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# Quarterly Report of the Program Administrators

## Second Quarter, 2014

### August 7, 2014

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of Massachusetts**

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The Northeast Utilities System



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**QUARTERLY REPORT TO THE EEAC  
QUARTER 2, 2014**

**August 7, 2014**

**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 2013-2015 Energy Efficiency Plans, D.P.U. 12-100 to D.P.U. 12-111 dated January 31, 2013, approving Three-Year Energy Efficiency Plans (the “Plans”) for each Program Administrator (“PA”), this document serves to report on PA activities throughout the Commonwealth during the second quarter of 2014.<sup>1</sup> 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 2014 is organized as follows:

I.	Introduction .....	1
II.	2014 Council Priorities Update .....	2
III.	Gas and Electric Program Highlights .....	5
IV.	Massachusetts Technology Assessment Committee .....	12
V.	Marketing, Education, Outreach Highlights.....	13
VI.	Evaluation, Measurement, and Verification Highlights .....	15
VII.	Regulatory Updates .....	21

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<sup>1</sup> The PAs are required to file these Quarterly Reports with the Department of Public Utilities for informational purposes. 2010-2012 Energy Efficiency Plans, 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. 2014 Council Priorities Update

1. *Design and Develop a Statewide Database:* The Council maintains that designing and developing a comprehensive, accessible, secure statewide database is a top priority in 2014. Ideally, the statewide database will be operational in 2014.

**ACTION:** In Q2, the PAs actively participated in EEAC database working group and subcommittee meetings convened by DOER and by Energy Platforms, the EEAC's database facilitator, on April 4 and April 28, 2014. On April 2, the PAs provided comments on privacy issues in Energy Platforms' conceptual proposal dated January 9. On April 15, the PAs provided comments on Energy Platforms' revised conceptual proposal dated April 1, 2014. The PAs also participated in discussions related to a Vision Statement for the statewide database. The PAs remain 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 Q2, the PAs continued working on an interim data solution to assist in reporting while the statewide database is being scoped and developed. The PAs' progress in developing an online interim statewide database that is user-friendly, effective and timely can be viewed at [www.MassSaveData.com](http://www.MassSaveData.com). The PAs expect this tool will improve access by stakeholders to currently reported PA data by providing a single source of information for the most up-to-date reported initiative-level PA data. As shown on the available tabs, this tool provides PA data in different formats and views and can automate the statewide view from 12 individual PAs. The website is currently populated with 2013 Q4 data, 2013 Plan-Year data, 2014 Q1 data and 2014 Q2 data.

In Q2, the PAs finalized a request for proposal ("RFP") for automating the technical reference manual ("TRM"). In the RFP, which was issued on June 2, the Program Administrators in the region solicited bids from consulting firms to provide automation of the TRMs in Connecticut, Massachusetts and Rhode Island. Currently, the Massachusetts and Connecticut TRMs reside in a Microsoft Word document and the Rhode Island TRM resides in a Microsoft Access database. By embarking on this solicitation together, the Program Administrators expect to not only realize cost savings through economies of scale, but reduce confusion to users that interface with multiple states' TRMs. It may also eventually contribute to greater consistency in the application of evaluation, measurement and verification results and uniformity in savings claimed for energy efficiency measures across the region. In Massachusetts, the PAs hope to have the TRM product operational by the end of 2014. The PAs look forward to discussing this tool and future functionality with stakeholders in 2014.

2. *Achieve C&I Savings and Benefits Goals:* C&I savings goals were largely not met in 2011, 2012, or 2013, which consequently caused the PAs to fall short of

*their portfolio goals in each of those years. The C&I electric shortfall in 2013 must be accounted for in 2014 and 2015, if the PAs are to meet their 2013- 2015 three-year plan targets. In addition, the Council is interested in investigating opportunities to smooth out the rate at which savings are finalized throughout the year (i.e., mitigating the “hockey stick” effect).*

**ACTION:** In Q2, all PAs continued their efforts to increase C&I savings, including particular focus on CHP, segmentation, seeking deeper savings, new technology, hiring staff and adding vendors, and enhancing productivity. The PAs have analyzed the challenges in the program and the drivers of savings, including the current market, as well as implementation challenges, including capacity/availability of trade allies, customer scheduling constraints, and possible cross-program influences (upstream). In Q2, PAs emphasized increasing both breadth and depth of participation through targeted approaches, including segment based and technology based approaches. PAs have also looked into vendor driven delivery and enhanced marketing strategies.

PAs have dedicated resources to large customers that have the potential to bring in large savings, but note that these projects require longer development and implementation cycles with lots of engineering. PAs are also continuing to work on greater gas/electric integration and continuous inter-PA communication, with a constant focus on the customer. PAs are also focusing on new offerings, including leveraging the work of the MTAC, incorporating new measures as appropriate, and capitalizing on the latest technology improvements.

The PAs continued working with the EEAC consultants in Q2 on the deep dives related to the Implementation Update (“IU”) submitted by the PAs on March 17, 2014. In Q2, the PAs and consultants worked on a deep dives for residential lighting, which was presented to the Council in June, and for C&I large retrofit, which was presented to the Council in July.

The PAs are committed to achieving stronger results in 2014 in the Large C&I Retrofit Program using strategies and tactics such as market segmentation, vendor-driven programs, marketing, multi-year engagement plans, and investment in CHP. The PAs are expecting to increase large C&I performance year-over-year, but will also rely on other programs (including residential) to assist with reaching three-year portfolio goals. For additional detailed information on the C&I efforts made by the PAs in Q2 toward achieving their savings and benefits goals, please see Sections III through V.

- 3. *Improve Customer Access to and Use of Energy Efficiency Programs:*** *Clearly define, standardize, measure, and benchmark participation, develop and implement strategies for improving customer access to existing energy efficiency programs, and encourage deeper savings with participants.*

**ACTION:** The PAs have continued to improve customer access to and use of the

energy efficiency programs through program design, implementation strategies, and marketing efforts. In Q2, the PAs had a strong focus on Statewide Marketing and Education. The Mass Save Awareness Campaign ramped up in Q2, with a diverse mix of media for spreading the word about Mass Save. The marketing campaign used online tools, including social media ads and targeted smartphone and tablet ads, as well as videos. The campaign also included radio, billboard, and other print ads, as well as other innovative strategies. The PAs also improved customer access by updating the Mass Save website in Q2. In addition to the regular tracking and website support activities, the PAs' vendor completed categorization and analysis of the 2013-2014 Voice of the Customer (VOC) survey feedback.

The PAs have engaged customers and provided access to programs through initiatives such as Efficient Neighborhoods+<sup>®</sup>. The PAs spent a lot of time in Q2 planning for the second launch of Efficient Neighborhoods+, which includes seven areas that were selected for this second round. The PAs also added incentives including LED lighting, Early Furnace enhancement, and an Early AC enhancement. Additionally, the timeframe for Efficient Neighborhoods+ has been extended, and customers will have the opportunity to schedule their Efficient Neighborhoods+ home energy assessment from July 7, 2014 through the end of the year.

The HEAT Loan continued to be in high demand through the second quarter and is trending higher than YTD 2013. PAs have also sought to engage customers through varied sales promotions and through contractor incentives.

The PAs evaluate and measure energy efficiency efforts through their comprehensive EM&V efforts. Additionally, the PAs also continue to leverage their good working relationships with each other and with other stakeholders to better coordinate their efforts and share ideas and best practices to refine their approach to the successful delivery of energy efficiency. The PAs continued to have regular meetings of their management committees to facilitate the process of enhanced integration and coordination between gas and electric programs. The PAs 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, as well as meetings with the low-income best practices committee, and other stakeholders. The PAs also continue their active search and review of new technologies through the MTAC. For additional detailed information on the efforts made by the PAs in Q2, please see Sections III through VI.

4. *Plan for the 2016-2018 Three-Year Plan: Continue, in 2014, to evaluate and assess effective, sustainable energy efficiency program approaches to prepare for and inform the development of the next three-year plan.*

**ACTION:** The PAs have continued to reflect on program delivery in Q2, including reviewing program successes and challenges, in order to support sustainable energy

efficiency programs and to consistently seek greater savings. This analysis will help to determine the best approaches for the 2016-2018 three-year plan. PAs have continued their robust EM&V efforts in Q2, and are making progress on the planned studies described in the Evaluation Strategic Plan. The results of these studies will be taken into consideration in the development of the 2016-2018 Plan. PAs have also had monthly meetings of the Evaluation Management Committee (“EMC”) as well as the Planning and Analysis Group, where PAs and the EEAC’s consultants have brainstormed some areas of focus for the next three-year plan. The PAs have also started planning for the 2015 Avoided Energy Supply Cost (“AESCC”) Study and expect to issue a request for proposal in 2014. For additional details on the PAs’ evaluation activities in Q2, please see Section VI below.

### 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 Attachment A, 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 over the three years of the Plan.

<b>RESIDENTIAL SECTOR</b>
<p><i>Residential New Construction</i></p> <p>At the end of the second quarter, the Program completed over 2,656 units statewide. PAs are on track to reach statewide goal. Recruitment plans continue to be implemented for territories with historically lower housing starts, with focus on both participating and non-participating builders.</p> <p>At the end of June there were 143 communities that had adopted the Stretch Energy Code. During the second quarter, several towns across the Commonwealth adopted the Stretch Code including: Dalton, Everett, Goshen, Halifax, Lanesborough, Stoughton, Upton, Wellfleet and Holliston. The program continues to provide training, technical assistance and incentives to meet the new energy code to assist builders, building code offices and trade allies. Currently, 60+ Home Energy Rating companies receive this type of support through the program.</p> <p><b>RESIDENTIAL HIGH-RISE NEW CONSTRUCTION</b></p> <p>At the end of June 2014, 13 projects with 911 residential units completed the multi-family high-rise program path: 139 low-income units and 772 non-low-income units. This represents a 29% completion rate of all 2014 enrolled projects. Recruitment efforts among the most active multi-family developers continued throughout the last quarter with weekly lunch and learn events, project reviews and site meetings.</p>

## C&I COORDINATION

Monthly project meetings were held with C&I and residential staff members of NSTAR and National Grid to review and qualify projects for participation in the MFHR program. The meetings are focused on identifying all cost-effective energy saving opportunities and preventing the double counting of savings for projects that have submitted custom.

### ***Multi-Family Retrofit***

Through the conclusion of 2014's second quarter, most PAs are on course to achieve annual spending and savings goals. Enrollment trends are consistent with prior periods. The Multi-Family Market Integrator continues to report increased call volumes for Multi-Family services, with a year to date increase of 44% over 2013.

The Multi-Family Working Group continued to meet regularly throughout the second quarter, driving many positive programmatic enhancements, including the assessment of new measures and implementation strategies, as well as the creation of a 60 second introduction video to the Mass Save Multi-Family Program.

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

Most PAs are trending well in the second quarter of 2014 for the Home Energy Services Program. The PAs continue to implement some of the new enhancements from last year while exploring the implementation opportunities for the 2014 new enhancements.

#### *Continuing Initiatives:*

- Electric PAs' introduction of LEDs and Advanced Power Strips during the HEA
- Pre-Weatherization Barrier Offer
- Cross Program Promotions
- 2-4 Unit Incentive (Renew Boston)
- Early Boiler Replacement Rebate
- Early Furnace Replacement Rebate
- Early Air Conditioning Replacement
- Enhanced Customer Bonus Initiatives
- Rebates for Wireless Enabled Thermostats (some PAs)

#### *2014 Initiatives Currently in Development:*

- Efficient Neighborhoods+<sup>®</sup>
- Deeper Savings Initiative
- Contractor Incentives

The High Efficiency Lighting RFP was awarded in the second quarter of 2014. Due to economies of scale, the participating PAs and programs were able to realize significant cost savings on CFL and LED bulbs. With these savings, the PAs will be able to transition to offer customers additional LED bulbs during the Home Energy Assessment above and beyond the current limitations.

The PAs spent a lot of time in Q2 planning for the second launch of Efficient Neighborhoods+. Seven areas were selected for this second round. The PAs added some incentives including LED lighting, Early Furnace enhancement, and an Early AC enhancement. Additionally, the timeframe for Efficient Neighborhoods+ has been extended, and customers will have the opportunity to schedule their Efficient Neighborhoods+ home energy assessment from July 7, 2014 through the end of the year.

Through the second quarter, the Contractors Best Practices Working Group (BPWG) has tackled many programmatic topics. The subcommittees continue to meet to work through performance standards, training, and new technologies.

The HEAT Loan continued to be in high demand through the second quarter and is trending higher than YTD 2013. Due to the Early Boiler, Early Furnace and newly added Early AC Replacement Rebates, the PAs anticipate more HEAT Loans in the summer months. Additionally, the DOER's Expanded HEAT Loan Offering was finalized and became available to customers in Q2.

### ***Residential Lighting***

The Lighting & Products PAs received the ENERGY STAR® Partner of the Year – Sustained Excellence Award at the ENERGY STAR conference in April. The award was presented to the sponsors of NEEP for the PAs' longstanding dedication to regionally coordinated energy efficiency programming designed to drive market transformation for ENERGY STAR certified lighting and products.

In April, the PAs released an RFP for the Marketing contract for Lighting & Products. The RFP was sent to 14 potential bidders with five vendors responding. Northeast Utilities' procurement department is currently in the process of negotiating terms before awarding the contract. RFPs for Rebate Processing, the Online Catalog and Field Services will be going out later this year as well.

The PAs continue to execute innovative lighting promotions with various manufacturers and retailers. In May, the PAs launched a social coupon in partnership with GE and Wal-Mart via their Mass Saver's Facebook page. The social coupon was valid for \$5.00 off of GE LED bulbs at Wal-Mart and was made available if consumers completed an entry form on the Facebook page. A total of 1,700 coupons were downloaded for use over the 30 day promotional period.

During the month of June, the PAs completed a sales promotion that was designed with the input of their Facebook fans. Fans were asked to vote on three potential bundles. They selected a bundle that included two LED light bulbs and four CFL A-Lamps. The sales promotion ran for a total of ten days during which time 1,600 packages were sold.

In addition to social media promotions, the PAs began working with Philips and TCP on two promotions that will have a strong in-store presence this October in stores such as Home Depot, Wegman's, and various independent hardware stores. The PAs also launched a mobile LED



pilot designed to target customers interested in LEDs and direct them to stores participating in the PAs lighting programs that carry LED bulbs.

***Residential Consumer Products***

Two new evaluated measures, ENERGY STAR® dehumidifiers and CEE Tier 3 clothes washers, are being added to the PAs’ program offerings. New rebate forms, in-store signage, and retail recruitment began in June to coincide with supporting these new categories. During Q2, the PAs began to engage retailers on unique ways to promote appliances and electronics. The PAs worked on an agreement with Best Buy for an instant rebate refrigerator promotion tentatively set to start in the middle of July. In addition, BJ’s has agreed to send out a coupon to the PAs’ customers for ENERGY STAR high efficiency room air conditioners. The mailing was slated to go out early July.

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

The GasNetworks working group continues to integrate with Home Energy Services marketing efforts to help promote the Early Boiler and Early Furnace Replacement offers. HVAC and Plumbing Supply Houses across the commonwealth are provided with Early Heating Replacement offer materials. Flyers are posted in visible areas and laminated cards describing the offer details are available to contractors on sales counters.

June’s GasNetworks newsletter highlights Mass Save’s Early Boiler and Early Furnace Replacement as well as the newly released Early AC and Ducted Heat Pump Replacement offer.

In May, the GasNetworks working group has improved the Google analytics functions of GasNetworks.com. Q2 analytics data will be used to establish a baseline as the PAs look to refresh the site’s content.

GasNetworks continues to expand its circuit rider outreach to Big Box Stores, Supply Houses, and Retail Outlets. Some Q2, 2014 highlights include:

5/10	The Home Depot Educational Table	Quincy	MA
5/18	Fiesta de las Madres	Lawrence	MA
5/21	Melrose DPW Day	Melrose	MA
5/29	Tower Hill Green Expo	Springfield	MA
5/31	The Home Depot/Radio Disney	Chelsea	MA
5/31	The Home Depot Educational Table	Plymouth	MA
6/5	EMC Energy Event	Hopkinton	MA
6/11	National Grid Energy Fair	Northborough	MA
6/28	The Home Depot Red, White & Blue Event	Natick	MA

Customers and contractors continue to utilize online submission of rebate applications, with online applications increasing every month in 2014. Online applications currently make up over 60% of total submissions.

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

The Cool Smart working group has worked with the Home Energy Services group and Participating Cool Smart Contractors to release the Early AC and Ducted Heat Pump Replacement measure. This program enhancement allows customers to replace functional, inefficient central air conditioning or central heat pump equipment and receive up to \$1,000 in equipment incentives.

Early AC incentives became available on July 1<sup>st</sup> and can be combined with Early Boiler and Early Furnace offers for qualifying customers. Customers may qualify for Early AC incentives by working directly with a Participating Cool Smart Contractor or by requesting a Mass Save site and selecting any licensed contractor of their choice.

Taking an integrated approach, the Cool Smart PAs have teamed with the GasNetworks working group to offer HVAC-related training workshops at the upcoming GasNetworks Conference in September. Cool Smart's lead vendor will again provide multiple sessions at the conference, including duct sealing and ductless mini-split heat pump installation best practices. With the cooling season in full swing, healthy production across all program offerings continues, with most PAs reporting production on track to meet or exceed goals.

## **LOW-INCOME SECTOR**

### ***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 2014, with an expectation of meeting and/or possibly exceeding goals.

