July 1, 2024

2025-2027 Draft Plan: Equity Updates

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

EVERSOURCE

Liberty

nationalgrid

Unitil

Equity Recommendation: Rental Units in Equity Communities

- **III. Remove income verification requirements** for residential properties in the 21 designated equity communities to access enhanced incentives that cover 100% of the cost for barrier remediation and heat pumps

Updated PA Proposal: Rental Units in Equity Communities

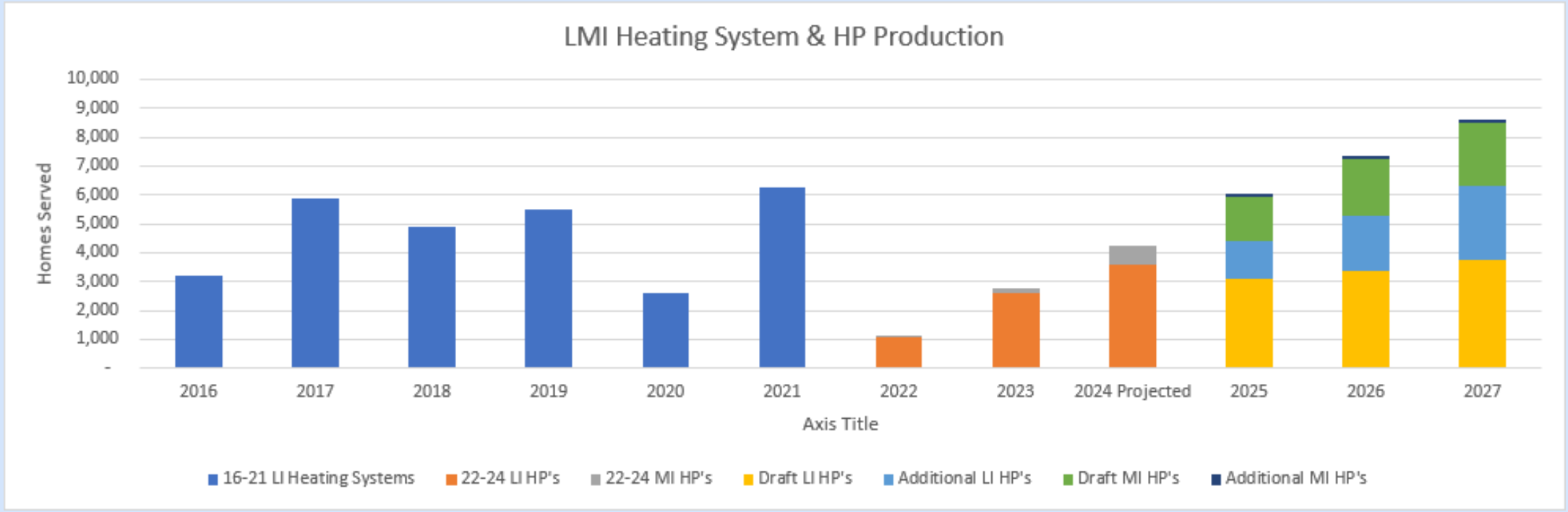
- **All Buildings with at least 50% rental units automatically qualify for Moderate Income offer**
  - 100% weatherization, 100% barrier remediation, 100% electrification including pre-electrification barriers
  - Delivered via turnkey
- No income verification
- **Electrification available where it will not increase renter energy burden**
- **Landlord required to sign agreement** like Low-Income form that states that the landlord will not evict tenant, raise rent, etc. after improvements
- PAs may utilize designated EJ census blocks within the communities for this offer to focus resources
- May offer some form of maintenance
- **Low-income NEIs apply to moderate-income measures in the BC model**
- **NOTE:** Buildings with at least 50% low-income customers will still be served through the low-income program

Summary of Residential & Low-Income Offers in Designated Equity Communities

	Low Income (owner or renter)	Moderate Income Owner		Renter (applies to buildings with at least 50% rental units)	Market Rate Owner
		Turnkey Pathway	Rebate Pathway		
Weatherization	100% *income verify*	100% *Automatic qualification*	N/A	100%	100% *Automatic qualification*
Barrier Mitigation	100% *income verify*	100% *income verify*	N/A	100% *Automatic qualification*	$250 + HEAT Loan
Electrification	100% *income verify*	100% *income verify*	up to $16,000 ASHP, $25,000 GSHP *income verify*	100% *Automatic qualification*	Incentives under development

