

---

# Quarterly Report of the Program Administrators

## Second Quarter, 2013

### August 15, 2013

---

**nationalgrid**



**Columbia Gas<sup>®</sup>  
of Massachusetts**

*A NiSource Company*



**Western Massachusetts  
Electric**

The Northeast Utilities System



A UIL HOLDINGS COMPANY

**New England Gas Company**



**Unitil**

**BL  CKSTONE  
GAS COMPANY**

**QUARTERLY REPORT TO THE EEAC  
QUARTER 2, 2013**

**August 15, 2013**

**I. Introduction**

Pursuant to the requirements of the Green Communities Act (“GCA”), codified at G.L. c. 25, § 22(d), “The electric and natural gas distribution companies and municipal aggregators shall provide quarterly reports to the council on the implementation of their respective plans. The reports shall include a description of the program administrator’s progress in implementing the plan, a summary of the savings secured to date and such other information as the council shall determine.”

Building upon this legislative mandate, as well as the Order of the Department of Public Utilities (“Department”) in D.P.U. 12-100 – D.P.U. 12-111 (the “Order”), dated January 31, 2013, approving Three-Year Energy Efficiency Plans (the “Plans”) for each Program Administrator (“PA”),<sup>1</sup> this document serves to report on PA activities throughout the Commonwealth during the second quarter of 2013. This document presents narrative status updates regarding program implementation and specific areas of interest as requested by the Energy Efficiency Advisory Council (“EEAC” or “Council”), followed by quantitative data set forth at Attachment A.

The narrative portion of this Quarterly Report for the Second Quarter of 2013 is organized as follows:

I.	Introduction .....	1
II.	2013 Council Priorities Update .....	2
III.	Gas and Electric Program Highlights .....	5
IV.	Marketing, Education, Outreach Highlights.....	13
V.	Evaluation, Measurement, and Verification Highlights .....	14
VI.	Regulatory Updates .....	19
VII.	Special Focus Topics .....	19
XIII.	Performance Metrics Update.....	25

---

<sup>1</sup> The Department of Public Utilities requires that these Quarterly Reports be provided to it as well for informational purposes. Orders in D.P.U. 09-116 – D.P.U. 09-120 and D.P.U. 09-121 – D.P.U. 09-128 (January 28, 2010).

## II. 2013 Council Priorities Update

1. *Achieve at least 100% of the savings and benefits goals set for the 2013 program year, and emphasize key actions to be implemented in 2013 for sustained program success going forward.*

**ACTION:** The efforts made by the PAs in Q2 toward achieving their savings and benefits goals are discussed in more detail in Sections III through VIII, and include marketing and innovative program approaches to drive interest in the programs, integrated gas and electric energy efficiency services, overcoming barriers to participation, work in the residential barriers working group, consolidating the review of new technologies, and considering how to sustain these efforts over a three-year construct consistent with the Order and the GCA. The PAs also conducted research and developed a stakeholder engagement process in order to help facilitate and encourage the adoption of new energy savings ideas and projects. The annual savings achieved as of Q2 for electric PAs is 25% of planned savings for 2013, and the annual savings achieved as of Q2 for gas PAs is 26% of planned savings for 2013.

2. *Continue to Improve the Cost Efficiency of Program Delivery.* Identify and quantify cost efficiencies realized in the 2010-2012 programs, pursue and implement additional efficiencies, and continue to improve the cost efficiency of program delivery. In addition, pursue outside funding and non-low-income financing options to leverage program funds and maximize benefits.

**ACTION:** The Program Administrators are committed to delivering the most cost-effective energy efficiency programs and to understanding current and future cost drivers. In the second quarter, the PAs continued to work together to deliver high quality programs efficiently and seamlessly. The PAs' statewide collaborative process is a significant factor in minimizing administrative costs. The process is used to coordinate the adoption of consistent programs and processes, program designs, EM&V studies, statewide marketing, regulatory proceedings and the development and sharing of all best practices. The PAs also jointly issue Request for Proposals where appropriate, which are posted on [www.masssave.com](http://www.masssave.com). Sharing these costs results in economies of scale and avoids each PA having to pay for the same services individually. One prime example of the PAs' collaborative process is the merger of separate newly merged residential and commercial Massachusetts Technical Assessment Committee ("MTAC"), consolidating MTAC into a single committee.

3. *Support Key Program Development and Implementation Needs, with a Focus on Achieving Deeper Savings and Reaching All Customer Segments. Continuously Improve the Programs and Initiatives.*

### **ACTIONS:**

- The PAs continue to focus on commercial real estate and multi-family opportunities and are actively engaged in the statewide Commercial Real Estate ("CRE") Working Group, which is comprised of industry stakeholders, including the PAs and the Department of

Energy Resources (“DOER”). In the Multi-Family initiative, the PAs are also developing a streamlined delivery of packaged, comprehensive energy efficiency offerings.

- The Residential Barriers Working Group (“RBWG”) met for the second time on May 1, 2013. The PAs announced the communities in which they would implement Efficient Neighborhoods+, which seeks to address tenant-landlord barriers and hard-to-reach customers through packaged incentives to go deeper for a whole-house approach, pre-weatherization incentives, and program integration. PAs also discussed the results of the pre-weatherization evaluation results. As a result of this group’s work, pre-weatherization subsidies are now being provided in the field, addressing an important barrier to participation. The RBWG has scheduled another meeting for August 27, 2013 to discuss landlord-tenant barriers and community initiatives. Two more meetings are expected to be scheduled soon, including a meeting to review a draft of a report that is due on September 30 and a meeting after September 30, when evaluation of the initial rollout of Efficient Neighborhoods+ is complete.
- On May 1st, the PAs launched the Early Boiler Replacement offering through the HES initiative to encourage the replacement of functioning boilers that are at least 30 years old.
- The Low-Income Best Practices Group continued an effort towards standard marketing materials, in addition to the ongoing efforts at consistent sharing of best practice strategies.
- In June, the C&I Management Committee had a productive meeting with the Department of Environmental Protection (“DEP”) to discuss waste water treatment plant (“WWTPs”) efforts. The group agreed to initial plans to focus on certain WWTPs and discussed having DEP work with DOER to combine efforts in Green Communities and roll out possible loan opportunity for municipalities.
- The gas and electric PAs also have jointly executed a statewide Memorandum of Understanding (“MOU”) with the Division of Capital Asset Management and Maintenance (“DCAMM”) to support the energy efficiency projects scheduled during the remaining term of the Commonwealth’s Accelerated Energy Program (“AEP”) program.
- In an effort to advance deeper savings, the PAs have worked with stakeholders on the design on the residential Efficient Neighborhoods+ initiative to address neighborhoods in a whole-house fashion, where incentives are designed to motivate customers to go deeper. As described above, initial roll out of this initiative is currently underway. Likewise, on the C&I side, the PAs continue efforts on the Main Streets Delivery Model to effectively serve the chosen towns.
- The Residential and Commercial Massachusetts Technical Assessment Committees (“MTAC”) have joined efforts to share information to introduce new measures to assist in achieving greenhouse gas emission goals.
- The Mass Save® Statewide Awareness Campaign kicked off on March 29th, including the launch of digital banners and a print and radio campaign.

**4. Develop and Implement a Statewide Energy Efficiency Database.** In order to enhance data availability and transparency, reduce administrative costs, and enable better and

more efficient data analysis, the Council and its Consultants should work with the PAs to design, develop, and implement a statewide database that is readily accessible, reliable, efficient, and able to evolve to meet growing and changing energy efficiency data needs.

**ACTION:** The PAs are committed to working with DOER, the EEAC, and the Department to achieve the development of a statewide database that achieves the goals of this priority. The PAs have budgeted \$500,000 in each year of the 2013-2015 Plan for the design and development of a statewide database and associated costs. In Q1, the PAs formed a database working group that continued to be active in Q2. On June 5, 2013, the working group hosted a demonstration of Connecticut's energy efficiency database, walking stakeholders through the various components of that system. Leveraging efforts from Q1, the working group developed a reporting purposes chart, reflecting current public PA reporting requirements, and worked with EEAC consultants to refine it. This chart was presented to the DPU during the July 2, 2013 streamlining working group session. The working group has also been actively engaged in the EEAC subcommittee process on database efforts

**5. *Identify and Implement Best Practices.***

Continue to identify and integrate best practices, including the customer experience, into the energy efficiency planning and implementation efforts consistently across service territories.

**ACTION:** As discussed in more detail in Sections III through VIII, the PAs continue to build on the experience of the initial three-year plan by leveraging their good working relationships to better coordinate their efforts and share ideas and best practices to refine their approach to the successful delivery of energy efficiency. The PAs continue to have regular meetings of their management committees to facilitate the process of enhanced integration and coordination between gas and electric programs. The PAs also are actively engaged in the low-income best practices group convened by LEAN. Further, the PAs have continued their ongoing and consistent meeting and engagement with the Council's consultants, in order to benefit from ideas/suggestions based on the consultants' expertise and experience. In addition, the PAs have developed a process to, systematically and at a statewide level, review and discuss unsolicited proposals by stakeholders and interested parties. As provided in the 2013-2015 Plans, the PAs have examined current and future stakeholder input processes, and have developed materials to assess whether (1) Massachusetts stakeholder participation policies are consistent with those of other leading jurisdictions, and (2) to gain any insights on better approaches in public input and contracting. As set forth below in the Commercial & Industrial Sector update, the Commercial & Industrial Management Committee ("C&IMC") gathered national research on commercial real estate to identify some best practices. The Contractor Best Practices Working Group continues to meet on Home Energy Services ("HES") enhancements. In addition, the 5th Annual New England Energy Efficiency Conference and Expo was held on June 20, 2013 at the InterContinental Hotel in Boston. The event, co-hosted by NSTAR and National Grid, was an opportunity to build relationships and learn the latest on energy efficiency best practices.

## 6. *Evaluation Efforts*

Ensure the accurate analysis and quantification of the savings, benefits, and costs of the energy efficiency programs through objective and unbiased planning, tracking, evaluation measurement and verification (“EM&V”), and reporting. Participate in the development of avoided cost values as part of the regional avoided costs study (Avoided Energy Supply Component or AESC).

**ACTION:** As discussed in more detail in Sections V below, the Evaluation Management Committee (“EMC”) finalized numerous evaluations for the 2012 Annual Report. In addition, PAs led a second Massachusetts Evaluation 2013 Strategic Planning Meeting on May 14, 2013 at the Forefront Center in Waltham, MA. In addition to planning for the next round of EM&V studies to take place between 2013 and 2014, this meeting considered the long-term strategy for the next rounds of EM&V activities. The PAs, in cooperation with other regional stakeholders, continue to actively lead and participate in the 2013 Avoided Energy Supply Cost (“AESC”) Study working group.

## III. **Gas and Electric Program Highlights**

Since the Department of Public Utilities approved the Gas and Electric Three-Year Energy Efficiency Plans on January 31, 2013, the Program Administrators have been proceeding with the implementation of their EEAC-endorsed 2013–2015 Plans.

In Attachments A and B, the PAs present quantitative cost and savings data, along with other data. The PAs will keep the EEAC apprised of significant cost and savings variances from Plan goals that become apparent as the PAs continue to implement programs.

### **RESIDENTIAL SECTOR**

#### **Residential New Construction & Major Renovation**

Through the end of the second quarter, the initiative completed over 2,346 units statewide. While on target to surpass the statewide goal, not all PAs are projected to meet individual 2013 goals. In those territories that may fall short, recruitment plans have been implemented focusing on non-participating builders working in “Stretch Code” towns.

As of May 2013, 131 communities have adopted the “Stretch Energy Code.” Several additional towns across the Commonwealth are looking to adopt the new “Stretch Energy Code. As in prior years, builders will continue to look to the PAs to provide training, technical assistance and incentives to meet the new energy code. Currently, 50 Home Energy Rating companies receive this type of support through the program.

Through the end of June 2013, there are 27 registered projects with 1,800 residential units in the multifamily high-rise initiative. Five of the 2013 enrolled projects have completed construction and have been processed through the verification and reporting. An additional seven projects and 1,276 residential units have been recruited into the 2013 pipeline but have yet to enroll and

become an active project. Recruitment efforts among the most active multifamily developers continued throughout the last quarter with weekly lunch and learn events, project reviews and site meetings. Several new web-based search tools were brought online during the past quarter to assist in building a project recruitment pipeline. Among them are Construction Wire, Google Alerts and Works in Progress. With assistance from these tools, 55 new projects with a 2014 completion date have been identified.

PAs met to address the uptake in multi-family new construction developments that now exist and that looks to dominate the new construction industry in the coming years. A variety of outreach efforts and plans to service this emerging sector of the EE market were discussed. Representatives from the residential and commercial sectors as well as the gas and electric sectors were on hand. C&I program managers for both NSTAR and National Grid renewed their support of these efforts since these buildings in their territory predominately generate commercially metered savings.

New in 2013, the prescriptive path offering is being contemplated by two prospective builders working with HERS raters to submit the enrollment paperwork. One project is a duplex and the second is a 42 unit low income project consisting of multiple duplex buildings.

### **Home Energy Services and HEAT Loan**

Most PAs have seen a high demand for Home Energy Assessments and the HEAT Loan through the second quarter.

PAs have been working diligently on developing the design, delivery model, and incentive levels for the various new enhancements. The following enhancements have been finalized and are currently being implemented:

- Pre-Weatherization Barrier Offer
- Early Boiler Replacement Rebate
- Efficient Neighborhoods+ Initiative
- Cross Promotions
- 2-4 Incentive (Efficient Neighborhoods+ and Renew Boston)

All PAs have been working to incorporate LEDs and advanced power strips into the instant savings measures customers receive at the time of assessment.

The Contractors Best Practices Working Group (“BPWG”) held three meetings in Q2 of 2013 and continues to collaborate on possible program enhancements. The PAs are working on election details for the 2013 – 2014 term, to be released in Q3.

Contractors continue to take advantage of the new subsidized marketing materials including lawn signs and post cards.

Implementation of weatherization work is trending well in Q2, with Independent Installation Contractors (“IIC”) and Home Performance Contractors (“HPC”) providing weatherization

services to customers.

PAs continue their commitment to workforce development in 2013 offering subsidies for various trainings, including weatherization boot camps and combustion safety testing. PAs are considering offering an additional sales and marketing training to all IICs and HPCs in Q3. PAs continue to explore opportunities for additional training to enhance the skills of participating contractors.

### **Multi-Family Retrofit**

Through the end of the second quarter, most PAs are on course to achieve annual spending and savings goals. Some PAs still struggle with low implementation rates for major recommended measures but are confident that projects in the pipeline will aid them in reaching their goals.

The Multi-Family Market Integrator received a monthly average of 429 incoming calls in the second quarter, an amount consistent with prior periods this year.

The Multi-Family Working Group continued to meet regularly throughout the second quarter, driving many positive programmatic enhancements. Most notably, the group created a statewide template which incorporates recommended measures and applicable incentives into a packaged portfolio that will be presented to a customer

In addition the new enhancements; the PAs, along with other market actors, have been collaborating to identify and address market and/or programmatic design barriers.

### **Electric Residential Cooling and Heating**

The 2013 Cool Smart initiative is showing strong results for both equipment sales and quality installation (“QI”) efforts. Through Q2, equipment production is at 61% of the statewide goal, and quality testing has surpassed the goal to 137%.

Heat Pump Water Heater (“HPWH”) sales have greatly exceeded program goals, with a large overflow of the rebates coming in from the end of 2012. Sales (and rebates) for HPWH have slowed down considerably since Q1 but already exceed the overall statewide goal for this measure.

37 Quality Installation Verification (“QIV”) training classes were held to train 368 technicians this quarter. This group represents an additional 92 companies new to Cool Smart QIV this year, and this interest is in large part is attributable to the Heat Loan requirement for QIV testing on all ducted systems that are paid for through the Heat Loan offering.

The PAs added a new training center partnered with The Granite Group in Worcester, MA. Through the base of contractors that deal exclusively with this distributor, new companies have come into the program throughout Central MA and the North Shore.

Workforce Development efforts have made large strides in Q2. Cool Smart trainers provided



Duct Diagnostics and QIV Training for vocational students at the Porter & Chester Institute, in Woburn, MA. Cool Smart staff was able to gain valuable insight to the needs of technicians entering the workforce. By exposing the students to updated technology and codes, like a duct blaster, Trueflow Plate, Digital Refrigerant Analyzers, Digital Manometer, Anemometer, and Digital Psychrometers, the students will be familiar with the tools and may have a competitive edge. Additional opportunities for workforce development are being pursued both at Porter and Chester and other vocational schools.

Contractor Outreach included two ACCA New England meetings in Westboro MA, where program staff provide marketing materials and outreach to HVAC contractors who may not already participate in Cool Smart.

### **Gas Residential Heating and Water Heating**

PAs have had continued demand for high efficiency heating rebates throughout the second quarter of 2013. PAs continued direct outreach to various manufacturers and supply houses in sales training and rebate distribution over the course of the quarter.

On May 1<sup>st</sup>, the PAs launched the Early Boiler Replacement (“EBR”) offering through the HES initiative to encourage the replacement of functioning boilers that are at least 30 years old. As a cross promotion effort, on May 1<sup>st</sup> and July 15<sup>th</sup>, email blasts promoting EBR were sent to participating supply houses, contractors, and manufacturer representatives notifying them the limited time offer and encouraging them to engage customers during the summer season.

For other highlights and trade ally training, the PAs conducted and participated in the following events:

- On April 25<sup>th</sup>, the PAs visited J.D. Daddario Company in Mashpee, MA. During this visit, 20+ contractors were updated on all programs with emphasis on the Early Boiler Replacement program that was launching May 1<sup>st</sup>.
- On April 25<sup>th</sup>, the PAs participated in the Bell-Simons Company annual vendor day in Hyannis, MA. The 30 plumbers in attendance were updated on the programs and encouraged to take advantage of the upcoming Early Boiler Replacement program.
- On May 1<sup>st</sup>, the PAs participated in a Counter Day at F.W. Webb in Dedham MA to help kick off the Early Boiler Replacement Program. Approximately 30 contractors attended the event to learn about all the 2013 programs including EBR.
- On May 24<sup>th</sup>, the PAs participated in a training session at Jomar Distributors in Dedham, MA to kick off the Early Boiler Replacement Program. The training reviewed the 2013 rebates programs including EBR with approximately 40 contractors.
- On May 30<sup>th</sup>, the PAs participated in a joint promotion with Rigid Power Tools at F.W. Webb in Auburn, MA. The Early Boiler Replacement Program and rebate utilization was presented to over 75 contractors.
- On June 6<sup>th</sup>, the PAs participated in Capco Supply’s Annual June Vendor Day where the

program was presented to contractors who visited the booth. Approximately 200 contractors were in attendance at the event.

- On June 18<sup>th</sup>, the PAs joined the Lochinvar Boiler Touring Van for a training and promotion held at Metropolitan Pipe & Supply in Cambridge. The training included the use and promotion of the 2013 incentive program as well as the EBR program. Approximately 100 contractors attended the event.

### **Residential Lighting**

The ENERGY STAR Lighting initiative continues to show strong results. Statewide, LEDs have already surpassed goal. PAs have adjusted LED and LED fixture incentives in line with the rapidly decreasing prices in the market.

PAs have developed special lighting displays with Feit Electric that were placed in BJ's Wholesale Clubs and Costco during the spring to educate customers and support LED and CFL sales. The PAs also executed a Facebook promotion in May with Feit Electric focused on educating customers on the choices they have for outdoor lighting. The promotion awarded lighting packs that included LEDs and CFLs rated for outdoor use to three customers.

### **Residential Consumer Products**

Residential Consumer Products continues to progress towards goal and conduct path breaking marketing and outreach in the efficiency space. The PAs' Mass Save Facebook page continues to grow its following through the innovative "Like to Save" marketing campaign. Q2 contests through this campaign included a photo contest with prizes provided by Sears and a trivia contest that included questions on local appliance retailers throughout Massachusetts with a chance to win gift certificates to participating retailers. Social media continues to drive customers to the MassSave.com web site. Approximately 33% of customers who are driven to MassSave.com from the Mass Saver's Facebook page take an action, such as downloading a rebate form.

