MA ENERGY EFFICIENCY ADVISORY COUNCIL

MEETING MINUTES

Wednesday, September 17, 2025
Virtual Meeting via Zoom

Councilors Present:	Greg Abbe, Commissioner Elizabeth Mahony, Brian Beote, Kyle Murray, William Rose, Sharon Weber, Brooks Winner, Martijn Fleuren, Mary Downs for Cindy Carroll, Margaret Song (for Maggie Downey), Kate Peters, Chris Porter, Stephanie Terach, Jillian Winterkorn, Robert Rio, Audrey Hettinger, Paul Johnson, Steven Miller, Alexis Washburn, Michael Ferrante
Councilors Absent:	Daniel Leary, Meg Lusardi, Mary Wambui, Tim Costa
Consultants Present:	Adrian Caesar, Gretchen Calcagni, Griff Keating, Margie Lynch
DOER Staff Present:	Ina Dasso, Jo Ann Bodemer, Rachel Evans, Ian Finlayson, Paul Ormond

1. Lunch & Learn: Building Energy Codes 101

Department of Energy Resources (DOER) Presentation
Finlayson and Ormond, on behalf of DOER, presented an overview of the Massachusetts Building Energy Code, energy code goals, the different types of energy codes, and alignment with Mass Save.

Participant Discussion
Mary Gard asked about incentives for multifamily complexes that seek to install amenities such as gas firepits or grills. Gard said that this is an example of a gap in an otherwise electrified system which prevents a complete transition from gas. Finlayson responded that the specialized code does not ban gas, it just incentivizes electrification in the same way that Mass Save does. Finlayson noted that the code allows for gas amenities, but the addition of a gas element could incur a reduction in incentives from that program. Finlayson stated that the goal of a market transformation program is to move the industry as a whole into electrification.

Stephen Cowell asked how the Massachusetts energy code compares to the most recent New York code, and he asked how to best communicate that electric costs are lower than gas costs. Finlayson replied that while the New York code amends the standard IECC code, it does not utilize thermal codes in the way that Massachusetts has. Finlayson added that the New York code focuses on electrification, and the Massachusetts code focuses more on grid benefits, ratepayer

impacts, and thermal codes. Regarding the managed gas transition, Finlayson said that it is a broad question, and the state has a variety of ongoing efforts to address it.

2. Call to Order

Bodemer, acting on behalf of the Chair, called the meeting to order at 1:00 PM.

Virtual Meeting Procedure
Bodemer reviewed the virtual EEAC meeting procedure:

1. The Council meeting will be recorded, for administrative purposes only.
2. All attendees except for Councilors and presenters will remain muted for the duration of the meeting.
3. Councilors should hold comments until the end of presentations, but Councilors and other participants should speak instead of using any chat function.
4. Councilors who disconnect from meetings need to announce when they rejoin.
5. All Council votes will be taken by roll call.

3. Public Comment

Stephen Cowell (Northeast Energy Efficiency and Electrification Council)
Cowell stated that he had filed written comments as well. Cowell said that the Healey administration's affordability legislation has great points to it, but there are pieces that require deeper analysis, such as adding decarbonization to Mass Save and transitioning the gas charge to electric utilities. Cowell suggested that the EEAC discuss adding demand response and renewable energy measures to the programs if climate goals are added to Mass Save. Cowell said that funding Mass Save through bonds instead of utility funds will create higher costs long-term.

4. Council Business and Updates

July 9 Executive Committee Meeting Minutes
Bodemer asked if the Executive Committee had any revisions to the July EEAC Executive Committee meeting minutes. No Executive Committee members proposed edits. DOER, as Chair of the Executive Committee, approved the July EEAC Executive Committee meeting minutes as submitted.

July 23 EEAC Meeting Minutes
Bodemer asked if the EEAC had any revisions to the July EEAC meeting minutes. No Councilors proposed substantive edits. DOER, as Chair of the Council, approved the July EEAC meeting minutes as submitted.