The statewide RFP for the fulfillment distributor of High Efficiency Lighting Products for all residential and low-income, direct install programs was awarded in the second quarter. The PAs realized significant cost savings through this effort and are in the process of transitioning the bulb offer to allow for more installations of LED bulbs within income eligible customer homes.

Additionally, the PAs continue to participate in the Best Practices Working Group to coordinate statewide on all aspects of the Low-Income Retrofit Programs and review any new measures for possible inclusion within the program.

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

The Low-Income Multi-Family budgets and savings vary by PA; however, most PAs are on or ahead of target for budget and savings goals. There are several projects currently in the pipeline across the Commonwealth, so the PAs anticipate a very productive third and fourth quarter in 2014.

The statewide RFP for the fulfillment distributor of High Efficiency Lighting Products for all residential and low-income, direct install programs was awarded in the second quarter. The PAs realized significant cost savings through this effort and are in the process of transitioning the bulb offer to allow for more installations of LED bulbs within income eligible customer homes.

Even though the Multi-Family Benchmarking Metric was finalized in 2013, the PAs continue to utilize the WEGOWise Multi-Family Benchmarking tool to help to identify the least-efficient buildings among all those eligible for funding and aid in the prioritization of energy efficiency projects to make the most of the budgets.

## COMMERCIAL AND INDUSTRIAL SECTOR

In Q2, the Program Administrators continued to work diligently toward achieving the 2014 savings goals while actively exploring opportunities to expand offerings, enhance strategies and to encourage consistent participation throughout the year.

**Commercial Real Estate (CRE):** The CRE Working Group, comprised of representatives of the PAs as well as DOER and members of other stakeholder groups, continued its investigation into opportunities for improving participation by CRE customers in the efficiency programs. A presentation on the latest findings and activities of the Working Group was presented at the May EEAC meeting and the results of a survey of CRE decision makers was completed for the CRE Working Group by Opinion Dynamics (ODC). The ODC report includes the results of interviews with executives at many of the largest Massachusetts commercial real estate and property management firms, representing approximately one quarter of the 200 million square feet of office commercial real estate in the Greater Boston area. The PAs plan to use the findings from this research as an input to the design and planning of the efficiency programs.

**Grocery:** One Massachusetts PA is working with PECCI on a segmentation delivery approach for grocery customers. CLC contracted with PECCI in June to coordinate a three-site test of the EnergySmart Grocer approach in the latter half of 2014. The test will focus on targeting mid-sized independent grocers in CLC's territory, with the hope of increasing customer engagement and savings.

**LED Street Lighting:** In its most recent rate case, Unitil was approved to offer LED outdoor street light rates (utility owned) to its customers. Unitil will work with the other PAs to establish a protocol for using energy efficiency funds to incent conversions to LEDs for utility owned lighting. In addition, Unitil is in the process of working with one of its municipalities for a potential retrofit project to LED outdoor street lights for customer owned lighting. This project will produce a significant amount of energy savings and improve lighting quality.

**Building Performance Through Circuit Level Monitoring:** CLC selected five candidate buildings for a Building Performance study with Peregrine Energy Group. The goal is to test Peregrine's circuit level monitoring approach with the small to mid-sized commercial/ municipal building customers that are common to CLC's customer base to identify operational solutions. Candidate buildings included a police station, a library, a high school, a courthouse,

and a restaurant.

**Retro-commissioning:** The PAs, working in collaboration with the EEAC Consultants, completed a collaborative effort to identify retro-commissioning (RCx) program features that qualify as best practices. The goal is to ensure that the Massachusetts programs are optimized to address market barriers while generating reliable savings and meeting cost-effectiveness requirements.

**New Measures for Small Business:** Cape Light Compact began working with an energy engineering services firm in Q2 to look at testing new measures for application to its small C&I customer base. The current effort is focused on a series of test installations for four prospective non-lighting measures that CLC hopes will show promise in its territory. Installations are expected to take place in Q3 and Q4 of 2014 with an eye toward wider implementation depending on results.

**Events and Outreach:** The PAs in Western Massachusetts met with their Small Business program vendors in April for a brainstorming session to identify ways to improve adoption of deeper prescriptive gas measures. During subsequent conversations among the PAs' Small Business program managers, the PAs decided that a statewide Small Business training session will be held as part of the Annual GasNetworks Conference on September 25th, 2014. Training will cover the fundamentals of commercial gas programs and offerings and an open forum about gas/electric custom opportunities.

### **Subcommittee Activities**

The various C&I Subcommittees discussed a number of issues and areas for possible improvement during Q2. Details for each Subcommittee are as follows:

#### **Electric Non-Lighting**

- A Best Practices Study on retro-commissioning programs from across the US and Canada was completed. Topics such as pre-screening projects, up-front cost support, savings estimation tools, and long term implementation support were all identified as potential areas for a future, more focused, retro-commissioning program.
- The PAs participated in a two day eQUEST training covering model review, model calibration, specialized building systems, and advanced modeling techniques.

#### **Lighting**

- The Network Lighting Controls (NLC) initiative has approved three additional lighting controls vendors to participate in the initiative, and a vendor has also developed an advanced lighting controls calculator for NLC that will be ready for trial in August.
- A review process to make more lighting technologies available through the upstream delivery model is being developed.
- Subcommittee members attended LightFair 2014 in Las Vegas and identified several promising new lighting trends and technologies for our programs. Some of the promising technologies include integrated LED fixtures with network controls and improved LED module efficacy and color rendering as well as the increasing role of

utilities in lighting.

### **Gas**

- Many of the PAs have been participating in the Gas Technologies Institute (GTI) Emerging Technologies Program by monitoring results of their new product testing efforts, especially gas heat pumps for the Northeast.
- The Gas and Upstream Subcommittees have been collaborating on possibly adding gas measures to the upstream initiative.
- National Grid is piloting a Small Business gas turnkey initiative for customers in Boston and on Cape Cod. It will offer smaller gas customers an extensive array of offerings to reduce consumption via air sealing, controls (thermostats, boiler reset, demand circulators, etc.), pipe/duct insulation and water heating measures.
- The PAs have begun redesigning the steam trap offering in order to create more consistency across PAs and to promote the identification of additional opportunities such as insulation, controls and heat recovery when conducting steam trap surveys.
- A boiler tune-up offering that would include additional incentives to encourage comprehensiveness is under development.

### **Upstream**

- During Q2, down lights and bi-level LED stairwell fixtures were added to the portfolio of lighting products available through the upstream lighting initiative.
- The PAs began exploring ways to expand the upstream HVAC initiative by adding additional product options.

## **IV. Massachusetts Technology Assessment Committee**

The Statewide Massachusetts Technology Assessment Committee (“MTAC”) evaluates new technologies for inclusion in the energy efficiency programs. MTAC provides a consistent statewide venue for evaluation of new energy efficiency technologies. MTAC worked on the following items in Q2 of 2014:

- The MTAC link within the MASS SAVE website is now more prominently displayed and easier to navigate. An MTAC ‘Frequently Asked Questions’ section has also been added.
- The Subcommittee reviewed five new technologies/products in second quarter of 2014. These technologies/products included: HVAC controls, refrigeration enhancements, electrical system controls, boiler controls and cooling towers. MTAC did approve the Green Cooling Tower Solution technology. This cooling tower harnesses hydraulic energy to drive a hydro-turbine, which turns a fan shaft and fan blades on the unit. It is energy efficient because it uses the water pressure already available within the recirculating cooling system to run the fan.
- The Subcommittee is also actively collaborating and engaged in knowledge sharing with other Subcommittees such as a utility RD&D Policy Working Group at Connecticut Light

and Power. The knowledge sharing has helped to ensure consistency and to expedite the PAs' disposition time.

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

### Statewide Marketing

#### ***Media Overview***

The Mass Save Awareness Campaign ramped up in Q2, continuing all media from Q1 and adding many new media channels to the media mix. One media channel was radio, which launched February 17 and continued through June 28. The PAs' Workhouse reach channel, targeting residential, low-income, and C&I, began in English, Spanish and Portuguese languages. A mix of :30 and :60 ads have run on 26 top rated stations across the state. Banners ads were launched March 1 and continued through June. Geo-targeted flash banners were launched targeting residential and C&I sectors and multicultural audiences. Audience targeting, behavioral targeting and re-targeting are being utilized on 16 ad networks, regional and local sites.

Facebook Ads and Paid Search (Launched January 6 continued through June 30) and LinkedIn Ads (New: April – May) were also used in Q2. LinkedIn ads were added on the top social network for business to reach C&I audiences.

Pre-roll Video Ads were launched March 1 and continued through April 30. Geo-targeted pre-roll video ads were launched targeting Residential audiences on two of the nation's top video ad networks, as well as on YouTube. Additionally, mobile banners, which were new for April 1 – May 30 were utilized. Smartphone & tablet ads were added to the media mix targeting Residential and C&I audiences on one of the country's top mobile ad networks. Residential DIY audiences were targeted using mobile geo-fencing around all the Lowe's and Home Depot stores in the state.

Business & Chamber Publication Print ads were launched March 1 and continued through June 30. This included an assortment of ½ and ¼ page, 4-color ads targeting C&I. The ads ran in 11 key business and chamber publications across the state.

Out-of- Home marketing also occurred in Q2, with targeting of residential, low-income, and C&I audiences. Billboards were placed on strategic high traffic roadways (started March 3 and were posted through May 25). Ads on commuter Rail/MBTA in eastern Massachusetts were placed from April 7 – June 1. Bus sides & interior cards were new on May 5 and will continue through Q3. Gas pump top ads, pump handle ads & window clings are running across the state starting on May 19.

#### ***Optimizations***

KSV continued to monitor and optimize all digital channels and ad creative to maximize exposure and media spend efficiencies. Some highlights include:

- New banner ads were served for Residential, C&I and Multicultural as of April 1
- Revised the landing pages for C&I paid search to drive visitors deeper into the website

- Reallocated the June LinkedIn C&I campaign dollars to smartphone and tablet advertising (mobile is much more efficient than LinkedIn)
- Extended mobile geo-fencing campaign to run 8/15-10/15 because of budget efficiencies April/May
- Residential and C&I flash banner ads were rotated on June 1
- Revised Facebook ad creative in June to protect against wear out
- Started testing a 50/50 split of Residential and C&I banner ad (English only) landing pages on June 4 (purpose is to compare average time on site and bounce rate in an effort to improve these KPIs)
- Floodlight Tags were implemented in late June for all banner ads. (These tags will allow us to compare click-through conversions versus view-through ones)
  - Click-through conversions are visitors who clicked an ad when served the first time
  - View-through conversions are visitors who were served ads and did not click, but did visit the Mass Save website within 30 days of being served the ad

### ***Website***

Work on the Mass Save website continued in Q2. In addition to the regular tracking and website support activities, Pixel completed categorization and analysis of the 2013-2014 Voice of the Customer (VOC) survey feedback. The Statewide Marketing team will review findings and act on appropriate recommendations. Pixel has also been working with statewide team members to develop an online style guide that will be available to PAs, lead vendors, and contractors to ensure the most recent Mass Save logo and guidelines are consistently used for video, print, online, etc. Lastly, the Mass Save website is ready to be upgraded to Sitecore version 6.6 rev120918 for better performance pending final QA and configuration.

The Statewide Marketing team issued an RFP on May 6th for marketing and website services for the 2015 campaign. The team reviewed several interesting proposals and expected to have a decision by the end of July.

### **Statewide Education**

The Statewide Education working group staffed a booth at the National Science Teachers Association's Annual Convention at the Boston Convention Center on April 2 – 6, 2014. The group saw over 2,000 teachers from the state. The working group promoted the PAs' NEED teacher trainings and each PA presented educational programs offered by them exclusively.

The working group sponsored a teacher training at the Museum of Science, Boston on May 21, 2014. Over 60 teachers from across the state attended this training.

On June 20, 2014, NSTAR and Cape Light Compact held the NEED Youth Awards Ceremony at the Massachusetts State House. Keynote speaker, Barbara Kates-Garnick told the children they were the future energy leaders of our country and these types of programs will allow them to excel in this area. The following State and National Winners were honored.

- **Douglas Elementary School, Acton** : Primary Level State and National Rookie of the Year, Thais Savage, advisor
- **Eastham Elementary School**: Elementary Level State School of the Year, Maggie Brown, advisor
- **Conant Elementary , Acton** : Elementary Level State Rookie of the Year, Melissa Hayes & Betty Ann Vitale & Michael Liuzzo, advisors
- **Harwich Middle School**: Junior Level State School of the Year and National Junior Level Finalist, Melinda Forist, Nancy Gifford, Sally Rutledge, Sally Andreola, Karen Savage, Catherine Kane, Jaelyn Bicknell, advisors
- **Forestdale School, Sandwich**: Junior Level State Finalist, Laura Gregorio-Tanguilig, advisor
- **Gates School, Acton** : Junior Level State and National Rookie of the Year, Rebecca Acheson, advisor
- **Acton/Boxborough Regional High School**: Senior Level State School of the Year, Kate Crosby, advisor
- **Bedford High School**: Senior Level State Runner-Up, Michael Griffin, advisor
- **Nick Blackmon, Sandwich High School**: Senior Level State Runner-up, Chris Dumas, advisor
- **Boston Latin**: Senior Level State Finalist, Cate Arnold, advisor
- **Martha’s Vineyard Regional High School**: Senior Level State Rookie of the Year, Natalie Munn, advisor

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

During the second quarter of 2014, 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.

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**

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

**Lighting Market Assessment.** The objective of this effort is to provide ongoing monitoring of the evolving Massachusetts lighting market. This study will use a multi-task approach that includes consumer surveys, on-site saturation visits in Massachusetts, on-site saturation visits in two comparison areas, shelf-stocking surveys, supplier interviews and a Market adoption model update. Draft results are expected in the third quarter of 2014.



**Lighting Saturation Stagnation Assessment.** The objective of this study is to explore reasons for the recent slow growth in CFL saturation, as well as to determine ways to accelerate LED adoption. Research is underway and draft results are expected in the third quarter of 2014.

**Lighting Market Lift Assessment.** The objective of this study is to assess the planning and implementation of the Market Lift effort and develop a specific net-to-gross (NTG) estimate for that effort. Research began in the fourth quarter of 2013 and draft results were received in the second quarter of 2014.

**HEHE Impact Evaluation.** The objective of this study is to determine gross savings for the HEHE programs and provide refined estimates of hours of use and coincidence factor for a variety of space heating measures. Metering equipment has been installed in more than 100 homes. The meters will remain in place throughout the 2014 heating season. Draft results are expected in the in 2015.

**Ductless Mini-Split Heat Pump Assessment.** The objective of this study is to determine why participants install ductless mini-split heat pumps (DMSHPs) through the COOL SMART program. Research is underway and draft results are expected in the third quarter of 2014.

**HES Program Delivery Assessment.** The objective of this study is to determine accurate conversion rates (installed measures: recommended measures) and other key performance metrics for HES overall, as well as for Lead Vendors (LVs) and Home Performance Contractors (HPCs) specifically. The study will also explore the effectiveness of linkages between HES and other PA programs (most notably HEHE and CoolSmart) and attempt to identify opportunities for greater and deeper savings for each program, as well as the overall residential portfolio. Research is underway and draft results are expected in the first quarter of 2015.

**HEAT Loan Assessment.** The objective of this study is to understand the extent to which the Mass Save HEAT Loan influences customer decision-making relative to the other factors that influence participation (PA incentives, tax credits, pre-program intentions, etc.), and to explore whether the availability of the HEAT Loan has an impact on contractor pricing. Research is underway and draft results are expected in the second quarter of 2015.

**Multifamily Process Evaluation.** The objective of this study is to assess and monitor the current state of the evolution of the Multifamily Program as a stand-alone or integrated offering with the commercial side and provide an ongoing examination of barriers, program operations, and customer experience. Focus groups were expected to be completed in the first quarter of 2014. Draft results are expected in the fourth quarter of 2014.

**Residential Customer Profile Study.** The objective of this study is to compile PA customer and participation data on residential customers to provide insights into levels of participation, energy consumption, and energy savings relative to consumption. The study will inform several of the other ongoing evaluation efforts. A half-day meeting was scheduled in the first quarter of 2014 to discuss possible study outputs in greater detail. Draft results are expected in the fourth quarter of 2014.

**Lighting Multi-Stage Net-to-Gross.** The objective of this study is to estimate net-to-gross (NTG) ratios for key product types for which incentives were offered in the ENERGY STAR® Lighting initiative and to assess the associated strategic implications. Scoping focused on supplier interviews, point-of-sale data analysis, and self-reported purchase analysis is nearly final. Draft results are expected in the fourth quarter of 2014.

**Multifamily High-Rise New Construction Baseline Assessment.** The objective of this study is to develop a baseline for construction building practices in four-story and higher multifamily buildings. The PAs, EEAC and evaluation contractor are participating in meetings to discuss the study's scope and the best methodologies for moving forward.

**Low-Income Multifamily Impact Assessment.** The objective of this study is to provide an inventory of the methods currently used to estimate LIMF savings, explore opportunities for standardization where appropriate, assess whether all data required for evaluation are available, and develop PA-specific realization rates for appropriate measures. Scoping of the research is underway and work is expected to begin in the third quarter of 2014.

**Trade Ally Panels.** The objective of this effort is to explore whether data quality, response rates, and data collection costs can be improved by a more systematic data-collection approach across programs, markets, and evaluations. This study is in the scoping phase.

