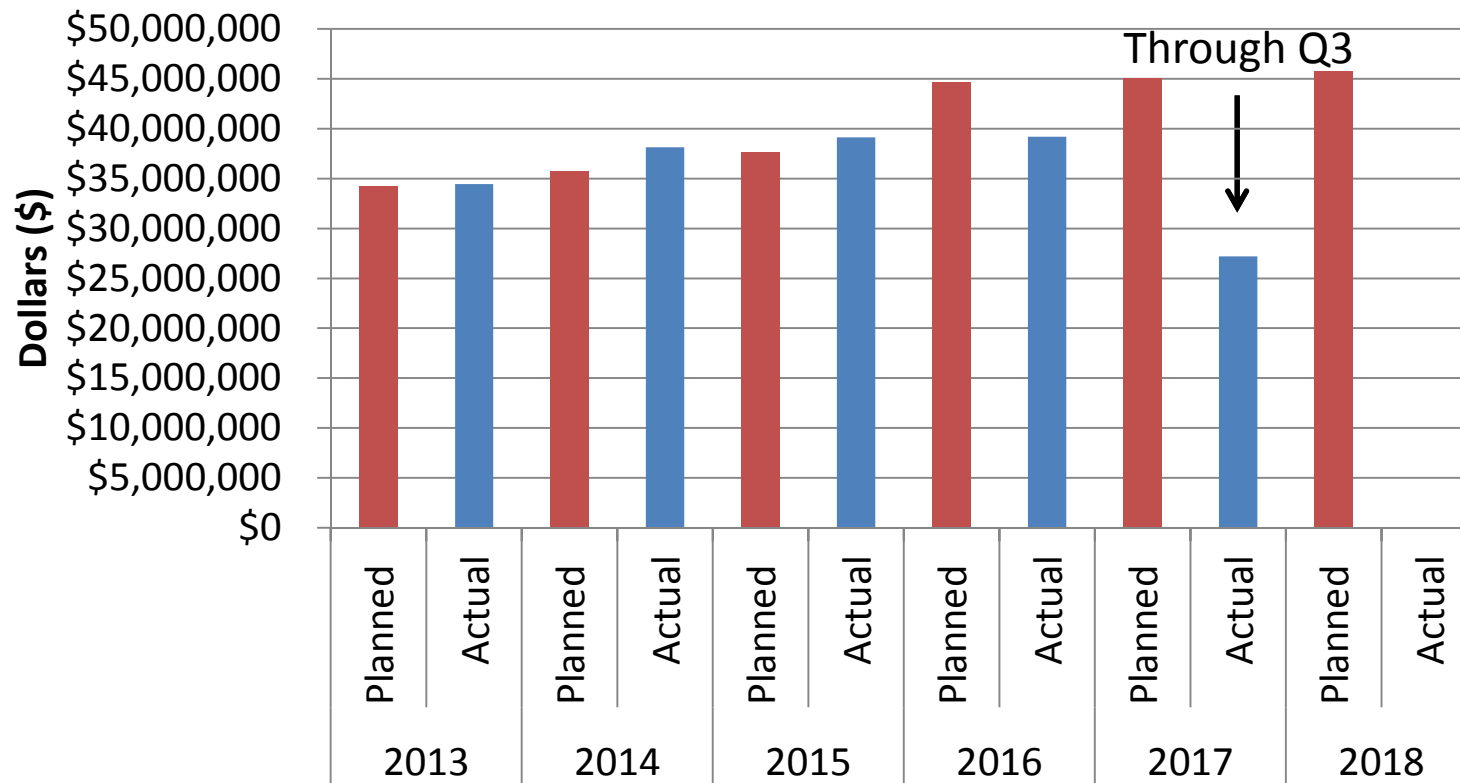
Low Income Electric Program Expenditures (\$)