Statewide, PAs are slower in achieving goals in Top Ten products (TVs, refrigerators, freezers, and computers). The challenge of increasing Top Ten sales is a reflection of the real opportunity PAs have to change the market. PAs are working to increase market penetration through offering retail training on the value of Top Ten rated products and to enable local retailer search functions on the Top Ten USA webpage. PAs have developed a Frequently Asked Questions document to assist retailers in their understanding and support for Top Ten appliances and electronics. In addition, PAs continue to ensure point-of-purchase materials are placed at participating retailers that clearly identifies Top Ten rated products to make it easier for customers to find.

### **Residential MTAC**

Please see Combined Residential and Commercial MTAC in the Commercial and Industrial Sector section of this report.

## **LOW-INCOME SECTOR**

### **Low-Income New Construction**

The Low Income New Construction initiative has seen 26 completions through the second quarter of 2013. During the second quarter, the PAs continue to aggressively seek out low income projects throughout the Commonwealth. As part of outreach efforts to identify potential projects, a meeting was held with representatives from the Massachusetts Community Development Corporation (“MACDC”), as well as contact made with most local CDCs and housing authorities. A subscription to a construction bid website to assist in locating and recruiting new low income projects was also obtained to assist with recruitment efforts. Several new projects were identified, most slated to complete in 2014.

### **Low Income Single Family**

The Low Income Single Family budgets and savings vary by PA, but generally they are on target for the second quarter of 2013 with an expectation of meeting and/or possibly exceeding goals.

With less Federal funding available to piggyback with PA funds as in previous years, the PAs are experiencing a higher per unit cost for weatherization jobs and heating system replacements, in addition to higher production on these measures than in previous years.

The 2013 Low Income Metric One: Strategic Marketing Plan to increase program participation through targeting Gateway cities and/or identified challenged communities and/or hard to reach communities across the State was developed and submitted to the EEAC consultants and DOER by the due date of May 1, 2013.

Additionally, the PAs continue to participate in the Best Practices Working Group and are working on creating standardized client education materials. These materials are to be used statewide by the various local community agencies. The materials are currently in creative development and the PAs anticipate implementation of the new materials in Q3 2013.

### **Low Income Multi-Family**

The Low-Income Multi-Family budgets and savings vary by PA. Some PAs are on or ahead of target while other PAs are under budget and savings goals, which is typical for the first half of the year. There are several projects currently in the pipeline across the Commonwealth, so the PAs anticipate a very productive third and fourth quarter in 2013.

The PAs concluded the Multi-family Building Inventory Metric on June 30, 2013, an effort that began in 2010. In total, PAs have benchmarked 20,315 accounts, reaching the anticipated statewide goal. The WEGOWise Multi-Family Benchmarking tool has been instrumental in helping to identify the least-efficient buildings among all those eligible for funding and prioritize energy efficiency projects to make the most of the budgets.

## COMMERCIAL AND INDUSTRIAL SECTOR

Throughout Q2, the Program Administrators continued to work diligently toward achieving the 2013 savings goals while actively exploring strategies to expand offerings and enhance strategies in several areas anticipated to have the potential to yield savings. Activities in Q2 included the following:

### **Events and Outreach**

The 5th Annual New England Energy Efficiency Conference and Expo was held on June 20, 2013 at the InterContinental Hotel in Boston. The event, co-hosted by NSTAR and National Grid, was an opportunity to build relationships and learn the latest on energy efficiency best practices. Attendees included members of leading New England businesses and institutions such as Harvard, MIT, Sheraton, Staples, CBRE, Boston Properties, Mass DOT, and the Boston Red Sox. The agenda featured customer success stories with a focus on the future of energy efficiency to leverage and strengthen organizations, reduce costs, and become more competitive. Speakers presented cases demonstrating how organizations have made real and significant impacts through energy efficient practices, products, and programs.

DCAMM's Accelerated Energy Program (AEP) held the fourth and final Interested Company/Vendor Outreach meeting on May 21, 2013, at the Advanced Technology & Manufacturing Center part of University of Massachusetts Dartmouth, in Fall River, Massachusetts. As with all previous Vendor Outreach meetings, multiple PAs were in attendance to support DCAMM and the AEP and to inform and engage market actors to attract a diverse pool of vendors to complete AEP projects. This meeting provided an excellent outreach opportunity giving newer and/or smaller firms information about how to participate in the various energy efficiency programs as well as to network with other companies and agencies

### **DCAMM MOU**

Division of Capital Asset Management and Maintenance ("DCAMM") launched the Accelerated Energy Program ("AEP") in January of 2012, to accelerate the implementation of water and energy efficiency projects across the Commonwealth and to help meet the goals of Executive Order 484. As part of the AEP, DCAMM, in coordination with the DOER and partner state agencies, will retrofit 700 sites encompassing several thousand buildings throughout the Commonwealth. The AEP is a three-year program.

The gas and electric PAs have jointly developed a statewide MOU with DCAMM to support the energy efficiency projects scheduled during the remaining term of the AEP program. The MOU assures consistent terms across PA service territories and pre-established incentive rates, in order to streamline projects and support the aggressive schedule of the AEP program.

The MOU has been signed by DCAMM and the respective PAs in Q2 2013. The PAs and DCAMM are now meeting on a regular basis

### **MTAC**

During the second quarter of 2013, the newly merged residential and C&I MTAC committee

completed its restructuring with the selection of a new chair and vice chair to lead the group and manage day to day committee activities. The new positions are anticipated to be term limited and revolving, as is customary with other statewide committee structures. The content of MTAC's work remains the same: evaluating new technologies that are submitted by manufacturers and vendors for consideration in the Massachusetts programs.

During Q2, the Committee received and evaluated four inquiries – 2 C&I and 2 Residential. Both residential technologies – a shower head occupancy based flow restrictor and an air to water heat pump – were deemed appropriate for consideration by the PAs for inclusion in the Residential Products and Cool Smart programs, respectively. Of the two C&I technologies, one, an ozone treatment technology for laundry and wastewater, was deemed appropriate for program inclusion using the current custom application process. The second, a Solar Lighting Control project that uses internet based controls to provide control and communication of exterior lighting usage, was recommended to be deployed and tested in the field after which MTAC will review the results to determine if the technology provides a greater benefit than traditional lighting control systems.

### **Main Streets Delivery Model**

Main Streets Delivery Model proceeded to the initiation phase in Q2, with two towns in NU territory. In both cases, the towns worked collaboratively with the program administrator to select roughly 30 small business sites in each for implementation, and to schedule and coordinate implementation days. Both towns are now 80 percent complete, and the PAs have collected valuable kWh and therm savings data. Work in the two towns is expected to be completed this summer and the PAs plan to hold a “lessons learned” with the vendors and towns before the end of Q3.

### **Utility Owned LED Streetlights**

The C&I Management Committee is currently reviewing several options for development of a statewide uniform method for applying EE funds for conversion of existing utility owned streetlights to LED technology. The objective is to reduce the first cost of the LED fixture and to eliminate the un-depreciated cost of the existing street light fixture. NU is progressing with the utility owned LED streetlights pilot with a town in its service territory. Engineering analysis has been completed and an appropriate LED fixture has been selected that has the potential to not only meet testing criteria, but also address other challenges encountered as part of this effort. Advanced streetlight technologies such as smart photocells has the potential to be included as part of this effort as it moves forward. National Grid has developed a LED streetlights tariff and it is now in effect. Until included LED street lights in its most recently filed rate case. The PAs recently reviewed with DOER our progress towards these efforts.

### **Commercial Real Estate**

In Q2, the Commercial Real Estate Working Group reviewed the significant amount of work done in this area to date by other organizations throughout the country, including research by Northeast Utilities and the Green Ribbon Commission, and program development by the Office of the Future Consortium, BetterBricks of the Pacific Northwest, and others. The Group is now planning several threads of formal investigation to pursue through tenant and landlord interviews and, thereafter, focus groups. These efforts are expected to take place in the fall and

provide further guidance to the group moving forward.

### **Grocery Initiative**

In Q2, work continued on this initiative targeting small to medium sized grocers and convenience stores. Collateral materials were created and further customer analyses were completed in preparation for rollout. The initiative focuses on bundling of common measures for this segment including refrigeration, lighting and hot water applications with tiered prescriptive incentives with bonuses for going deeper. Implementation is expected to begin in Q3 and be primarily accomplished by grocery focused vendors and installers

### **MBA Financing**

The Mass Banker Association (MBA) Third Party Financing for Mass Save and the PAs worked in Q2 to add a prescriptive project financing option, in addition to the traditional custom projects that have been included in the financing program. In addition, the group approved an increase to the maximum loan amount from \$100,000 to \$500,000, enabling some of the largest customer EE projects to benefit from this resource.

### **Proforma**

The PAs' newly created multi-measure Lifecycle Cost Project Analysis Model (Proforma) will assist in providing customers with the pertinent financial information (beyond simple payback) to make informed decisions regarding the economics associated with installation of energy efficiency measures with and without financing. The outputs of the Proforma will include Cash Flow Analysis, Return on Investment, Internal Rate of Return, No Upfront Cost/Financing Cash Flow Analysis and Simple Payback, and are expected to encourage implementation

### **CHP**

In Q2, the PAs developed revised program incentives for CHP, with an eye toward making this measure more attractive to prospective customers and to encouraging greater consideration of efficiency opportunities prior to CHP project development. The new CHP incentives became effective July 1, 2013.

Please see additional information on CHP at Section VIII.A, below.

## **IV. Marketing, Education, Outreach Highlights**

With the Mass Save® Statewide Awareness Campaign kicking off on March 29<sup>th</sup>, Q2 included the launch of digital banners that were geo-targeted to residential, commercial and industrial and multicultural audiences and are being utilized on 17 ad networks, regional and local sites. In addition to the banners, paid search and Facebook ads also continued to run. The print campaign, which includes an assortment of ads targeting commercial and industrial customers, is running in 10 key business and chamber publications across the state. Radio is focused on residential, low-income and commercial and industrial and is being run on 26 top rated stations across the state in English, Spanish and Portuguese languages. The Out of Home portion is targeting audiences of residential, commercial and industrial, and low income through commuter rail/MBTA and bus sides as well as billboards and gas pump top ads.

Monitoring and optimization of the digital channels and ad creative by KSV began in an effort to maximize exposure and media spend efficiencies. The optimization results in a more efficient media buy and an increase in traffic to MassSave.com.

Web designers, PixelMEDIA, worked on digital marketing efforts that included Search Engine Optimization for the residential and commercial and industrial sectors. In addition to this, they completed code integration for paid media placements to ensure proper campaign tracking, set up Vanity URL tracking for the various marketing efforts and instituted a Quality Assurance of user access for SiteCore, Google Analytics, and Email addresses.

Updates made to the website included changes to the home page with new banners and focus area graphics as well as a variety of page specific edits such as Boston One Fund, Find a Retailer, RFP Schedule and Contractor pages. An audit of all incentives and zip codes was also completed.

Work also continued on the C&I redesign. A revised organization model of C&I went into design and development. Content authoring was also started and will continue into Q3.

## **V. Evaluation, Measurement, and Verification Highlights**

During the second quarter of 2013, the evaluation team continued to work with ongoing studies in all three research areas - Residential, Commercial & Industrial, and Special and Cross Sector. To help share best practices and streamline the evaluation process, the Program Administrators and the EEAC Consultants continued monthly meetings of the Evaluation Management Committee (“EMC”) and coordination with the Residential and Commercial & Industrial Management Committees.

In addition, 71 people, including representatives of the PAs, EEAC Consultants, DOER, DPU, NEEP and evaluation contractors, attended the 2013 residential evaluation strategic planning meeting on May 14. Over that day, the team achieved its objectives of planning for the next round of residential program evaluation studies to take place between 2013 and 2014. In addition, the team began to consider its long-term strategy for evaluation activities and encouraged alignment of each of the three research areas.

The strategic planning subcommittee of the EMC also continued its focus on developing strategies for the following: coordination of research activities within and between research areas, continuous improvement of research methods, communication of planning, activities and results to stakeholders, principles as to how often to do specific types of studies, principles as to how to decide what studies to do, key areas of emphasis in the coming years and a vision of where the group desires to be in several years.

Finally, in addition to finalizing 25 studies for inclusion with the 2012 Energy Efficiency Annual Report, work continued on evaluation activities during the second quarter of 2013. The following includes only studies that have reached at least the detailed scoping phase. There are other studies in the early scoping phase that aren't included.

### **Residential Research Area**

The **Massachusetts Residential New Construction Net Savings Study** is focused on assessing the impacts the RNC program has had on the marketplace over the past seven years, and includes builder survey, Delphi panel and energy modeling components. In Q2 2013, the evaluation contractor completed development of the Delphi panel materials based on information from the Builder survey and relevant RNC program delivery information from the implementation vendor. The evaluation contractor coordinated with the PAs and consultants to recruit 14 Delphi panelists, who then administered the first round of the Delphi panel.

Work on the **Low Income Programmable Thermostat and Lighting Operating Hours Study** also continued. All metering equipment has been removed and a preliminary analysis of lighting and heating usage has been completed. However, there was insufficient time to complete a full internal review of the data and analysis in time to be included in the 2012 Annual Report. A final report is expected in September 2013.

Massachusetts has also engaged in a **Residential Lighting – Regional Operating Hours Study** with Connecticut, Rhode Island, and NYSERDA, which will try to get a robust look into hours of use of both efficient and non-efficient light bulbs by room and socket type. The study has completed all initial visits in Massachusetts and is scheduling the removal of the loggers from homes. Currently the study has set up 125 of 137 visits to homes to remove loggers and expects to remove all loggers by end of the summer. The loggers will be able to provide the study with the data to updated hours of use assumptions and also updated demand load shapes. This study is planned to be finalized in Q1 of 2014.

The following studies are being scoped out and will be included with a future regulatory filing.

**Lighting Saturation Stagnation Assessment:** The goal of this study is to provide information regarding the possible reasons for the current plateau in CFL saturation as well as to determine ways to accelerate LED adoption. Some aspects of this study will be completed through the lighting market assessment (described separately).

**Lighting Market Assessment:** The goal of this study is to provide ongoing monitoring of the Massachusetts lighting market. The study seeks (1) to understand the current and developing state of the market especially as it relates to the Energy Independence and Security Act (EISA), including CFL/LED saturation and sales/market share, availability and pricing of efficient lighting, and supplier and consumer attitudes and expectations; and (2) to quantitatively assess hypotheses developed in the qualitative research on lighting saturation stagnation (described separately).

**Incremental Cost Research:** The goal of this study is to provide updated incremental cost data for use in cost-effectiveness screening and setting of incentive levels. At this time, LED lighting measures have been identified as being in need of further incremental cost research. Other measures or programs with changing baselines or efficiency criteria are good candidates for further research in 2014. These may include lighting, appliance, HVAC, and residential new construction measures.



**Top Ten Appliance Evaluation:** The goal of this study is to provide guidance regarding potential changes to the residential appliance program, with an emphasis on if a focus on Top Ten appliances can reduce freeridership and increase net savings and cost-effectiveness. The PAs are exploring changes to the way this program is currently delivered, including new marketing strategies or retail partnerships, updated incentives, and other options.

**Multi-Family Process:** The overall goal of studying this program in 2013 and 2014 will be to assess and monitor the current state of the evolution of the Multifamily Program as a standalone or integrated offering and provide an ongoing examination of barriers, program operations, and customer experience. The first goal is to assess program and current technology installation barriers and explore and examine the possibility of integrating the commercial and multifamily program. The second goal is to review PA and vendor tracking data in order to assess these data for sufficiency in providing a foundation for an impact study planned for 2014.

**Low Income Multifamily Impact Evaluation Scoping Study:** The goal of this study is to provide guidance regarding the viability of and timing for a Low Income Multifamily (LIMF) impact evaluation.

**HES Program Delivery Assessment:** The goal of this study is to document any difference in ability between Home Energy Services Program (HES) Lead Vendors and Home Performance Contractors (HPCs) to solicit participation and generate energy savings.

**Smart Strips Direct Installation Initiative:** The goal of this study is to provide the savings available from direct installation of smart strips in conjunction with other direct installation measures.

### **Commercial & Industrial Research Area**

Work on the following studies continues, results will be included with a future regulatory filing.

**Impact Evaluation of Upstream Lighting Program.** This study will provide several updated savings inputs based on two waves of on-site metering of a robust sample of projects installed in 2011 and 2012. Metering is completed at wave one sites and draft results were received in May 2013 and included with the 2012 Energy Efficiency Annual Reports. Metering continues at wave two sites and draft results are expected in the third quarter of 2013.

**Mid-Sized Customer Needs Assessment.** This study will provide an assessment of whether or not the needs of mid-sized customers are being accurately and efficiently met by current program implementation processes. Analysis includes in-depth interviews with program administrators, customer telephone surveys and data mining of PA customer databases. Analysis is underway and a final report is expected in the third quarter of 2013. In addition, the PAs included an update on draft results with the 2012 Energy Efficiency Annual Reports.

**Impact Evaluation of CHP Installations.** This study will provide updated realization rates based on in-field metering of projects completed in 2011 and 2012. Analysis is underway and a report is expected in the third quarter of 2013.

**Existing Building Market Characterization.** This study will provide information on equipment market share and saturation, baseline information, market conditions, program penetration, savings potential and market barriers by conducting telephone surveys with customers and on-site visits. A general population survey is currently in the field and draft results are expected in the fourth quarter of 2013.

**Lighting Controls Scoping Study.** The purpose of the Lighting Control study is to inform the PAs of the current state of the Lighting Control market and make recommendations as to whether an impact study should be conducted and if so, what type. The study consists of secondary research and interviews with PA staff, Project Expeditors, and lighting distributors. All secondary research is complete with interviews currently being conducted.

**Whole System Approach Assessment.** This study will provide information on best practices and lessons learned from three programs in other regions which focus on taking a whole system approach. Research began in the first quarter of 2013 and draft results are expected in the fourth quarter of 2013.

**New Construction Data Mining – Codes & Standards Research.** This study will leverage onsite data collected in support of the 2011 Code Compliance Baseline Study to learn about the baseline for potential code compliance program measures. Scoping is underway and work is expected to begin in the third quarter of 2013.

**LED Market Effects Study (Residential & Commercial).** The first round of this study will examine baseline conditions of the market for LEDs in MA. Scoping of the evaluation is complete and work is set to begin in the third quarter of 2013.

**Impact Evaluation of Custom HVAC Measures.** This study will provide updated realization rates based on in-field metering of a robust sample of projects completed in 2012. Scoping of the evaluation is underway and work is expected to begin in the third quarter of 2013.

**Impact Evaluation of Prescriptive Non-Lighting Measures.** This study will provide updated savings estimates for a pre-selected group of non-lighting measures. The measures will be determined during the scoping process which will include an assessment of the percent of program savings achieved by each measure as well as the precision and confidence associated with the current measure savings estimates. Scoping is underway and work is expected to begin in the third quarter of 2013.

**C&I Customer Profile.** This is the second study in an annual series and will use existing program tracking and customer billing data to create a profile of C&I customers in the state based on market and participant characteristics such as size, business type and program participation rates. Data analysis is currently underway.

**Learning From Successful Projects.** The intent of this study is to assess the characteristics of successful projects and recommend best practices that could reasonably be duplicated elsewhere. Scoping is currently underway.

**PA Differences Assessment.** This intent of this study is to analyze and document the different factors that affect PA performance. These factors may include the percent of customers participating, the depth at which customers participate, the cost to deliver savings and the demographics and key characteristics of each PA's territory. Scoping is currently underway.

**Commercial Real Estate Market Assessment.** The intent of this study is to provide a comprehensive understanding of the complex relationship between building owners, property managers and tenants and identify specific program offerings and points in the leasing process that offer opportunities to capture energy savings. Scoping of the study is currently underway and is being coordinated with the Commercial Real Estate Working Group's efforts.

**Roof-Top Unit Controllers Market Effects Study.** The first round of this study will examine baseline conditions of the market for Roof-Top Unit controllers in MA. Scoping is underway and work is expected to begin in the third quarter of 2013.