**Residential Market Effects Study.** The overall objective of this study is to capture the net effects over time of Massachusetts' programs to promote a technology to be determined by the PAs. The development of this market effects study and selection of the targeted technology will be coordinated with the Cross-Cutting Research Area's Market Effects Planning work.

**Appliance Program Evaluation.** The goal of this study is to explore changes to the way the Appliance initiative is currently delivered, including new marketing strategies or retail partnerships, updated incentives, and other cost-effective options. This study is in the scoping phase.

**Incremental Cost Study.** The goal of this study is to provide updated incremental cost data for use in cost-effectiveness screening and setting of customer incentive levels. This study is in the scoping phase.

**Advanced Power Strips Impact Evaluation.** The goal of this study is to identify alternative program designs that will generate higher participation and savings per participant. This study is in the scoping phase.

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

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

**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. The report is expected in the third quarter of 2014.

**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. The report is expected in the third quarter of 2014.

**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 interim results were received in the third quarter of 2013. The final report is expected in the third quarter of 2014.

**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 nearly final and work began in the first quarter of 2014.

**LED Market Effects Study (Residential & Commercial).** The first round of this study will examine baseline conditions of the market for LEDs in MA. Research began in the third quarter of 2013 and draft results are expected in the third quarter of 2014.

**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. Research began in the second 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 began in the first quarter of 2014.

**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 and draft results were received in the first quarter of 2014.

**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. The study is currently underway and work began in the first quarter of 2014. The final report is expected in the fourth quarter of 2014.

**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. The study is underway and work began in the first quarter of 2014. The draft interim report is expected in the third quarter of 2014.

**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 on hold and the PAs and EEAC consultants anticipate coordinating any future work with the Commercial Real Estate Working Group's efforts.

**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. The study is underway and work began in the first quarter of 2014.

**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 study is underway and work began in the first quarter of 2014.

**Boiler Market Assessment.** This study will provide an in-depth understanding of the current baseline in the C&I boiler market, including historical trends regarding equipment efficiencies and size. Final results are expected in the third quarter of 2014.

**Impact Evaluation of Prescriptive Gas Measures.** This study will provide updated savings estimates for a pre-selected group of gas 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. The study is underway and work continued in the second quarter of 2014.

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

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

**Efficient Neighborhoods+<sup>®</sup>:** The implementation of the Efficient Neighborhoods+ initiative is complete, with one exception (for CLC, the implementation of the initiative is scheduled to run until March, 2014). PAs worked closely with the evaluation team to develop and finalize the evaluation plan and scope for the initiative. At this time, the evaluation is underway, PAs are working on assembling the data requested by the evaluation team, and are reviewing the survey

instruments designed by the evaluation team to support the evaluation. Next steps include the evaluation team fielding participant and non-participant surveys, conducting impact and process evaluation (as specified in the evaluation scope), and preparing a draft evaluation report.

**Behavioral Persistence Study:** This evaluation will examine the persistence of behavioral savings associated with customers who began receiving reduced treatment (i.e., fewer home energy reports (HERs)). In particular, beginning in January 2013, some customers continued to receive monthly reports while others, randomly selected, began receiving reports only twice per year. The “reduced-treatment” customers in the electric cohort received reports in April in September of 2013, and, and will receive reports in the same months of 2014. The “reduced-treatment” customers in the gas cohort received reports in September and November of 2013, and will receive reports in the same months of 2014. The scope of work for this evaluation was finalized in February 2014 and the study will commence immediately. The focus of this analysis is the difference in consumption between reduced-treatment customers compared with both the control group and the monthly-report group during the 2012-2013 time period. The analysis will be conducted separately for the electric and gas cohorts. A draft report is expected the third quarter of 2014.

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

**Codes & Standards Coordination/Planning:** The goal of this effort is to provide overall coordination with implementation to ensure that as implementation plans develop in this area, they are designed in such a way that the necessary data is being collected in order to evaluate the impact of such efforts along with appropriate attribution to the PAs.

**Codes & Standards Initiative Evaluation:** This evaluation will determine the code compliance rates for single-family homes built at the end of the 2006 International Energy Conservation Code (IECC) cycle and at the beginning of the 2009 IECC code cycle. The evaluation will also include process and impact evaluation activities to determine how well the program is operating, identify opportunities for improvements, and determine the impact the program is having on code compliance in the residential and nonresidential areas

**Market Effects:** The goal of this study is to develop a framework for the evaluation of market effects for programs targeting reductions in residential and commercial energy use and demand. The study will help the PAs, the EEAC, and residential and commercial EM&V contractor teams to 1) understand and agree to working definitions of what market effects are, their relation to other concepts like spillover and market transformation, and what conditions could lead to them, 2) identify and prioritize specific markets that stand to be sufficiently influenced by existing or planned programs that the resulting effects could affect program value and planning, 3) develop suggested methodologically consistent approaches for assessing market effects within these markets; and 4) Identify how program administrators can improve the evaluability of market effects for the programs or parts of programs targeting these markets.

**Net-to-Gross – Top-Down NTG Methods:** This is a two phased study to provide guidance to determine the role of top-down modeling of net energy impacts. Phase I will take place during the 2014 evaluation period. Phase II will follow the Phase I research. The Phase I study will review existing Top-Down modeling techniques and recommend specific methods to be used in MA, obtain the necessary data for employing one or more agreed approaches, implement multiple agreed-upon approaches in parallel to provide an initial demonstration of the contribution that Top-Down modeling may make to on-going evaluation efforts, and make recommendations for data that should be tracked to facilitate better Top-Down modeling in the future.

**Net-to-Gross – Electric C&I NTG:** The goal of this study is to update the incremental short-term program effects of the C&I sector electric programs. The study will also examine how updated NTG factors vary in the participant population for Green Communities, and how NTG factors have changed over time in Massachusetts.

**Non-Energy Impacts – Low Income Health NEIs:** The proposed research is aimed at identifying and quantifying NEIs of energy efficiency measures on the health and well-being of low-income energy efficiency program participants, estimating their costs, and projecting those costs to the year 2050.

**Non-Energy Impacts – Using C&I NEIs for Project Recruitment:** The overall goal of this research is to provide sales and marketing personnel with specific talking points for prospects by industry. This study will present analysis of the 2012 NEI data drilling down into the specific cost reductions and revenue increases resulting from energy efficiency measures reported by firms in different industries. This analysis will first identify industries with statistically significant NEI estimates. It will then explore the qualitative and quantitative survey results for commonly reported sources of cost and revenue changes resulting from energy efficient measures.

**Non-Energy Impacts – Quantifying C&I New Construction NEIs:** The goal of this study is to quantify participant non-energy impacts (NEIs) associated with commercial and industrial new construction projects.

**Retro Electric DRIPE:** The PAs will research whether estimates of electric DRIPE developed as a part of recent Avoided Cost studies were accurate.

## **VII. Regulatory Updates**

All PAs filed Plan-Year Reports on June 20, 2015 using the template issued by the Department. These filings included PA-specific tables and variance explanations, BCR screening models (with substantial enhancements), and performance incentive supporting documentation. In addition, a TRM-2013 Report Version was filed, as well as 11 studies. Following submission, on June 24<sup>th</sup>, the PAs submitted rolled-up statewide tables to the Council for informational purposes.

On May 16, DOER and DEP jointly submitted a petition and testimony requesting adoption of the avoided costs of complying with the Global Warming Solutions Act in energy efficiency programs using the marginal abatement cost curve methodology. In Q2, PAs reviewed the petition and testimony in this proceeding, docketed as D.P.U. 14-86, and discussed its relation to energy efficiency, the Avoided Energy Supply Cost study (“AESC”), and other related matters.

On May 23, 2014, the PAs filed Reply Comments in D.P.U. 14-05. In these comments, the PAs responded to initial comments of the Attorney General, DOER, Environment Northeast, and LEAN with respect to the application of the avoided cost factors from the 2013 AESC and the PAs’ proposal to eliminate performance metrics in 2014 and 2015, and the resultant changes to the performance incentive model.

In the second quarter of 2014, the PAs reviewed and prepared comments related to Residential Conservation Services (“RCS”) regulations of both the Department and DOER. On May 7, 2014, the Department issued an order opening a rulemaking proceeding to amend the Department’s RCS regulations, 220 CMR 7.00 et seq., and correct a typographical error in 220 CMR 11.02. These amended regulations relate to the 2012 Energy Act that allowed PAs to file RCS with the Three-Year Plan. The PAs prepared and filed joint initial comments on the amendments on June 17, 2014. No other parties filed comments. A public hearing was held on June 25, 2014. The PA comments expressed support of the Department’s stated objective to decrease administrative burdens by eliminating the separate annual RCS filings. The comments also addressed and supported the current manner of reporting HES, which includes both RCS and weatherization costs in one budget line item.

In addition to the RCS amendments proposed by the Department, DOER is also reviewing its RCS regulations. In Q2, the PAs participated in stakeholder meetings in Boston and Springfield held by DOER on DOER’s proposal to issue guidelines or revised regulations on RCS to accomplish four outcomes, including universal application of fuel neutrality; renewable program information distributed with HES assessment; application of RCS regulations to multifamily housing; and clear statewide standards for participating contractors. PAs submitted joint comments on the four outcomes on July 18, 2014.

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



**Q2 2014 Statewide Electric Budgets (January 1, 2014 through June 30, 2014 )**

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>Electric</b>						
<b>Planned</b>	\$ 28,100,084	\$ 18,080,307	\$ 362,618,125	\$ 71,318,572	\$ 15,901,188	\$ 496,018,277
<b>Residential</b>	\$ 6,404,675	\$ 11,037,957	\$ 109,802,725	\$ 30,258,759	\$ 5,348,284	\$ 162,852,400
Residential Whole House	\$ 3,368,975	\$ 3,759,570	\$ 73,023,795	\$ 21,601,933	\$ 3,777,873	\$ 105,532,147
Residential Products	\$ 1,567,833	\$ 4,315,142	\$ 28,065,128	\$ 6,192,181	\$ 1,425,820	\$ 41,566,105
Residential Hard-to-Measure	\$ 1,467,867	\$ 2,963,245	\$ 8,713,802	\$ 2,464,644	\$ 144,590	\$ 15,754,148
<b>Low-Income</b>	\$ 3,234,052	\$ 666,259	\$ 39,695,582	\$ 9,497,982	\$ 1,829,828	\$ 54,923,703
Low-Income Whole House	\$ 1,864,141	\$ 407,060	\$ 39,695,582	\$ 9,483,582	\$ 1,790,111	\$ 53,240,476
Low-Income Hard-to-Measure	\$ 1,369,912	\$ 259,199	\$ -	\$ 14,400	\$ 39,716	\$ 1,683,227
<b>Commercial &amp; Industrial</b>	\$ 18,461,358	\$ 6,376,091	\$ 213,119,818	\$ 31,561,831	\$ 8,723,076	\$ 278,242,174
C&I New Construction	\$ 3,797,438	\$ 1,468,440	\$ 38,456,766	\$ 8,185,850	\$ 2,053,311	\$ 53,961,806
C&I Retrofit	\$ 11,908,986	\$ 3,768,845	\$ 174,663,051	\$ 23,375,981	\$ 6,458,581	\$ 220,175,443
C&I Hard-to-Measure	\$ 2,754,933	\$ 1,138,807	\$ -	\$ -	\$ 211,185	\$ 4,104,924
<b>Q2</b>	\$ 12,808,779	\$ 6,466,044	\$ 115,039,748	\$ 26,002,062	\$ 2,951,881	\$ 163,268,513
<b>Residential</b>	\$ 3,351,973	\$ 4,734,266	\$ 53,110,408	\$ 14,221,639	\$ 1,127,484	\$ 76,545,769
Residential Whole House	\$ 1,525,998	\$ 1,315,033	\$ 34,960,729	\$ 8,852,578	\$ 509,228	\$ 47,163,566
Residential Products	\$ 598,580	\$ 1,830,124	\$ 14,364,868	\$ 2,349,990	\$ 547,313	\$ 19,690,875
Residential Hard-to-Measure	\$ 1,227,395	\$ 1,589,109	\$ 3,784,811	\$ 3,019,071	\$ 70,942	\$ 9,691,328
<b>Low-Income</b>	\$ 1,128,889	\$ 207,999	\$ 16,722,714	\$ 3,232,594	\$ 238,480	\$ 21,530,676
Low-Income Whole House	\$ 710,881	\$ 44,362	\$ 16,722,714	\$ 3,232,594	\$ 234,582	\$ 20,945,133
Low-Income Hard-to-Measure	\$ 418,008	\$ 163,637	\$ -	\$ -	\$ 3,898	\$ 585,543
<b>Commercial &amp; Industrial</b>	\$ 8,327,917	\$ 1,523,779	\$ 45,206,625	\$ 8,547,829	\$ 1,585,918	\$ 65,192,067
C&I New Construction	\$ 1,355,962	\$ 252,540	\$ 14,816,559	\$ 2,905,254	\$ 433,944	\$ 19,764,258
C&I Retrofit	\$ 4,215,101	\$ 635,527	\$ 30,390,066	\$ 5,636,396	\$ 1,100,637	\$ 41,977,727
C&I Hard-to-Measure	\$ 2,756,854	\$ 635,712	\$ -	\$ 6,179	\$ 51,336	\$ 3,450,082

YTD as Percentage to Planned	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
<b>Electric</b>	<b>46%</b>	<b>36%</b>	<b>32%</b>	<b>36%</b>	<b>19%</b>	<b>33%</b>
<b>Residential</b>	<b>52%</b>	<b>43%</b>	<b>48%</b>	<b>47%</b>	<b>21%</b>	<b>47%</b>
1. Residential Whole House	45%	35%	48%	41%	13%	45%
2. Residential Products	38%	42%	51%	38%	38%	47%
3. Residential Hard-to-Measure	84%	54%	43%	122%	49%	62%
<b>Low-Income</b>	<b>35%</b>	<b>31%</b>	<b>42%</b>	<b>34%</b>	<b>13%</b>	<b>39%</b>
4. Low-Income Whole House	38%	11%	42%	34%	13%	39%
5. Low-Income Hard-to-Measure	31%	63%	0%	0%	10%	35%
<b>Commercial &amp; Industrial</b>	<b>45%</b>	<b>24%</b>	<b>21%</b>	<b>27%</b>	<b>18%</b>	<b>23%</b>
6. C&I New Construction	36%	17%	39%	35%	21%	37%
7. C&I Retrofit	35%	17%	17%	24%	17%	19%
8. C&I Hard-to-Measure	100%	56%	0%	0%	24%	84%

## Q2 2014 Statewide Electric Savings (January 1, 2014 through June 30, 2014 )

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>Planned</b>	2,303,685	177,696	1,236,598	13,268,628
Residential	2,259,817	45,584	364,571	1,952,344
Residential Whole House	929,641	24,344	193,722	665,982
Residential New Construction	4,295	841	4,697	50,714
Residential Multi-Family Retrofit	25,817	954	16,748	181,172
Residential Home Energy Services	49,830	4,229	32,634	294,453
Residential Behavior/Feedback	849,698	18,319	139,644	139,644
Residential Products	1,330,176	21,239	170,849	1,286,362
Residential Cooling & Heating Equipment	12,228	3,231	6,035	82,438
Residential Lighting	1,215,714	15,783	148,167	1,073,875
Residential Consumer Products	102,234	2,226	16,647	130,048
Low-Income	27,488	3,246	27,759	260,056
Low-Income Whole House	27,488	3,246	27,759	260,056
Low-Income New Construction	1,358	116	1,033	10,646
Low-Income Single Family Retrofit	10,541	1,500	12,250	114,470
Low-Income Multi-Family Retrofit	15,589	1,630	14,476	134,940
Commercial & Industrial	16,380	128,866	844,268	11,056,228
C&I New Construction	4,061	32,756	177,958	2,409,045
C&I New Construction	4,061	32,756	177,958	2,409,045
C&I Retrofit	12,319	96,110	666,310	8,647,183
C&I Retrofit	4,003	71,088	535,105	7,210,612
C&I Direct Install	8,316	25,022	131,205	1,436,571
<b>Q2</b>	1,878,153	56,545	391,953	3,545,021
Residential	1,843,626	26,816	203,389	1,345,977
Residential Whole House	931,025	13,005	100,958	437,130
Residential New Construction	2,644	1,133	4,528	52,845
Residential Multi-Family Retrofit	17,558	505	9,923	101,929
Residential Home Energy Services	18,842	4,499	31,174	227,023
Residential Behavior/Feedback	891,981	6,868	55,333	55,333
Residential Products	912,601	13,811	102,430	908,846
Residential Cooling & Heating Equipment	7,700	717	4,772	68,666
Residential Lighting	834,180	12,001	90,691	786,277
Residential Consumer Products	70,721	1,094	6,967	53,904
Low-Income	22,348	1,869	17,878	162,531
Low-Income Whole House	22,348	1,869	17,878	162,531
Low-Income New Construction	189	5	83	859
Low-Income Single Family Retrofit	5,636	1,059	6,592	59,302
Low-Income Multi-Family Retrofit	16,523	805	11,203	102,370
Commercial & Industrial	12,179	27,860	170,687	2,036,512
C&I New Construction	8,976	15,007	82,893	975,912
C&I New Construction	8,976	15,007	82,893	975,912
C&I Retrofit	3,203	12,852	87,794	1,060,600
C&I Retrofit	1,090	6,330	55,506	689,977
C&I Direct Install	2,113	6,523	32,288	370,623