DOER Updates
Bodemer announced that the October EEAC meeting will take place in person at the new Massachusetts Department of Transportation headquarters in Worcester, and DOER will provide additional information via email. Bodemer said that Councilors must attend in person, but members of the public can participate virtually. Bodemer announced the appointment of two new

commissioners to the DPU, including a new chair, both of whom possess expertise in energy efficiency.

Program Administrator (PA) Updates
Porter and Peters, on behalf of the PAs, provided updates on the C&I heat pump incentives, weatherization contractors, and supplier engagement summits.

Johnson said that the sixteen contractors who did not receive bids have been in business for a substantial period, and working with Mass CEC may not be beneficial. Johnson asked if the PAs have been in communication with these contractors and if there is a plan to retain their services. Peters said that the Lead Vendors have met with all of the Independent Insulation Contractors, and what the contractors decide to pursue with their business is ultimately their decision. Peters said that the PAs are providing as much support and resources as possible.

Commissioner Mahony said that there is higher attention to budget in this plan, so there have been programmatic changes to stretch out funds over the full term without exceeding budget. Commissioner Mahony said that the PAs, the contractors, and the EEAC have done an excellent job of attracting populations who have previously not participated, and this momentum has resulted in faster spending. Commissioner Mahony noted that the DPU has made it clear that they will not entertain any requests for additional budget, so the EEAC and the PAs must be creative in order to stretch the program budgets over the duration of the term. Commissioner Mahony said that the dynamic growth of passive housing has transformed the market in the state, and there are new opportunities for contractors and building owners to advance these goals outside of Mass Save. Commissioner Mahony said that the EEAC may not always agree with the PAs' decisions, but the fact that these conversations are already taking place early in the term indicates that the plan as a whole will be successful.

Johnson asked why the PAs did not discuss the reductions to C&I incentives before making their decision, and he asked if it was possible to reverse the decision to allow for more deliberation. Porter said that the decision is final, and it has been announced to the market, but the PAs appreciate the Council's advisory role and consider its input in many decisions. Porter said that floating the idea of reduced incentives before an official announcement is made can cause a sudden rush of projects, which is counterproductive to the goal of being good long-term stewards of the program. Porter said that the PAs are committed to transparency in their decisions, and they did discuss the reductions with the EEAC Consultants. Porter said that the market is moving rapidly, and the PAs need the ability to be agile in decision making. Bodemer said that it is the ultimate responsibility of the PAs to maintain the programs at a level of demand and uptake to ensure the budget lasts thirty-six months by using the levers of adjusting incentives, workforce, and program design, and sometimes they must move quickly. Bodemer affirmed that the PAs discussed this decision with the EEAC Consultants, DOER, and the Office of the Attorney General, and it was clear that this change needed to occur in a timely manner due to the nature of the C&I market. Bodemer said that EEAC presentations and discussions would have compromised the PAs' ability to move nimbly, but the PAs do include the Council whenever possible. Commissioner Mahony said that Johnson's question was a fair one, and the Council must be able to have these conversations. Commissioner Mahony noted that the PAs have additional reporting requirements from the DPU, so the Council will receive increased data more

frequently. Commissioner Mahony asked the Councilors to take note during each meeting so that they can be prepared for these kinds of decisions and have discussions with the PAs early enough on an individual basis.

5. EEAC Councilor Spotlight

Councilor Abbe discussed his early experience with energy efficiency and shared some details of his personal life.

6. Mass Save Q2 2025 Quarterly Reports

PA Presentation
Mary Downes and Autumn Snyder, on behalf of the PAs, presented on the Q2 2025 report, including an overview of Q2 results, the new quarterly budget report, the status of pooled electrification, and a review of new data metrics.

EEAC Consultant Presentation
Calcagni and Caesar, on behalf of the EEAC Consultants, presented on the Q2 2025 Report, including portfolio results, Q2 2025 benefits achievement, sector-specific overviews, and new data metric highlights.

Council Discussion
Audrey Hettinger joined the virtual meeting at 2:43.

Robert Rio left the virtual meeting at 2:43.

Weber requested that the PAs provide increased reporting on the status of measures that are falling behind and actions being taken to get those measures back on track, highlighting slides 19, 22, and 26. Weber said that measures like insulation are well-established, so their falling behind is more concerning than other measures that had a slow ramp-up. Weber said that the EEAC needs to understand whether performance is improving from the second quarter and requested that future reporting display isolated Q3 performance as opposed to cumulative data across the first three quarters.