*Differences in Designated Equity Communities are highlighted above in yellow

Increase Low- and Moderate-Income Heat Pump Production

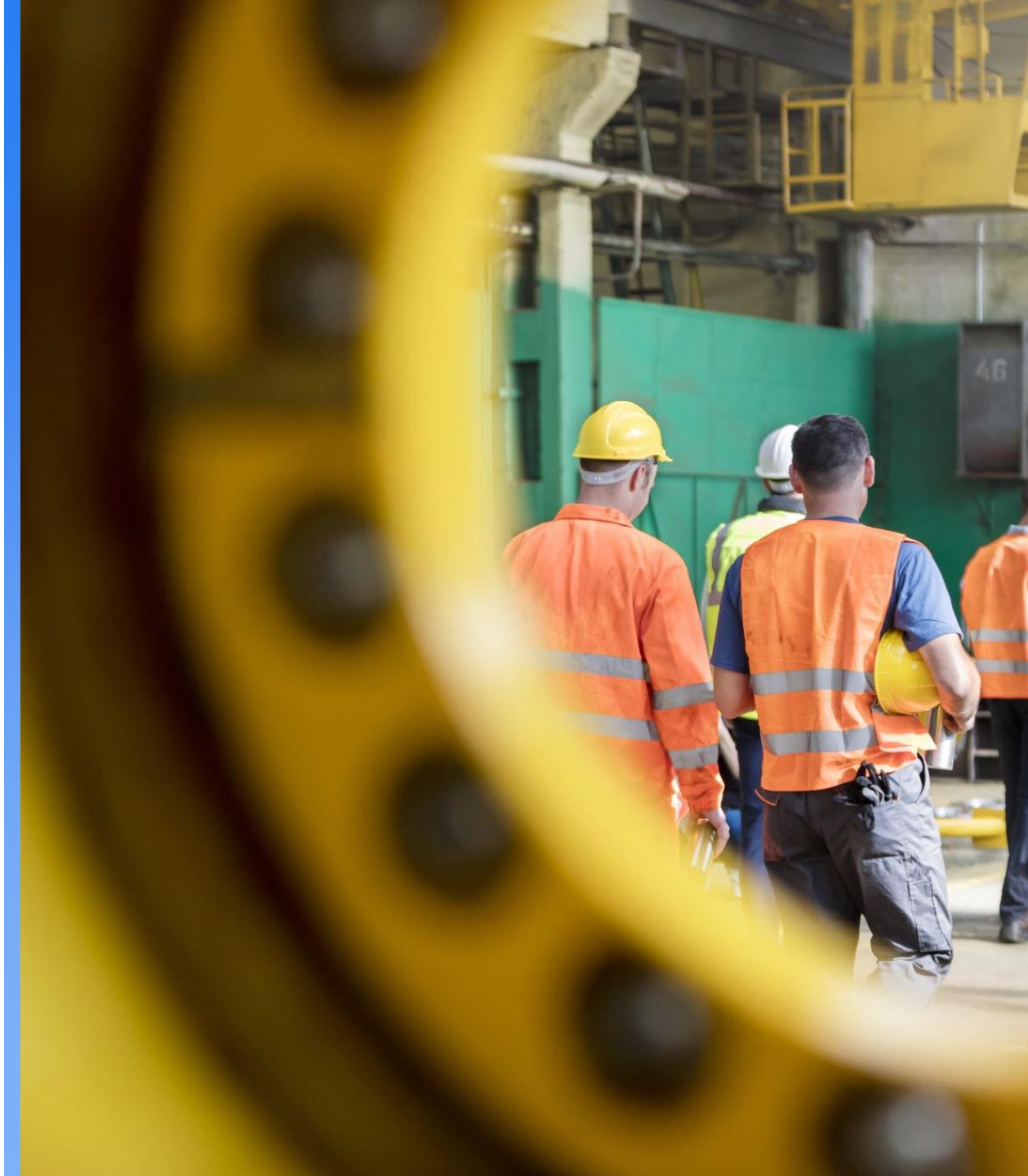


The PAs have increased low- and moderate-income heat pump production to at least 22k heat pumps

Expand capacity and streamline engagement for low-income customers

- LEAN is leveraging the existing workforce to expand capacity
  - Continuing to bring on HPCs to serve low-income customers,
  - Finalizing contracts with Market Rate Lead Vendors

- Will help streamline customer experience by increasing the contractor base that is authorized and trained to provide low-income services
  - Meet customers at all points of entry to MassSave
  - Addresses prior challenges on mixed income properties in 1-4 family program



Community First Partners: Increase funding for Energy Advocates

Equity Recommendation V.