**Supply Side Population Assessment.** The intent of this study is to characterize the population of market actors that serve the MA PAs' C&I customers and potentially recruit market actors for participation in future EM&V efforts. Scoping of the research is underway.

**Process Evaluation of the Direct Install Program.** This study will focus on research objectives identified by PA implementation staff and other key stakeholders including EEAC consultants and could include options for deeper savings, targeting of micro-businesses, establishing savings estimates for behavioral measures, etc. The first step is to engage the key parties in a discussion of the potential research objectives and is expected to begin in the third quarter of 2013. Once the research objectives are identified, full project scoping will occur.

**Boiler Market Assessment.** This study will provide an in-depth understand of the current baseline in the C&I boiler market, including historical trends regarding equipment efficiencies and size. Scoping was completed in the second quarter of 2013 and work is expected to begin in the third quarter of 2013.

### **Special and Cross-Sector Research Area**

The following studies are underway with completion date beyond the 2012 Energy Efficiency Annual Report:

**Efficient Neighborhoods+:** The PAs involved evaluation in the design stages of Efficient Neighborhoods+. PAs have established a community selection methodology, identified and selected target communities, and identified potential barriers to participation. Next steps include preparing a program evaluation plan for Efficient Neighborhoods+.

**2013 Massachusetts Statewide Marketing Campaign Post-Campaign Results:** This study will provide information on the results of the 2013 Massachusetts statewide marketing campaign. This study will be completed by the end of plan year 2013.

## **VI. Regulatory Updates**

In the second quarter, the Department of Public Utilities stamp approved each Program Administrator's compliance filings to their 2013-2015 Three-Year Plan, including revised D.P.U. 08-50 tables, BCR models, and Energy Efficiency Surcharges. The Cape Light Compact Compliance Filing was stamp approved on April 1, 2013. All other PA Compliance Filings were stamp approved by the Department on April 18, 2013. As an additional follow up to the Three-Year Plan, the Department held a technical session on Tuesday, April 2, 2013 to address the proposed performance metrics, which the Department had determined it would address following the issuance of the Order. The Department will follow up with next steps regarding metrics, and has provided metrics a separate docket of D.P.U. 13-67.

In the second quarter, the Department continued the streamlining working group in D.P.U. 11-120. The Department convened a working group meeting on May 7, 2013, with the Program Administrators, the Attorney General, DOER, Green Justice Coalition, and other stakeholders participating. The Department spoke about its goals in streamlining, which include effective, efficient reporting, and discussed current reporting and reporting purposes. The group also discussed the three-year paradigm set forth in the revised Energy Efficiency Guidelines. The Department convened a sub-committee to discuss Three-Year Term and Plan-Year Reports; that sub-committee met on July 2, 2013 at the Department.

Also in Q2, several PAs submitted reply comments to the Department in D.P.U. 13-51 regarding Presentation of Rates Charged for Environment Public Policy Programs Pursuant to Chapter 209, Section 50 of the Acts of 2012, An Act Relative to Competitively Priced Electricity in the Commonwealth, including charges for energy efficiency. On July 1, 2013, the Department issued a report to the legislature, stating the Department plans to commence a proceeding this year to investigate and implement revisions to the presentation of public policy charges and explanation of charges.

## **VII. Special Focus Topics**

### **A. CHP**

The PAs are continuing to pursue CHP as a priority and are continuing to enhance the CHP program and promote this opportunity. In order to encourage implementation of CHP systems and greater consideration of efficiency opportunities prior to CHP project development, the PAs have revised the available incentives for CHP projects effective July 1, 2013.

The new structure highlights the importance of right-sizing the CHP system in full consideration of available efficiency opportunities and provides extra motivation and financial support for smaller CHP projects. The structure provides three levels of incentives with greater incentives available based on greater consideration and adoption of efficiency measures prior to CHP development.

- Level 1: \$750 per kW
- Level 2: up to \$950/\$1,000 per kW (>150 kW / <= 150 kW)
  - ASHRAE Level 1 Audit
  - All cost-effective EE with < 3 year payback implemented within 18 months
  - Minimum CHP efficiency > 60%
- Level 3: up to \$1,100/\$1,200 per kW (> 150kW / <= 150 kW)
  - ASHRAE Level 2 Audit
  - All cost-effective EE implemented within 18 months
  - Minimum CHP efficiency >= 65%

## **B. Residential Barriers Working Group Update**

The Residential Barriers Working Group met for the second time via conference call on May 1, 2013. Representatives from the PAs, DOER, Green Justice Coalition, Attorney General's Office, National Consumer Law Center, Department of Housing and Community Development, and LEAN continued discussions surrounding the DPU order. Specifically, this second meeting was held to discuss the pre-weatherization evaluation results, as well as Efficient Neighborhoods+, for which locations were announced by each PA, with discussions regarding where PAs would be sharing in their efforts. In summary, the PAs selected the following towns in their territories:

- National Grid: Lowell, Watertown, Adams, North Adams and Fall River
- NSTAR/Northeast Utilities: Watertown, Hyde Park, Plymouth
- WMECO/Northeast Utilities: West Springfield
- Columbia Gas: West Springfield
- Berkshire Gas: North Adams and Adams
- New England Gas: Fall River
- Cape Light Compact: All towns on Cape Cod and Martha's Vineyard with income verification
- Unitil: Townsend

Three more Residential Barriers Working Group meetings are being planned for the remainder of 2013 and each participating stakeholder will be notified. The third meeting will be held on August 27, 2013.

## **C. Community Update**

### National Grid

National Grid continued delivering on its commitment to community engagement through multiple channels in Q2 2013.

*Efficient Neighborhoods+*: In the second quarter, National Grid launched its Efficient Neighborhoods+ initiatives in Lowell's Christian Hill neighborhood, in Adams and North Adams with Berkshire Gas, and in Watertown with NSTAR. Customer engagement in each

community is customized to its population and includes direct mail, email, newspaper, telemarketing, canvassing, and outreach events.

*Renew Boston:* National Grid has partnered with the City of Boston to launch a Triple Decker initiative to attract more landlords and 2-3 unit homes to participate in the home energy services program. A launch event was held at a customer's home in Jamaica Plain along with a day of action designed to drive customers to sign up on June 1.

*Wellesley:* National Grid and the Wellesley Municipal Light Plant wrapped up their "Power to Save" campaign with the town's energy committee, successfully driving 222 National Grid energy assessments.

*Medford and Swampscott:* As winners of National Grid's first communities partnerships RFPs, Medford and Swampscott continued to work towards their goals of increasing participation in residential programs by 25%. Particularly successful in Medford was a call to action to get a home energy assessment that was included in all residents' water bills from the city.

*Fall River:* In partnership with New England Gas Company and the City of Fall River, National Grid is promoting the Neighborhood Energy Contest to drive more participation in the Home Energy Services and Low Income Core Initiatives. A hyper local and grassroots marketing campaign is underway. The contest will wrap up in Q3.

*Nantucket and Home MPG:* National Grid continues its partnerships with the Nantucket Energy office and the DOER in the Home MPG initiative to drive more participation in the Home Energy Services program.

Low Income:

During the second quarter, National Grid worked closely with its Lead Agency, Action Inc. and its CAP agency, Community Action Inc. (CAI) to develop a marketing and outreach plan designed to increase awareness and program participation of income eligible customers in the town of Haverhill. A list of 3,290 eligible customers on the discount rate was defined. A direct mail piece was mailed to the target audience as well as an email blast was sent.

NSTAR:

For Community Outreach, NSTAR is continuing its relationship with the City of Boston's Renew Boston program and recently developed a "Three-Decker" enhanced incentive proposal in an attempt to attract more landlords and tenants to participate in our Mass Save HES program.

NSTAR is also partnering with the City of Worcester as we are about to launch the Worcester Energy Residential Rebate Program. Again, enhanced incentives are being offered as we strive to increase participation in our HES program within the City of Worcester.

Earlier in 2013, NSTAR's Community Based Outreach initiative assisted the City of Somerville and New Bedford with their ongoing energy efficiency outreach efforts. Going forward, all

community based outreach will be managed at the program level and several community organizations that have participated in our CBOs and CMIs are excited to renew relationships at the HES program level.

#### *Low Income*

NSTAR Electric and NSTAR Gas continue to partner with Tri-City Community Action Program, Inc to increase program participation of income eligible customers in the City of Somerville. Energy efficiency outreach efforts include targeted direct mail campaigns to customers on the discount rate in Somerville that live in single family dwellings of 1 to 4 units and have not previously participated in the Energy Efficiency program. Additionally, NSTAR Electric and Gas is working closely with their lead vendor, Action for Boston Community Development, to research, target and propose energy efficiency upgrades to multi-family facilities located in Somerville with at least 50% occupancy of income eligible customers.

#### Columbia Gas of Massachusetts and Western Massachusetts Electric Company

Columbia Gas of Massachusetts and Western Massachusetts Electric Company continue to work with Springfield Partners of Community Action (“SPCA”) and the Vietnamese American Civic Association (“V.A.C.A”) to create awareness and increase participation in the Low-Income program for the residents of the Forest Park neighborhood in Springfield, MA. Part of the effort includes “Sunny Wednesdays”. Every Wednesday in the summer (weather permitting), SPCA hosts an information table at the V.A.C.A facility to increase awareness and trust amongst the Vietnamese community. SPCA is able to promote energy efficiency and other programs such as fuel assistance and utility discount rates.

#### The Berkshire Gas Company

Residential: The Berkshire Gas Company and its lead vendor, Center for EcoTechnology (“CET”) kicked off its Efficient Neighborhoods+ program during Q2. Multiple strategies to reach and motivate people to take the next steps to save energy were utilized.

Berkshire worked closely with CET and its electric PA counterpart, National Grid, to develop a number of marketing pieces and activities to promote Efficient Neighborhoods+. Some examples are:

- Introduction Letter to the town/city leaders Self-mail Brochure
- Self-mail Postcard
- Last Chance Letter
- Door Hanger
- Outbound Call Campaigns
- North Adams Transcript 1/4 Page Ad
- The Shopper - Insert
- TheTranscript.com
- North Adams Transcript Facebook/Twitter
- Participation in Identified Town Events
- Direct Mail

Direct contact via gatherings of neighbors and affinity groups, at community events and energy efficiency presentations, and tabling, has been successful in reaching the target audience. In order to increase the success of word-of-mouth, Berkshire deployed information tables at community events in the selected towns to promote energy savings activities, promoting the first step of scheduling the Mass Save energy assessment. Materials and signage highlighted the time-limited bonus incentives, the energy and dollar savings potential as well as the increased comfort that households will realize via the Efficient Neighborhoods+ program. During these events, customers were offered low-cost energy-saving products, such as compact fluorescent lamps or LED nightlights, which were available for households who sign up for energy assessments. Additionally, participant names were entered into a raffle for more significant energy-saving measures, such as energy efficient desk lamps and smart power strips. Customers were also provided with information about no and low-cost energy-saving measures that they can take to reduce their energy consumption.

To date, Berkshire is very pleased with the response to its Efficient Neighborhoods+ efforts and audit requests are at an all-time high for these two communities.

Low Income: During Q2, Berkshire Gas worked closely with its CAP agency, Community Action (“CA”) to develop a marketing and outreach plan designed to increase program participation in the town of Turners Falls by 5%. CA has generated a list of 165 LIHEAP eligible households in Turners Falls and has prepared a mailing to reach out to these households. Natural gas heated multifamily buildings have also been targeted for service in 2013.

C&I: Berkshire Gas, working closely with CET, developed a marketing outreach strategy to increase energy efficiency program awareness and participation among its medium and large C&I customers during Q2.

One particular strategy has been to target designated areas, where CET has done non-energy efficiency-type business with Berkshire Gas customers and subsequently provided services and built relationships. The Company expects promising results through CET’s already existing relationship with these customers and now, offering energy efficiency services, serves as an important next step to help these customers maximize their energy-saving opportunities.

### New England Gas

In 2013, New England Gas Company and National Grid partnered to implement the Fall River Neighborhood Energy Contest.

The mission of this initiative is to promote energy efficiency by implementing quantifiable energy saving programs that will reduce energy demand, save money, create jobs, promote energy education and efficient technologies, conserve natural resources and improve the quality of life of residents.

Contest Partners include Mayor William Flanagan’s Office, the City’s network of neighborhood associations, Bristol Community College, U-MA, Dartmouth, Citizens for Citizens, The Fall River School Department, the Fall River Council on Aging, local banks and credit unions, to



name a few.

The Purpose of the Neighborhood Contest was launched to bring energy efficiency to the forefront for Fall River customers to take advantage of. This is a truly be a community based program with friendly competition amongst the neighborhood groups to bring in the most energy savings.

The neighborhood that has the most savings wins. The selection and notification of the winning neighborhood will happen at the end of August where a \$5,000 neighborhood improvement project will be awarded. National Grid and New England Gas have worked together to deliver this innovative community outreach encouraging customers to take advantage of the programs that the companies have to offer. To date, 137 homes (through June 30th) have obtained a Home Energy Assessment and implemented weatherization measures. 47 homes went through the Low Income program. Total savings through June are 20,082 therms and 57,400 kwh.

In addition to furthering energy efficiency initiatives in Massachusetts, the Green Communities Act and this Contest is also about job creation. The local economy is in desperate need of good paying jobs. The Bristol Community College Green Center, located in Fall River, is a key player in this industry and is a partner in this program. For example, Tom Martin from TM Construction & Remodeling is a local businessman who donates a great deal of time and money in making Fall River a better place to live. Over the past three years, Mr. Martin has received extensive training at the BCC Green Center and has now doubled his small workforce to provide comprehensive weatherization services to his clients.

In order to get kids involved, New England Gas Company and National Grid held a local design project for middle school students to design a logo for the contest. In addition, a flyer was developed in English, Portuguese and Spanish for kids to share at home with their families. An Energy Fair was also held in early March at Diman Regional Vocational High School for the community.

#### Fitchburg Gas and Electric Light Company d/b/a Unitil

Unitil plans to launch its Efficient Neighborhood+ program in Townsend during August 2013. Under the program, the Company will focus on residential neighborhoods that meet the Efficient Neighborhood+ criteria. It is anticipated that customers will be able to sign up through October 31.

During the second quarter of 2013, the Company worked with the Town Manager for Townsend, promoting the initiative. In addition, the Company reached agreement with a contractor to deliver this initiative. Currently, marketing materials are in development. During the last week of August, the Company will begin marketing to potential program participants -- those with income 60%-100% of the state median. At that time, the Company expects to begin scheduling audits.

### **XIII. Performance Metrics Update**

#### **A. Residential**

2013 Residential Metrics progress is as follows:

##### **1. Whole House/Home Energy Services: Deeper Savings {Electric & Gas} – Statewide**

**Threshold:** *Achieve an increase in the overall close rate of Full Assessments\* in Home Energy Services (HES) a minimum of 6%\*\*or greater, as compared with 2012. Each PA to submit documentation showing performance relative to targets.*

**Design:** *Achieve an increase in the overall close rate of Full Assessments \* in Home Energy Services (HES) a minimum of 10%\*\* or greater, as compared with 2012. Each PA to submit documentation showing performance relative to targets.*

**Exemplary:** *Achieve an increase in the overall close rate of Full Assessments \* in Home Energy Services (HES) a minimum of 12.5%\*\* or greater, as compared with 2012. Each PA to submit documentation showing performance relative to targets.*

\* **Full Assessment** is defined as comprehensive HES audit, as distinct from a ‘Special Home Visit (SHV)’ which is a home visit targeted to a specific purpose (e.g. direct-install measures; verification of information prior to HVAC installation).

\* **Major Measure** is defined as air sealing, envelope insulation, or both. Measures must meet applicable program eligibility requirements.

\*\*Close Rate calculation will be based on comparing the full assessment-to-major measure (as defined above) close rate in 2013 to 2012 baseline.

*Increase in close rate (%) = (2013 close rate / 2012 close rate) – 1*

#### **UPDATE:**

The table below describes the utility PAs’ results for the Mass Save/Weatherization: Deeper Savings metric through June 30, 2013. PAs continue to make progress towards goals.

Please note these numbers, while accurate, are not totally reflective of a program year as they do not include historical third and fourth quarter peak season demand and production.

	Full HEAs YTD June	Weatherization (unique Insulation, Insulation/Air Sealing, or Air Sealing only) YTD June	Conversion Rate YTD June	Threshold Goal 6%	Design Goal 10%	Exemplary Goal 12.5%
NSTAR Electric	7,326	2,380	32.49%	36.81%	38.20%	39.07%
NSTAR Gas	4,679	1,283	27.42%	28.00%	29.06%	29.72%
National Grid Electric	12,709	4,030	31.71%	31.72%	32.91%	33.66%
National Grid Gas	12,718	3,453	27.15%	33.11%	34.36%	35.15%
WMECO	1,180	405	34.32%	42.27%	43.87%	44.87%
Berkshire Gas	441	153	34.69%	44.44%	46.12%	47.16%
Columbia Gas of MA	2,434	708	29.09%	35.53%	36.87%	37.71%
New England Gas	222	42	18.92%	28.20%	29.26%	29.93%
Unitil Electric	191	85	44.50%	60.42%	62.70%	64.12%
Unitil Gas	44	16	36.36%	60.42%	62.70%	64.12%

## 2. Whole House/Home Energy Services: Early Boiler Replacement\* {Electric & Gas} – Statewide

**Threshold:** PAs to promote deeper savings for single family homes and encourage landlords to invest in major energy efficiency upgrades in multi-unit dwellings (e.g. 3 deckers) by increasing early boiler replacements by 6% over the 2013 planned goal. Each PA to submit documentation showing performance relative to targets.

**Design:** PAs to promote deeper savings for single family homes and encourage landlords to invest in major energy efficiency upgrades in multi-unit dwellings (e.g. deckers) by increasing early boiler replacements by 8% over the 2013 planned goal. Each PA to submit documentation of performance relative to targets.

**Exemplary:** PAs to promote deeper savings for single family homes and encourage landlords to invest in major energy efficiency upgrades in multi-unit dwellings (e.g. 3 deckers) by increasing early boiler replacements by 10% over the 2013 planned goal. Each PA to submit documentation showing performance relative to targets.

\*An Early Boiler Replacement is defined as replacement of an existing, functional forced hot water or steam boiler that is a minimum of 30 years old and is fueled by natural gas, oil or propane. Eligibility is based on:

- New equipment meeting specific high efficiency AFUE (Annual Fuel Usage Efficiency) rating
- Customer receiving a Home Energy Assessment as a method to identify additional energy savings opportunities and to verify existing boiler is in fact functional.

### UPDATE:

The table below describes the utility PAs' results for the 2013 Early Boiler Replacement metric through June 30, 2013. The column "EBRs Offered" represents the number of customers

identified as eligible for this initiative. The column “EBRs Completed” represents the number of rebates billed through June 2013. Please note that actual EBR net results are expected to increase significantly. Customers must submit their applications and complete the installation by October 1, 2013. Current results are reflective of an inherent mid-summer heating equipment sales lag effect. This is evidenced by the hockey stick effect that took place during last year's pilot. Nonetheless, the PAs cannot project at this time whether any of them will be able to achieve the rigorous threshold levels for this metric.

	<b>EBRs Offered</b>	<b>EBRs Completed</b>	<b>Threshold Goal 6%</b>	<b>Design Goal 8%</b>	<b>Exemplary Goal 10%</b>
NSTAR Electric	409	16	887	904	921
NSTAR Gas	286	5	606	618	629
National Grid Electric	530	33	636	648	660
National Grid Gas	620	25	424	432	440
WMECO	72	4	53	54	55
Berkshire Gas	50	1	31	32	33
Columbia Gas of MA	212	6	60	62	63
New England Gas	36	3	42	43	44
Unitil Electric	13	3	7	8	9
Unitil Gas	3	0	7	8	9

## **B. Low-Income**

**The 2013 Low Income metrics results to date are as follows:**

### **1. Strategic Targeting {Electric & Gas} – Statewide**

**Threshold:** *In coordination with LEAN, Program Administrators to develop a marketing strategy/plan to increase program participation through targeting Gateway cities and/or identified challenged communities and/or hard-to-reach communities across the State with the intent to educate consumers within these communities about available low-income program offerings they can benefit from. The marketing strategy plan will include key elements that describe the overall strategies and provide an implementation overview. Key elements include, at minimum: 1) detailed sections on communication/outreach strategies, 2) implementation action items 3) deployment outline and 4) monitoring outline. Targeting may include both single and multi-family housing types but is not meant to reduce funding to communities now served. Each PA will target at least one (1) city or hard-to-reach community within their service territory. Gas and Electric PAs will cooperate as appropriate, on efforts in shared towns. A shared PA effort will be counted as one (1) community for both PAs. Program Administrators to submit marketing plan to EEAC Consultants and DOER by May 1, 2013.*

### **UPDATE:**

In coordination with LEAN, each utility PA identified the community to participate in this effort and developed their strategic marketing plan for this effort. The Utility PAs collectively

submitted their detailed strategic marketing plans, which included all the key required elements to DOER and Council Consultants on May 1, 2013, thus meeting the threshold of this metric.