YTD as Percentage to Planned	Participants	Capacity (kW)	Energy (annual MWh)	Energy (Lifetime MWh)
<b>Electric</b>	<b>82%</b>	<b>32%</b>	<b>32%</b>	<b>27%</b>
<b>Residential</b>	<b>82%</b>	<b>59%</b>	<b>56%</b>	<b>69%</b>
<b>Residential Whole House</b>	<b>100%</b>	<b>53%</b>	<b>52%</b>	<b>66%</b>
Residential New Construction	62%	135%	96%	104%
Residential Multi-Family Retrofit	68%	53%	59%	56%
Residential Home Energy Services	38%	106%	96%	77%
Residential Behavior/Feedback	105%	37%	40%	40%
<b>Residential Products</b>	<b>69%</b>	<b>65%</b>	<b>60%</b>	<b>71%</b>
Residential Cooling & Heating Equipment	63%	22%	79%	83%
Residential Lighting	69%	76%	61%	73%
Residential Consumer Products	69%	49%	42%	41%
Low-Income	81%	58%	64%	62%
<b>Low-Income Whole House</b>	<b>81%</b>	<b>58%</b>	<b>64%</b>	<b>62%</b>
Low-Income New Construction	14%	4%	8%	8%
Low-Income Single Family Retrofit	53%	71%	54%	52%
Low-Income Multi-Family Retrofit	106%	49%	77%	76%
Commercial & Industrial	74%	22%	20%	18%
<b>C&amp;I New Construction</b>	<b>221%</b>	<b>46%</b>	<b>47%</b>	<b>41%</b>
C&I New Construction	221%	46%	47%	41%
<b>C&amp;I Retrofit</b>	<b>26%</b>	<b>13%</b>	<b>13%</b>	<b>12%</b>
C&I Retrofit	27%	9%	10%	10%
C&I Direct Install	25%	26%	25%	26%

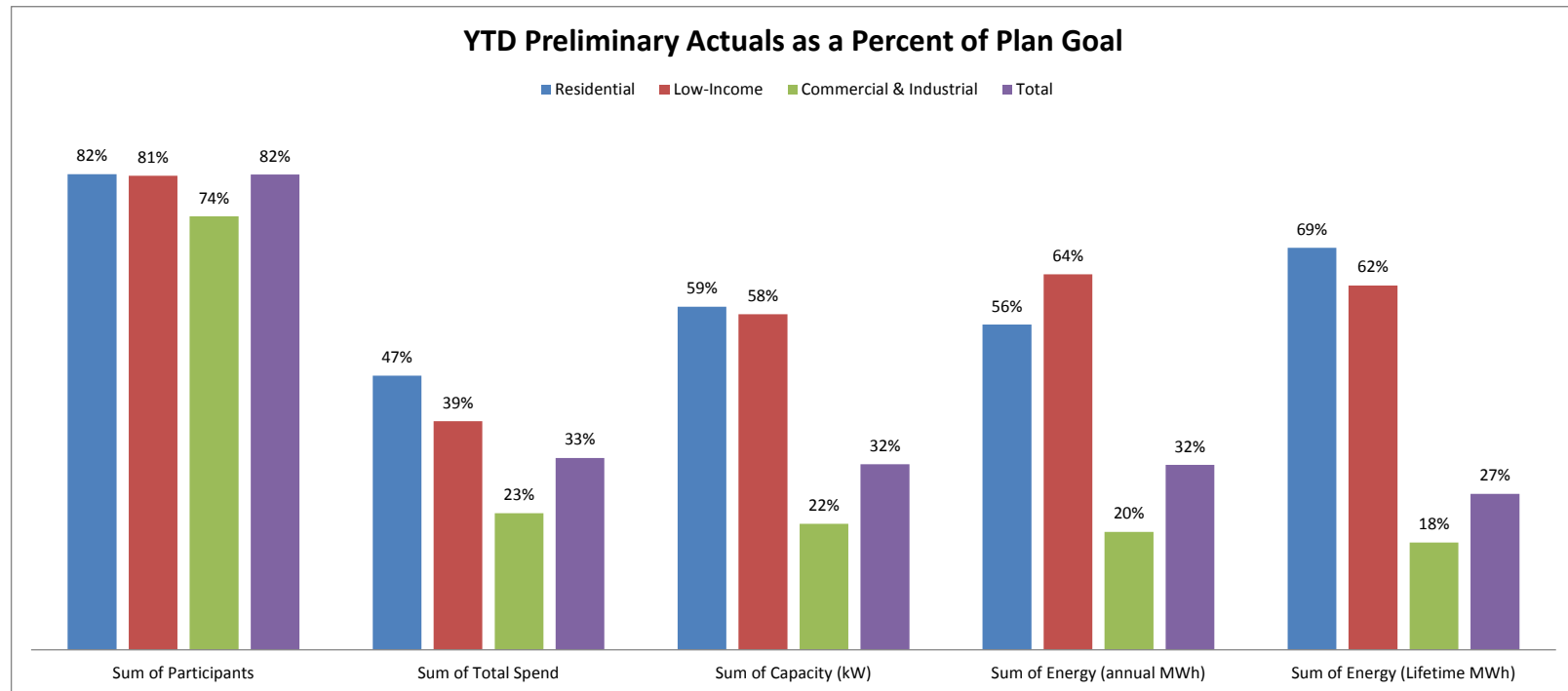
**Q2 2014 Statewide Electric Benefits (January 1, 2014 through June 30, 2014 )**

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>Planned</b>	1,783,717,458	228,969,690	(150,915,401)	441,236,284	2,303,008,031
Residential	252,992,929	208,183,433	4,682,078	216,083,977	681,942,417
Residential Whole House	87,976,361	208,183,433	5,155,720	204,794,949	506,110,462
Residential New Construction	8,482,923	4,353,558	1,294,713	8,199,740	22,330,932
Residential Multi-Family Retrofit	19,938,669	1,644,124	20,533	32,492,773	54,096,099
Residential Home Energy Services	45,999,185	202,185,751	3,840,474	164,102,436	416,127,846
Residential Behavior/Feedback	13,555,584	-	-	-	13,555,584
Residential Products	165,016,569	-	(473,641)	11,289,028	175,831,955
Residential Cooling & Heating Equipment	17,045,899	-	(473,641)	1,599,611	18,171,868
Residential Lighting	131,251,129	-	-	9,689,417	140,940,547
Residential Consumer Products	16,719,540	-	-	-	16,719,540
Low-Income	33,588,153	40,716,415	1,298,684	40,698,668	116,301,920
Low-Income Whole House	33,588,153	40,716,415	1,298,684	40,698,668	116,301,920
Low-Income New Construction	1,404,401	503,018	1,280,628	6,708,052	9,896,098
Low-Income Single Family Retrofit	15,297,234	39,328,801	18,057	14,226,594	68,870,685
Low-Income Multi-Family Retrofit	16,886,518	884,596	-	19,764,023	37,535,137
Commercial & Industrial	1,497,136,376	(19,930,158)	(156,896,163)	184,453,639	1,504,763,693
C&I New Construction	345,128,402	(7,420,628)	(3,639,231)	484,557	334,553,100
C&I New Construction	345,128,402	(7,420,628)	(3,639,231)	484,557	334,553,100
C&I Retrofit	1,152,007,974	(12,509,530)	(153,256,932)	183,969,082	1,170,210,593
C&I Retrofit	938,610,549	(14,170,406)	(138,422,562)	154,237,342	940,254,923
C&I Direct Install	213,397,425	1,660,876	(14,834,370)	29,731,739	229,955,670
<b>Q2</b>	485,755,318	118,094,706	(3,688,702)	160,936,283	761,097,605
Residential	179,302,613	101,382,018	4,729,684	98,215,180	383,629,494
Residential Whole House	59,138,896	101,368,704	5,029,278	92,422,317	257,959,195
Residential New Construction	10,255,237	5,957,105	224,446	1,278,938	17,715,726
Residential Multi-Family Retrofit	11,489,278	1,446,326	14,332	7,138,967	20,088,904
Residential Home Energy Services	31,922,060	93,965,273	4,790,501	84,004,411	214,682,245
Residential Behavior/Feedback	5,472,321	-	0	-	5,472,321
Residential Products	120,163,716	13,313	(299,594)	5,792,863	125,670,299
Residential Cooling & Heating Equipment	9,207,648	-	(303,994)	393,512	9,297,167
Residential Lighting	103,711,041	-	-	5,399,351	109,110,392
Residential Consumer Products	7,245,027	13,313	4,400	-	7,262,740
Low-Income	20,338,382	20,918,238	664,687	15,205,621	57,126,928
Low-Income Whole House	20,338,382	20,918,238	664,687	15,205,621	57,126,928
Low-Income New Construction	89,492	18,313	608,780	370,884	1,087,468
Low-Income Single Family Retrofit	8,585,660	20,834,460	55,805	6,587,391	36,063,316
Low-Income Multi-Family Retrofit	11,663,231	65,465	102	8,247,346	19,976,144
Commercial & Industrial	286,114,323	(4,205,549)	(9,083,073)	47,515,482	320,341,183
C&I New Construction	142,736,394	(5,142,964)	(3,696,938)	13,694,537	147,591,028
C&I New Construction	142,736,394	(5,142,964)	(3,696,938)	13,694,537	147,591,028
C&I Retrofit	143,377,929	937,415	(5,386,135)	33,820,945	172,750,154
C&I Retrofit	87,560,316	587,020	(1,785,154)	23,790,527	110,152,710
C&I Direct Install	55,817,613	350,394	(3,600,981)	10,030,418	62,597,445

<b>YTD as Percentage to Planned</b>					
	Electric Benefits	Other Resource Benefits	Gas Benefits	Non Resource Benefits	Sum of Total Benefits
<b>Electric</b>	<b>27%</b>	<b>52%</b>	<b>2%</b>	<b>36%</b>	<b>33%</b>
Residential	71%	49%	101%	45%	56%
Residential Whole House	67%	49%	98%	45%	51%
Residential New Construction	121%	137%	17%	16%	79%
Residential Multi-Family Retrofit	58%	88%	70%	22%	37%
Residential Home Energy Services	69%	46%	125%	51%	52%
Residential Behavior/Feedback	40%	0%	0%	0%	40%
Residential Products	73%	0%	63%	51%	71%
Residential Cooling & Heating Equipment	54%	0%	64%	25%	51%
Residential Lighting	79%	0%	0%	56%	77%
Residential Consumer Products	43%	0%	0%	0%	43%
Low-Income	61%	51%	51%	37%	49%
Low-Income Whole House	61%	51%	51%	37%	49%
Low-Income New Construction	6%	4%	48%	6%	11%
Low-Income Single Family Retrofit	56%	53%	309%	46%	52%
Low-Income Multi-Family Retrofit	69%	7%	0%	42%	53%
Commercial & Industrial	19%	21%	6%	26%	21%
C&I New Construction	41%	69%	102%	2826%	44%
C&I New Construction	41%	69%	102%	2826%	44%
C&I Retrofit	12%	-7%	4%	18%	15%
C&I Retrofit	9%	-4%	1%	15%	12%
C&I Direct Install	26%	21%	24%	34%	27%

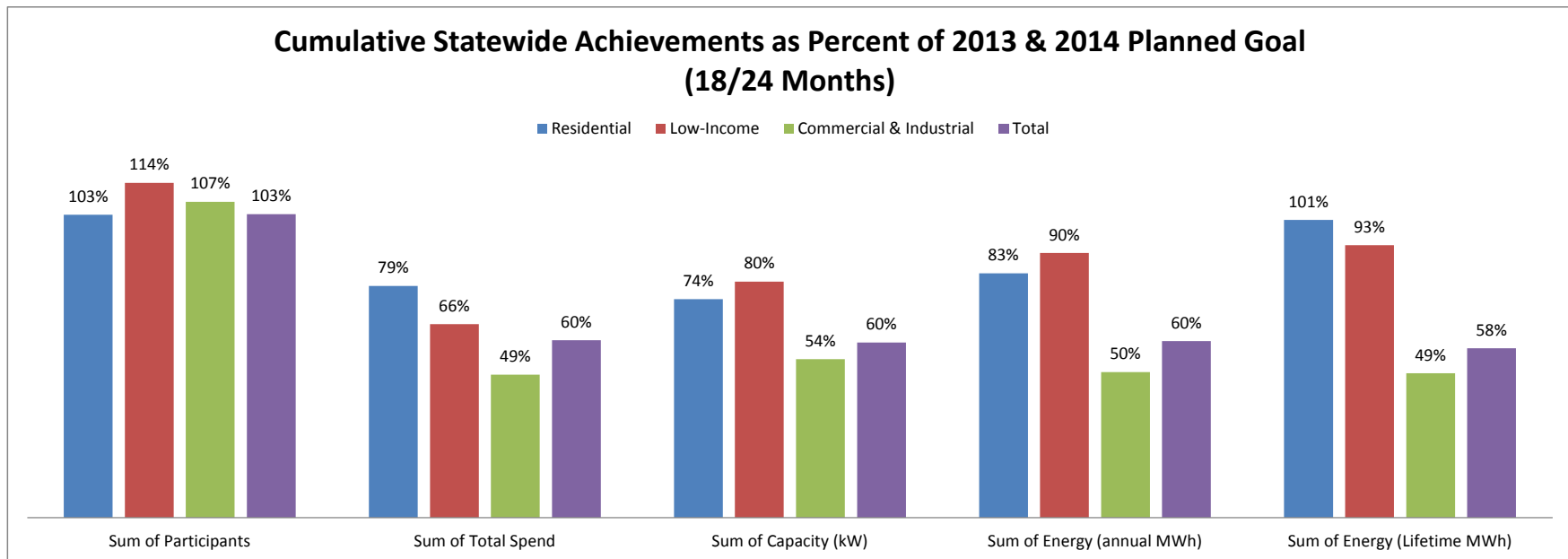
## Q2 2014 Statewide Electric Summary (January 1, 2014 through June 30, 2014 )

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>Planned</b>	2,303,685	496,018,277	177,696	1,236,598	13,268,628
Residential	2,259,817	162,852,400	45,584	364,571	1,952,344
Low-Income	27,488	54,923,703	3,246	27,759	260,056
Commercial & Industrial	16,380	278,242,174	128,866	844,268	11,056,228
<b>Q2</b>	1,878,345	163,268,513	56,545	391,953	3,545,021
Residential	1,843,818	76,545,769	26,816	203,389	1,345,977
Low-Income	22,348	21,530,676	1,869	17,878	162,531
Commercial & Industrial	12,179	65,192,067	27,860	170,687	2,036,512
<b>YTD as % of Planned</b>	<b>82%</b>	<b>33%</b>	<b>32%</b>	<b>32%</b>	<b>27%</b>
Residential	82%	47%	59%	56%	69%
Low-Income	81%	39%	58%	64%	62%
Commercial & Industrial	74%	23%	22%	20%	18%



