



## MEETING MINUTES

Wednesday, September 16, 2020  
Virtual Meeting via Zoom

---

- Councilors Present:** Marie Abdou (for Chris Porter), Cindy Arcate, Jo Ann Bodemer (for Maura Healey), Amy Boyd, Cindy Carroll, , Tim Costa (for Victoria Rojo), Justin Davidson, Maggie Downey, Brian Greenfield (for Frank Gundal), Paul Gromer, Charlie Harak, Elliott Jacobson, Paul Johnson, Jane Lano, Deirdre Manning, Maggie McCarey (Chair), Cammy Peterson, Robert Rio, Stephanie Terach, Mary Wambui, Sharon Weber (for Martin Suuberg), Patrick Woodcock
- Councilors Absent:** Greg Abbe, Elizabeth Cellucci, Michael Ferrante, Andrew Newman
- Consultants Present:** Eric Belliveau, Adrian Caesar, Adam Jacobs, Margie Lynch
- DOER Staff Present:** Rachel Evans, Ian Finlayson, Emily Powers
- 

### 1. Call to Order

McCarey, as Chair, called the meeting to order at 1:03 PM.

### 2. Public Comment

#### ***John Moore – New England Solar Hot Water***

Moore, on behalf of New England Solar Hot Water, indicated that increased solar incentives are needed to keep solar hot water installers active in 2021. Moore noted that the solar hot water industry has created jobs, produced energy savings, promoted electrification efforts, and resulted in carbon emission reductions the past decade. Given low fuel prices and the potential expiration of three solar incentives for property owners in 2021, Moore requested support for the extension of solar incentives and inclusion of solar hot water rebates in Mass Save programs.

#### ***Steve Cowell – E4TheFuture***

Cowell noted that a study of fifteen states and their roadmaps toward achieving climate goals has been contracted. Cowell also commented that good progress has been made on a multi-party heat pump study that should yield survey results from contractors and consumers soon.

### ***Susan Olshuff – Ener-G-Save***

Olshuff announced that the Mayor of Springfield will be proclaiming October as Energy Efficiency (EE) Month, and asked for a status update on incentive offerings that may be expiring at the end of September. Olshuff said the status of these offerings will affect promotion efforts.

### **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.

Powers presented the draft Workshop Schedule. McCarey informed the Council that the first workshop was postponed to October 27<sup>th</sup>, but all topics remain unchanged. Powers is also working on developing a page on the EEAC website that will provide information on how to engage in the 3YP process and workshops and listening sessions. This should be up before the October meeting.

#### ***July 15, 2020 EEAC Meeting Minutes***

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

#### ***August 5, 2020 EEAC Executive Committee Meeting Minutes***

Boyd motioned to approve the minutes as submitted. Jacobson seconded. All were in favor, with none opposed or abstaining. The minutes were approved, as submitted, by the Executive Committee.

#### ***August 19, 2020 EEAC Meeting Minutes***

Peterson motioned to approve the minutes as submitted. McCarey seconded. All were in favor, with none opposed or abstaining. The minutes were approved, as submitted, by the Council.

### **4. Residential Program Updates**

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

Lynch, on behalf of the Consultant Team (C-Team), provided an update on 2022-2024 Planning for Residential programs. Lynch reviewed Residential electric and gas savings trends, key

elements from 2017 Residential Three-Year Planning workshop discussions, and new strategies needed to reach future program and state policy goals.

### ***Council Discussion***

Johnson wondered what best practices in technology use and data management in other states could be successful in Massachusetts. Lynch cited the Tennessee Valley Authority's web portal, which allowed all program stakeholders to input and export data on incentives, program performance dashboards, and other information. Lynch also referenced an Arizona Public Service portal, built by the same vendor used for the Massachusetts online assessments, that included billing information to provide customized recommendations to customers. Lynch reminded Johnson that these technology examples were from 2017, so there were likely more advanced tools available now. Johnson asked for a clarification between single measure and comprehensive improvement options. Lynch responded that customers could receive a rebate for installing a single measure, or receive multiple rebates tied to multiple measures in a comprehensive upgrade. Johnson said comprehensive incentives have been available and asked why they were mentioned in the presentation. Lynch replied that comprehensive incentives have been offered to an extent, but referenced pay-for-performance incentives as something missing from Mass Save programs. Lynch added that audits provide comprehensive recommendations, but the improvements are not always installed comprehensively, especially in the Residential Retrofit program. Johnson asked if pay-for-performance incentives should be included in future programs. Lynch said pay-for-performance warrants exploration in the future. McCarey said DOER has tested performance-based incentives in a pilot, and the lessons learned can be disseminated after discussion with PAs.

Boyd commented that the status update on whether 2017 recommendations were implemented was helpful. Boyd was also very disappointed that an all-electric New Construction path does not exist. McCarey indicated that DOER similarly supports an all-electric New Construction path.