LOW INCOME GAS EXPENDITURES

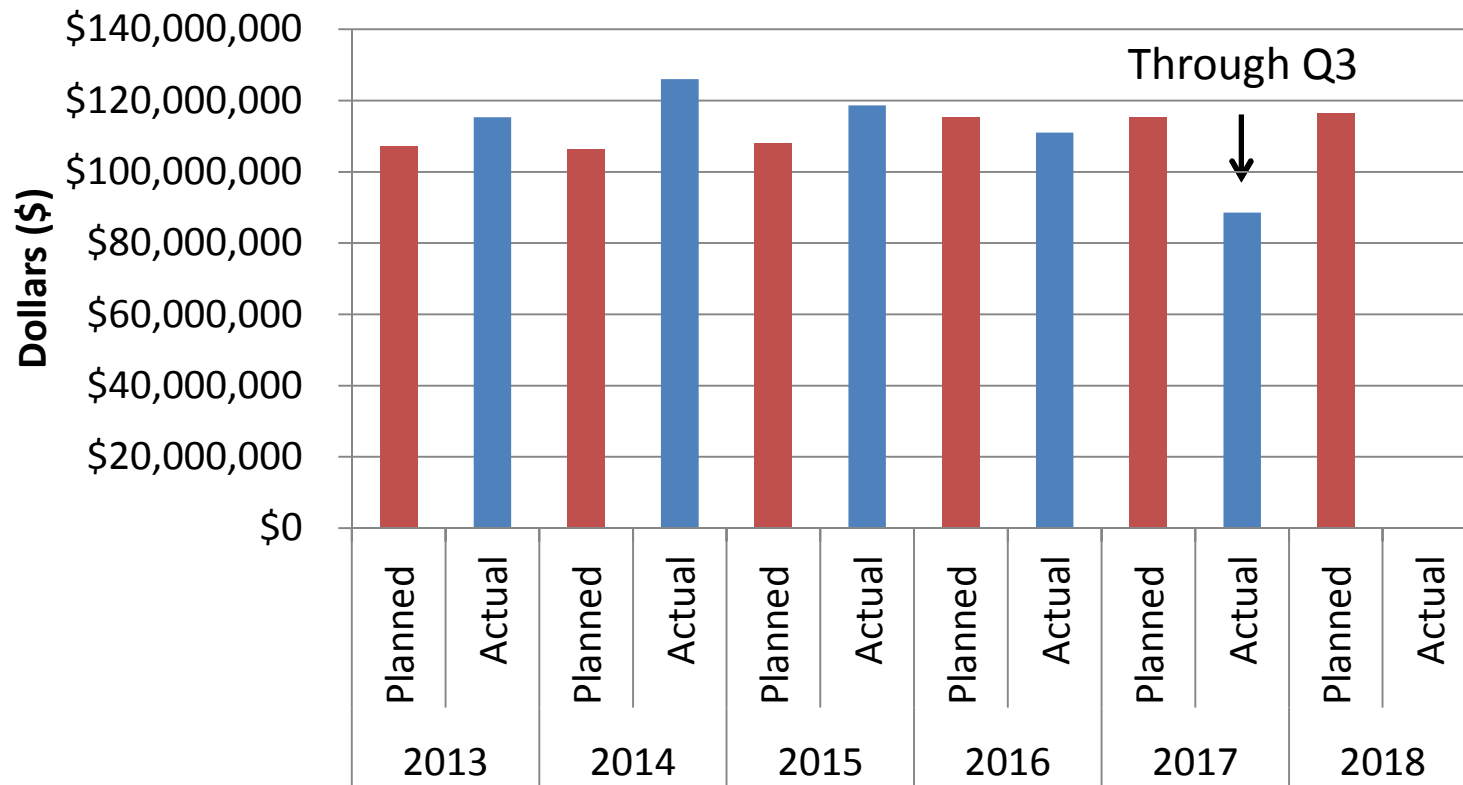


Low Income Gas Program Expenditures (\$)