## Cumulative Statewide Electric Summary (January 1, 2013 through June 30, 2014 )

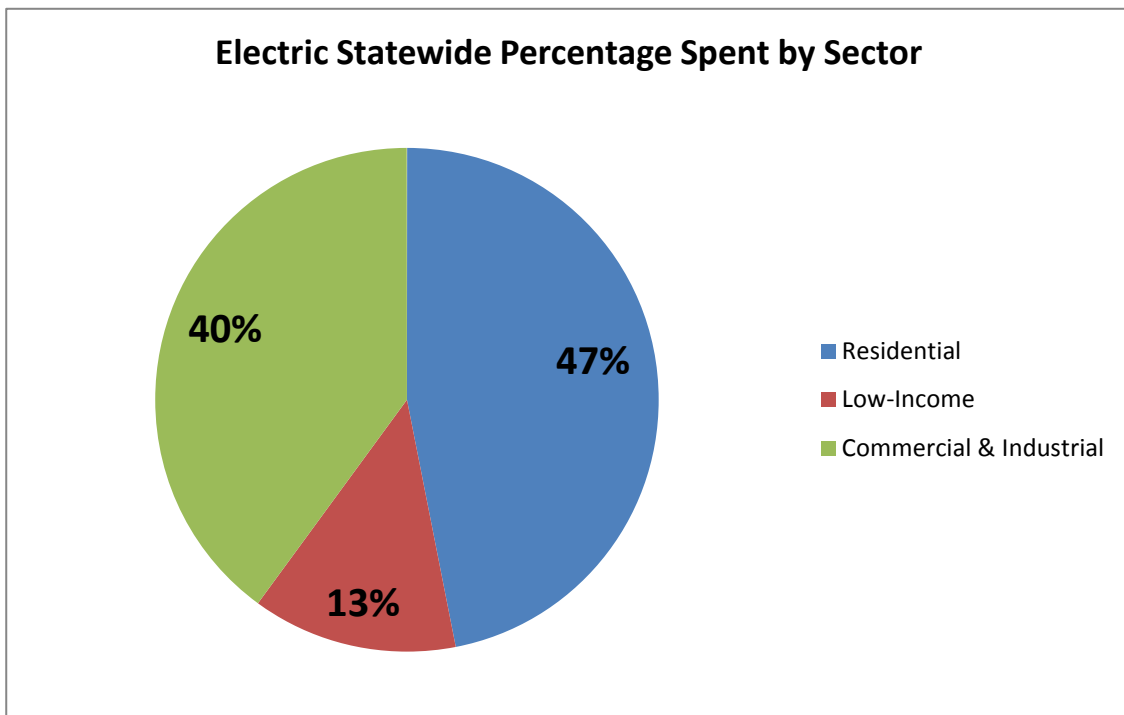
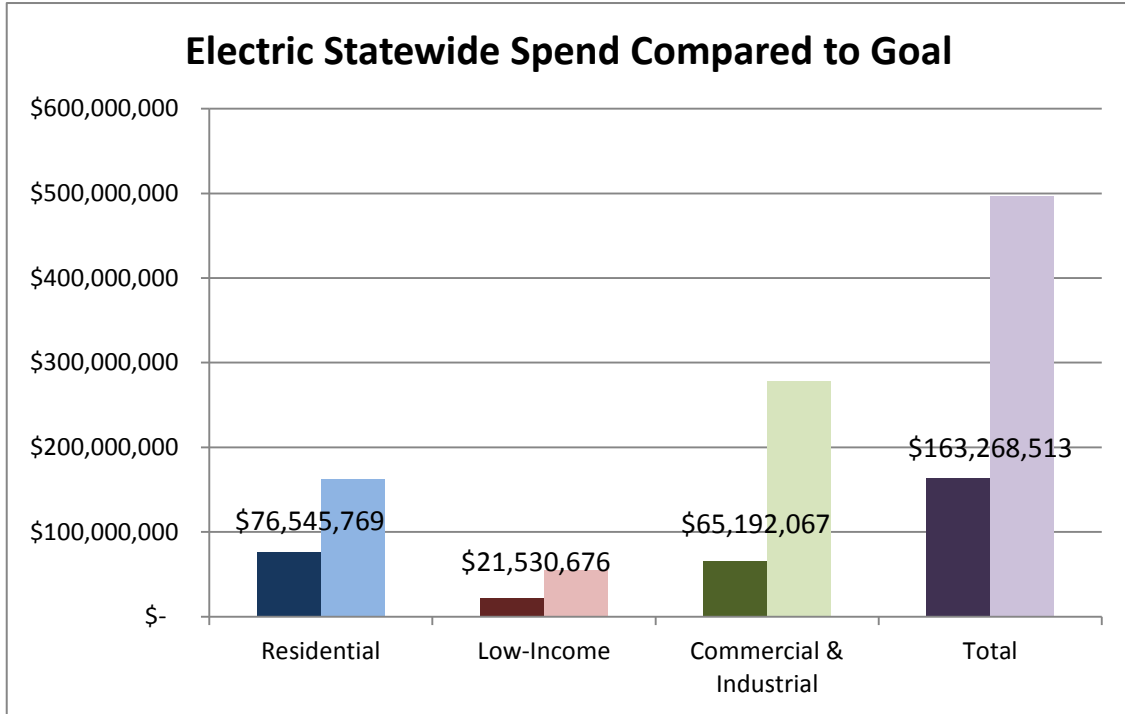
Values					
Row Labels	Sum of Participants	Sum of Total Spend	Sum of Capacity (kW)	Sum of Energy (annual MWh)	Sum of Energy (Lifetime MWh)
<b>Electric</b>					
<b>Planned</b>	4,508,565	977,881,110	351,048	2,431,785	26,415,256
Residential	4,420,341	316,634,891	88,557	694,362	3,844,724
Low-Income	55,367	109,060,537	6,579	56,596	525,072
Commercial & Industrial	32,857	552,185,683	255,912	1,680,826	22,045,460
<b>Q2</b>	4,654,617	590,373,294	209,119	1,460,925	15,218,084
Residential	4,556,225	249,653,917	65,810	577,275	3,893,960
Low-Income	63,072	71,864,540	5,284	50,952	486,747
Commercial & Industrial	35,320	268,854,836	138,024	832,697	10,837,377
<b>YTD as % of Planned</b>	<b>103%</b>	<b>60%</b>	<b>60%</b>	<b>60%</b>	<b>58%</b>
Residential	103%	79%	74%	83%	101%
Low-Income	114%	66%	80%	90%	93%
Commercial & Industrial	107%	49%	54%	50%	49%



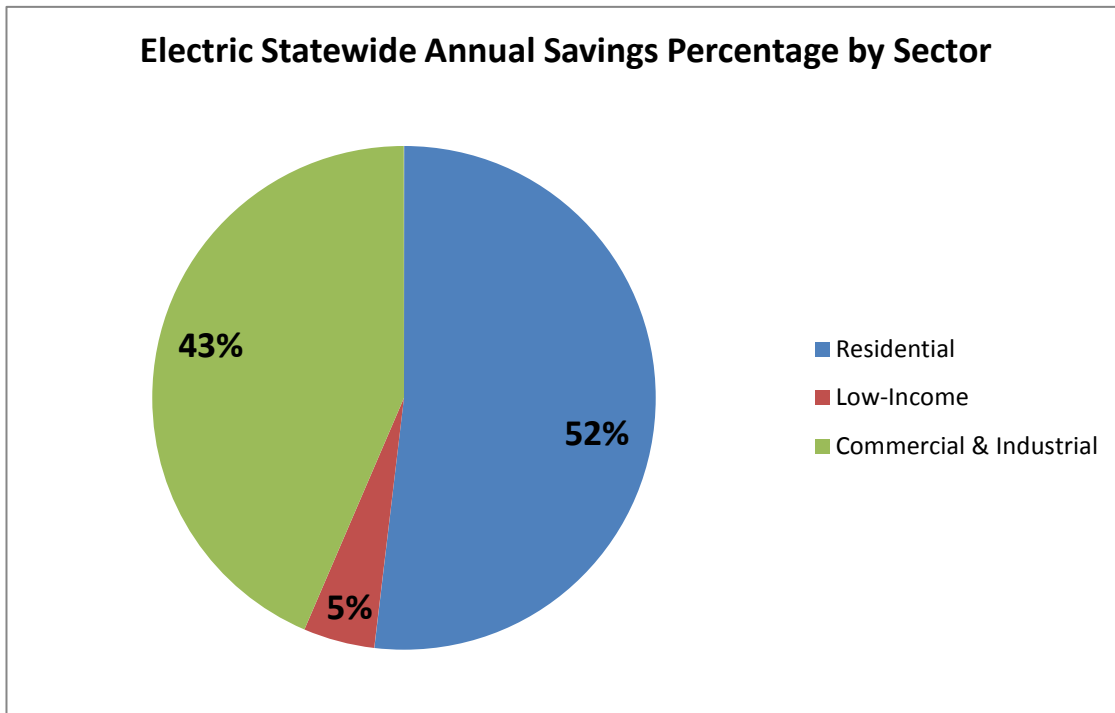
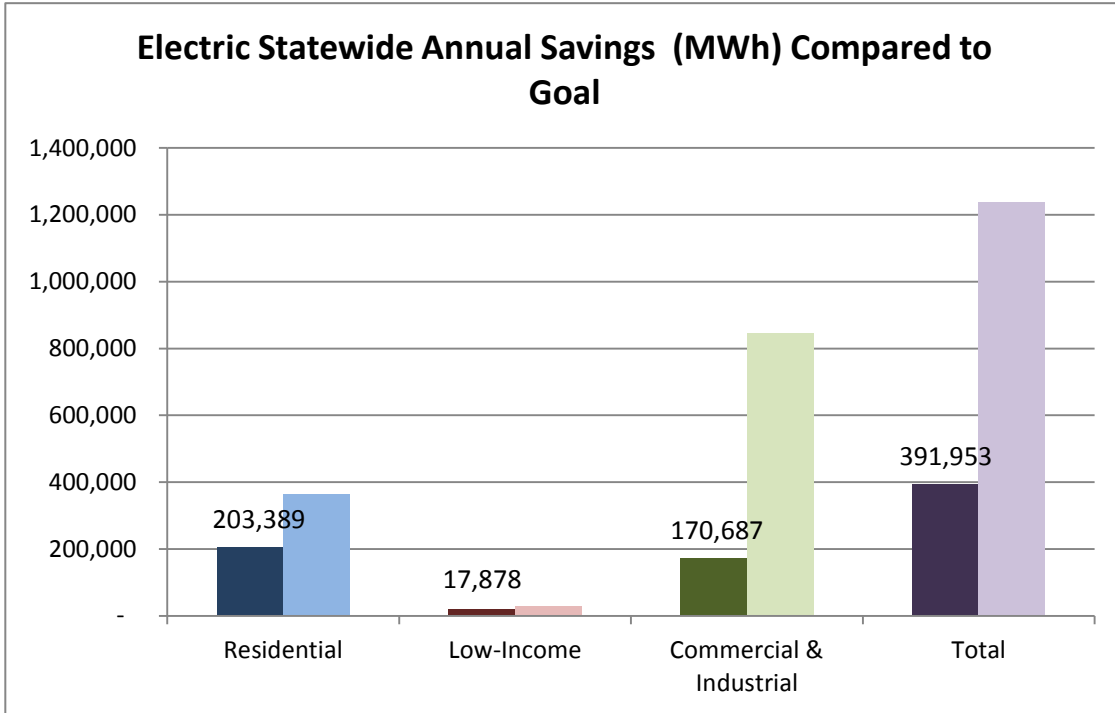
**Q2 2014 Statewide Electric Summary by PA (January 1, 2014 through June 30, 2014 )**

Sum of Energy (Lifetime MWh) Row Labels	Column Labels						Grand Total
	National Grid	NU (NSTAR)	NU (WMECo)	UNITIL	CLC		
<b>Electric</b>							
<b>Planned</b>	5,817,093	5,997,794	971,290	98,526	383,925	13,268,628	
Residential	925,789	674,578	191,456	9,412	151,108	1,952,344	
Residential Whole House	332,517	203,773	58,430	1,481	69,782	665,982	
Residential New Construction	26,664	17,899	2,147	496	3,508	50,714	
Residential Multi-Family Retrofit	95,822	59,509	4,364	366	21,111	181,172	
Residential Home Energy Services	109,675	98,636	40,805	619	44,718	294,453	
Residential Behavior/Feedback	100,356	27,729	11,115	-	444	139,644	
Residential Products	593,272	470,806	133,026	7,931	81,327	1,286,362	
Residential Cooling & Heating Equipment	30,090	33,885	6,876	455	11,133	82,438	
Residential Lighting	505,257	387,702	118,667	6,272	55,977	1,073,875	
Residential Consumer Products	57,925	49,219	7,484	1,204	14,216	130,048	
Residential Hard-to-Measure	-	-	-	-	-	-	
Low-Income	116,194	90,369	37,874	3,317	12,302	260,056	
Low-Income Whole House	116,194	90,369	37,874	3,317	12,302	260,056	
Low-Income New Construction	4,725	4,082	1,252	233	354	10,646	
Low-Income Single Family Retrofit	54,581	36,091	13,279	877	9,642	114,470	
Low-Income Multi-Family Retrofit	56,888	50,196	23,342	2,207	2,307	134,940	
Low-Income Hard-to-Measure	-	-	-	-	-	-	
Commercial & Industrial	4,775,110	5,232,847	741,960	85,796	220,514	11,056,228	
C&I New Construction	1,129,844	1,067,257	123,358	11,167	77,419	2,409,045	
C&I New Construction	1,129,844	1,067,257	123,358	11,167	77,419	2,409,045	
C&I Retrofit	3,645,266	4,165,591	618,602	74,629	143,096	8,647,183	
C&I Retrofit	3,270,198	3,544,402	277,987	50,698	67,326	7,210,612	
C&I Direct Install	375,067	621,189	340,615	23,930	75,770	1,436,571	
C&I Hard-to-Measure	-	-	-	-	-	-	
<b>Q2</b>	1,600,547	1,365,641	340,507	51,176	187,150	3,545,021	
Residential	563,647	513,211	195,093	7,573	66,453	1,345,977	
Residential Whole House	204,916	169,979	32,100	2,372	27,763	437,130	
Residential New Construction	18,277	20,379	9,101	1,892	3,197	52,845	
Residential Multi-Family Retrofit	61,104	37,790	1,975	-	1,059	101,929	
Residential Home Energy Services	86,400	96,997	19,638	480	23,508	227,023	
Residential Behavior/Feedback	39,135	14,813	1,385	-	-	55,333	
Residential Products	358,731	343,232	162,993	5,201	38,689	908,846	
Residential Cooling & Heating Equipment	27,308	25,083	7,602	562	8,110	68,666	
Residential Lighting	305,053	299,857	149,282	4,142	27,942	786,277	
Residential Consumer Products	26,369	18,292	6,108	497	2,638	53,904	
Residential Hard-to-Measure	-	-	-	-	-	-	
Low-Income	89,312	55,139	11,875	902	5,303	162,531	
Low-Income Whole House	89,312	55,139	11,875	902	5,303	162,531	
Low-Income New Construction	314	485	48	-	13	859	
Low-Income Single Family Retrofit	32,586	17,219	4,413	260	4,824	59,302	
Low-Income Multi-Family Retrofit	56,413	37,435	7,414	642	466	102,370	
Low-Income Hard-to-Measure	-	-	-	-	-	-	
Commercial & Industrial	947,588	797,291	133,538	42,701	115,394	2,036,512	
C&I New Construction	510,249	350,249	80,618	8,481	26,316	975,912	
C&I New Construction	510,249	350,249	80,618	8,481	26,316	975,912	
C&I Retrofit	437,339	447,042	52,920	34,220	89,078	1,060,600	
C&I Retrofit	326,592	260,673	27,087	22,611	53,015	689,977	
C&I Direct Install	110,747	186,369	25,834	11,610	36,064	370,623	
C&I Hard-to-Measure	-	-	-	-	-	-	

# ELECTRIC STATEWIDE BUDGETS, Q2 2014

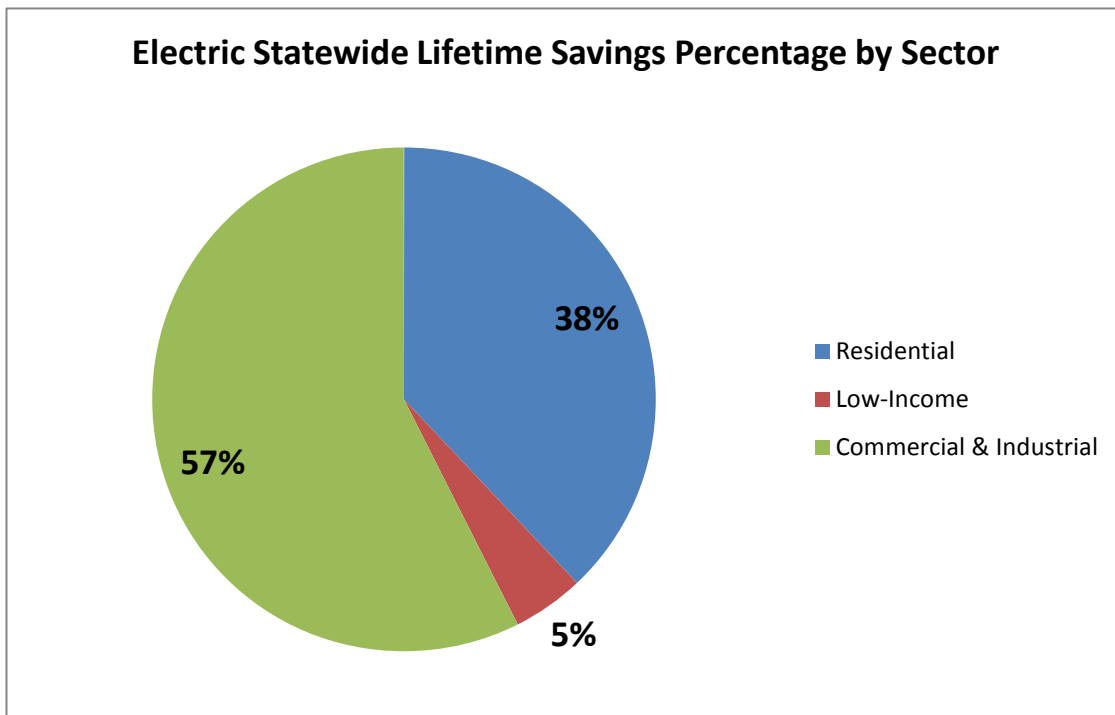
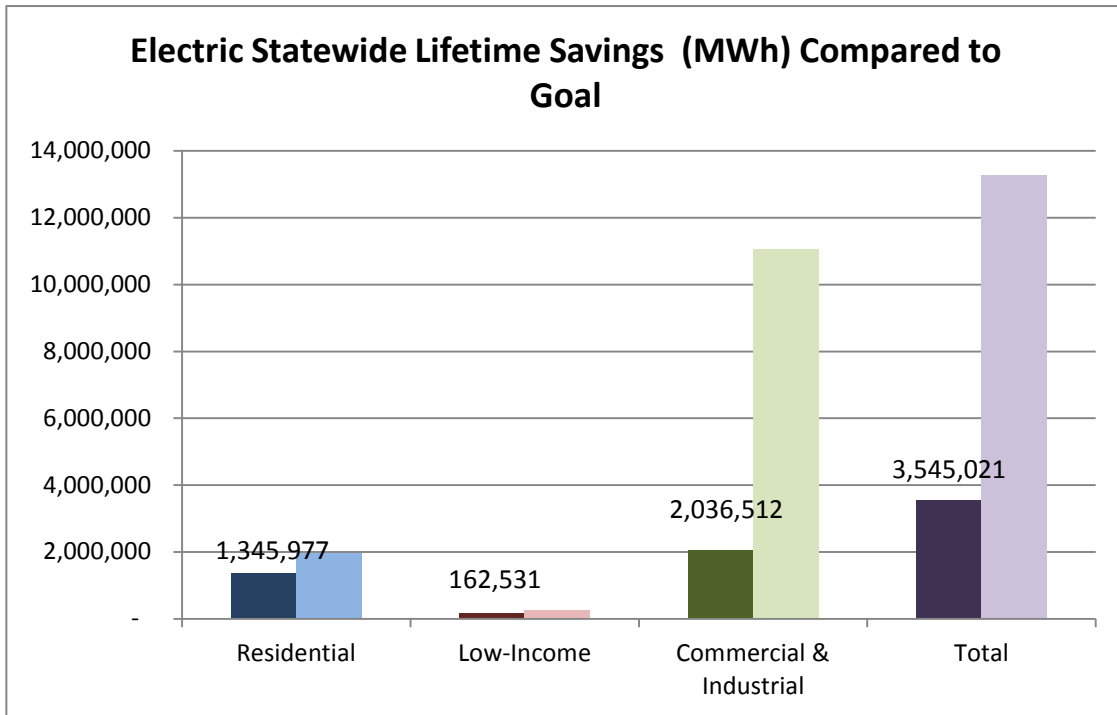