McCarey suggested discussion on technological innovation should be included in the workshops, especially since the PAs use different software providers and should collaborate where possible.

Wambui said affordable housing needs and environmental benefits need to be considered when discussing all-electric New Construction. Since affordable housing tenants normally cover electric bills while receiving assistance for other utility bills, this arrangement would need to change in all-electric buildings.

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

Formica, Heneghen, Cote, Eckel, Mazuera, and Kane, on behalf of the PAs, presented updates on municipal partnerships, workforce development, participation barrier mitigation, Virtual Home Energy Assessments (VHEAs), and residential project pipelines.

### ***Council Discussion***

Wambui emphasized that EE framework needs to shift to actually include equity. Wambui cited that the request for quote (RFQ) for workforce development did not adequately address equity, systemic racism, or gender discrimination, which would further exclude minority and women-owned business entities (MWBES) as in the past. Wambui added that racial minorities, limited

English proficiency (LEP), and other underserved customers are impacted most negatively by failure to address inequity in Mass Save programs. Formica suggested that the PAs would continue to work with stakeholders to include MWBEs in the EE space and reach underserved customers. Wambui stated that MWBEs already exist in the EE space, but they have not been given fair work opportunities within programs. As a person of color, Wambui described personal frustration over the fact that equity has been discussed for the past decade in Council meetings, but significant progress has not been made. McCarey suggested that the Workforce Development workshop include ways to ensure both development and procurement efforts do not exclude MWBEs.

Peterson seconded Wambui's and McCarey's comments, and was eager to see expanded participation in the municipal partnerships. Peterson asked if the VHEAs were effective in reaching underserved populations, and wanted to see virtual auditing applied to C&I and municipal buildings.

Johnson asked where 65,000 "hard to reach" customers were reported. Formica noted that this number stemmed from monthly activity reports and data on outreach efforts provided by communities. Johnson indicated that over half of contractor companies were operating at lower capacity, despite the fact that only 5% went out of business. Johnson also noted that change orders, in which project costs increase due to unforeseen upgrades, will be problematic once enhanced incentives are no longer available. Cote noted that the PAs can provide data on change orders, but suggested that change orders can be a result of both virtual audits and in-home audits. Johnson commented that the enhanced weatherization incentives should not be dropped directly to 75% because contractors would avoid adding extra crews and customers may face issues with change orders.

Boyd was encouraged by the data on contracts resulting from VHEAs, and asked which participants received training in participating municipalities. Formica indicated the municipal partners select community workshop topics, for which the PAs help develop content and conduct outreach efforts. Boyd asked if the increased conversion rates from April-August 2020 compared to 2019 specifically applied to renters. Formica said contracts initiated by both renters and landlords were included in this comparison.

Weber suggested that tracking customer outreach metrics, such as the number of multilingual auditors, over time will be necessary to reach LEP and other underserved customers. Weber was also disappointed that the electric vehicle charging pilots were not included in the presentation. McCarey said the electric vehicle pilot will be included in active demand response presentations in the October Council meeting and workshops.

Bodemer asked for virtual audit participation data broken out by residential building type, income status, and renter status. Mazuera said the Equity Working Group received data that included renter status, but the PAs have not yet provided VHEA data sorted by building type. Eckel suggested that more granular geographic data for VHEAs and insulation offer uptake can be shared. McCarey said this data is crucial to present, as it would illustrate whether uptake is lacking in certain areas.

Wambui was frustrated that participation data by city was not presented during the meeting, despite the fact that it was requested at previous Council meetings. Formica said the PAs want to collect and process the geographic data correctly prior to presenting it. McCarey clarified that the information request includes virtual audit, contract, and job completion data organized by zip code. Bodemer added that building type, renter status, and income status should be included. Johnson agreed that this data should be presented during the October Council meeting.

## **5. Quarterly Report: Q2 2020**

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

Menges and Greenfield presented comparisons of Q2 YTD electric and gas savings, spending, and benefits data for 2018-2020, as well as carbon emissions reductions. Menges noted that 2020 gas portfolio was tracking closer to 2019 values through Q2 than electric. Greenfield predicted that Q3 results would be higher due to adaptation to COVID conditions, but the PAs were unable to produce reliable year-end projections due to COVID-related uncertainty.

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

Belliveau suggested that COVID-19 impacts may lessen over time, and urged Councilors to bear that in mind for the 2022-2024 Three-Year Planning process. Jacobs presented C&I KPIs including lighting projects with controls, custom HVAC savings by PA and fuel, and small business turnkey program performance, LED streetlight conversions, and heat pump installations from 2019 to date.

## **6. Adjournment**

McCarey, as chair, adjourned the meeting at 4:03 PM.