The utilities identified the following towns in which to increase participation. They are as follows:

<b>Program Administrator</b>	<b>Target Community</b>
Berkshire Gas	Turners Falls
Columbia Gas	Forest Park neighborhood in Springfield
National Grid Electric	Haverhill
National Grid Gas	Haverhill
New England Gas	Fall River
NSTAR Electric	Somerville
NSTAR Gas	Somerville
Unitil Electric	Fitchburg
Unitil Gas	Fitchburg
WMECo	Forest Park neighborhood in Springfield

**Design:** *In coordination with LEAN, each Program Administrator to implement its marketing strategy plan within its respective territory no later than August 1, 2013. Program Administrators will submit notification to the EEAC Consultants that the plans are underway along with a list of the communities in which they are being deployed. The PAs agree to track participation uptake, including kWh and/or therm savings, at the on-set of deployment.*

**UPDATE:**

The Utility PAs collectively provided a status report memo to DOER and the EEAC consultants on August 1, 2013. The memo detailed the marketing strategy/plans developed in coordination with LEAN. To date all utility PA plans are in the implementation phase. This memorandum also noted the selected communities. Thus the design level of the 2013 Low-Income Strategic Targeting Metric has been met.

**Exemplary:** *Each PA to increase program participation in designated community(s) by 5%\* in Q3/Q4 compared to equivalent 2012 baseline\*\*. By February 1, 2014 PAs to present a report to the EEAC Consultants and DOER that includes individual Program Administrator’s participation rates, a summary document of Program Administrator’s production, lessons learned, and recommendations for future marketing strategies. Each PA to submit a memo to EEAC consultants and DOER by February 15, 2014 detailing their Clear and Distinct Role in accomplishing this activity.*

**UPDATE:**

The utility PAs are working to increase program participation in their designated communities in Q3 and Q4.

## **2. Multi-family Building Inventory {Electric & Gas} – Statewide**

**Threshold:** *In coordination with LEAN the utilities shall continue to support the development and on-going efforts of the 2010-2012 statewide non-profit multi-family building inventories, begun in 2010 and scheduled to conclude by the end of 2013. The objective is to facilitate benchmarking for identification of energy retrofit potential in low-income multifamily buildings and to screen potential projects. Benchmarking allows the Low-Income Multifamily Program to identify and target the most energy-inefficient buildings in order to maximize deep, comprehensive savings. This four-year effort, begun in 2010, provides building square footage and at least a year of energy consumption data with respect to buildings that are majority-occupied by low-income tenants. This information is currently systematically available on a limited basis for public housing authority buildings and virtually not at all for other buildings. The information will support development of an energy efficiency standard (e.g., BTUs of energy per square foot of heated space) for low-income multi-family buildings.*

### **UPDATE:**

The utility PAs have continued the statewide inventory. Therefore, each utility PA has met the threshold of this metric. Also, please see below under “Design” for more detail and quantitative data with respect to achievement of this metric.

**Design:** *Each utility PA will conduct an inventory in its service territory, reaching the designated milestone number of account reports (defined under “Baseline Information”) as indicated below. Each utility will support the inventory on an allocated basis, with a statewide total of 838.5 accounts per month through June 30, 2013 (not including Cape Light Compact).*

### **UPDATE:**

Each utility has conducted a monthly inventory and has exceeded the number of account reports as indicated in the table below. The utilities are well on their way to meeting this metric for 2013.

Program Administrator	Goal		2013 ACTUAL Number of Account Reports per Month by PA								
	% Allocation	# of Acct Reports/ Month	# of Acct Reports/ Year	Jan	Feb	Mar	Apr	May	Jun	Total	Remaining Acct Reports
Berkshire Gas	2%	14	85	14	14	14	14	14	15	85	0
Columbia Gas	10%	75	448	75	75	71	79	70	81	451	(3)
National Grid Electric	20%	157	944	157	157	157	157	119	197	944	0
National Grid Gas	22%	186	1,118	186	186	186	186	167	207	1,118	0
New England Gas	2%	10	60	10	10	10	10	0	20	60	0
NSTAR Electric	24%	222	1,331	222	222	166	253	247	221	1,331	0
NSTAR Gas	14%	129	775	129	129	110	146	28	233	775	0
Unitil Electric	1%	1	8	1	1	1	1	1	3	8	0
Unitil Gas	1%	0	1	1	0	1	0	1	0	3	0
WMECO	4%	44	264	23	40	36	59	55	51	264	0
<b>Total</b>	<b>100%</b>	<b>839</b>	<b>5,034</b>	<b>818</b>	<b>834</b>	<b>752</b>	<b>905</b>	<b>702</b>	<b>1,028</b>	<b>5,039</b>	<b>(3)</b>

**Exemplary:** *By Jan 31st, 2014, in coordination with LEAN, each PA will submit a status report showing its inventory results. The status report shall include a summary of what has been learned to date relating to the energy consumption in non-profit low income multi-family buildings (e.g., average BTUs/square foot, reasonable target consumption, reasonable threshold consumption for weatherization measures, etc.), and recommendations as appropriate.*

**UPDATE:**

Per the final negotiated 2013 Performance Metrics filed with the EEAC and the Department, exemplary level of achievement for this metric will be submitted by January 31, 2014. In order to provide the most accurate status report, it was agreed that full year results will be reviewed and accordingly it is premature to state lessons learned and recommendations.

**C. Commercial & Industrial**

2013 C&I Q2 Metrics progress is as follows:

**1. C&I Large Retrofit Depth of Savings**

**Detailed Description:**

For Electric PAs: To qualify, projects with customers that use gas must achieve a minimum of 15% building electric savings and at least 5% gas savings. For those that do not use gas, projects can qualify if they meet either a minimum of 15% electric savings and 5% other fuel savings, or a minimum of 20% electric savings alone.

For Gas PAs: To qualify, projects with customers that use electricity delivered by a PA offering Mass Save programs must achieve a minimum of 15% building gas savings, plus at least 5% electric savings. For those that do not use electricity delivered by a PA offering Mass Save programs (e.g., a municipal utility), projects can qualify if they meet a minimum of 20% gas savings alone.

*Note:* A single project can be counted by both an electric and a gas PA so long as it meets each of their depth criteria (i.e., it met or exceeded both 15% electric savings and 15% gas savings).

**2013 Targets:**

Threshold level: 5% more qualifying projects than were achieved in 2012

Design level: 10% more qualifying projects than were achieved in 2012

Exemplary level: 20% more qualifying projects than were achieved in 2012

**UPDATE:**

The attached table describes the PAs’ results for the C&I Large Retrofit Depth of Savings metric through June 30, 2013.

	<b>Number of Qualifying Projects YTD June</b>	<b>Number of Qualifying Projects in 2012</b>	<b>Threshold Goal 5%</b>	<b>Design Goal 10%</b>	<b>Exemplary Goal 20%</b>
NSTAR Electric	12	28	29	31	34
NSTAR Gas	6	15	16	17	18
National Grid Electric	1	8	9	10	11
National Grid Gas	1	13	14	15	16
WMECO	2	3	4	5	6
Berkshire Gas	2	2	3	4	5
Columbia Gas of MA	3	8	9	10	11
New England Gas	1	2	3	4	5
Unitil Electric	0	0	1	2	3
Unitil Gas	0	0	1	2	3

**2. C&I New Construction Depth of Savings**

For Electric PAs: For projects that use gas, to qualify they must achieve a minimum of 20% whole building savings for both gas and electric usage. For projects that do not use gas, projects can qualify if they meet either a minimum of 20% whole building savings for both electric and other non-gas fuel usage, OR a minimum of 25% electric savings alone.

For Gas PAs: For projects that use electricity delivered by a PA that offers a Mass Save program, to qualify projects must achieve a minimum of 20% whole building savings for both gas and



electric usage. For projects that do not use electricity delivered by a PA offering a Mass Save program, projects can qualify if they meet a minimum of 25% gas savings alone.

*Note:* A single project can be counted by both an electric and a gas PA so long as it meets each of their depth criteria (e.g., it met or exceeded 20% whole building savings for both electric and gas).

**2013 Targets:**

- Threshold level: 5% increase in the percentage of qualifying projects than was achieved in 2012
- Design level: 10% increase in the percentage of qualifying projects than was achieved in 2012
- Exemplary level: 20% increase in the percentage of qualifying projects than was achieved in 2012

**UPDATE:**

The attached table describes the utility PAs’ results for the 2013 C&I New Construction Depth of Savings metric through June 30, 2013.

	<b>% of Qualifying Projects YTD June</b>	<b>% of Qualifying Projects in 2012</b>	<b>Threshold Goal 5%</b>	<b>Design Goal 10%</b>	<b>Exemplary Goal 20%</b>
NSTAR Electric	33%	22%	23%	24%	26%
NSTAR Gas	50%	40%	42%	44%	48%
National Grid Electric	55%	62%	65%	69%	75%
National Grid Gas	66%	40%	42%	44%	48%
WMECO	8%	0%	5%	10%	20%
Berkshire Gas	0%	0%	5%	10%	20%
Columbia Gas of MA	50%	83%	87%	91%	100%
New England Gas	0%	0%	5%	10%	20%
Unitil Electric	0%	0%	5%	10%	20%
Unitil Gas	0%	0%	5%	10%	20%

**3. Small Business Direct Install Depth of Savings**

For Electric PAs: For all PA small business direct install (“SBDI”) projects completed in 2013 the metric is met by achieving an average depth of savings as a percent of building electric annual usage that meets the target.

For Gas PAs: For all PA SBDI projects completed in 2013 the metric is met by achieving an average depth of savings as a percent of building gas annual usage that meets the target.

**2013 Targets:**

- Threshold level: 5% increase in average percentage depth achieved in 2012
- Design level: 10% increase in average percentage depth achieved in 2012
- Exemplary level: 20% increase in average percentage depth achieved in 2012

**UPDATE:**

The attached table describes the utility PAs' results for the Small Business Direct Install Depth of Savings metric through June 30, 2013.

	<b>% Depth Achieved YTD June</b>	<b>% Depth Achieved in 2012</b>	<b>Threshold Goal 5%</b>	<b>Design Goal 10%</b>	<b>Exemplary Goal 20%</b>
NSTAR Electric	13%	13%	14%	15%	16%
NSTAR Gas	6%	5%	6%	7%	8%
National Grid Electric	13.8%	12.7%	13.3%	14.0%	15.9%
National Grid Gas	4.1%	5.6%	5.9%	6.2%	6.7%
WMECO	12%	15%	16%	17%	18%
Berkshire Gas	0%	10.34%	10.86%	11.37%	12.41%
Columbia Gas of MA	3.66%	6.08%	6.38%	6.69%	7.30%
New England Gas	3%	22.59%	23.71%	24.85%	27.10%
Unitil Electric	13.4%	16.3%	17.15%	17.96%	19.59%
Unitil Gas	7.45%	7.6%	7.94%	8.32%	9.07%

**ATTACHMENT A**  
**QUANTITATIVE REPORT**

**STATEWIDE ELECTRIC BUDGETS SPEND  
Q2 2013**

	Total Sum of Program Planning and Administration	Total Sum of Marketing and Advertising	Total Sum of Participant Incentive	Total Sum of Sales, Technical Assistance & Training	Total Sum of Evaluation and Market Research	Total Sum of Total Spend
<b>Electric</b>						
<b>Goal</b>	<b>\$ 27,969,172</b>	<b>\$ 17,632,591</b>	<b>\$ 351,403,005</b>	<b>\$ 69,370,509</b>	<b>\$ 15,487,556</b>	<b>\$ 481,862,833</b>
<b>Residential</b>	<b>\$ 6,262,573</b>	<b>\$ 10,645,060</b>	<b>\$ 102,828,309</b>	<b>\$ 29,001,030</b>	<b>\$ 5,045,519</b>	<b>\$ 153,782,491</b>
1. Residential Whole House	\$ 3,274,718	\$ 3,590,686	\$ 67,798,580	\$ 20,519,988	\$ 3,556,790	\$ 98,740,762
2. Residential Products	\$ 1,526,896	\$ 4,055,215	\$ 26,617,174	\$ 6,125,964	\$ 1,344,462	\$ 39,669,711
3. Residential Hard-to-Measure	\$ 1,460,958	\$ 2,999,159	\$ 8,412,556	\$ 2,355,078	\$ 144,267	\$ 15,372,018
<b>Low-Income</b>	<b>\$ 3,233,979</b>	<b>\$ 616,728</b>	<b>\$ 39,131,176</b>	<b>\$ 9,398,821</b>	<b>\$ 1,756,129</b>	<b>\$ 54,136,833</b>
4. Low-Income Whole House	\$ 1,824,486	\$ 347,465	\$ 39,131,176	\$ 9,384,421	\$ 1,715,890	\$ 52,403,439
5. Low-Income Hard-to-Measure	\$ 1,409,493	\$ 269,263	\$ -	\$ 14,400	\$ 40,238	\$ 1,733,394
<b>Commercial &amp; Industrial</b>	<b>\$ 18,472,620</b>	<b>\$ 6,370,803</b>	<b>\$ 209,443,520</b>	<b>\$ 30,970,658</b>	<b>\$ 8,685,908</b>	<b>\$ 273,943,509</b>
6. C&I New Construction	\$ 3,973,572	\$ 1,467,874	\$ 43,714,516	\$ 8,153,201	\$ 2,126,508	\$ 59,435,671
7. C&I Retrofit	\$ 11,764,834	\$ 3,735,474	\$ 165,729,003	\$ 22,817,458	\$ 6,348,963	\$ 210,395,732
8. C&I Hard-to-Measure	\$ 2,734,214	\$ 1,167,455	\$ -	\$ -	\$ 210,436	\$ 4,112,106
<b>Q2</b>	<b>\$ 12,229,496</b>	<b>\$ 4,782,188</b>	<b>\$ 109,416,346</b>	<b>\$ 21,917,654</b>	<b>\$ 2,743,741</b>	<b>\$ 151,089,426</b>
Residential	\$ 2,758,404	\$ 3,775,477	\$ 49,969,944	\$ 11,260,821	\$ 1,180,505	\$ 68,945,151
1. Residential Whole House	\$ 1,096,867	\$ 806,565	\$ 29,987,029	\$ 8,460,218	\$ 621,707	\$ 40,972,386
2. Residential Products	\$ 474,746	\$ 1,711,779	\$ 15,871,654	\$ 1,801,534	\$ 557,854	\$ 20,417,567
3. Residential Hard-to-Measure	\$ 1,186,790	\$ 1,257,134	\$ 4,111,260	\$ 999,070	\$ 944	\$ 7,555,198
Low-Income	\$ 958,902	\$ 152,701	\$ 17,995,219	\$ 3,860,830	\$ 453,264	\$ 23,420,917
4. Low-Income Whole House	\$ 557,899	\$ 44,282	\$ 17,995,219	\$ 3,817,673	\$ 453,264	\$ 22,868,338
5. Low-Income Hard-to-Measure	\$ 401,003	\$ 108,419	\$ -	\$ 43,157	\$ 0	\$ 552,579
Commercial & Industrial	\$ 8,512,190	\$ 854,010	\$ 41,451,183	\$ 6,796,003	\$ 1,109,972	\$ 58,723,358
6. C&I New Construction	\$ 1,611,200	\$ 104,535	\$ 12,147,420	\$ 1,954,761	\$ 314,252	\$ 16,132,168
7. C&I Retrofit	\$ 4,403,704	\$ 291,265	\$ 29,303,763	\$ 4,836,727	\$ 795,369	\$ 39,630,828
8. C&I Hard-to-Measure	\$ 2,497,287	\$ 458,209	\$ -	\$ 4,515	\$ 351	\$ 2,960,363

YTD as Percentage to Goal	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
<b>Electric</b>	<b>44%</b>	<b>27%</b>	<b>31%</b>	<b>32%</b>	<b>18%</b>	<b>31%</b>
<b>Residential</b>	<b>44%</b>	<b>35%</b>	<b>49%</b>	<b>39%</b>	<b>23%</b>	<b>45%</b>
1. Residential Whole House	33%	22%	44%	41%	17%	41%
2. Residential Products	31%	42%	60%	29%	41%	51%
3. Residential Hard-to-Measure	81%	42%	49%	42%	1%	49%
<b>Low-Income</b>	<b>30%</b>	<b>25%</b>	<b>46%</b>	<b>41%</b>	<b>26%</b>	<b>43%</b>
4. Low-Income Whole House	31%	13%	46%	41%	26%	44%
5. Low-Income Hard-to-Measure	28%	40%	0%	300%	0%	32%
<b>Commercial &amp; Industrial</b>	<b>46%</b>	<b>13%</b>	<b>20%</b>	<b>22%</b>	<b>13%</b>	<b>21%</b>
6. C&I New Construction	41%	7%	28%	24%	15%	27%
7. C&I Retrofit	37%	8%	18%	21%	13%	19%
8. C&I Hard-to-Measure	91%	39%	0%	0%	0%	72%

**STATEWIDE ELECTRIC SAVINGS  
Q2 2013**

Row Labels	Total Sum of Participants	Total Sum of Capacity (kW)	Total Sum of Energy (annual MWh)	Total Sum of Energy (Lifetime MWh)
<b>Electric</b>				
<b>Goal</b>	<b>2,204,880</b>	<b>173,352</b>	<b>1,195,186</b>	<b>13,146,628</b>
Residential	2,160,523	42,973	329,791	1,892,380
1. Residential Whole House	915,457	21,056	153,182	596,356
1a. Residential New Construction	3,332	923	5,019	52,630
1b. Residential Multi-Family Retrofit	24,896	892	15,502	159,565
1c. Residential Home Energy Services	46,798	4,008	32,928	284,428
1d. Residential Behavior/Feedback	840,431	15,233	99,733	99,733
2. Residential Products	1,245,066	21,917	176,609	1,296,024
2a. Residential Cooling & Heating Equipment	12,008	3,198	5,852	80,459
2b. Residential Lighting	1,142,091	16,668	155,437	1,094,927
2c. Residential Consumer Products	90,968	2,051	15,320	120,638
Low-Income	27,879	3,332	28,837	265,017
4. Low-Income Whole House	27,879	3,332	28,837	265,017
4a. Low-Income New Construction	1,245	128	1,184	11,476
4b. Low-Income Single Family Retrofit	10,445	1,543	13,043	119,243
4c. Low-Income Multi-Family Retrofit	16,189	1,661	14,610	134,298
Commercial & Industrial	16,477	127,046	836,559	10,989,232
6. C&I New Construction	5,097	35,895	205,768	2,700,683
6a. C&I New Construction	5,097	35,895	205,768	2,700,683
7. C&I Retrofit	11,380	91,151	630,790	8,288,549
7a. C&I Retrofit	3,748	68,108	509,669	6,979,842
7b. C&I Direct Install	7,632	23,043	121,121	1,308,707
<b>Q2</b>	<b>1,318,001</b>	<b>53,163</b>	<b>303,275</b>	<b>3,042,068</b>
Residential	1,303,431	24,712	138,626	1,071,033
1. Residential Whole House	784,112	13,037	45,845	290,631
1a. Residential New Construction	1,035	667	3,612	40,445
1b. Residential Multi-Family Retrofit	6,331	377	7,491	76,749
1c. Residential Home Energy Services	16,445	1,502	19,847	158,543
1d. Residential Behavior/Feedback	760,301	10,492	14,894	14,894
2. Residential Products	519,319	11,675	92,781	780,403
2a. Residential Cooling & Heating Equipment	7,374	2,374	6,494	76,346
2b. Residential Lighting	482,144	8,641	80,976	666,144
2c. Residential Consumer Products	29,801	660	5,310	37,912
Low-Income	8,059	1,697	15,901	152,468
4. Low-Income Whole House	8,059	1,697	15,901	152,468
4a. Low-Income New Construction	110	14	140	1,856
4b. Low-Income Single Family Retrofit	4,256	1,034	7,933	88,088
4c. Low-Income Multi-Family Retrofit	3,693	650	7,828	62,524
Commercial & Industrial	6,511	26,753	148,749	1,818,567
6. C&I New Construction	4,398	13,987	65,794	771,937
6a. C&I New Construction	4,398	13,987	65,794	771,937
7. C&I Retrofit	2,113	12,766	82,955	1,046,630
7a. C&I Retrofit	393	5,216	42,269	535,361
7b. C&I Direct Install	1,720	7,550	40,687	511,269