# ANNUAL ELECTRIC STATEWIDE SAVINGS, Q2 2014

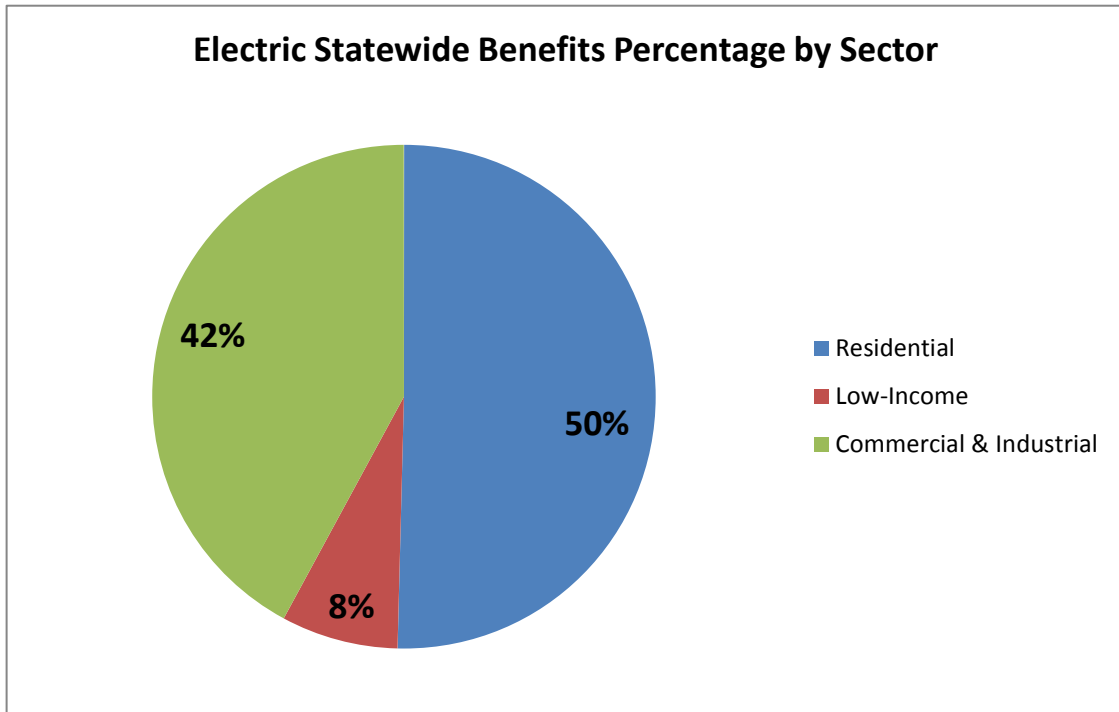
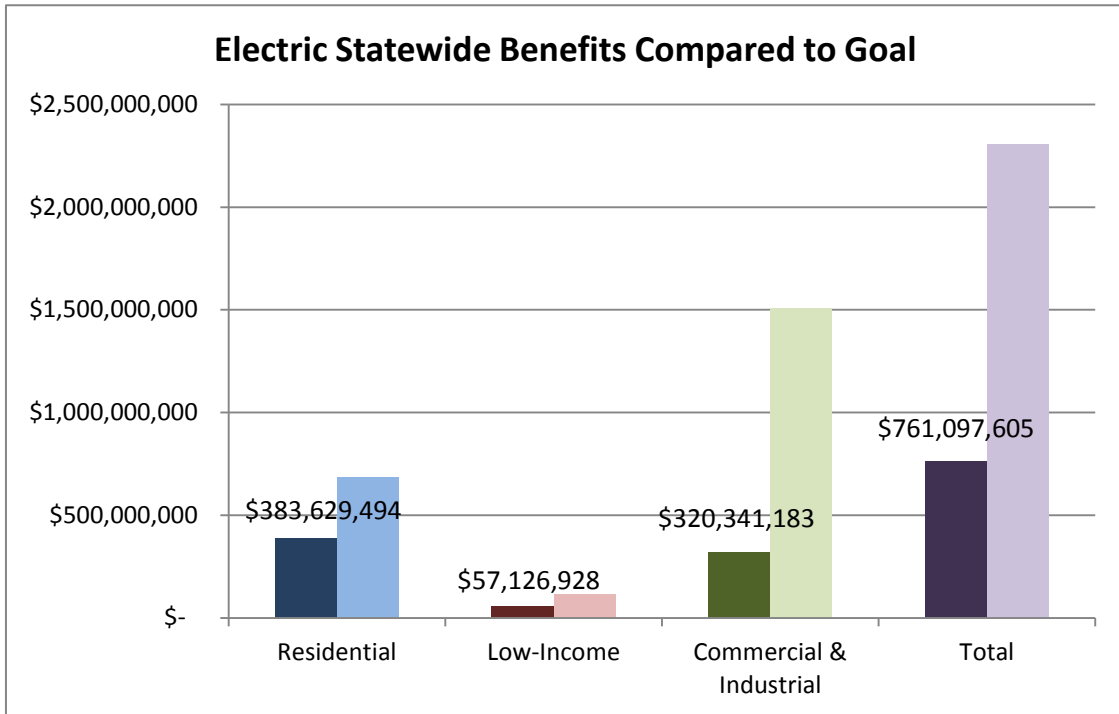




# LIFETIME ELECTRIC STATEWIDE SAVINGS, Q2 2014



# ELECTRIC STATEWIDE BENEFITS, Q2 2014



**Q2 2014 Statewide Gas Budgets (January 1, 2014 through June 30, 2014 )**

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>Planned</b>	\$ 9,005,073	\$ 8,695,386	\$ 122,216,437	\$ 27,469,623	\$ 7,248,953	\$ 174,635,473
Residential	\$ 4,301,814	\$ 4,612,595	\$ 59,287,082	\$ 15,107,397	\$ 3,593,781	\$ 86,902,669
Residential Whole House	\$ 2,417,192	\$ 1,607,933	\$ 38,771,296	\$ 12,767,901	\$ 2,400,734	\$ 57,965,055
Residential Products	\$ 1,030,984	\$ 2,095,199	\$ 19,384,415	\$ 2,014,832	\$ 1,075,163	\$ 25,600,593
Residential Hard-to-Measure	\$ 853,638	\$ 909,463	\$ 1,131,371	\$ 324,663	\$ 117,884	\$ 3,337,020
Low-Income	\$ 2,223,449	\$ 1,575,031	\$ 24,559,473	\$ 6,089,880	\$ 1,480,506	\$ 35,928,339
Low-Income Whole House	\$ 1,422,891	\$ 1,403,849	\$ 24,559,473	\$ 6,089,880	\$ 1,444,978	\$ 34,921,072
Low-Income Hard-to-Measure	\$ 800,557	\$ 171,182	\$ -	\$ -	\$ 35,528	\$ 1,007,267
Commercial & Industrial	\$ 2,479,810	\$ 2,507,761	\$ 38,369,882	\$ 6,272,346	\$ 2,174,666	\$ 51,804,465
C&I New Construction	\$ 804,253	\$ 942,394	\$ 15,139,664	\$ 1,827,748	\$ 779,817	\$ 19,493,876
C&I Retrofit	\$ 1,289,619	\$ 1,077,525	\$ 23,230,218	\$ 4,401,912	\$ 1,336,139	\$ 31,335,413
C&I Hard-to-Measure	\$ 385,938	\$ 487,842	\$ -	\$ 42,686	\$ 58,710	\$ 975,177
<b>Q2</b>	\$ 4,874,601	\$ 2,792,874	\$ 38,677,870	\$ 10,849,033	\$ 1,231,796	\$ 58,426,174
Residential	\$ 2,273,348	\$ 1,844,663	\$ 24,649,430	\$ 6,975,173	\$ 619,744	\$ 36,362,358
Residential Whole House	\$ 1,250,104	\$ 620,663	\$ 16,144,695	\$ 6,319,137	\$ 260,175	\$ 24,594,773
Residential Products	\$ 435,070	\$ 647,010	\$ 8,410,060	\$ 442,849	\$ 303,050	\$ 10,238,040
Residential Hard-to-Measure	\$ 588,174	\$ 576,990	\$ 94,675	\$ 213,186	\$ 56,519	\$ 1,529,545
Low-Income	\$ 966,010	\$ 152,563	\$ 8,775,413	\$ 2,162,236	\$ 125,331	\$ 12,181,554
Low-Income Whole House	\$ 706,900	\$ 53,757	\$ 8,775,413	\$ 2,159,873	\$ 121,780	\$ 11,817,723
Low-Income Hard-to-Measure	\$ 259,110	\$ 98,806	\$ -	\$ 2,363	\$ 3,551	\$ 363,831
Commercial & Industrial	\$ 1,635,244	\$ 795,647	\$ 5,253,027	\$ 1,711,624	\$ 486,721	\$ 9,882,262
C&I New Construction	\$ 412,806	\$ 285,505	\$ 2,784,418	\$ 562,320	\$ 153,445	\$ 4,198,494
C&I Retrofit	\$ 675,551	\$ 173,776	\$ 2,468,609	\$ 1,138,220	\$ 301,344	\$ 4,757,500
C&I Hard-to-Measure	\$ 546,887	\$ 336,366	\$ -	\$ 11,083	\$ 31,932	\$ 926,268

YTD AS PERCENTAGE OF Planned	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
<b>Gas</b>	<b>54%</b>	<b>32%</b>	<b>32%</b>	<b>39%</b>	<b>17%</b>	<b>33%</b>
<b>Residential</b>	<b>53%</b>	<b>40%</b>	<b>42%</b>	<b>46%</b>	<b>17%</b>	<b>42%</b>
1. Residential Whole House	52%	39%	42%	49%	11%	42%
2. Residential Products	42%	31%	43%	22%	28%	40%
3. Residential Hard-to-Measure	69%	63%	8%	66%	48%	46%
<b>Low-Income</b>	<b>43%</b>	<b>10%</b>	<b>36%</b>	<b>36%</b>	<b>8%</b>	<b>34%</b>
4. Low-Income Whole House	50%	4%	36%	35%	8%	34%
5. Low-Income Hard-to-Measure	32%	58%	0%	0%	10%	36%
<b>Commercial &amp; Industrial</b>	<b>66%</b>	<b>32%</b>	<b>14%</b>	<b>27%</b>	<b>22%</b>	<b>19%</b>
6. C&I New Construction	51%	30%	18%	31%	20%	22%
7. C&I Retrofit	52%	16%	11%	26%	23%	15%
8. C&I Hard-to-Measure	142%	69%	0%	26%	54%	95%

**Q2 2014 Statewide Gas Savings (January 1, 2014 through June 30, 2014 )**

	Total Sum of Participants	Total Sum of Annual Therms	Total Sum of Lifetime Therms
<b>Gas</b>			
<b>Planned</b>	560,883	24,402,858	312,695,505
Residential	549,029	11,607,811	119,006,292
Residential Whole House	520,561	9,438,886	78,143,626
Residential New Construction	1,781	372,139	8,723,534
Residential Multi-Family Retrofit	8,688	546,385	9,406,167
Residential Home Energy Services	34,409	2,825,512	54,319,076
Residential Behavior/Feedback	475,683	5,694,849	5,694,849
Residential Products	28,468	2,168,925	40,862,666
Residential Heating & Water Heating	28,468	2,168,925	40,862,666
Low-Income	6,840	1,439,072	28,354,751
Low-Income Whole House	6,840	1,439,072	28,354,751
Low-Income Single Family Retrofit	2,484	827,356	16,852,525
Low-Income Multi-Family Retrofit	4,356	611,716	11,502,225
Commercial & Industrial	5,015	11,355,976	165,334,462
C&I New Construction	1,715	3,892,978	74,127,477
C&I New Construction	1,715	3,892,978	74,127,477
C&I Retrofit	3,300	7,462,997	91,206,986
C&I Retrofit	2,173	7,143,505	88,120,031
C&I Direct Install	1,127	319,492	3,086,955
<b>Q2</b>	480,483	11,589,429	125,772,776
Residential	474,625	8,355,218	76,253,477
Residential Whole House	458,206	6,538,097	45,728,459
Residential New Construction	2,209	495,390	11,541,728
Residential Multi-Family Retrofit	4,136	181,440	3,208,449
Residential Home Energy Services	14,184	1,355,279	26,472,294
Residential Behavior/Feedback	437,677	4,505,987	4,505,987
Residential Products	16,419	1,817,121	30,525,018
Residential Heating & Water Heating	16,419	1,817,121	30,525,018
Low-Income	4,307	990,690	18,835,254
Low-Income Whole House	4,307	990,690	18,835,254
Low-Income Single Family Retrofit	1,166	290,667	5,795,047
Low-Income Multi-Family Retrofit	3,141	700,023	13,040,207
Commercial & Industrial	1,551	2,243,521	30,684,045
C&I New Construction	499	964,807	19,500,459
C&I New Construction	499	964,807	19,500,459
C&I Retrofit	1,052	1,278,714	11,183,586
C&I Retrofit	760	1,206,874	10,527,715
C&I Direct Install	292	71,840	655,872

YTD AS PERCENTAGE OF Planned	Participants	Annual Therms	Lifetime Therms
<b>Gas</b>	<b>86%</b>	<b>47%</b>	<b>40%</b>
<b>Residential</b>	86%	72%	64%
<b>Residential Whole House</b>	<b>88%</b>	<b>69%</b>	<b>59%</b>
Residential New Construction	124%	133%	132%
Residential Multi-Family Retrofit	48%	33%	34%
Residential Home Energy Services	41%	48%	49%
Residential Behavior/Feedback	92%	79%	79%
<b>Residential Products</b>	<b>58%</b>	<b>84%</b>	<b>75%</b>
Residential Heating & Water Heating	58%	84%	75%
Low-Income	63%	69%	66%
<b>Low-Income Whole House</b>	<b>63%</b>	<b>69%</b>	<b>66%</b>
Low-Income Single Family Retrofit	47%	35%	34%
Low-Income Multi-Family Retrofit	72%	114%	113%
Commercial & Industrial	31%	20%	19%
<b>C&amp;I New Construction</b>	<b>29%</b>	<b>25%</b>	<b>26%</b>
C&I New Construction	29%	25%	26%
<b>C&amp;I Retrofit</b>	<b>32%</b>	<b>17%</b>	<b>12%</b>
C&I Retrofit	35%	17%	12%
C&I Direct Install	26%	22%	21%

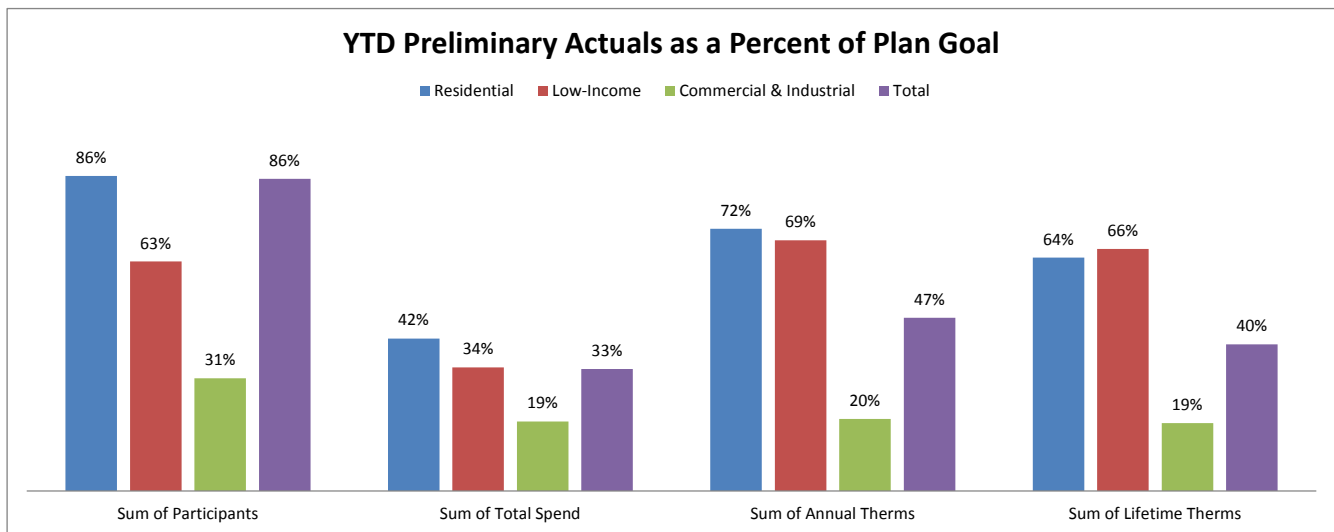
**Q2 2014 Statewide Gas Benefits (January 1, 2014 through June 30, 2014 )**

