



## MEETING MINUTES

Wednesday, August 19, 2020  
Virtual Meeting via Zoom

---

**Councilors Present:** Greg Abbe, Cindy Arcate, Jo Ann Bodemer (for Maura Healey), Amy Boyd, Cindy Carroll, Elizabeth Cellucci, Tim Costa (for Victoria Rojo), Justin Davidson, Maggie Downey, Paul Gromer, Frank Gundal, Charlie Harak, Elliott Jacobson, Paul Johnson, Deirdre Manning, Maggie McCarey (Chair), Cammy Peterson, Chris Porter, Robert Rio, Stephanie Terach, Mary Wambui, Sharon Weber (for Martin Suuberg), Patrick Woodcock

**Councilors Absent:** Michael Ferrante, Jane Lano, Andrew Newman

**Consultants Present:** Eric Belliveau, Adrian Caesar, Elizabeth Chant, Margie Lynch

**DOER Staff Present:** Colin Carroll, Emily Powers

---

### 1. Call to Order

McCarey, as Chair, called the meeting to order at 1:04 PM.

### 2. Public Comment

McCarey indicated that no public comment was submitted for the meeting.

### 3. Council Updates & Business

#### *Updated Virtual Meeting Procedure Review*

McCarey noted that the Zoom platform allows Councilors to mute and unmute themselves as necessary, but previous virtual meeting procedures still applied. McCarey reviewed the virtual meeting procedures, which included the following:

1. The Council meetings would be recorded
2. All attendees except for Councilors and presenters would remain muted for the duration of the meeting

3. Councilors would hold comments until the end of presentations, but Councilors and other participants should speak instead of using any chat functionality
4. Councilors who disconnect from meetings need to announce when they rejoin.
5. All Council votes would be taken by a roll call for accuracy.

McCarey announced the launch of the Commercial Property-Assessed Clean Energy (C-PACE) program, and that Powers would distribute all program documentation to the EEAC listserv.

Commissioner Woodcock stated that the Department of Public Utilities (DPU) has accepted Daily Dispatch as a full program offering, and that the Department of Energy Resources (DOER) would be opening the Clean Peak Energy Standard application portal.

McCarey outlined the schedule for Three-Year Plan workshops, with the New Construction topic on October 6<sup>th</sup>, Existing Buildings on October 27<sup>th</sup>, Income Eligible Services on November 5<sup>th</sup>, Workforce Development on November 10<sup>th</sup>, Equity in Existing Buildings on December 1<sup>st</sup>, overflow topics on December 15<sup>th</sup>, and additional Equity discussion with the Equity Working Group (EWG) on January 12<sup>th</sup>. McCarey said the goal will be to have the third-party workshop facilitator on board prior to the first workshop.

Peterson, as co-Chair of the EWG, said their work thus far has resulted in a framework for group operations and goals for improving equitable outcomes of programs. Peterson noted that the EWG is considering external groups, such as the Green Justice Coalition, for participation in meetings. Peterson also mentioned that the EWG will provide recommendations for the Three-Year Plan in writing to the program administrators (PAs) and during the upcoming workshops. Wambui added that the EWG will welcome all ideas for equitably serving underserved populations.

Weber asked how long the workshops would be, and how the listening sessions fit into them. McCarey said the workshops would each be a half day in length, and the listening sessions are meant to solicit feedback from outside stakeholders in close proximity to the workshop discussions. McCarey also said the workshops would likely be in the morning and listening sessions in the evening, but the facilitator's schedule may affect this timing.

Johnson was pleased to hear the Green Justice Coalition will be included in the EWG, but wondered why the first workshop topic is New Construction since Existing Buildings have more potential savings. McCarey said workshops with briefing documents that will take longer to develop were scheduled at later dates, which is why New Construction is the first topic.

### ***July 1, 2020 EEAC Executive Committee Meeting Minutes***

Bodemer mentioned she should be listed as an Executive Committee member instead of a meeting attendee. Boyd motioned to approve the minutes as amended. McCarey seconded. All were in favor, with none opposed or abstaining. The minutes were approved, as amended, by the Executive Committee.

### ***June 17, 2020 EEAC Meeting Minutes***

Manning motioned to approve the minutes as submitted. McCarey seconded. All were in favor, with none opposed. Bodemer abstained. The minutes were approved, as submitted, by the Council.

#### **4. Income Eligible Program Update**

##### ***Lean Presentation (Part 1)***

Wells, on behalf of LEAN, presented an update and review on Income Eligible Program implementation, as well as LEAN outreach and marketing, program funding mechanisms, and historical program achievement. Mary Knittle, with the Worcester Community Action Council, described the WCAC client base and energy efficiency staff, which features members with diverse language skills. Knittle noted that 59% of their prospective participants come from LIHEAP eligibilities and R2/R4 discount rate marketing, while 16% come from MassSAVE.

##### ***Council Discussion***

Arcate asked what determined customer participation, as a new account could move into a location where measures were already installed. Wells said if Income Eligible customers who previously received weatherization services move into a non-weatherized space, then they are eligible for that work again. Wells said LEAN tracks customer participation and migration within the state, but emphasized that eligible customers are a dynamic group.

Peterson said the mapping information was useful because it illustrated how dynamic the IES population is. Peterson asked if receiving weatherization or heating system upgrades meant a customer was served, and why some customers received heating system replacements before weatherization. Wells said weatherization is always prioritized before non-emergency heating system replacements, as this is the best way to install an appropriately sized system. Wells added that any customer who receives an audit is a participant, and once additional measures are installed they are recounted as participants.

Johnson was surprised that only 17-27% of accounts from 2013-2019 were new accounts, given the number of total new accounts Mass Save programs serve annually. Wells clarified these were just new customers on the R2/R4 Discount Rate during the 7-year analysis period.