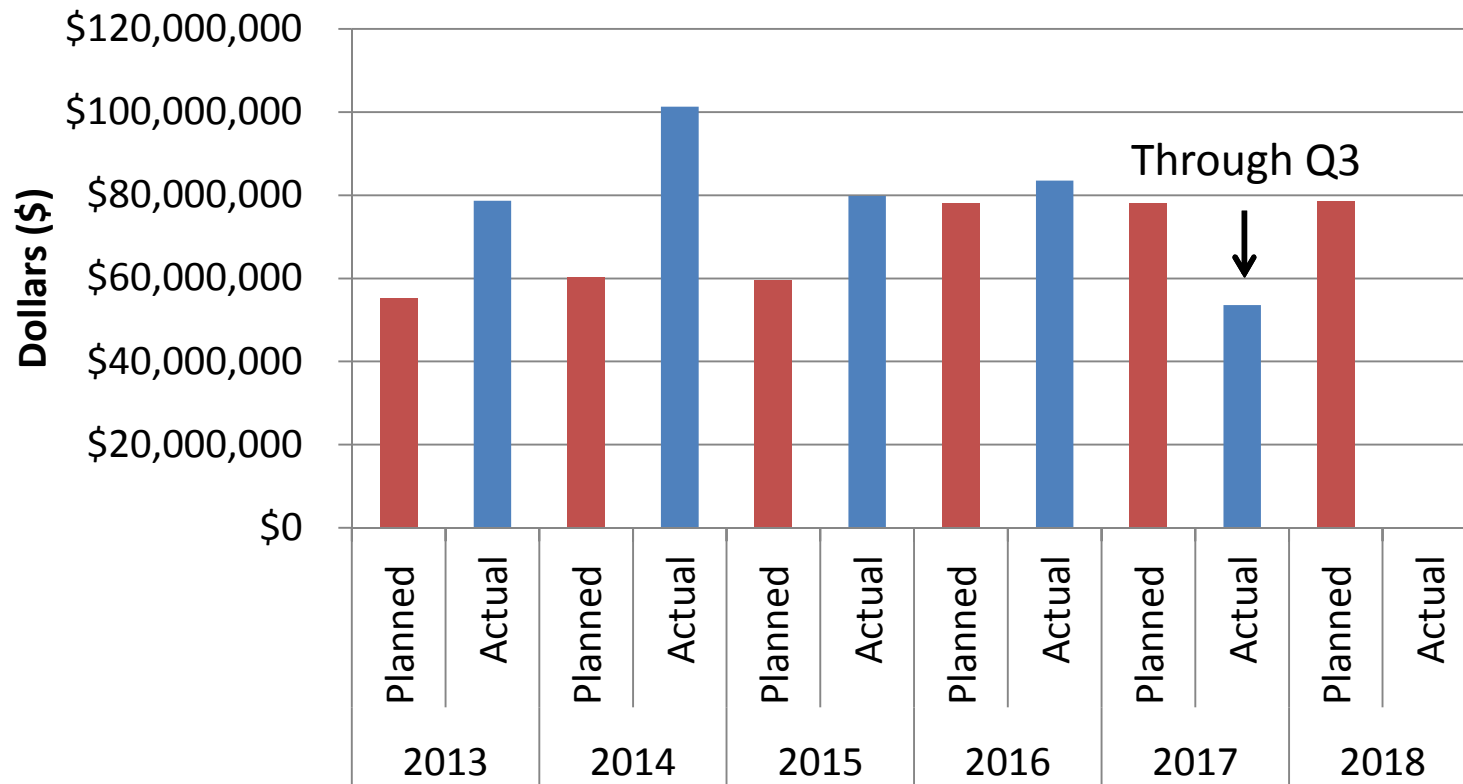
LOW INCOME ELECTRIC BENEFITS

Low Income Electric Program Benefits (\$)



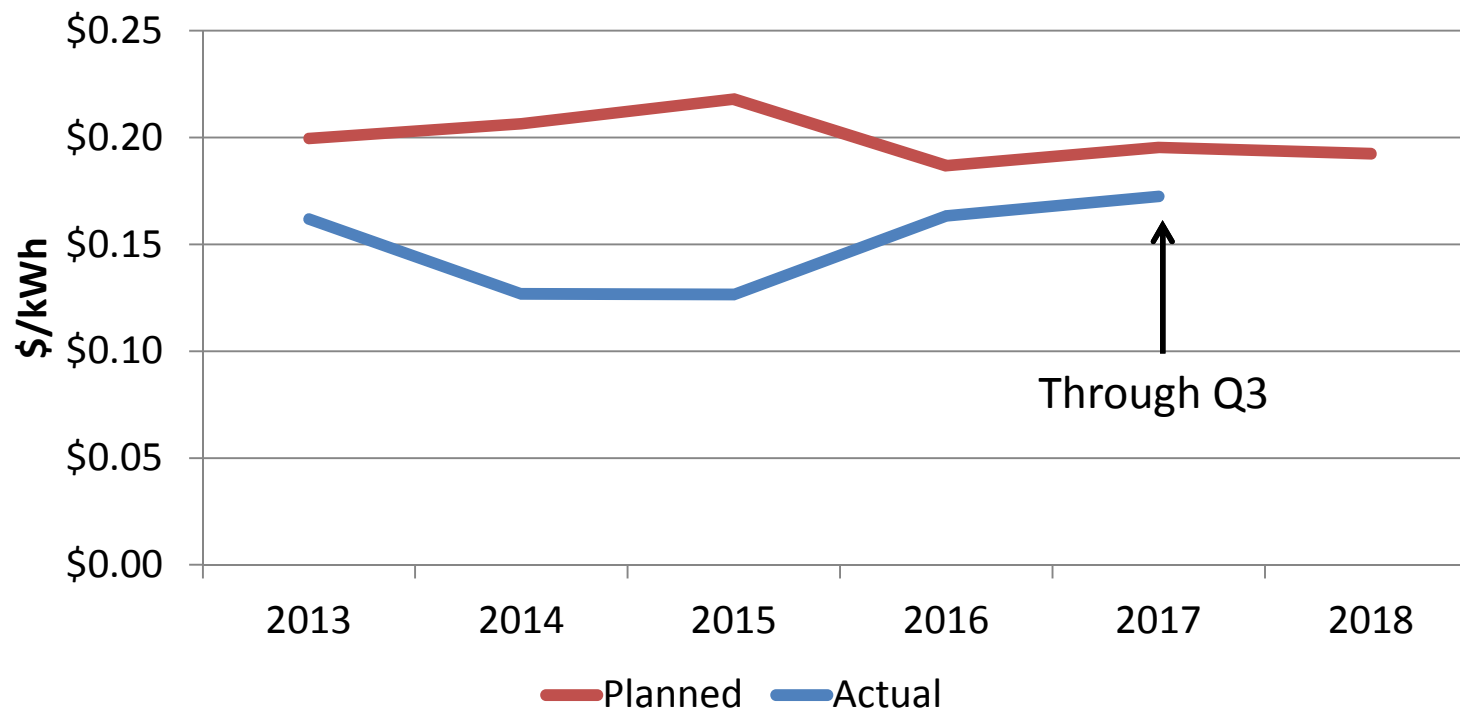
LOW INCOME GAS BENEFITS

Low Income Gas Program Benefits (\$)



LOW INCOME ELECTRIC COSTS TO ACHIEVE

Low Income Electric Program Lifetime Costs to Achieve (\$/kWh)



LOW INCOME GAS COSTS TO ACHIEVE