	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>Planned</b>	\$ 329,549,938	\$ 24,157,816	\$ 11,634,116	\$ 130,229,710	\$ 495,571,580
Residential	\$ 129,570,415	\$ 20,264,213	\$ 4,190,446	\$ 83,149,493	\$ 237,174,567
Residential Whole House	\$ 86,587,045	\$ 18,662,528	\$ 4,190,446	\$ 43,254,930	\$ 152,694,949
Residential New Construction	\$ 9,222,070	\$ 1,816,238	\$ 64,136	\$ 8,040,788	\$ 19,143,231
Residential Multi-Family Retrofit	\$ 10,467,860	\$ 296	\$ 2,182,565	\$ 9,398,560	\$ 22,049,280
Residential Home Energy Services	\$ 59,834,521	\$ 16,845,994	\$ 1,943,745	\$ 25,815,583	\$ 104,439,843
Residential Behavior/Feedback	\$ 7,062,595	\$ -	\$ -	\$ -	\$ 7,062,595
Residential Products	\$ 42,983,370	\$ 1,601,685	\$ -	\$ 39,894,562	\$ 84,479,617
Residential Heating & Water Heating	\$ 42,983,370	\$ 1,601,685	\$ -	\$ 39,894,562	\$ 84,479,617
Low-Income	\$ 30,738,753	\$ 3,777,656	\$ 532,207	\$ 25,120,368	\$ 60,168,984
Low-Income Whole House	\$ 30,738,753	\$ 3,777,656	\$ 532,207	\$ 25,120,368	\$ 60,168,984
Low-Income Single Family Retrofit	\$ 18,218,725	\$ 3,776,785	\$ 723	\$ 12,839,926	\$ 34,836,159
Low-Income Multi-Family Retrofit	\$ 12,520,028	\$ 871	\$ 531,485	\$ 12,280,441	\$ 25,332,825
Commercial & Industrial	\$ 169,240,770	\$ 115,947	\$ 6,911,463	\$ 21,959,849	\$ 198,228,029
C&I New Construction	\$ 73,519,211	\$ 113,334	\$ 446,136	\$ -	\$ 74,078,682
C&I New Construction	\$ 73,519,211	\$ 113,334	\$ 446,136	\$ -	\$ 74,078,682
C&I Retrofit	\$ 95,721,559	\$ 2,613	\$ 6,465,326	\$ 21,959,849	\$ 124,149,348
C&I Retrofit	\$ 92,435,482	\$ 2,613	\$ 4,286,366	\$ 20,366,930	\$ 117,094,391
C&I Direct Install	\$ 3,286,077	\$ -	\$ 2,178,960	\$ 1,589,920	\$ 7,054,957
<b>Q2</b>	\$ 138,221,728	\$ 14,930,757	\$ 6,954,013	\$ 49,395,741	\$ 209,502,560
Residential	\$ 85,049,502	\$ 13,518,059	\$ 2,144,892	\$ 32,938,726	\$ 133,651,467
Residential Whole House	\$ 51,042,991	\$ 12,134,430	\$ 2,144,892	\$ 25,752,084	\$ 91,074,685
Residential New Construction	\$ 12,318,005	\$ 2,066,160	\$ -	\$ 9,654,183	\$ 24,038,381
Residential Multi-Family Retrofit	\$ 3,603,199	\$ 1,745,900	\$ 360,686	\$ 2,605,777	\$ 8,315,562
Residential Home Energy Services	\$ 29,416,606	\$ 8,322,371	\$ 1,784,206	\$ 13,492,123	\$ 53,015,560
Residential Behavior/Feedback	\$ 5,705,181	\$ -	\$ -	\$ -	\$ 5,705,181
Residential Products	\$ 34,006,511	\$ 1,383,629	\$ -	\$ 7,186,642	\$ 42,576,782
Residential Heating & Water Heating	\$ 34,006,511	\$ 1,383,629	\$ -	\$ 7,186,642	\$ 42,576,782
Low-Income	\$ 20,398,501	\$ 1,399,447	\$ 720,905	\$ 11,461,036	\$ 33,979,919
Low-Income Whole House	\$ 20,398,501	\$ 1,399,447	\$ 720,905	\$ 11,461,036	\$ 33,979,919
Low-Income Single Family Retrofit	\$ 6,315,428	\$ 1,399,447	\$ -	\$ 4,646,790	\$ 12,361,696
Low-Income Multi-Family Retrofit	\$ 14,083,073	\$ -	\$ 720,905	\$ 6,814,245	\$ 21,618,224
Commercial & Industrial	\$ 32,773,726	\$ 13,251	\$ 4,088,216	\$ 4,995,979	\$ 41,871,174
C&I New Construction	\$ 19,661,471	\$ 13,251	\$ 577,173	\$ -	\$ 20,251,899
C&I New Construction	\$ 19,661,471	\$ 13,251	\$ 577,173	\$ -	\$ 20,251,899
C&I Retrofit	\$ 13,112,254	\$ -	\$ 3,511,043	\$ 4,995,979	\$ 21,619,276
C&I Retrofit	\$ 12,411,690	\$ -	\$ 2,621,990	\$ 4,780,413	\$ 19,814,093
C&I Direct Install	\$ 700,564	\$ -	\$ 889,053	\$ 215,566	\$ 1,805,182

YTD AS PERCENTAGE OF Planned	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>42%</b>	<b>62%</b>	<b>60%</b>	<b>38%</b>	<b>42%</b>
<b>Residential</b>	66%	67%	51%	40%	56%
<b>Residential Whole House</b>	59%	65%	51%	60%	60%
Residential New Construction	134%	114%	0%	120%	126%
Residential Multi-Family Retrofit	34%	589831%	17%	28%	38%
Residential Home Energy Services	49%	49%	92%	52%	51%
Residential Behavior/Feedback	81%	0%	0%	0%	81%
<b>Residential Products</b>	79%	86%	0%	18%	50%
Residential Heating & Water Heating	79%	86%	0%	18%	50%
Low-Income	66%	37%	135%	46%	56%
<b>Low-Income Whole House</b>	66%	37%	135%	46%	56%
Low-Income Single Family Retrofit	35%	37%	0%	36%	35%
Low-Income Multi-Family Retrofit	112%	0%	136%	55%	85%
Commercial & Industrial	19%	11%	59%	23%	21%
<b>C&amp;I New Construction</b>	27%	12%	129%	0%	27%
C&I New Construction	27%	12%	129%	0%	27%
<b>C&amp;I Retrofit</b>	14%	0%	54%	23%	17%
C&I Retrofit	13%	0%	61%	23%	17%
C&I Direct Install	21%	0%	41%	14%	26%

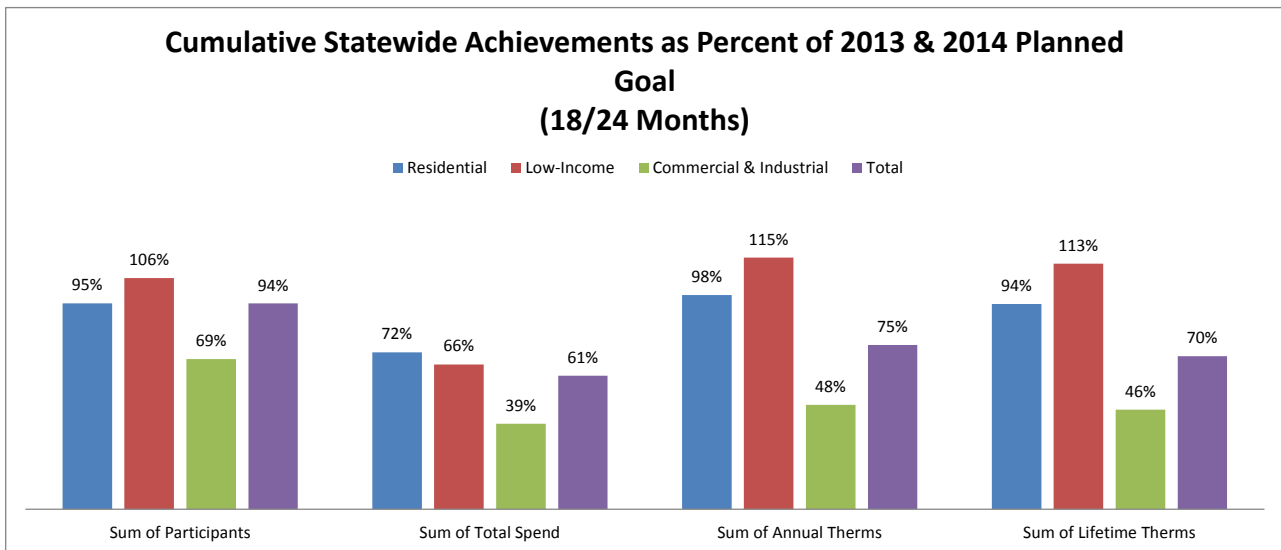
## Q2 2014 Statewide Gas Summary (January 1, 2014 through June 30, 2014 )

Row Labels	Values			
	Sum of Participants	Sum of Total Spend	Sum of Annual Therms	Sum of Lifetime Therms
<b>Gas</b>				
<b>Planned</b>	560,883	\$ 174,635,473	24,402,858	312,695,505
Residential	549,029	\$ 86,902,669	11,607,811	119,006,292
Low-Income	6,840	\$ 35,928,339	1,439,072	28,354,751
Commercial & Industrial	5,015	\$ 51,804,465	11,355,976	165,334,462
<b>Q2</b>	480,483	58,426,174	11,589,429	125,772,776
Residential	474,625	36,362,358	8,355,218	76,253,477
Low-Income	4,307	12,181,554	990,690	18,835,254
Commercial & Industrial	1,551	9,882,262	2,243,521	30,684,045
<b>YTD as % of Planned</b>	<b>86%</b>	<b>33%</b>	<b>47%</b>	<b>40%</b>
Residential	86%	42%	72%	64%
Low-Income	63%	34%	69%	66%
Commercial & Industrial	31%	19%	20%	19%



## Cumulative Statewide Gas Summary (January 1, 2013 through June 30, 2014 )

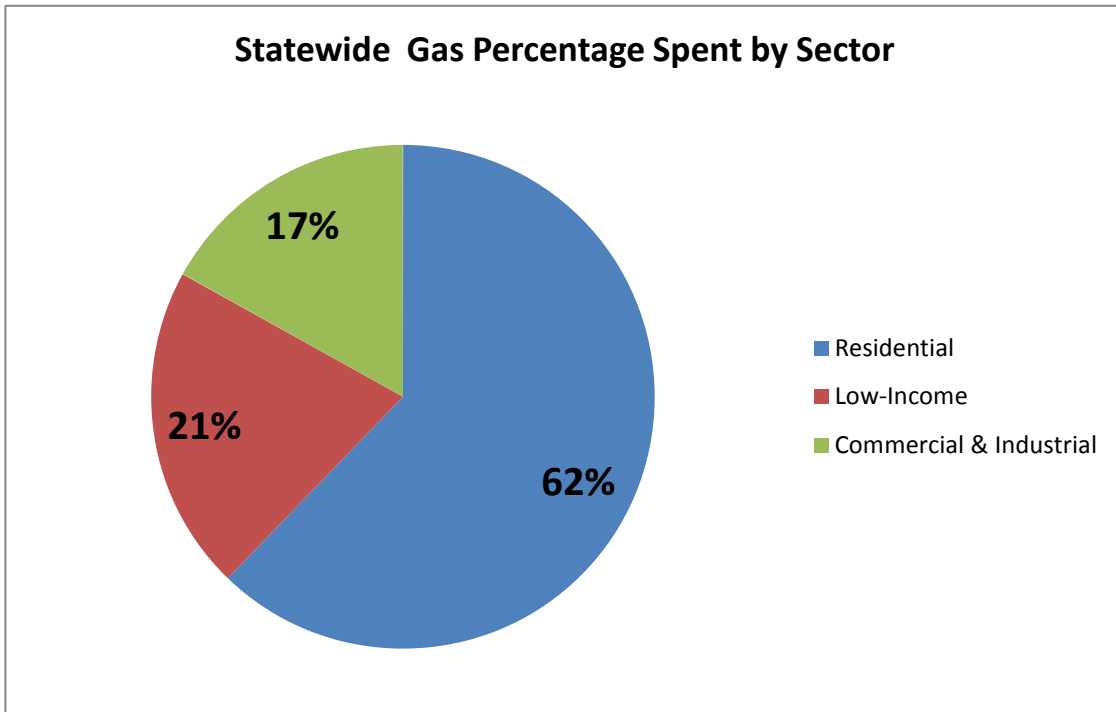
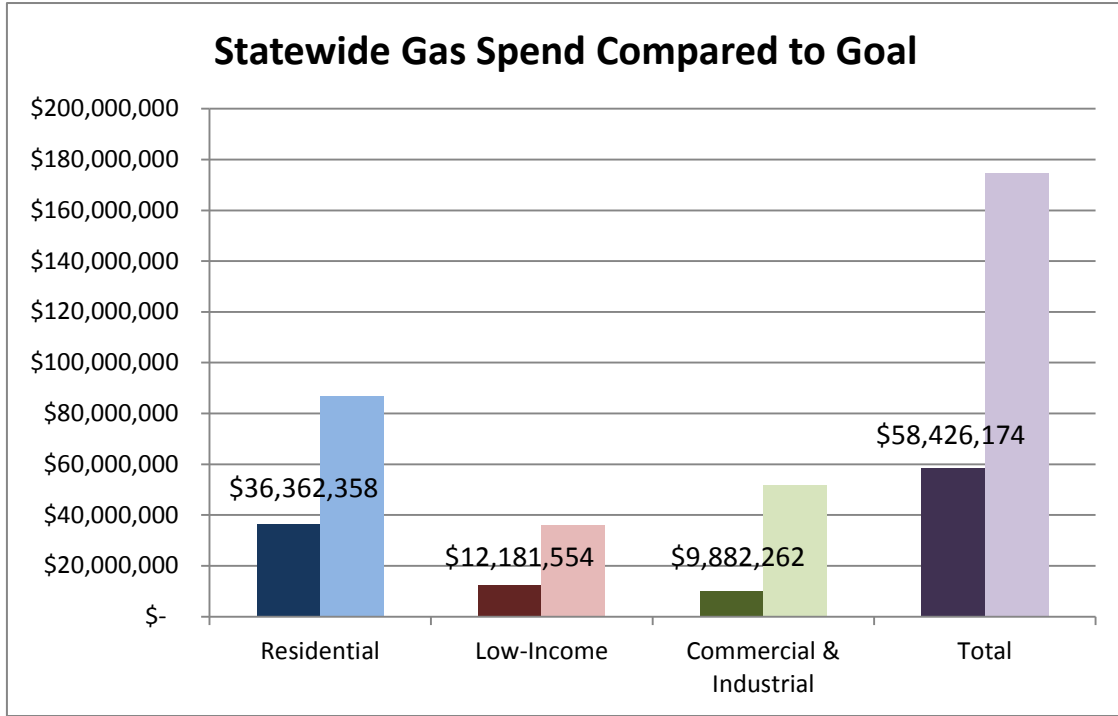
Row Labels	Values			
	Sum of Participants	Sum of Total Spend	Sum of Annual Therms	Sum of Lifetime Therms
<b>Gas</b>				
<b>Planned</b>	1,110,071	343,115,888	47,065,357	616,220,468
Residential	1,086,719	171,688,550	21,898,593	235,619,596
Low-Income	13,484	70,337,314	2,836,815	55,869,680
Commercial & Industrial	9,868	101,090,025	22,329,949	324,731,193
<b>Q2</b>	1,048,514	210,231,527	35,513,502	433,409,098
Residential	1,027,407	123,750,997	21,528,280	222,159,896
Low-Income	14,300	46,765,122	3,276,239	62,969,092
Commercial & Industrial	6,807	39,715,408	10,708,984	148,280,110
<b>YTD as % of Planned</b>	<b>94%</b>	<b>61%</b>	<b>75%</b>	<b>70%</b>
Residential	95%	72%	98%	94%
Low-Income	106%	66%	115%	113%
Commercial & Industrial	69%	39%	48%	46%