YTD as Percentage to Goal	Participants	Capacity (kW)	Energy (annual MWh)	Energy (Lifetime MWh)
<b>Electric</b>	<b>60%</b>	<b>31%</b>	<b>25%</b>	<b>23%</b>
<b>Residential</b>	<b>60%</b>	<b>58%</b>	<b>42%</b>	<b>57%</b>
<b>1. Residential Whole House</b>	<b>86%</b>	<b>62%</b>	<b>30%</b>	<b>49%</b>
1a. Residential New Construction	31%	72%	72%	77%
1b. Residential Multi-Family Retrofit	25%	42%	48%	48%
1c. Residential Home Energy Services	35%	37%	60%	56%
1d. Residential Behavior/Feedback	90%	69%	15%	15%
<b>2. Residential Products</b>	<b>42%</b>	<b>53%</b>	<b>53%</b>	<b>60%</b>
2a. Residential Cooling & Heating Equipment	61%	74%	111%	95%
2b. Residential Lighting	42%	52%	52%	61%
2c. Residential Consumer Products	33%	32%	35%	31%
<b>Low-Income</b>	<b>29%</b>	<b>51%</b>	<b>55%</b>	<b>58%</b>
<b>4. Low-Income Whole House</b>	<b>29%</b>	<b>51%</b>	<b>55%</b>	<b>58%</b>
4a. Low-Income New Construction	9%	11%	12%	16%
4b. Low-Income Single Family Retrofit	41%	67%	61%	74%
4c. Low-Income Multi-Family Retrofit	23%	39%	54%	47%
Commercial & Industrial	40%	21%	18%	17%
<b>6. C&amp;I New Construction</b>	<b>86%</b>	<b>39%</b>	<b>32%</b>	<b>29%</b>
6a. C&I New Construction	86%	39%	32%	29%
<b>7. C&amp;I Retrofit</b>	<b>19%</b>	<b>14%</b>	<b>13%</b>	<b>13%</b>
7a. C&I Retrofit	10%	8%	8%	8%
7b. C&I Direct Install	23%	33%	34%	39%

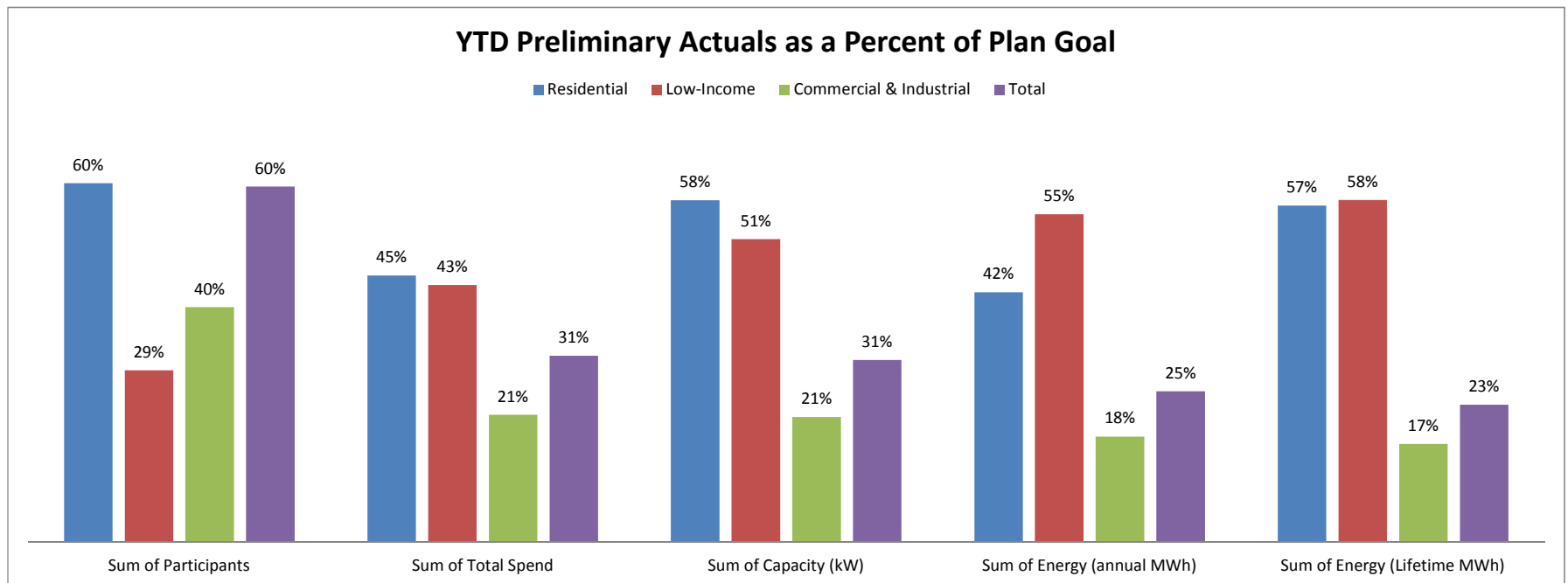
**STATEWIDE ELECTRIC BENEFITS  
Q2 2013**

Row Labels	Total Sum of Total Electric Benefits	Total Sum of Total Other Resource Benefits	Total Sum of Total Gas Benefits	Total Sum of Total Non Resource Benefits	Total Sum of Total Benefits
<b>Electric</b>					
<b>Goal</b>	<b>\$ 1,888,586,631</b>	<b>209,399,316</b>	<b>(146,982,476)</b>	<b>386,843,679</b>	<b>\$ 2,337,847,150</b>
Residential	\$ 259,401,138	190,606,948	3,431,166	202,858,355	\$ 656,297,607
1. Residential Whole House	\$ 85,531,634	190,606,948	3,808,497	191,966,849	\$ 471,913,927
1a. Residential New Construction	\$ 9,275,786	5,651,503	1,052,392	6,141,293	\$ 22,120,974
1b. Residential Multi-Family Retrofit	\$ 18,609,728	885,200	14,664	30,405,052	\$ 49,914,644
1c. Residential Home Energy Services	\$ 45,667,823	184,070,245	2,741,441	155,420,504	\$ 387,900,013
1d. Residential Behavior/Feedback	\$ 11,978,296	-	-	-	\$ 11,978,296
2. Residential Products	\$ 173,869,505	-	(377,331)	10,891,507	\$ 184,383,680
2a. Residential Cooling & Heating Equipment	\$ 17,338,901	-	(377,331)	1,587,969	\$ 18,549,538
2b. Residential Lighting	\$ 140,173,509	-	-	9,303,537	\$ 149,477,046
2c. Residential Consumer Products	\$ 16,357,095	-	-	-	\$ 16,357,095
Low-Income	\$ 36,210,276	38,944,592	1,282,362	40,533,143	\$ 116,970,374
4. Low-Income Whole House	\$ 36,210,276	38,944,592	1,282,362	40,533,143	\$ 116,970,374
4a. Low-Income New Construction	\$ 1,589,099	700,420	1,271,959	6,233,420	\$ 9,794,897
4b. Low-Income Single Family Retrofit	\$ 16,890,312	37,358,462	10,404	14,877,318	\$ 69,136,496
4c. Low-Income Multi-Family Retrofit	\$ 17,730,866	885,710	-	19,422,405	\$ 38,038,981
Commercial & Industrial	\$ 1,592,975,217	(20,152,225)	(151,696,004)	143,452,181	\$ 1,564,579,169
6. C&I New Construction	\$ 410,727,360	(9,147,311)	(3,299,804)	526,907	\$ 398,807,151
6a. C&I New Construction	\$ 410,727,360	(9,147,311)	(3,299,804)	526,907	\$ 398,807,151
7. C&I Retrofit	\$ 1,182,247,857	(11,004,914)	(148,396,200)	142,925,275	\$ 1,165,772,018
7a. C&I Retrofit	\$ 978,802,037	(12,489,339)	(138,039,688)	115,589,228	\$ 943,862,538
7b. C&I Direct Install	\$ 203,445,820	1,484,425	(10,356,512)	27,335,747	\$ 221,909,480
<b>Q2</b>	<b>\$ 387,510,842</b>	<b>124,376,113</b>	<b>5,515,976</b>	<b>104,975,140</b>	<b>\$ 653,316,839</b>
Residential	130,536,403	99,168,629	1,491,687	75,399,131	319,434,116
1. Residential Whole House	39,890,359	99,168,629	1,583,494	69,452,343	213,240,831
1a. Residential New Construction	6,200,204	4,747,493	70,865	1,575,951	13,031,335
1b. Residential Multi-Family Retrofit	7,819,207	1,166	8,712	1,238,456	9,704,241
1c. Residential Home Energy Services	18,008,115	94,419,970	1,503,917	66,637,936	182,333,346
1d. Residential Behavior/Feedback	7,862,834	-	-	-	8,171,909
2. Residential Products	90,646,044	-	(91,807)	5,946,788	106,193,285
2a. Residential Cooling & Heating Equipment	12,843,500	-	(91,758)	943,054	14,044,822
2b. Residential Lighting	73,560,340	-	(49)	4,885,023	87,239,869
2c. Residential Consumer Products	4,242,204	-	-	118,710	4,908,594
Low-Income	18,159,677	26,047,866	97,292	9,827,853	56,056,167
4. Low-Income Whole House	18,159,677	26,047,866	97,292	9,827,853	56,056,167
4a. Low-Income New Construction	221,208	78,788	89,403	504,102	914,032
4b. Low-Income Single Family Retrofit	11,586,061	24,587,770	7,889	6,479,675	43,240,590
4c. Low-Income Multi-Family Retrofit	6,352,407	1,381,308	-	2,844,076	11,901,546
Commercial & Industrial	238,814,762	(840,383)	3,926,997	19,748,157	277,826,556
6. C&I New Construction	105,364,165	17,052	1,120,866	169,254	117,658,060
6a. C&I New Construction	105,364,165	17,052	1,120,866	169,254	117,658,060
7. C&I Retrofit	133,450,597	(857,435)	2,806,131	19,578,902	160,168,496
7a. C&I Retrofit	64,186,833	(890,760)	2,370,243	9,368,321	77,618,194
7b. C&I Direct Install	69,263,764	33,325	435,888	10,210,581	82,550,302

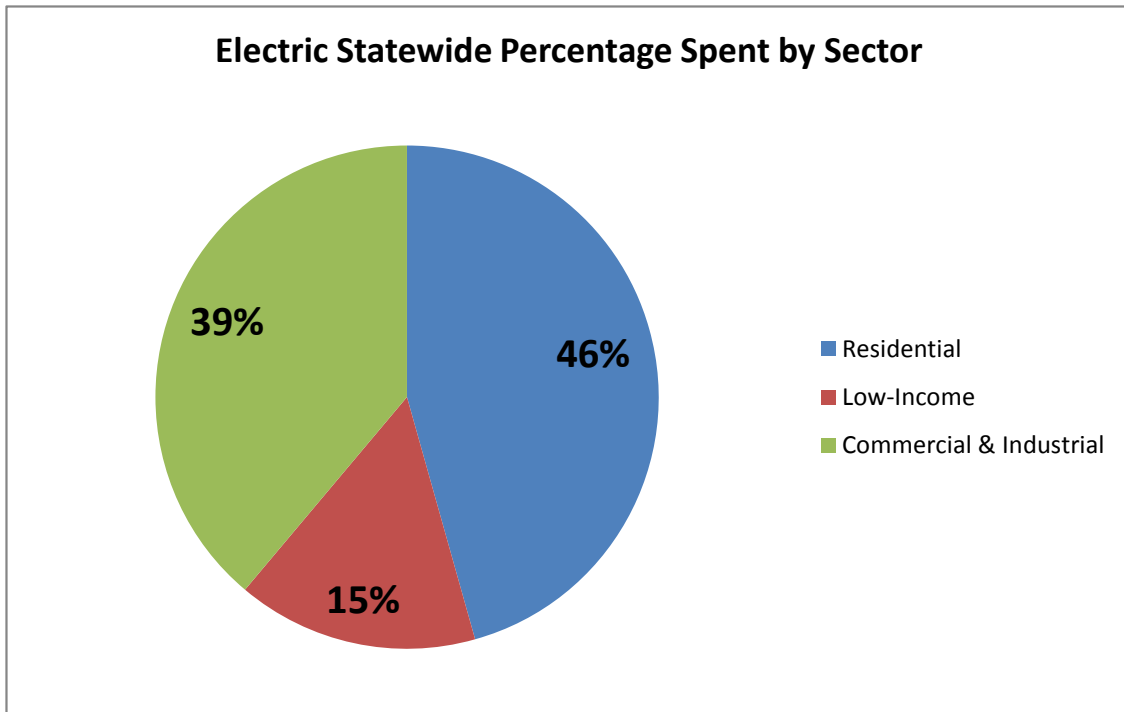
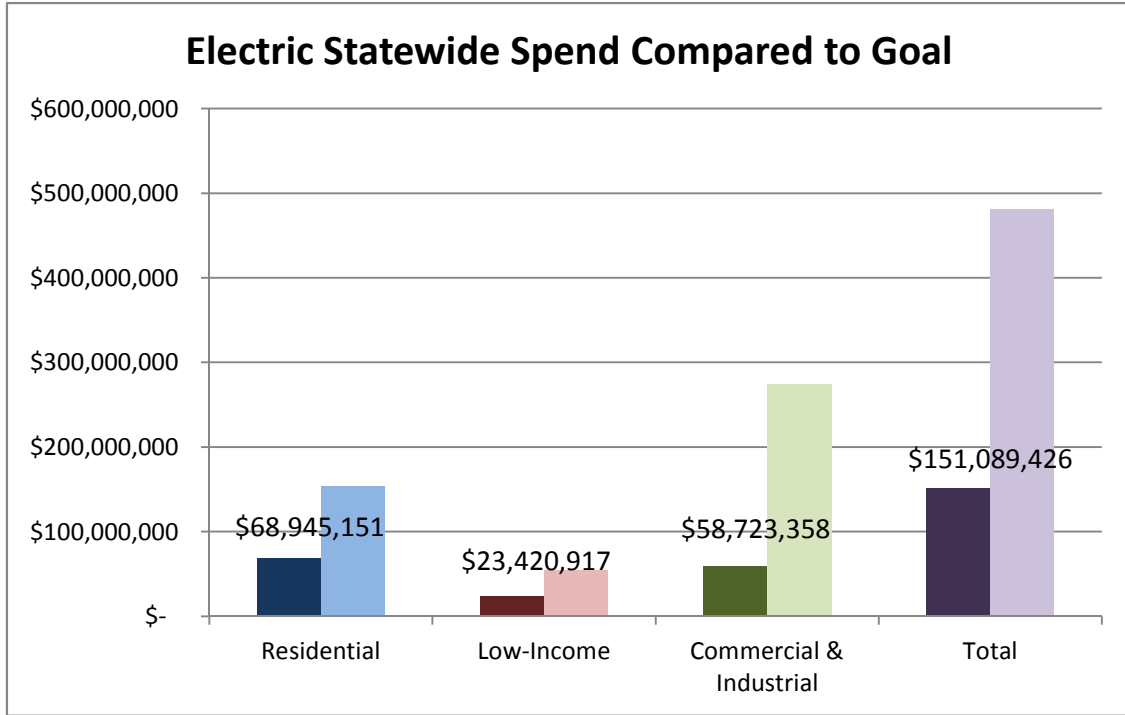
YTD as Percentage to Goal					
	Electric Benefits	Other Resource Benefits	Gas Benefits	Non Resource Benefits	Sum of Total Benefits
<b>Electric</b>	<b>21%</b>	<b>59%</b>	<b>-4%</b>	<b>27%</b>	<b>28%</b>
Residential	50%	52%	43%	37%	49%
Residential Whole House	47%	52%	42%	36%	45%
Residential New Construction	67%	84%	7%	26%	59%
Residential Home Energy Services	42%	0%	59%	4%	19%
Residential Multi-Family Retrofit	39%	51%	55%	43%	47%
Residential Behavior/Feedback	66%	0%	0%	0%	68%
Residential Products	52%	0%	24%	55%	58%
Residential Lighting	74%	0%	24%	59%	76%
Residential Consumer Products	52%	0%	0%	53%	58%
Residential Cooling & Heating Equipment	26%	0%	0%	0%	30%
Residential Hard-to-Measure	50%	67%	8%	24%	48%
Low-Income	50%	67%	8%	24%	48%
Low-Income Whole House	14%	11%	7%	8%	9%
Low-Income New Construction	69%	66%	76%	44%	63%
Low-Income Single Family Retrofit	36%	156%	0%	15%	31%
Low-Income Multi-Family Retrofit	15%	4%	-3%	14%	18%
Low-Income Hard-to-Measure	26%	0%	-34%	32%	30%
Commercial & Industrial	26%	0%	-34%	32%	30%
C&I New Construction	11%	8%	-2%	14%	14%
C&I New Construction	7%	7%	-2%	8%	8%
C&I Retrofit	34%	2%	-4%	37%	37%
C&I Retrofit	0%	0%	0%	0%	0%
C&I Direct Install	0%	0%	0%	0%	0%
C&I Hard-to-Measure	0%	0%	0%	0%	0%

## STATEWIDE ELECTRIC SUMMARY Q2 2013

Values					
Row Labels	Sum of Participants	Sum of Total Spend	Sum of Capacity (kW)	Sum of Energy (annual MWh)	Sum of Energy (Lifetime MWh)
<b>Electric</b>					
<b>Goal</b>	<b>2,204,880</b>	<b>\$ 481,862,833</b>	<b>173,352</b>	<b>1,195,186</b>	<b>13,146,628</b>
Residential	2,160,523	\$ 153,782,491	42,973	329,791	1,892,380
Low-Income	27,879	\$ 54,136,833	3,332	28,837	265,017
Commercial & Industrial	16,477	\$ 273,943,509	127,046	836,559	10,989,232
<b>Q2</b>	<b>1,318,084</b>	<b>\$ 151,089,426</b>	<b>53,163</b>	<b>303,275</b>	<b>3,042,068</b>
Residential	1,303,514	68,945,151	24,712	138,626	1,071,033
Low-Income	8,059	23,420,917	1,697	15,901	152,468
Commercial & Industrial	6,511	58,723,358	26,753	148,749	1,818,567
<b>YTD as % of goal</b>	<b>60%</b>	<b>31%</b>	<b>31%</b>	<b>25%</b>	<b>23%</b>
Residential	60%	45%	58%	42%	57%
Low-Income	29%	43%	51%	55%	58%
Commercial & Industrial	40%	21%	21%	18%	17%