- Increase funding to support hiring of Energy Advocates. The amount must be adequate to reduce turnover and increase likelihood of continuity in providing services

PA 2025-2027 Update

- **Funding for Energy Advocates will be increased** from a minimum of $17/ hr to no less than $30/ hr
  - CFPs will have the option to hire advocates full-time (40 hours per week) or part time
  - Funding for full-time advocates will also include an additional $10/hr for benefits

Language Access for Small Business

EWG feedback:

- Throughout the Mass Save process, including outreach through implementation of measures, provide translation services and implement language access strategies to serve LOTE small business owners and property owners in which small businesses are located

PA Update:

- PAs will work with vendors to ensure needs of LOTE customers are met through in-person or other interpretation services and transcreation of marketing and program materials, to the extent possible

Small Business Liaisons for CFPs

EWG feedback:

- Provide additional funding to CFPs to support, as needed, a small business liaison(s) for one or more CFPs and/or alternatively work with the CFP to better leverage existing local expertise to increase and facilitate small business participation

PA Update:

- With additional funding proposed for CFP, PAs will provide support and train the CFP administrator and energy advocates of small business incentives and opportunities to drive more small business assessments from the CFP efforts

Concierge Services for Small Business

EWG feedback:

- Provide concierge services for small businesses to build on those being provided through Mass Save

PA Update:

- PAs will provide these services through the existing pathways, the lead vendors, and the QA/QC vendor.
- The lead vendors will assist in scheduling assessments, explain measures and costs associated with them, assist in obtaining financing when needed, and help choose a contractor when the lead vendor can't do the implementation themselves.
- The third-party QA/QC vendor will ensure the work is completed thoroughly and to a high quality

Focus on Select Schools

- Focus on 5 schools to fully decarbonize in underserved communities.
- Will serve as a model for supporting a clean, equitable transition for our public schools.
- Multi-term budget ~$47M in addition to funding from other state agencies.
- PAs will support DOER's lead in school selection, messaging to stakeholders, and recruiting other funding.
- With lower savings per incentive spent, need to consider cost-effectiveness implications.
- This is in addition to the support and budget for schools already in the April draft.

Operationalizing Language Access Recommendations

- The PAs are adopting the language access recommendations
- We are currently working to figure out how to operationalize each recommendation and will be including details in the Three-Year Plan

Air source heat pump	空气源热泵	空气源热泵是一种高能效电气供暖和制冷系统。天冷时，它从室外空气中抽取热量来加热室内空气。天热时，它从室内空气中抽出热量来达到冷却效果。
Air source heat pump	空氣源熱泵	空氣源熱泵是一種高能效電氣供暖和製冷系統。天冷時，它從室外空氣中抽取熱量來加熱室內空氣。天熱時，它從室內空氣中抽出熱量來達到冷卻效果。
Air source heat pump	Bomba de calor com fonte de ar	Uma bomba de calor com fonte de ar, é um sistema de aquecimento ou resfriamento de uma casa ou prédio com eficiência energética. Durante o tempo frio, ela remove o calor do ar externo para aquecer o ar interno. Durante os meses mais quentes, remove o calor do ar interno para criar resfriamento.
Air source heat pump	Ponp chofaj ak lè	Yon ponp chofaj ak lè se yon sistèm chofaj ak refwadisman elektrik ki pa konsome anpil enèji . Lè gen tanperati frèt, li retire chalè ki nan lè deyò a pou li chofe lè ki anndan an. Pandan mwa chalè yo, li retire chalè ki nan lè anndan an pou li kreye frechè.
Air source heat pump	Bomba de calor alimentada por aire	Una bomba de calor alimentada por aire es un sistema eléctrico de calefacción y regrigeración con eficiencia energética. Durante el clima frío, extrae calor del aire exterior para calentar el aire interior. Durante los meses más cálidos, extrae calor del aire del interior para crear refrigeración.

We are working on additional updates on...

II. Increase planned funding for rental properties

The PAs are committed to increasing funding for rental units and are working to develop updated budgets based on the proposals presented

IV. Supplier and workforce diversity

V. Authorizing better data sharing with CFPs to support their efforts under the programs

The PAs are committed to improving data sharing with CFPs and are finalizing a proposed approach for authorizing it