Johnson agreed that a quarterly breakdown would be more helpful than cumulative data. Johnson asked if the lagging electric portfolio performance is related to the reduction in weatherization contractors. Downes replied that the PAs were ordered by the DPU to reduce Residential budgets equally between electric and gas so there is some disconnect. Johnson said that the Home Energy Assessments (HEAs) are on a downward trend and asked if this was affecting the Lead Vendors more than the Home Performance Contractors (HPCs) due to marketing. Peters said that HEAs and weatherization are down overall but ahead in some service areas, and the PAs expect that weatherization is on the right path long-term. Peters said that marketing is at its normal pace, but the PAs will discuss increasing marketing in certain territories internally. Winner said that the Community First Partnerships (CFPs) have been focused on finalizing the details of their improved data sharing, so they have not been driving as many customers to HEAs as in previous years so far.

Murray echoed Weber's comments about increased data reporting. Murray said that he was concerned about the high number of Income Eligible gas to gas space heating replacements in some territories while there are other territories with 100% heat pump replacements.

Abbe asked if the PAs have a sense of the average time to assess for Income Eligible customers who go through the Community Action Partnership (CAP) agencies versus HPCs. Peters replied that the difference in time to assess will not be a valid comparison moving forward because the screening process has changed due to budget constraints, but in the past the HPCs had a lower time to assess. Abbe asked if time to assess is a factor of queue size, staff capacity, or a combination of other things. Peters said that the PAs can follow up with specifics, but it is likely a combination of those factors.

Commissioner Mahony left the virtual meeting at 2:58.

Bodemer asked if LEAN has had issues with assisting CAP agencies that are falling behind so far.

Winner asked how the PAs are communicating wait times to Income Eligible customers and said that customers are generally less upset with long wait times if their expectations are managed appropriately. Peters said that the PAs' communication with the CFPs included language around setting expectations, but they could provide additional instruction given that a CFP representative is asking. Peters agreed that managing customer expectations is especially important under the context of the budget constraints. Winner asked if the PAs could provide wait time data for multifamily units. Peters replied that this is likely possible, and she would double check. Winner said that the general communication that Income Eligible programs are running hot is not true for certain communities and asked the PAs not to use blanket messaging when the trend does not apply to all territories. Collins added that the messaging depends on fuel type, and many customers are not aware of their existing fuel type. Bodemer agreed that nuanced communication is challenging.

Washburn said that some Income Eligible households will not receive any service for three or more months due to budget constraints, but the Moderate-Income spending is behind. Washburn asked if it is possible for some Income Eligible customers to be served under the Moderate-Income programs since many of the incentives are similar. Peters confirmed that the PAs believe it is possible to serve buildings that are eligible through the Income Eligible and Designated Equity Community (DEC) offer through the Moderate-Income DEC offer instead, but they are working on communication to notify the DPU first. Washburn asked who would be responsible for service delivery. Peters said that delivery would occur through whichever pathway the building was served through. Washburn said that there are certain cases where an Income Eligible customer has started the process through a CAP agency, so they would have to start over if they switched to the Moderate-Income DEC pathway. Peters said that the PAs' goal is to maximize the Income Eligible budget, so most projects that have been initiated in the Income Eligible pathway should also be served through it. Peters said that the PAs have more to think through, but they want to avoid duplication of work as much as possible.

Rose asked about the cause of the excessive time to serve in certain communities and what is being done to address this disparity. Collins replied that challenges with the Eversource budget have contributed to the wait time, and there were some additional delays when new policy guidance was rolled out. Collins said that the Springfield and Haverhill data is skewed because there are entities besides the CAPS that deliver heating system work, but they do not perform HEAs. Collins added that the data does not account for the volume of customers in each area. Bodemer said that there has been increased scrutiny in Springfield, which may be contributing to the data.