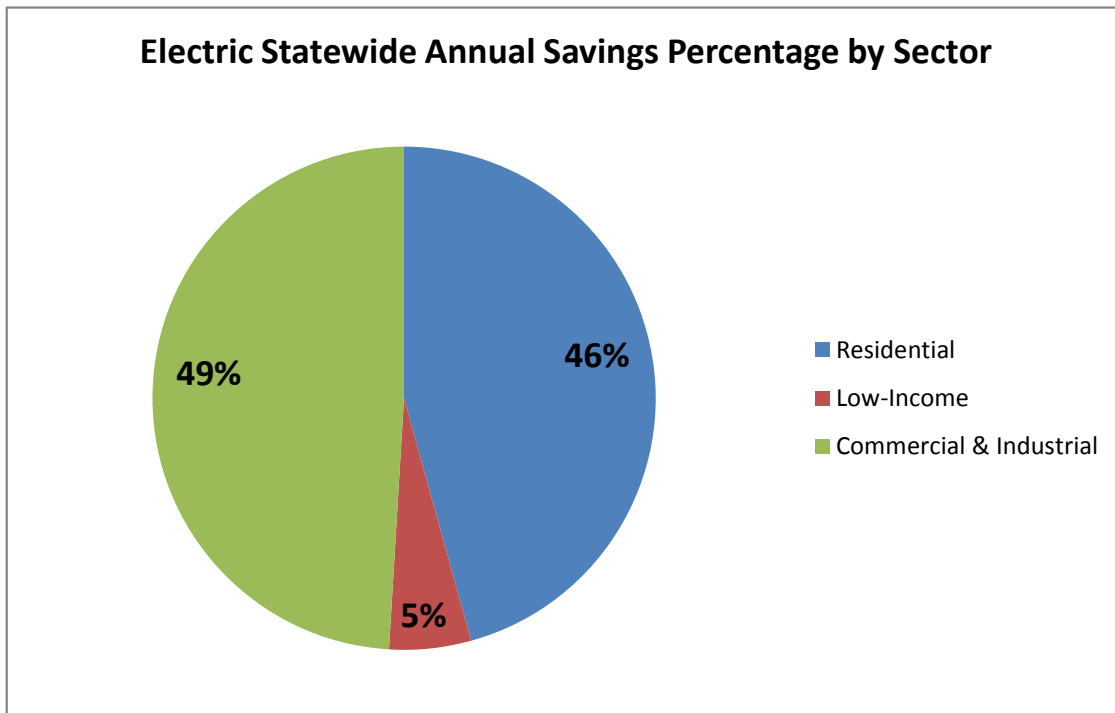
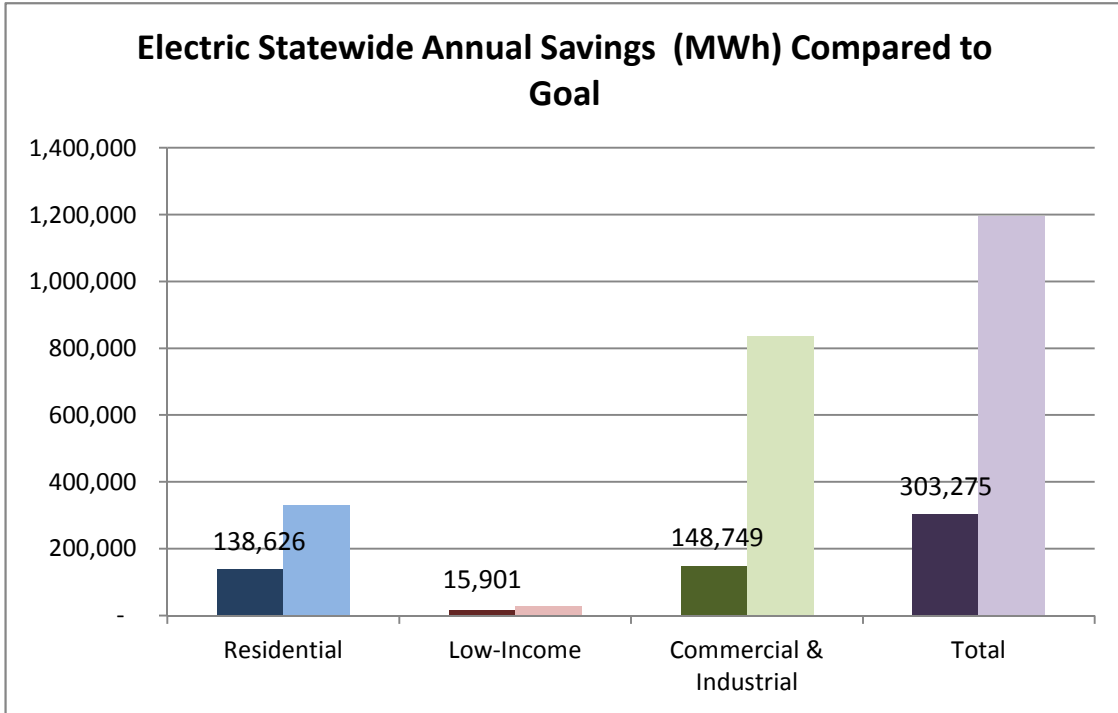


# ELECTRIC STATEWIDE BUDGETS, Q2 2013

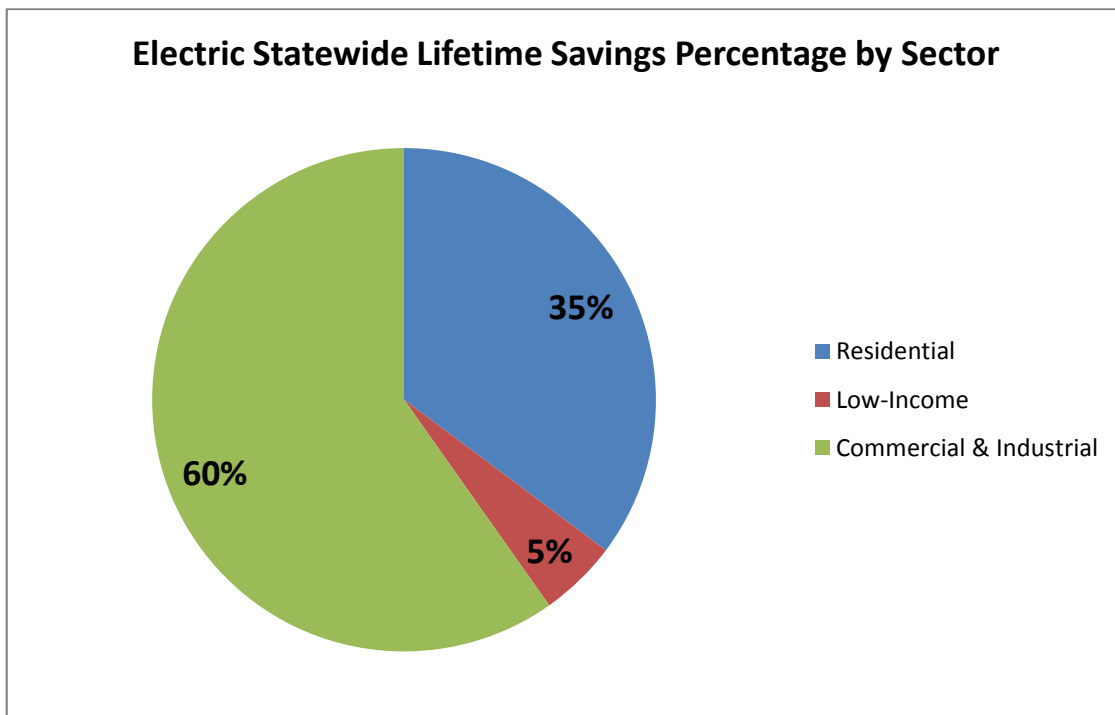
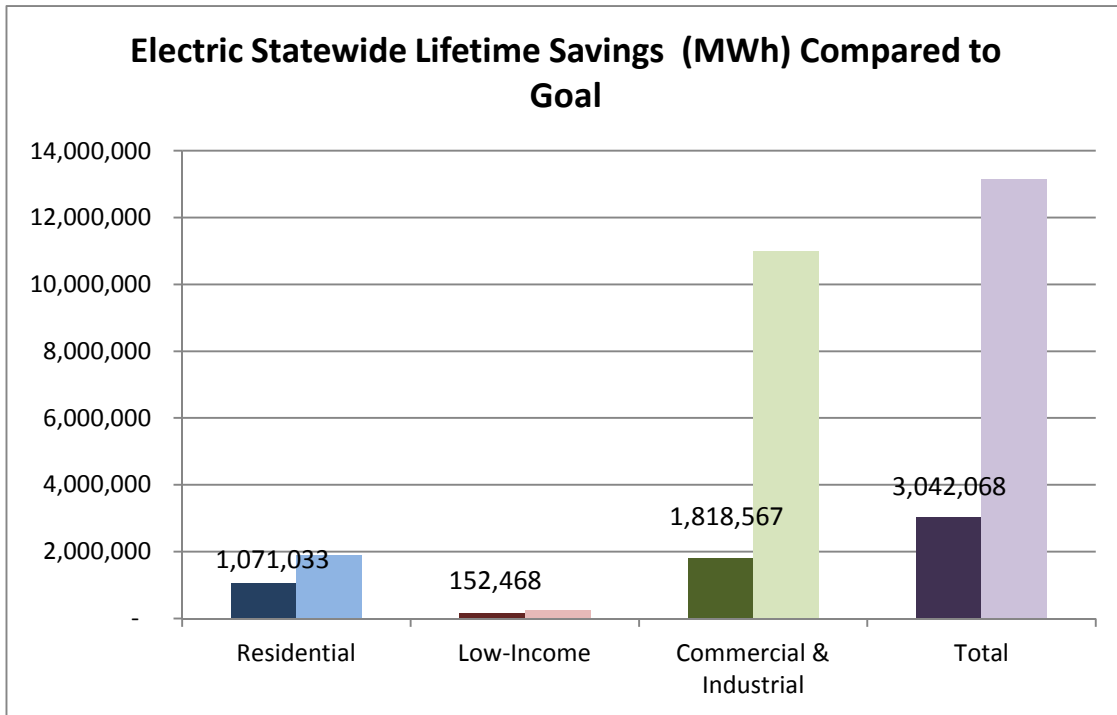




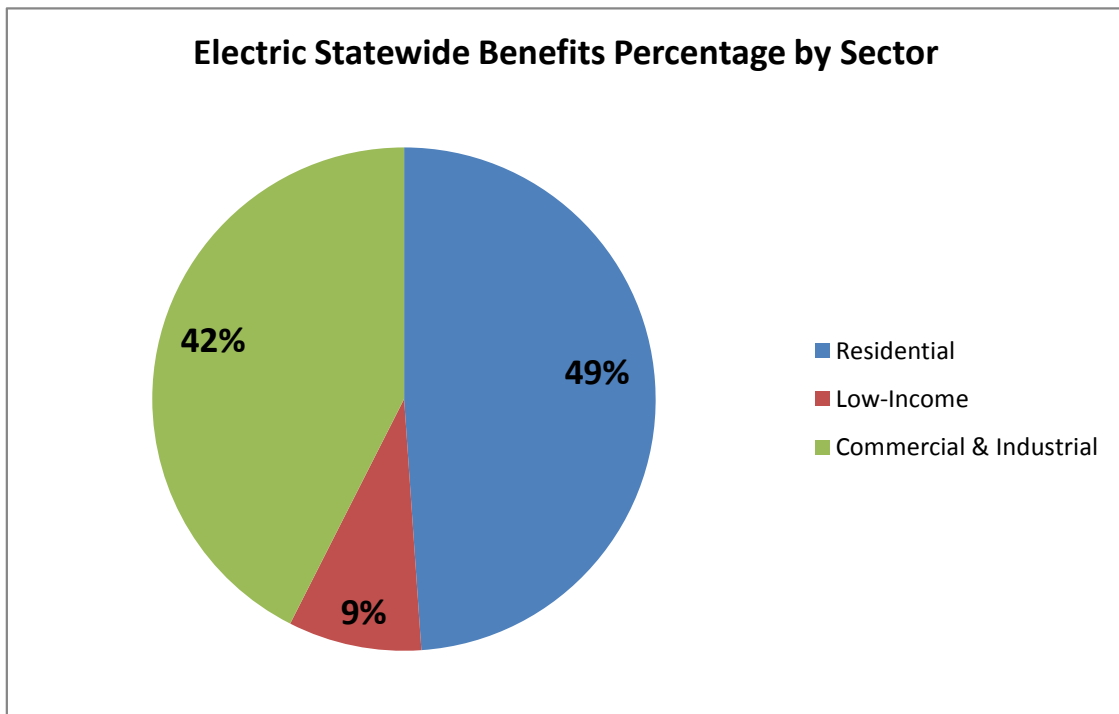
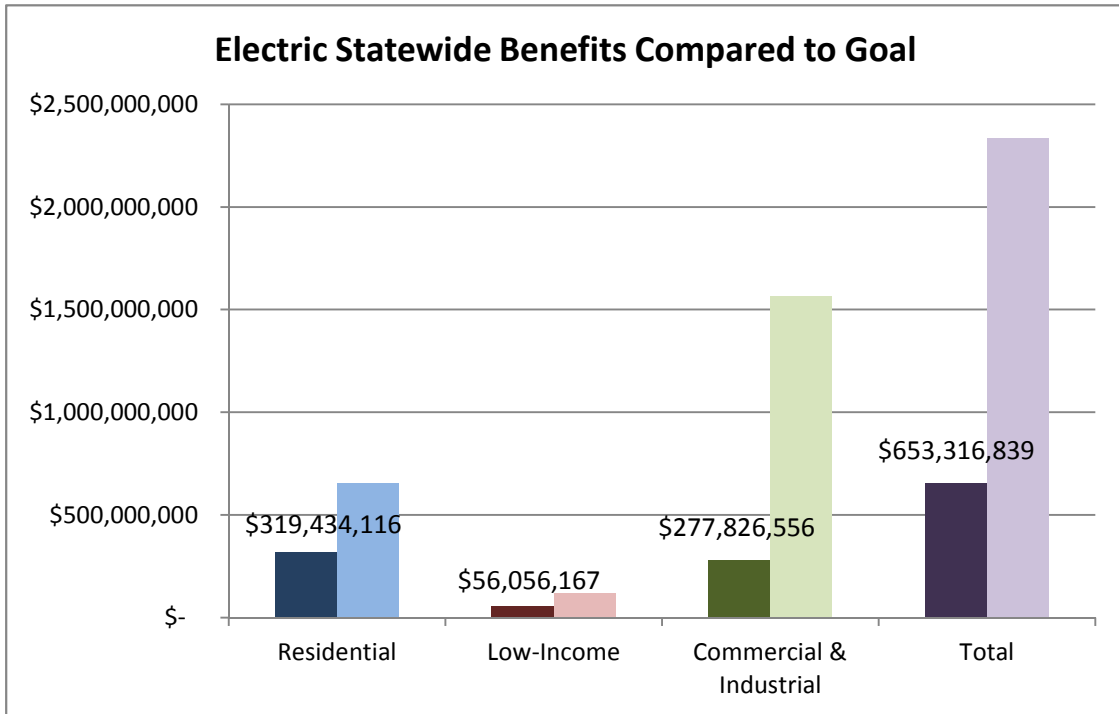
# ANNUAL ELECTRIC STATEWIDE SAVINGS, Q2 2013



# LIFETIME ELECTRIC STATEWIDE SAVINGS, Q2 2013



# ELECTRIC STATEWIDE BENEFITS, Q2 2013



**STATEWIDE GAS BUDGETS SPEND  
Q2 2013**

Row Labels	Total Sum of Program Planning and Administration	Total Sum of Marketing and Advertising	Total Sum of Participant Incentive	Total Sum of Sales, Technical Assistance & Training	Total Sum of Evaluation and Market Research	Total Sum of Total Spend
<b>Gas</b>						
<b>Goal</b>	<b>\$ 8,767,375</b>	<b>\$ 7,892,645</b>	<b>\$ 117,973,681</b>	<b>\$ 26,811,287</b>	<b>\$ 7,035,427</b>	<b>\$ 168,480,416</b>
<b>Residential</b>	<b>\$ 4,190,464</b>	<b>\$ 4,284,177</b>	<b>\$ 57,990,210</b>	<b>\$ 14,777,100</b>	<b>\$ 3,543,929</b>	<b>\$ 84,785,881</b>
1. Residential Whole House	\$ 2,354,491	\$ 1,444,166	\$ 37,775,161	\$ 12,522,085	\$ 2,359,334	\$ 56,455,236
2. Residential Products	\$ 1,001,762	\$ 1,945,855	\$ 19,110,340	\$ 1,934,989	\$ 1,068,255	\$ 25,061,201
3. Residential Hard-to-Measure	\$ 834,211	\$ 894,156	\$ 1,104,709	\$ 320,026	\$ 116,341	\$ 3,269,443
<b>Low-Income</b>	<b>\$ 2,152,734</b>	<b>\$ 1,091,048</b>	<b>\$ 23,801,877</b>	<b>\$ 5,942,972</b>	<b>\$ 1,420,344</b>	<b>\$ 34,408,975</b>
4. Low-Income Whole House	\$ 1,382,945	\$ 915,398	\$ 23,801,877	\$ 5,942,972	\$ 1,384,474	\$ 33,427,667
5. Low-Income Hard-to-Measure	\$ 769,789	\$ 175,650	\$ -	\$ -	\$ 35,870	\$ 981,309
<b>Commercial &amp; Industrial</b>	<b>\$ 2,424,177</b>	<b>\$ 2,517,420</b>	<b>\$ 36,181,594</b>	<b>\$ 6,091,214</b>	<b>\$ 2,071,154</b>	<b>\$ 49,285,560</b>
6. C&I New Construction	\$ 790,544	\$ 942,076	\$ 13,280,523	\$ 1,747,114	\$ 719,245	\$ 17,479,501
7. C&I Retrofit	\$ 1,253,179	\$ 1,074,078	\$ 22,901,071	\$ 4,304,990	\$ 1,293,488	\$ 30,826,806
8. C&I Hard-to-Measure	\$ 380,455	\$ 501,267	\$ -	\$ 39,110	\$ 58,420	\$ 979,253
<b>Q2</b>	<b>\$ 4,128,782</b>	<b>\$ 1,848,982</b>	<b>\$ 40,885,490</b>	<b>\$ 10,310,016</b>	<b>\$ 870,706</b>	<b>\$ 58,043,977</b>
Residential	\$ 1,544,002	\$ 1,029,106	\$ 27,003,225	\$ 6,814,082	\$ 360,014	\$ 36,750,430
1. Residential Whole House	\$ 877,891	\$ 359,073	\$ 14,772,797	\$ 6,106,181	\$ 226,634	\$ 22,342,576
2. Residential Products	\$ 334,243	\$ 469,292	\$ 12,158,020	\$ 661,515	\$ 131,216	\$ 13,754,286
3. Residential Hard-to-Measure	\$ 331,868	\$ 200,741	\$ 72,409	\$ 46,387	\$ 2,164	\$ 653,568
Low-Income	\$ 672,811	\$ 54,569	\$ 9,978,010	\$ 2,154,273	\$ 125,648	\$ 12,985,311
4. Low-Income Whole House	\$ 566,716	\$ 18,566	\$ 9,914,860	\$ 2,152,140	\$ 124,026	\$ 12,776,308
5. Low-Income Hard-to-Measure	\$ 106,095	\$ 36,003	\$ 63,150	\$ 2,133	\$ 1,622	\$ 209,003
Commercial & Industrial	\$ 1,911,969	\$ 765,307	\$ 3,904,255	\$ 1,341,660	\$ 385,045	\$ 8,308,236
6. C&I New Construction	\$ 340,488	\$ 199,397	\$ 2,695,874	\$ 447,720	\$ 138,297	\$ 3,821,775
7. C&I Retrofit	\$ 614,527	\$ 136,395	\$ 1,185,066	\$ 880,808	\$ 244,894	\$ 3,061,691
8. C&I Hard-to-Measure	\$ 956,954	\$ 429,515	\$ 23,315	\$ 13,132	\$ 1,854	\$ 1,424,770