Note: numbering references EWG draft recommendations

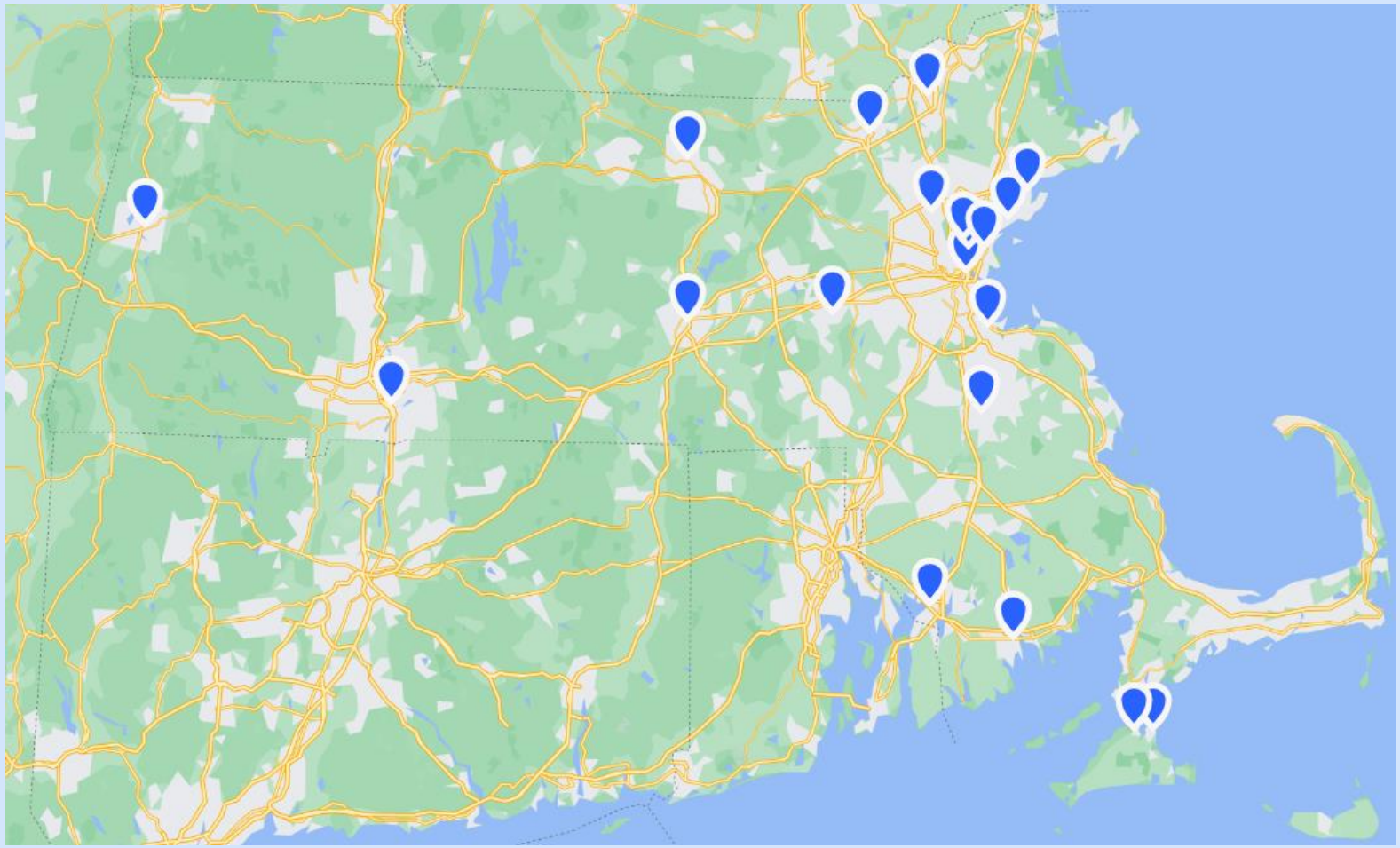
Appendix

Designated Equity Communities (Proposed)

Community	% Renter (Criteria: >35%)	No. Of Renters (Criteria: >8,000)	% LMI (Criteria: >50%)	% Delivered Fuel + Electric Resistance	PAs
Chelsea	72%	11,417	71%	42%	ES, Grid
Lawrence	69%	21,487	68%	28%	ES, Grid
Boston	65%	219,043	57%	39%	ES, Grid
Fall River	64%	28,463	69%	19%	Grid, Liberty
Everett	63%	11,895	70%	29%	Grid
New Bedford	61%	27,783	65%	17%	ES
Malden	57%	17,066	60%	36%	Grid
Lowell	56%	25,021	56%	30%	Grid
Quincy	56%	27,986	58%	46%	Grid
Worcester	55%	43,567	60%	46%	ES, Grid

Designated Equity Communities (Proposed) (Cont'd)

Community	% Renter (Criteria: >35%)	No. Of Renters (Criteria: >8,000)	% LMI (Criteria: >50%)	% Delivered Fuel + Electric Resistance	PAs
Springfield	52%	34,047	71%	38%	ES
Lynn	52%	19,691	71%	42%	Grid
Revere	49%	12,348	63%	38%	Grid
Salem	48%	10,048	63%	42%	Grid
Framingham	44%	13,751	54%	51%	ES
Fitchburg	44%	8,423	60%	48%	Unitil
Brockton	42%	15,679	53%	43%	ES, Grid
Woburn	42%	8,272	52%	51%	ES, Grid
Pittsfield	36%	8,001	60%	37%	ES, Berkshire
Oak Bluffs*	28%	1,249	40%	82%	CLC
Tisbury*	28%	915	50%	95%	CLC

* The Cape Light Compact has a unique territory with different characteristics, and therefore the criteria for selection of Cape Light Compact communities differed.

Designated Equity Communities (proposed)