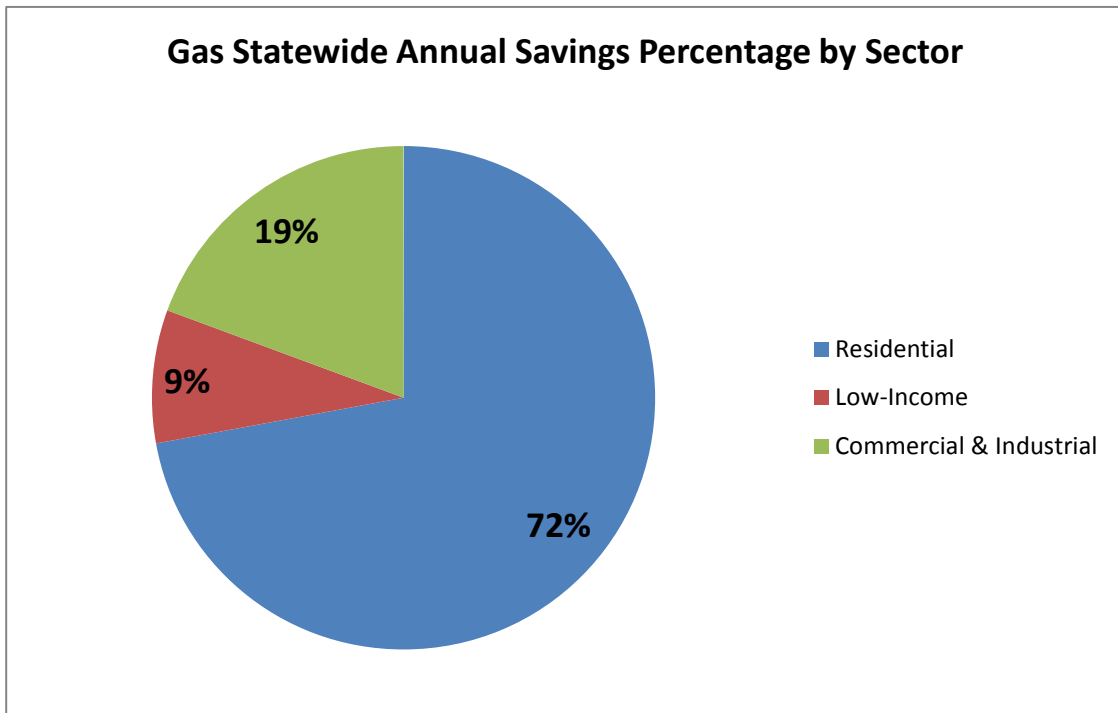
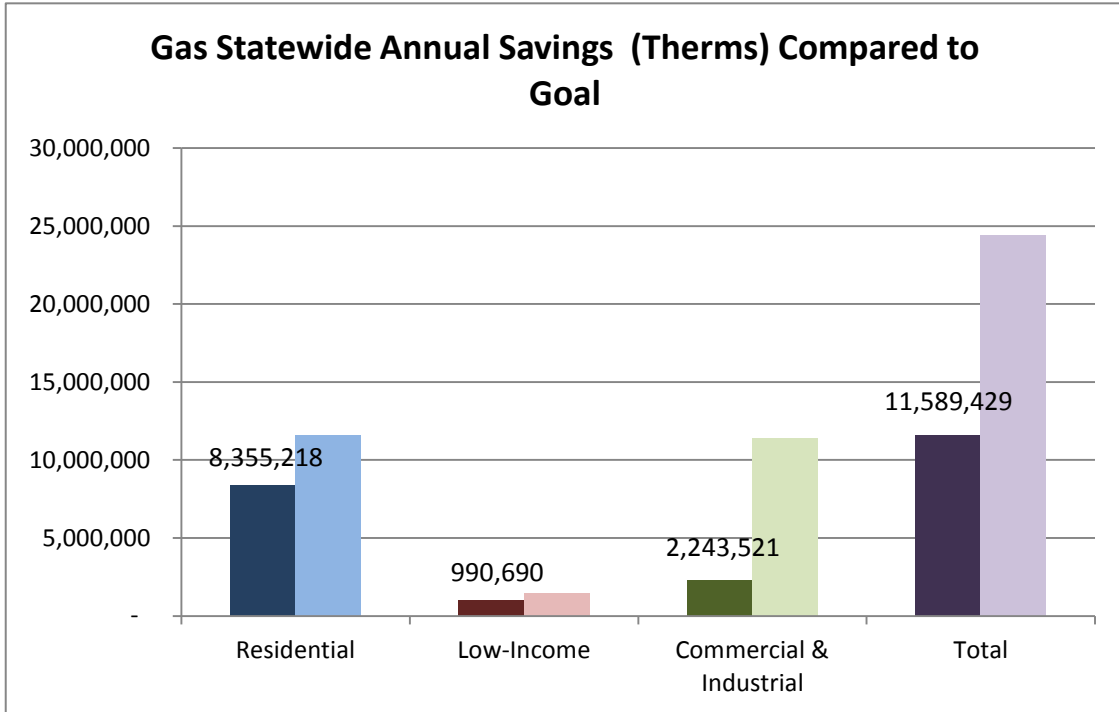




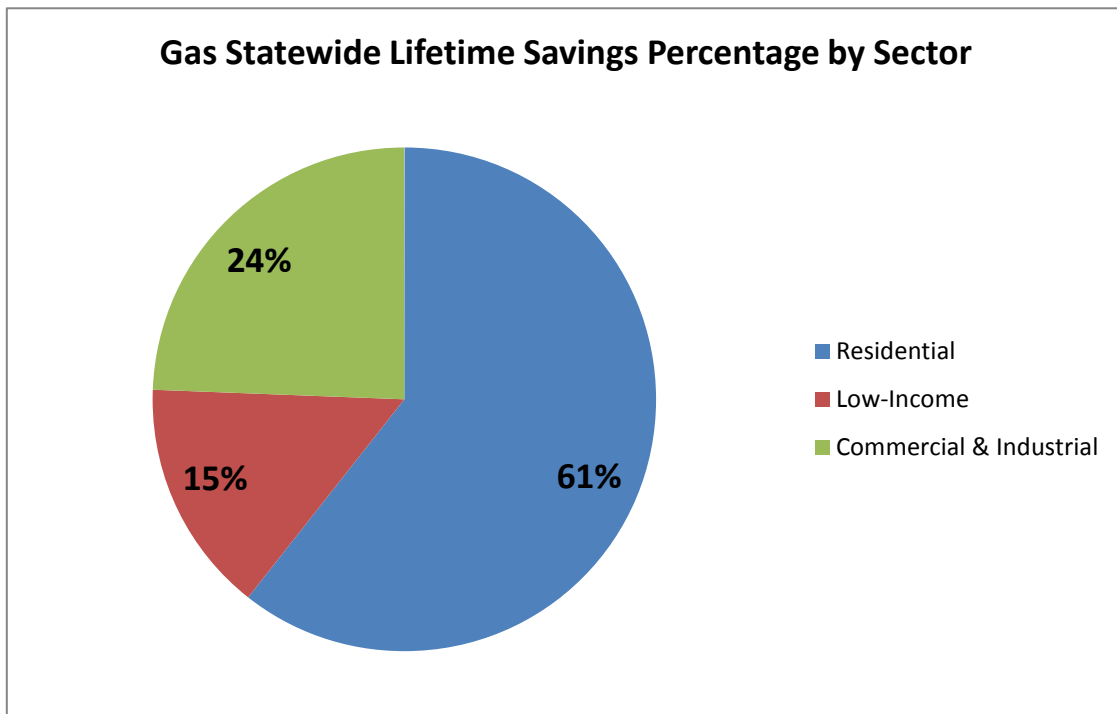
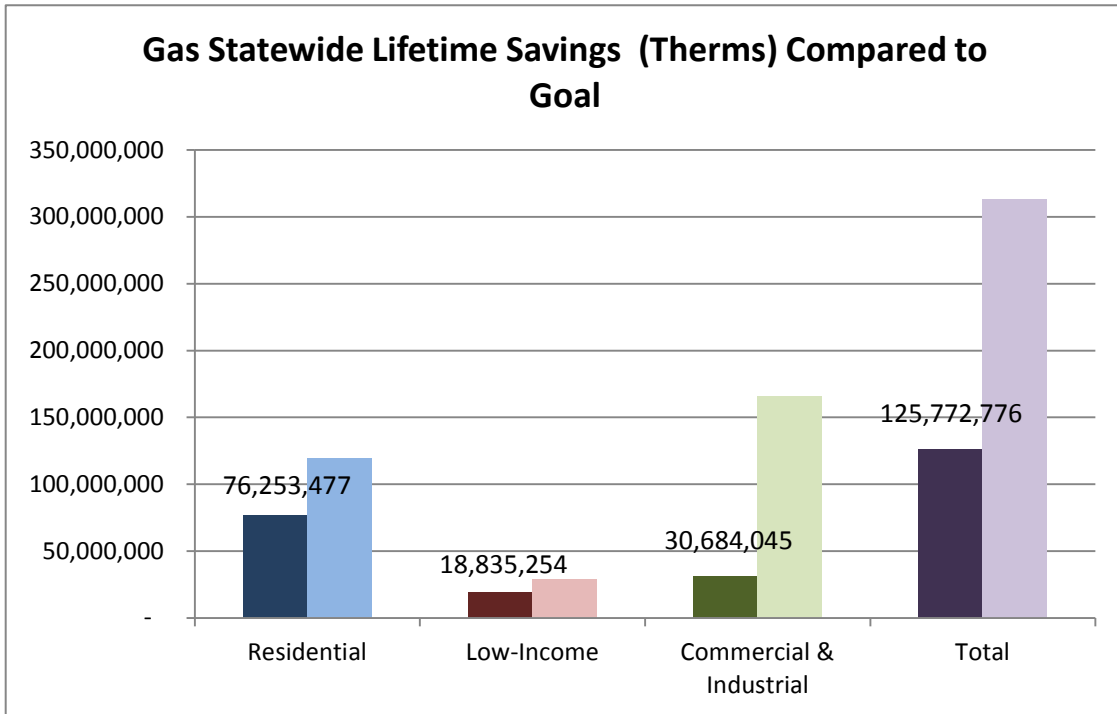
# GAS STATEWIDE BUDGETS, Q2 2014



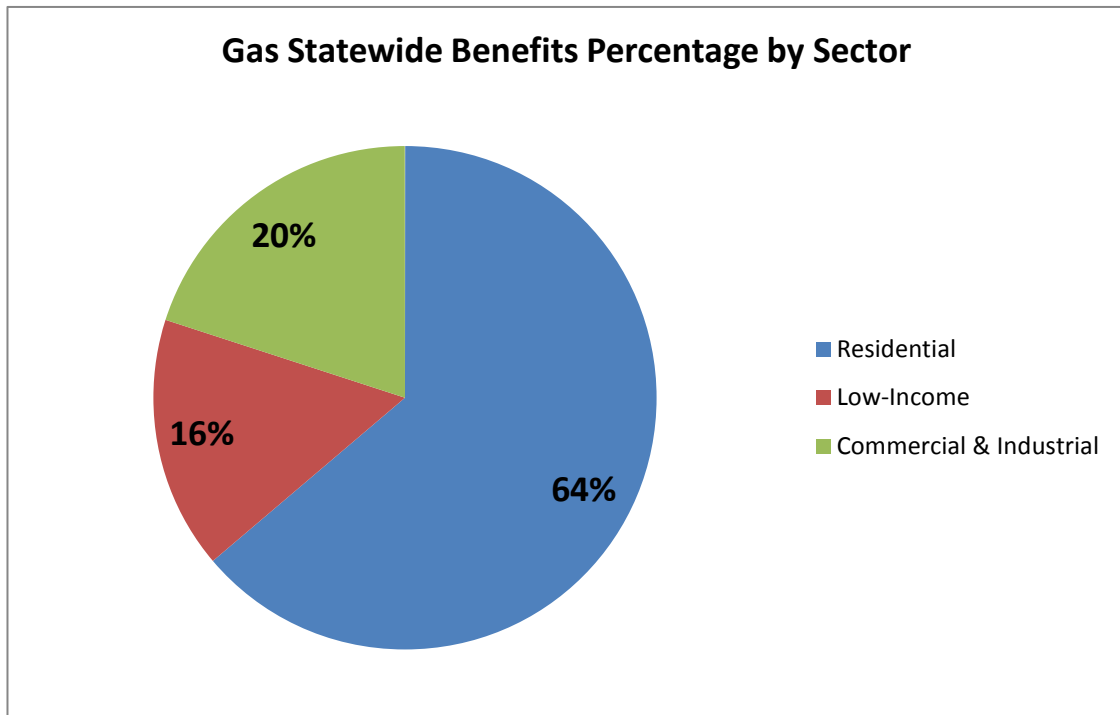
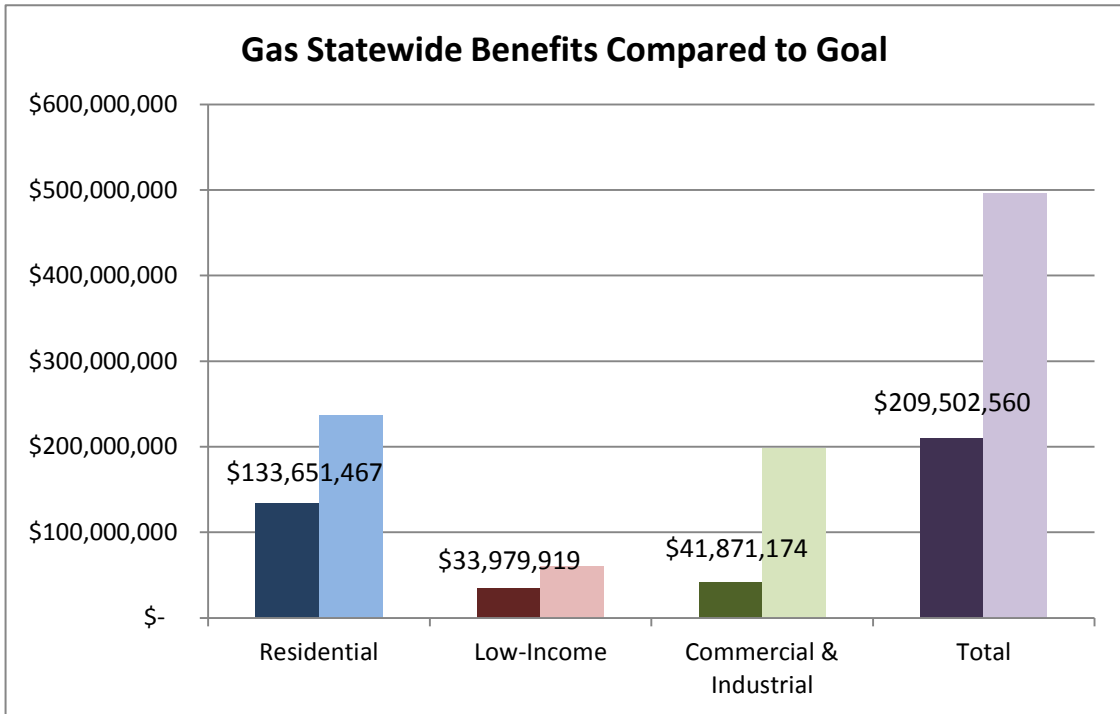
# ANNUAL GAS STATEWIDE SAVINGS, Q2 2014



# LIFETIME GAS STATEWIDE SAVINGS, Q2 2014

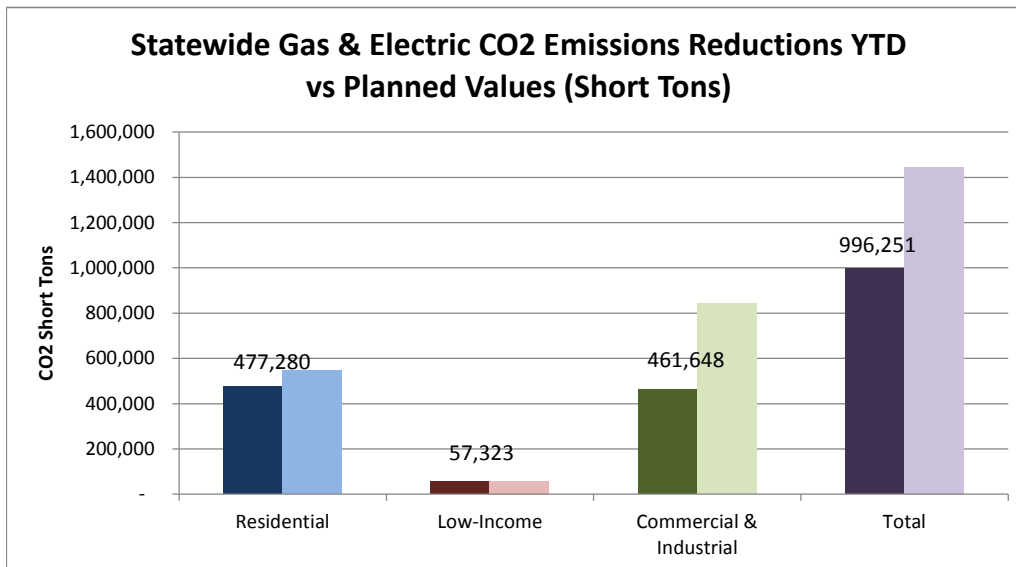


# GAS STATEWIDE BENEFITS, Q2 2014



## Cumulative Statewide Gas & Elec CO2 Emissions Reductions Summary (January 1, 2013 through June 30, 2014 )

Row Labels	Sum of Energy (annual MWh)	Sum of Annual Therms	Sum of Annual Oil (MMBTU)	Sum of NOX	Sum of SO2	Sum of CO2
<b>Planned</b>	<b>2,439,214</b>	<b>22,959,534</b>	<b>695,862</b>	<b>586</b>	<b>1,539</b>	<b>1,446,660</b>
Residential	700,361	22,268,430	680,427	168	442	545,862
Low-Income	57,895	2,956,863	149,619	14	37	59,187
Commercial & Industrial	1,680,958	(2,265,760)	(134,184)	404	1,060	841,611
<b>Q2</b>	<b>1,466,958</b>	<b>31,697,414</b>	<b>685,780</b>	<b>352</b>	<b>925</b>	<b>996,251</b>
Residential	582,332	22,017,608	601,981	140	367	477,280
Low-Income	51,893	3,291,812	140,545	12	33	57,323
Commercial & Industrial	832,733	6,387,993	(56,747)	200	525	461,648



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.