YTD AS PERCENTAGE OF GOAL	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
<b>Gas</b>	<b>47%</b>	<b>23%</b>	<b>35%</b>	<b>38%</b>	<b>12%</b>	<b>34%</b>
<b>Residential</b>	<b>37%</b>	<b>24%</b>	<b>47%</b>	<b>46%</b>	<b>10%</b>	<b>43%</b>
1. Residential Whole House	37%	25%	39%	49%	10%	40%
2. Residential Products	33%	24%	64%	34%	12%	55%
3. Residential Hard-to-Measure	40%	22%	7%	14%	2%	20%
<b>Low-Income</b>	<b>31%</b>	<b>5%</b>	<b>42%</b>	<b>36%</b>	<b>9%</b>	<b>38%</b>
4. Low-Income Whole House	41%	2%	42%	36%	9%	38%
5. Low-Income Hard-to-Measure	14%	20%	0%	0%	5%	21%
<b>Commercial &amp; Industrial</b>	<b>79%</b>	<b>30%</b>	<b>11%</b>	<b>22%</b>	<b>19%</b>	<b>17%</b>
6. C&I New Construction	43%	21%	20%	26%	19%	22%
7. C&I Retrofit	49%	13%	5%	20%	19%	10%
8. C&I Hard-to-Measure	252%	86%	0%	34%	3%	145%

**STATEWIDE GAS SAVINGS  
Q2 2013**

Row Labels	Total Sum of Participants	Total Sum of Annual Therms	Total Sum of Lifetime Therms
<b>Gas</b>			
<b>Goal</b>	<b>549,188</b>	<b>22,662,498</b>	<b>303,524,964</b>
Residential	537,690	10,290,782	116,613,304
<b>1. Residential Whole House</b>	<b>509,451</b>	<b>8,138,116</b>	<b>76,083,031</b>
1a. Residential New Construction	1,802	398,786	9,345,407
1b. Residential Multi-Family Retrofit	8,344	543,185	9,230,027
1c. Residential Home Energy Services	33,622	2,756,611	53,068,063
1d. Residential Behavior/Feedback	465,683	4,439,534	4,439,534
<b>2. Residential Products</b>	<b>28,238</b>	<b>2,152,666</b>	<b>40,530,273</b>
2a. Residential Heating & Water Heating	28,238	2,152,666	40,530,273
Low-Income	6,645	1,397,743	27,514,929
<b>4. Low-Income Whole House</b>	<b>6,645</b>	<b>1,397,743</b>	<b>27,514,929</b>
4a. Low-Income Single Family Retrofit	2,445	814,531	16,572,033
4b. Low-Income Multi-Family Retrofit	4,200	583,212	10,942,896
Commercial & Industrial	4,854	10,973,973	159,396,731
<b>6. C&amp;I New Construction</b>	<b>1,599</b>	<b>3,726,651</b>	<b>70,889,370</b>
6a. C&I New Construction	1,599	3,726,651	70,889,370
<b>7. C&amp;I Retrofit</b>	<b>3,255</b>	<b>7,247,322</b>	<b>88,507,361</b>
7a. C&I Retrofit	2,170	6,944,996	85,603,338
7b. C&I Direct Install	1,085	302,326	2,904,023
<b>Q2</b>	<b>84,159</b>	<b>5,964,914</b>	<b>101,419,486</b>
Residential	79,287	3,848,866	67,991,137
<b>1. Residential Whole House</b>	<b>63,694</b>	<b>2,348,573</b>	<b>40,010,286</b>
1a. Residential New Construction	1,151	248,207	5,910,629
1b. Residential Multi-Family Retrofit	2,030	120,023	1,899,186
1c. Residential Home Energy Services	20,513	1,557,342	31,777,470
1d. Residential Behavior/Feedback	40,000	423,001	423,001
<b>2. Residential Products</b>	<b>15,593</b>	<b>1,500,293</b>	<b>27,980,850</b>
2a. Residential Heating & Water Heating	15,593	1,500,293	27,980,850
Low-Income	3,085	617,057	11,862,653
<b>4. Low-Income Whole House</b>	<b>3,085</b>	<b>617,057</b>	<b>11,862,653</b>
4a. Low-Income Single Family Retrofit	1,392	359,348	7,203,550
4b. Low-Income Multi-Family Retrofit	1,693	257,709	4,659,104
Commercial & Industrial	1,787	1,498,991	21,565,696
<b>6. C&amp;I New Construction</b>	<b>542</b>	<b>676,659</b>	<b>13,949,442</b>
6a. C&I New Construction	542	676,659	13,949,442
<b>7. C&amp;I Retrofit</b>	<b>1,245</b>	<b>822,332</b>	<b>7,616,254</b>
7a. C&I Retrofit	986	762,666	7,133,400
7b. C&I Direct Install	259	59,666	482,853

YTD AS PERCENTAGE OF GOAL	Participants	Annual Therms	Lifetime Therms
<b>Gas</b>	<b>15%</b>	<b>26%</b>	<b>33%</b>
Residential	15%	37%	58%
<b>1. Residential Whole House</b>	<b>13%</b>	<b>29%</b>	<b>53%</b>
1a. Residential New Construction	64%	62%	63%
1b. Residential Multi-Family Retrofit	24%	22%	21%
1c. Residential Home Energy Services	61%	56%	60%
1d. Residential Behavior/Feedback	9%	10%	10%
<b>2. Residential Products</b>	<b>55%</b>	<b>70%</b>	<b>69%</b>
2a. Residential Heating & Water Heating	55%	70%	69%
Low-Income	46%	44%	43%
<b>4. Low-Income Whole House</b>	<b>46%</b>	<b>44%</b>	<b>43%</b>
4a. Low-Income Single Family Retrofit	57%	44%	43%
4b. Low-Income Multi-Family Retrofit	40%	44%	43%
Commercial & Industrial	37%	14%	14%
<b>6. C&amp;I New Construction</b>	<b>34%</b>	<b>18%</b>	<b>20%</b>
6a. C&I New Construction	34%	18%	20%
<b>7. C&amp;I Retrofit</b>	<b>38%</b>	<b>11%</b>	<b>9%</b>
7a. C&I Retrofit	45%	11%	8%
7b. C&I Direct Install	24%	20%	17%

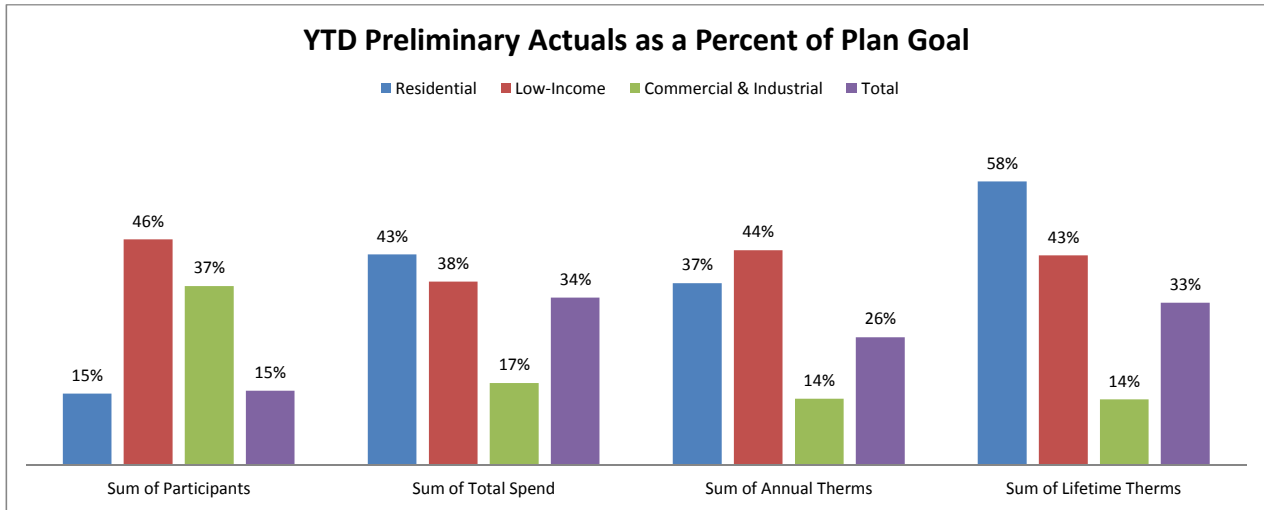
**STATEWIDE GAS BENEFITS  
Q2 2013**

Row Labels	Total Sum of Total Gas Benefits	Total Sum of Total Electric Benefits	Total Sum of Total Other Resource Benefits	Total Sum of Total Non Resource Benefits	Total Sum of Total Benefits
<b>Gas</b>					
<b>Goal</b>	<b>\$ 271,871,715</b>	<b>\$ 24,180,142</b>	<b>\$ 11,270,370</b>	<b>\$ 129,737,675</b>	<b>\$ 437,059,901</b>
Residential	\$ 106,641,899	\$ 19,872,056	\$ 4,002,582	\$ 83,103,785	\$ 213,620,322
1. Residential Whole House	\$ 70,885,790	\$ 18,235,624	\$ 4,002,582	\$ 43,034,844	\$ 136,158,840
1a. Residential New Construction	\$ 8,771,692	\$ 1,970,615	\$ 64,336	\$ 8,279,464	\$ 19,086,107
1b. Residential Multi-Family Retrofit	\$ 8,525,981	\$ 284	\$ 2,068,453	\$ 9,142,330	\$ 19,737,047
1c. Residential Home Energy Services	\$ 49,883,226	\$ 16,264,725	\$ 1,869,794	\$ 25,613,050	\$ 93,630,794
1d. Residential Behavior/Feedback	\$ 3,704,891	\$ -	\$ -	\$ -	\$ 3,704,891
2. Residential Products	\$ 35,756,109	\$ 1,636,432	\$ -	\$ 40,068,942	\$ 77,461,482
2a. Residential Heating & Water Heating	\$ 35,756,109	\$ 1,636,432	\$ -	\$ 40,068,942	\$ 77,461,482
Low-Income	\$ 25,641,567	\$ 4,187,652	\$ 521,393	\$ 24,881,923	\$ 55,232,534
4. Low-Income Whole House	\$ 25,641,567	\$ 4,187,652	\$ 521,393	\$ 24,881,923	\$ 55,232,534
4a. Low-Income Single Family Retrofit	\$ 15,503,806	\$ 4,186,721	\$ 660	\$ 12,873,449	\$ 32,564,636
4b. Low-Income Multi-Family Retrofit	\$ 10,137,761	\$ 931	\$ 520,732	\$ 12,008,473	\$ 22,667,898
Commercial & Industrial	\$ 139,588,250	\$ 120,434	\$ 6,746,394	\$ 21,751,967	\$ 168,207,045
6. C&I New Construction	\$ 63,705,688	\$ 117,641	\$ 451,273	\$ -	\$ 64,274,602
6a. C&I New Construction	\$ 63,705,688	\$ 117,641	\$ 451,273	\$ -	\$ 64,274,602
7. C&I Retrofit	\$ 75,882,562	\$ 2,793	\$ 6,295,121	\$ 21,751,967	\$ 103,932,443
7a. C&I Retrofit	\$ 73,493,345	\$ 2,793	\$ 4,175,644	\$ 20,253,251	\$ 97,925,033
7b. C&I Direct Install	\$ 2,389,216	\$ -	\$ 2,119,477	\$ 1,498,716	\$ 6,007,410
<b>Q2</b>	<b>\$ 94,637,844</b>	<b>\$ 5,677,229</b>	<b>\$ 5,690,337</b>	<b>\$ 51,025,537</b>	<b>\$ 155,602,569</b>
Residential	\$ 62,888,452	\$ 4,680,418	\$ 1,862,019	\$ 41,200,212	\$ 110,686,034
1. Residential Whole House	\$ 37,674,051	\$ 4,395,561	\$ 1,862,019	\$ 15,619,531	\$ 59,468,216
1a. Residential New Construction	\$ 5,583,996	\$ 1,177,403	\$ 25,171	\$ 2,163,246	\$ 8,940,926
1b. Residential Multi-Family Retrofit	\$ 1,748,207	\$ -	\$ 423,545	\$ 2,308,379	\$ 4,442,600
1c. Residential Home Energy Services	\$ 29,989,551	\$ 3,218,158	\$ 1,413,302	\$ 11,147,906	\$ 45,732,392
1d. Residential Behavior/Feedback	\$ 352,297	\$ -	\$ -	\$ -	\$ 352,297
2. Residential Products	\$ 25,214,401	\$ 284,857	\$ -	\$ 25,580,681	\$ 51,217,818
2a. Residential Heating & Water Heating	\$ 25,214,401	\$ 284,857	\$ -	\$ 25,580,681	\$ 51,217,818
Low-Income	\$ 11,039,080	\$ 974,278	\$ 241,046	\$ 8,292,997	\$ 20,547,399
4. Low-Income Whole House	\$ 11,039,080	\$ 974,278	\$ 241,046	\$ 8,292,997	\$ 20,547,399
4a. Low-Income Single Family Retrofit	\$ 6,691,964	\$ 974,278	\$ -	\$ 5,472,221	\$ 13,138,462
4b. Low-Income Multi-Family Retrofit	\$ 4,347,116	\$ -	\$ 241,046	\$ 2,820,776	\$ 7,408,937
Commercial & Industrial	\$ 20,710,312	\$ 22,532	\$ 3,587,272	\$ 1,532,328	\$ 24,369,136
6. C&I New Construction	\$ 12,758,276	\$ 22,532	\$ 557,689	\$ -	\$ 13,297,096
6a. C&I New Construction	\$ 12,758,276	\$ 22,532	\$ 557,689	\$ -	\$ 13,297,096
7. C&I Retrofit	\$ 7,952,036	\$ 0	\$ 3,029,584	\$ 1,532,328	\$ 11,072,040
7a. C&I Retrofit	\$ 7,529,976	\$ -	\$ 2,501,431	\$ 1,370,151	\$ 10,007,618
7b. C&I Direct Install	\$ 422,060	\$ 0	\$ 528,153	\$ 162,177	\$ 1,064,422

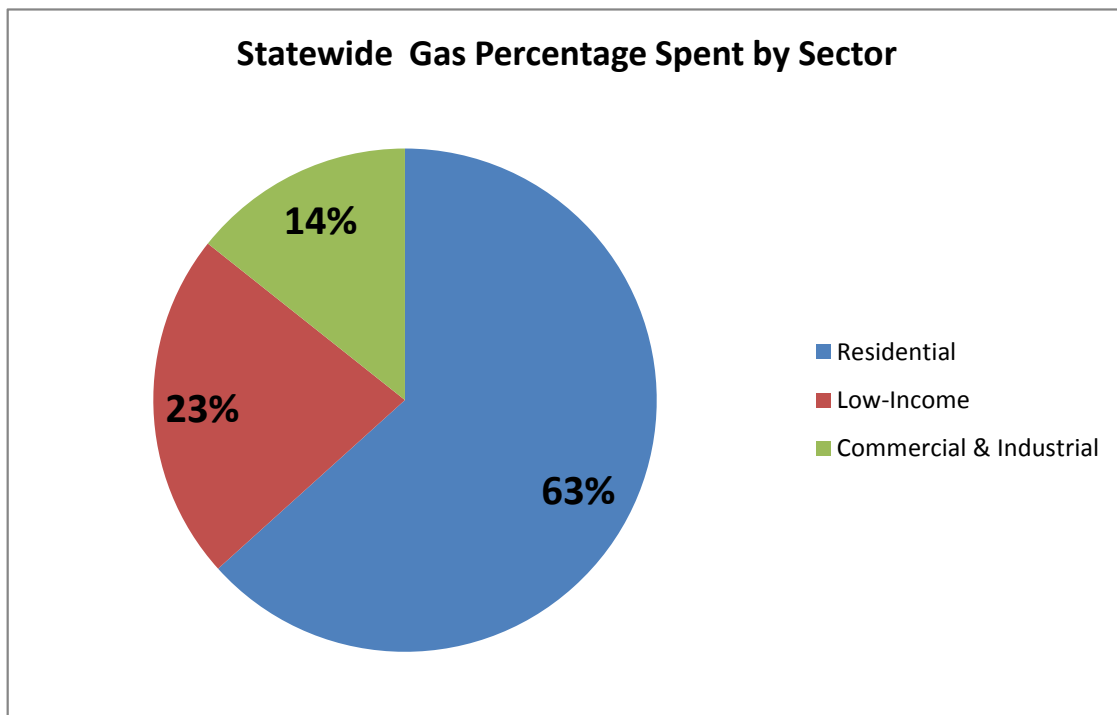
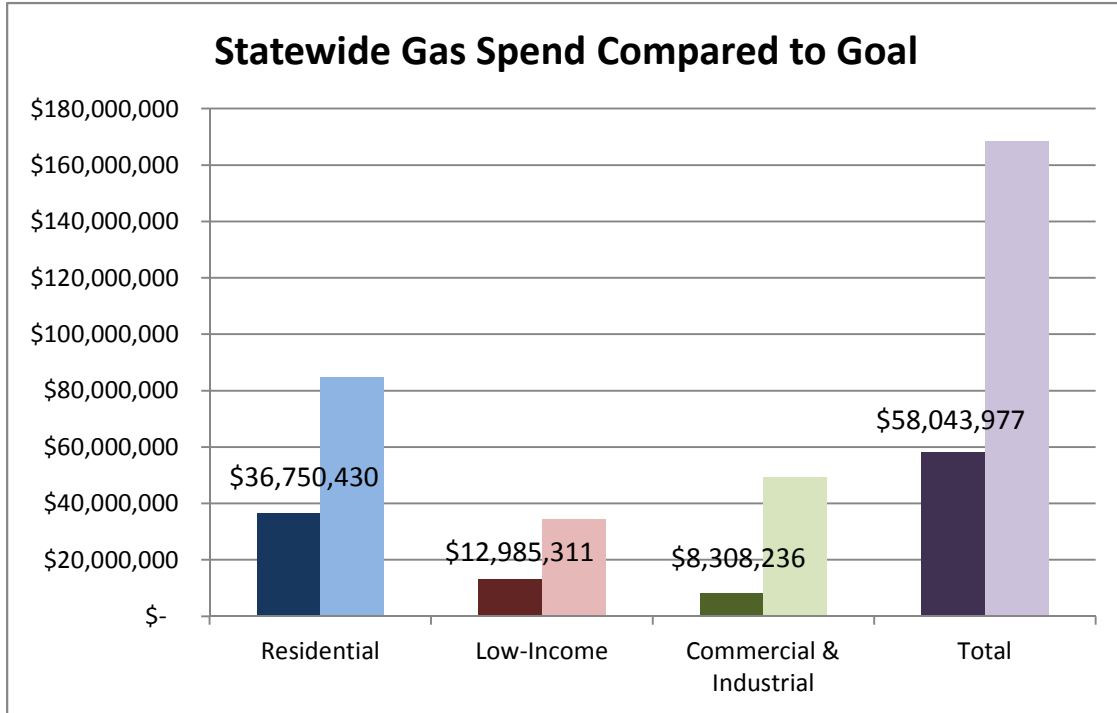
YTD AS PERCENTAGE OF GOAL	Total Sum of Total Gas Benefits	Total Sum of Total Electric Benefits	Total Sum of Total Other Resource	Total Sum of Total Non Resource	Total Sum of Total Benefits
<b>Gas</b>	<b>35%</b>	<b>23%</b>	<b>50%</b>	<b>39%</b>	<b>36%</b>
Residential	59%	24%	47%	50%	52%
1. Residential Whole House	53%	24%	47%	36%	44%
1a. Residential New Construction	64%	60%	39%	26%	47%
1b. Residential Multi-Family Retrofit	21%	0%	20%	25%	23%
1c. Residential Home Energy Services	60%	20%	76%	44%	49%
1d. Residential Behavior/Feedback	10%	0%	0%	0%	10%
2. Residential Products	71%	17%	0%	64%	66%
2a. Residential Heating & Water Heating	71%	17%	0%	64%	66%
Low-Income	43%	23%	46%	33%	37%
4. Low-Income Whole House	43%	23%	46%	33%	37%
4a. Low-Income Single Family Retrofit	43%	23%	0%	43%	40%
4b. Low-Income Multi-Family Retrofit	43%	0%	46%	23%	33%
Commercial & Industrial	15%	19%	53%	7%	14%
6. C&I New Construction	20%	19%	124%	0%	21%
6a. C&I New Construction	20%	19%	124%	0%	21%
7. C&I Retrofit	10%	0%	48%	7%	11%
7a. C&I Retrofit	10%	0%	60%	7%	10%
7b. C&I Direct Install	18%	0%	25%	11%	18%