Woodcock was pleased to see intersection between SNAP beneficiaries and LIHEAP customers, and asked if federal funds were being leveraged for heat pumps and other services. Wells replied that about \$5 million in federal funds were granted for weatherization, and there has been discussion with the Department of Housing and Community Development (DHCD) about allocating funds to heat pump installations. Since the full cost of weatherization and heating system replacement would be about \$15,000 for a single-family unit, Wells added that the level of federal funds received would determine whether all these services could be offered effectively.

Abbe wondered how many touchpoints customers have with people over the course of the client journey. Wells responded that initial LIHEAP applications require in-person contact, as well as two to three or more instances of customer contact with auditors.

##### ***Lean Presentation (Part 2)***

Wells continued the LEAN presentation with a breakdown of Income Eligible participation sorted by income level and heating electrification considerations. In addition, Wells discussed demographic data for Income Eligible clients served in Chelsea, Brockton, Springfield, Lawrence, and Boston in 2019.

### ***Consultant Team Presentation***

Chant, on behalf of the C-Team, presented opportunities for improving Income Eligible Services through expanding access beyond R2/R4/LIHEAP, targeting small Multifamily buildings, and synchronizing data systems. Chant also described methods to reduce barriers to customer participation, which included self-certification of income, geographic designation/affordable rent levels as indicators of Income Eligible status, and intersectional approaches to identifying customer barriers.

### ***Council Discussion***

McCarey asked about the challenges to weatherizing multifamily buildings since there were more heating system replacement jobs conducted. Wells indicated that larger multifamily buildings are usually concrete do not require weatherization services. McCarey wondered if there were technical barriers to insulating these buildings. Wells suggested that the cost-effectiveness is the biggest challenge, as the current insulation techniques for these buildings are quite costly, but will likely become cost-effective over time.

Harak asked what safeguards against rent increases and evictions were in place for occupants in Naturally Occurring Affordable Housing (NOAH) units. Wells said that landlords enter agreements maintain rent prices for a fixed period after upgrades are installed, and these agreements would hold up in court to protect residents. Harak asked how self-certification would work since any Department of Energy (DOE)-funded projects would bar this. Chant said this is an issue since the most restrictive provisions often apply to the entirety of projects, but funding will be decoupled wherever possible to allow for self-certification. Harak also commented that random validation of self-certified income was a complex system and cautioned against wrongly serving ineligible customers.

Gromer asked if residents in one household participating in multiple programs are counted as participants multiple times. Wells indicated each activity within a utility gets counted, but it may happen at different times in different databases. Unless databases between utilities were shared, Wells said it would be impossible to sync participation data in real time, but impacts of measures on households are still accurately captured.

Commissioner Woodcock noted that participation logistics are a challenge across all energy programs, including renewable energy programs. Commissioner Woodcock indicated the Solar Massachusetts Renewable Target (SMART) program is now available for all environmental justice communities that meet Income Eligible standards, which will increase access to renewables for underserved groups.

Weber expressed interest in seeing customer participation in Gas programs by city, as such a mapping would illustrate which environmental justice communities have been reached and may

help inform fuel switching efforts. Wells said this analysis can be done for Gas customers, with the caveat that natural gas is not available statewide.

Abbe asked what proportion of HVAC replacements were due to poor system maintenance as opposed to replacement on burnout. Abbe also wondered how many customers who were served in the past now require HVAC system replacements. Wells indicated that most replacements occur when there are more efficient, cost-effective systems available, and not when systems have been poorly maintained. Abbe said difficulty in educating Income Eligible customers, especially renters, on system maintenance practices can result in increased numbers of premature equipment failures. Wells noted that multifamily property owners sign agreements to maintain heat pump systems according to best practices.

Wambui appreciated the additional demographic breakdowns and information on specific cities, as this data informs efforts of the EWG to include supplemental indicators of poverty. Wambui agreed with Abbe's concern about investing in HVAC upgrades without investing in monitoring and maintenance. Wells said it may be possible to calculate the cost monitoring before installation, but the burden of maintenance would still have to be handled.

Johnson thanked Chant and Wells for the presentation, and noted that LEAN auditors are very efficient with coordinating jobs.

McCarey said Councilors should email her and Powers their unanswered questions, especially since the Equity/Income Eligible workshops are approaching.

Peterson asked what tools are needed to consider climate commitments and promote electrification. Wells said that since this is a market transformation comparable to the lighting market, statewide customer education will be required to shift how people think about heating. Wells added that funding and cost-effectiveness will also be important variables in promoting electric heating and meeting climate goals.

Arcate asked how expanding Income Eligibility requirements would be funded, given 100% if IES budgets are typically spent under existing income requirements. Chant said the proposed changes are meant to allow equitable access to programs. McCarey noted that any additional budget would still be spent on cost-effective measures.

## **5. Mass Save Program Implementation During COVID-19**

### ***Program Administrator Presentation***

Porter, on behalf of the PAs, provided updates on VHEAs in Residential programs and new opportunities for PAs to assist customers meet indoor air quality (IAQ) standards. Porter noted that over 10,000 weatherization jobs are in the contractor pipeline, the 100% insulation incentive has been extended, and initial results of VHEA scope accuracy look promising. Porter clarified that the PAs are not seeking to invest in IAQ in ways that do not yield cost-effective energy savings, but they are seeking to leverage external funding wherever feasible.

### ***Council Discussion***

Peterson encouraged the PAs to leverage the regional planning agencies to promote the upcoming webinar and disseminate information about HVAC/IAQ considerations. Peterson was also happy to see a focus on deeper measures that can be deployed while buildings are not in use due to COVID-19.

## **6. Adjournment**

McCarey, as chair, adjourned the meeting at 4:16 PM.