Fleuren thanked DOER for changing the presentation structure to allow for more discussion time. Fleuren asked how program costs as a percentage of the Plan budget were behind target, but the incentive budget for the year appeared to be nearly exhausted. Lynch replied that some individual PAs are over budget, but statewide spending is behind. Lynch said that National Grid and Eversource are the largest budgets and therefore the largest drivers of statewide performance, and they are behind in program spending. Keating added that some non-incentive costs are dispersed throughout the year in a different way than incentive costs. Fleuren said that contractors are being told to cut down on production, which contradicts the message that performance is expected to improve overtime. Lynch said that the PAs have to manage their production and goals individually, so some may need to have their contractors scale back while others do not. Fleuren said that while the CPFs are held back due to approval delays, the Moderate-Income programs may be underperforming due to program design issues. Fleuren said that he was concerned that the new system was moving backwards in terms of program efficiency and customer experience, and he asked the PAs to monitor this overtime.

7. 2025-2027 Plan: New Initiatives

PA Presentation

Melanie Coen, Chris McClellan, and Josh Kessler, on behalf of the PAs, presented 2025-2027 Plan new initiative highlights including decarbonization consultations, decarbonization-focused HEAs, an update on the Decarbonization Study, and an update on Existing Building Commissioning.

Commissioner Mahony rejoined the virtual meeting at 3:28.

Mass Save Solutions Center Update

Taylor Bennett and Courtney Brown, on behalf of the PAs, presented an update on the Mass Save Solutions Center, including 2025-2027 Plan commitments, vendor selection, key activities, reporting metrics, and the launch schedule.

Robert Rio rejoined the virtual meeting at 3:44.

Council Discussion

Johnson asked what a soft launch is and when the service will be available to all Mass Save customers. Bennett said that the soft launch entails transferring the existing number to the new vendor. Bennett said that the contact center will be available to all customers as of the soft launch, but it will not be widely publicized initially. Bennett said that the customer experience

will not change drastically, but the new services will be available, and customers will be able to connect with an agent sooner.

Fleuren asked how the contact center will determine how to route customers to service providers because there was concern that the center will reroute customers who have already begun working with a specific vendor. Bennett said that the PAs are expecting that there will be lots of call transfers occurring at first, but the solutions center agents will ask the customer if they have already begun work with a vendor. Bennett said that if the customer is unsure, the agents will use the customer's data to determine which Lead Vendor they had worked with and route them accordingly. Bennett said that the solutions center will not be assigning new customers to specific vendors. Fleuren said that the HPCs are concerned because some customers may not have completed an assessment and would not be in the system. Bennett said that the PAs will discuss how to address this concern internally.

Winner asked if the CFP partners would be able to call the solutions center on behalf of a resident to answer technical questions. Bennett said that the agents will be able to answer technical questions, but they will not be allowed to give out account information for privacy reasons. Winner asked how the solutions center will interact with the Income Eligible Statewide Client Services Center (IESCSC). Bennett said that the PAs are hoping to have prompting questions that will help determine if the customer will be better served through the IESCSC, in which case the agent would create a ticket for the customer and forward it to the IESCSC. Winner said that the customer experience may be impacted by being rerouted to another contact center and encouraged the PAs and AnswerNet to think of ways to make the handoff as warm and smooth as possible.

Commissioner Mahony asked Fleuren to provide written questions and answers that exemplify his concerns and provide a process to avoid the scenarios that he described.

8. Adjournment

Bodemer, on behalf of the Chair, adjourned the meeting at 4:01 PM.

Meeting Materials:

- Official Meeting Notice
- Meeting Link
- Agenda
- Lunch and Learn: Building Energy Codes 101
- July 9, 2025 EEAC Executive Committee Meeting Minutes – DRAFT
- July 23, 2025 EEAC Meeting Minutes – DRAFT
- September PA Updates
- Mass Save Solutions Center Updates
- 2025-2027 Plan: New Initiative Highlights
- Program Administrator 2025 Q2 Presentation
- C-Team 2025 Q2 Presentation

- PA 2025 Q2 Report
- PA 2025 Q2-EE Metrics and Datasets
- PA 2025 Q2 Statewide Report Primary Data
- DPU-25-107-2025 Q2 Quarterly Budget Report Table