**STATEWIDE GAS SUMMARY  
Q2 2013**

Row Labels	Values			
	Sum of Participants	Sum of Total Spend	Sum of Annual Therms	Sum of Lifetime Therms
<b>Gas</b>				
<b>Goal</b>	<b>549,188</b>	<b>\$ 168,480,416</b>	<b>22,662,498</b>	<b>303,524,964</b>
Residential	537,690	\$ 84,785,881	10,290,782	116,613,304
Low-Income	6,645	\$ 34,408,975	1,397,743	27,514,929
Commercial & Industrial	4,854	\$ 49,285,560	10,973,973	159,396,731
<b>Q2</b>	<b>84,159</b>	<b>\$ 58,043,977</b>	<b>5,964,914</b>	<b>101,419,486</b>
Residential	79,287	36,750,430	3,848,866	67,991,137
Low-Income	3,085	12,985,311	617,057	11,862,653
Commercial & Industrial	1,787	8,308,236	1,498,991	21,565,696
<b>YTD as % of goal</b>	<b>15%</b>	<b>34%</b>	<b>26%</b>	<b>33%</b>
Residential	15%	43%	37%	58%
Low-Income	46%	38%	44%	43%
Commercial & Industrial	37%	17%	14%	14%

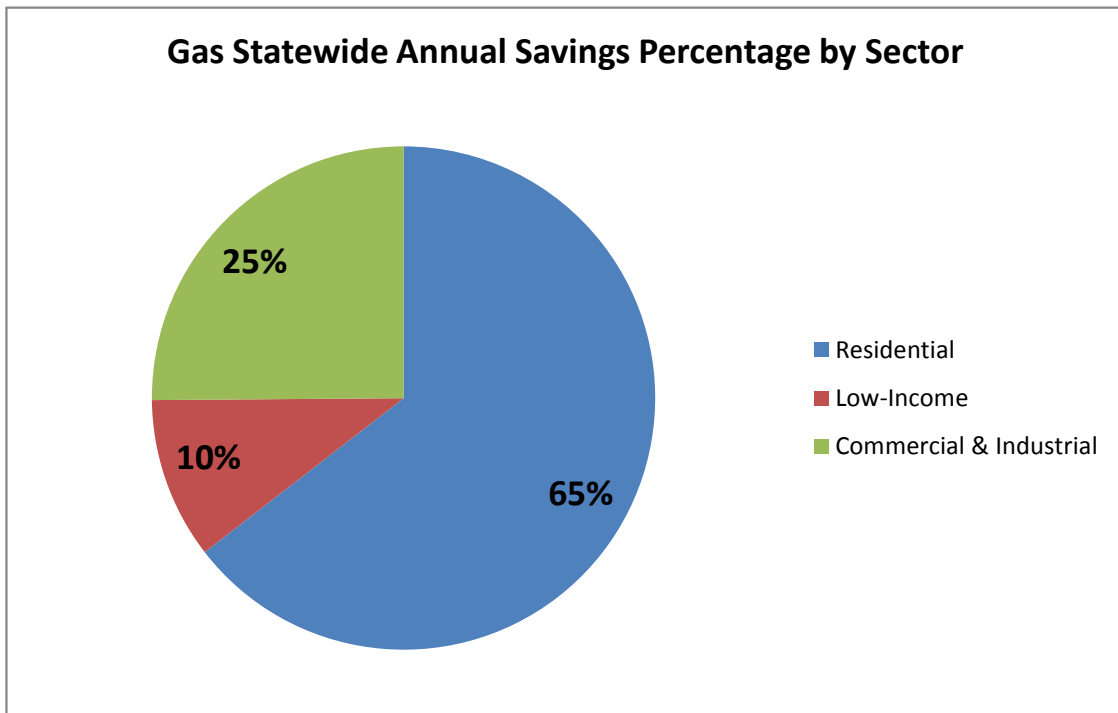
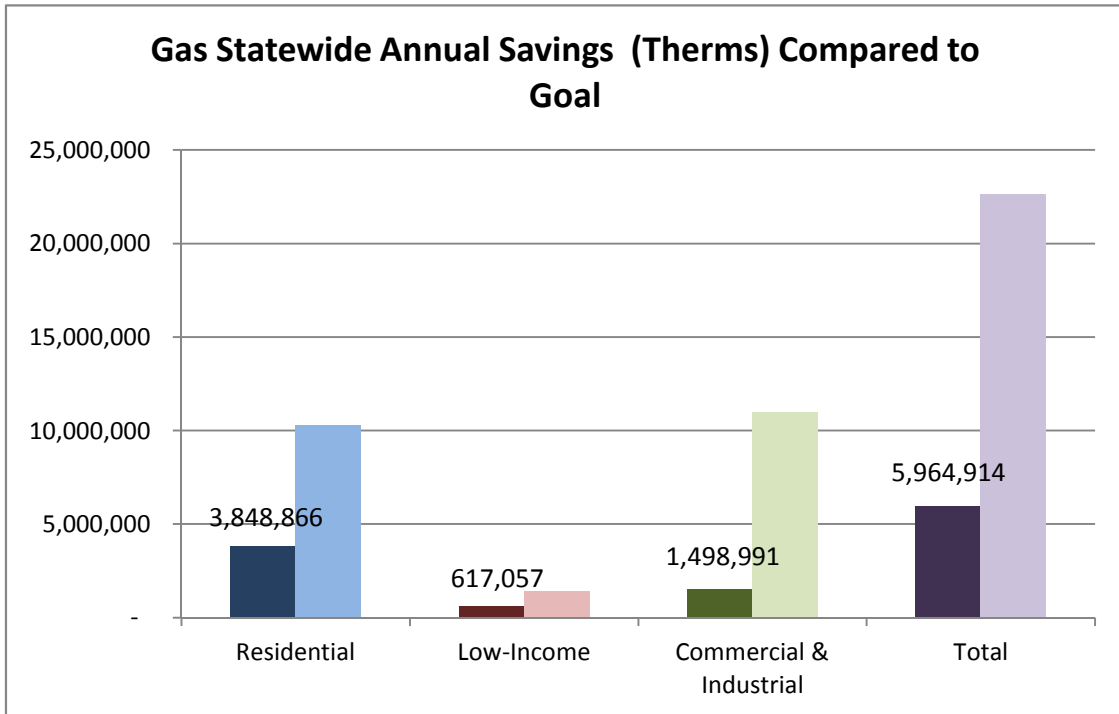


# GAS STATEWIDE BUDGETS, Q2 2013

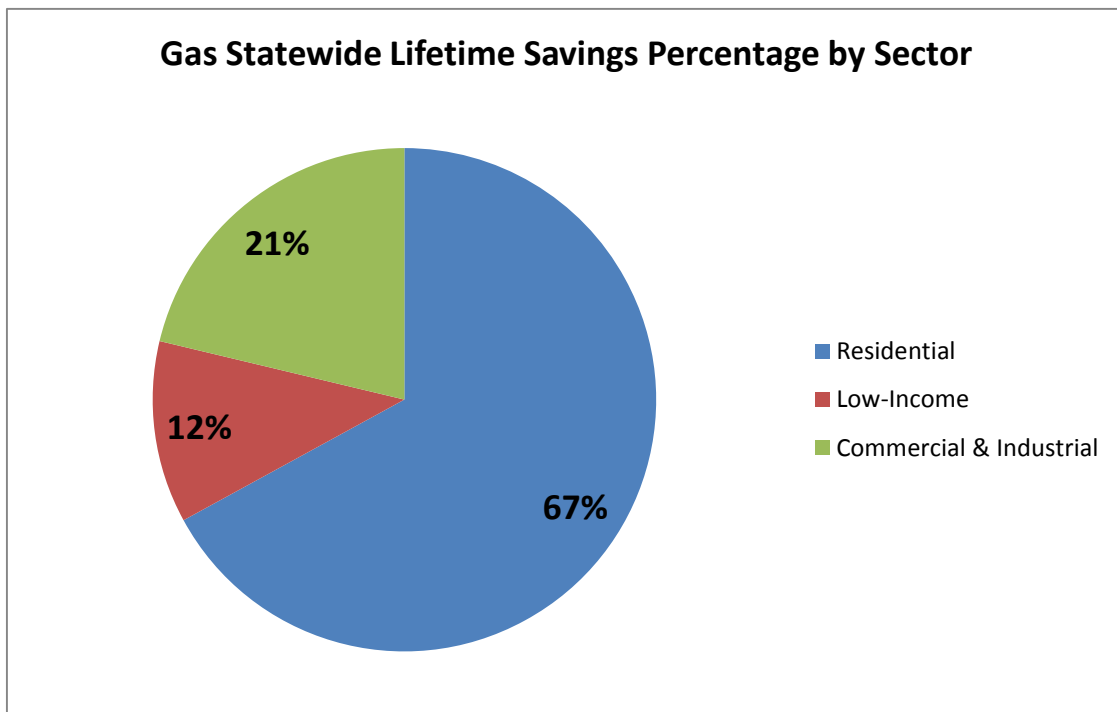
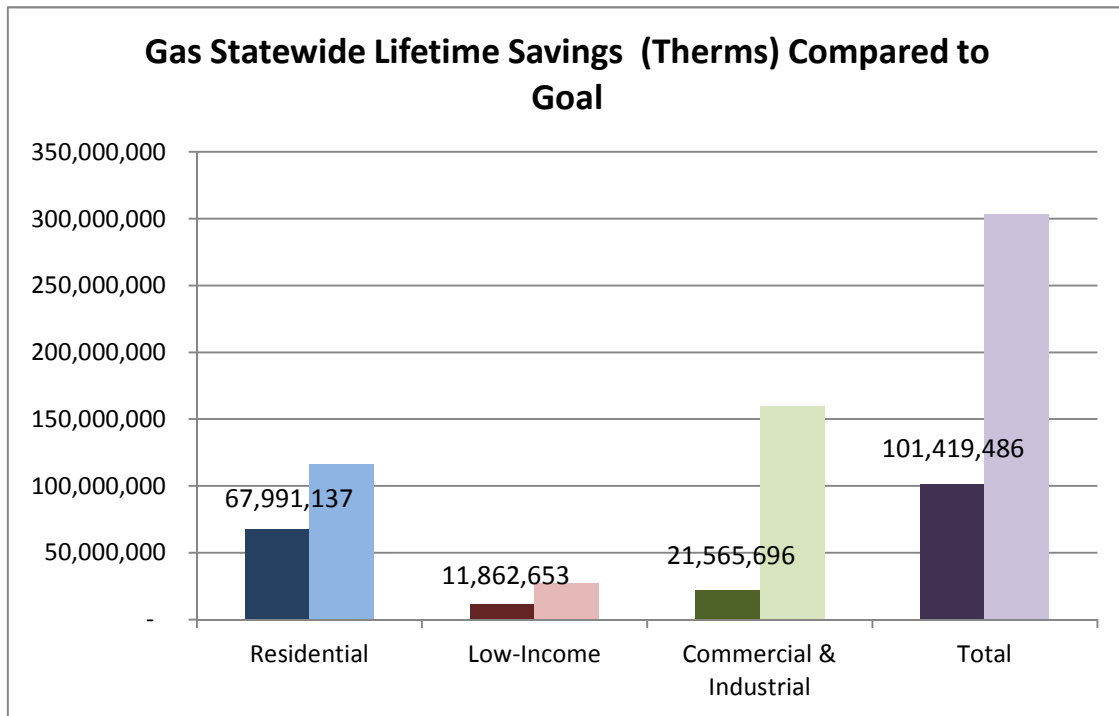




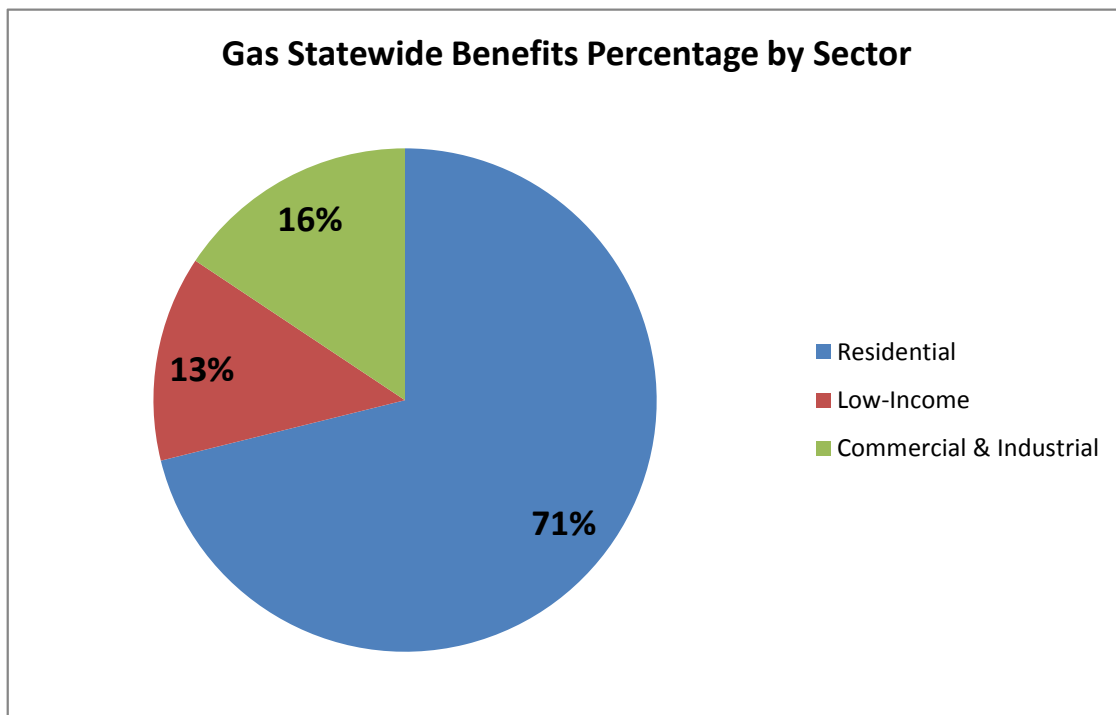
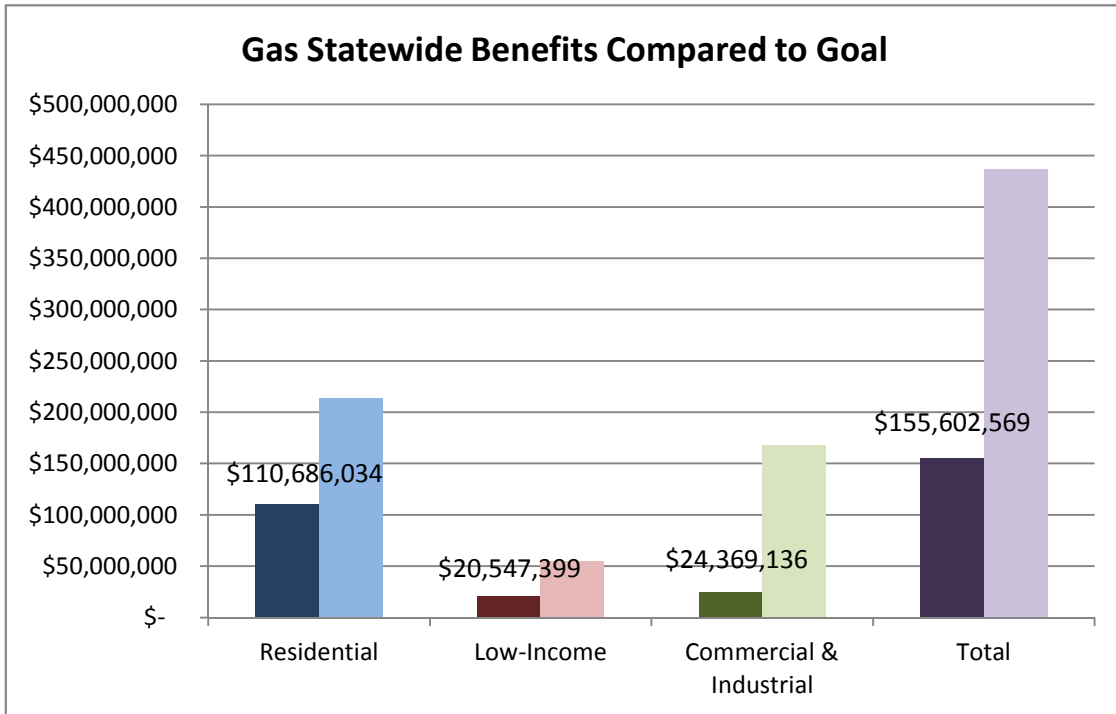
# ANNUAL GAS STATEWIDE SAVINGS, Q2 2013



## LIFETIME GAS STATEWIDE SAVINGS, Q2 2013

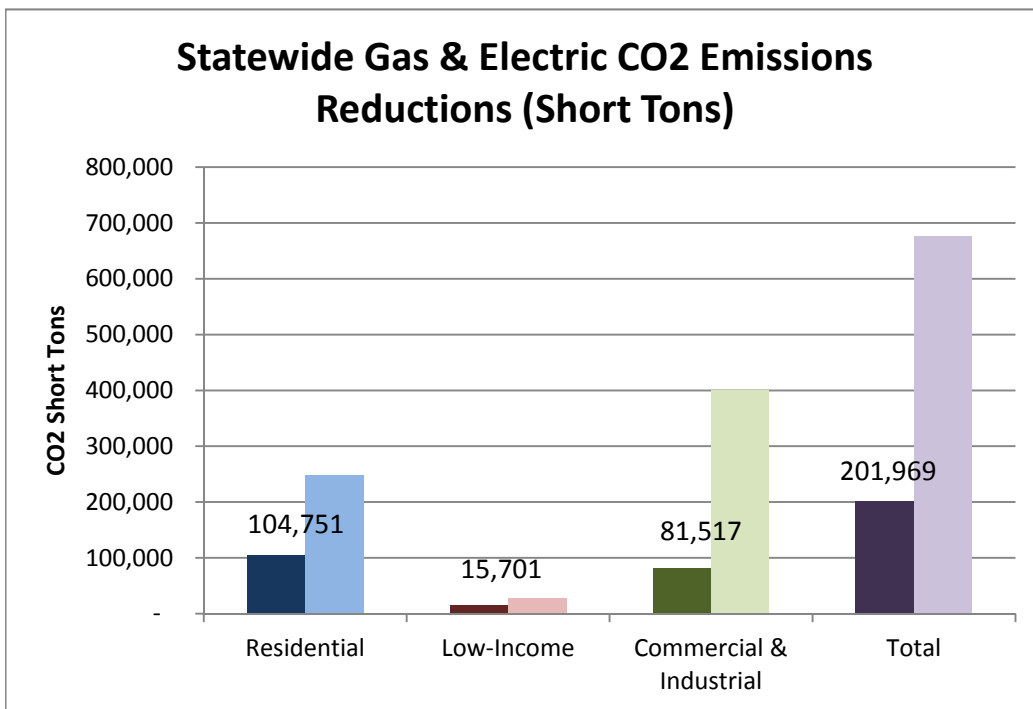


# GAS STATEWIDE BENEFITS, Q2 2013



STATEWIDE GHG EMISSIONS REDUCTIONS  
Q2 2013

Row Labels	Sum of NOX	Sum of SO2	Sum of CO2
<b>Goal</b>	<b>287.94</b>	<b>756.37</b>	<b>677,010</b>
Residential	79.92	209.94	247,291
Low-Income	7.10	18.66	28,767
Commercial & Industrial	200.91	527.76	400,952
<b>Q2</b>	<b>73.21</b>	<b>192.31</b>	<b>201,969</b>
Residential	33.60	88.26	104,751
Low-Income	3.89	10.21	15,701
Commercial & Industrial	35.72	93.84	81,517



Please note that the PAs are working with DEP to try to determine the best method for properly and precisely capturing the full impact of energy efficiency measures on GHG emissions. As part of this process, the PAs have included this table on Emissions Reductions, based on continuing discussions with the DEP, and using new factors proposed by DEP, which are based on annual gas, oil, and electric savings. The PAs look forward to discussing these proposed factors with DEP and are committed to ensuring that the full impact of energy efficiency measures on GHG emissions are captured.