
Quarterly Report of the Program Administrators

Third quarter, 2013

November 7, 2013

nationalgrid



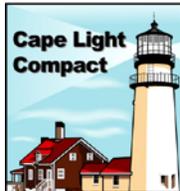
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**QUARTERLY REPORT TO THE EEAC
QUARTER 3, 2013**

November 7, 2013

I. Introduction

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

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

The narrative portion of this Quarterly Report for the third quarter of 2013 is organized as follows:

I.	Introduction	1
II.	2013 Council Priorities Update	1
III.	Gas and Electric Program Highlights	4
IV.	Massachusetts Technology Assessment Committee	12
V.	Marketing, Education, Outreach Highlights.....	13
VI.	Evaluation, Measurement, and Verification Highlights.....	14
VII.	Regulatory Updates	20
VIII.	Special Focus Topics.....	21

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

II. 2013 Council Priorities Update

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

ACTION: The efforts made by the PAs in Q3 toward achieving their savings and benefits goals are discussed in more detail in Sections III through VIII, and include marketing and innovative program approaches to drive interest in the programs, integrated gas and electric energy efficiency services, overcoming barriers to participation, work in the residential barriers working group, coordinated review of new technologies, and considering how to sustain these efforts over a three-year construct consistent with the Order and the GCA. In Q3, all PAs were closely monitoring progress to date, reviewing pipelines, identifying gaps, and considering and deploying new strategies and tactics to achieve goals. The Management Committees (RMC, EMC and C&IMC) and the Council's consultants continued to proactively work together to identify and share best practices. PAs engaged in efforts to increase C&I savings, including particular focus on CHP, segmentation, seeking deeper savings, new technology, hiring staff and adding vendors and improving productivity.

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

ACTION: The Program Administrators are committed to delivering the most cost-effective energy efficiency programs and to understanding current and future cost drivers. In the third quarter, the PAs analyzed 2010-2012 actual report data, and presented findings to the EEAC. This review showed that Program Administrators achieved 92 percent of benefits of the highest goals in the country and achieved historic savings and benefits goals while driving costs lower than planned. This review also showed that the cost-to-achieve was generally consistent among PAs, with outliers on both the gas and electric side. The PAs reviewed these findings and will continue to work together to achieve the greatest savings in the most cost-efficient manner. In Q3, the PAs continued to work together to deliver high quality programs efficiently and seamlessly. The PAs' statewide collaborative process is a significant factor in minimizing administrative costs. The process is used to coordinate the adoption of consistent programs and processes, program designs, EM&V studies, statewide marketing, regulatory proceedings and the development and sharing of all best practices. The PAs also jointly issue Request for Proposals where appropriate, which are posted on www.masssave.com. Sharing these costs results in economies of scale and avoids each PA having to pay for the same services individually.

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

ACTIONS:

- In the third quarter, the PAs presented to the EEAC twice on their C&I efforts. These presentations informed the EEAC about C&I progress to date, including how the PAs are regularly tracking projects and savings, meeting with vendors on a regular basis, leveraging vendors to produce savings and developing the pipeline of energy efficiency projects. The PAs described their efforts, strategies and tactics to increase C&I savings, including particular focus on CHP, segmentation, seeking deeper savings, new technology, hiring staff and adding vendors, improving productivity and refreshing the Mass Save website. Among other things, the PAs presented on the significant growth of these programs since 2010 against the historical industry infrastructure and the infrastructure necessary to support the programs.
- The PAs continued to focus on commercial real estate (“CRE”) in Q3 and developed a research plan in Q3 to conduct one-on-one interviews with senior leaders from the CRE industry across Massachusetts to assess the impact of building class standards on owner and property manager willingness to invest in energy efficiency, evaluate how lease structures affect owner and tenant decision-making related to energy efficiency and determine how building owners view the Boston Building Energy Disclosure and Reporting Ordinance.
- In Q3, the PAs presented to the EEAC on Home Energy Services, analyzing key program statistics and reviewing program marketing best practices and successes of the Best Practices Working Group.
- The Residential Barriers Working Group (“RBWG”) continued meeting and making progress in Q3. The Program Administrators submitted their report on the RBWG to the Department on September 30, 2013 detailing their efforts in this working group and work toward mitigating residential barriers. As noted in the report, due to the success of the Residential Barriers Working Group, the PAs have committed to additional meetings of the working group to follow up on ongoing projects and discussions.
- In Q3, the PAs continued to promote the Early Boiler Replacement offering through the HES initiative to encourage the replacement of functioning boilers that are at least 30 years old.
- Upcoming changes to MassSave.com include a refreshed, more user friendly C&I section. PAs and PixelMedia worked to develop the new architecture for the C&I section in Q3 and changes are set to go live in early Q4. Also, the PAs have improved the marketing collateral and the Mass Save Financing for Business web page, to enhance customers’ understanding of financing options for their energy efficiency projects. In addition, the PAs developed an Energy Efficiency: Pro Forma Project Economics tool, which will be made available on the Mass Save website. This tool is for both PA staff and their customers to use in assessing the economic costs and benefits of investing in energy efficiency improvements.

4. ***Develop and Implement a Statewide Energy Efficiency Database.*** In order to enhance data availability and transparency, reduce administrative costs, and enable better and more efficient data analysis, the Council and its Consultants should work with the PAs to design, develop, and implement a statewide database that is readily accessible, reliable, efficient, and able to evolve to meet growing and changing energy efficiency data needs.

ACTION: The PAs are committed to working with DOER, the EEAC, and the Department to achieve the development of a statewide database that achieves the goals of this priority. The PAs have budgeted \$500,000 in each year of the 2013-2015 Plan for the design and development of a statewide database and associated costs. In Q3, the PAs database working group continued to be active and completed a matrix of data elements that the PAs currently publicly report by item, level, frequency and reporting recipient. This group was actively engaged in the EEAC subcommittee process on database efforts, participating in database subcommittee meetings and individual meetings with the database facilitator, and provided information on reporting categories and purposes to the facilitator. The PAs also worked with the EEAC consultants to categorize C&I data that is publicly reported, and continued to explore interim reporting solutions to assist in reporting while the statewide database is being scoped and developed.

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

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

ACTION: As discussed in more detail in Sections III through VIII, the PAs continued to build on the experience of the initial three-year plan by leveraging their good working relationships to better coordinate their efforts and share ideas and best practices to refine their approach to the successful delivery of energy efficiency. The PAs 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 also were actively engaged in the low-income best practices group convened by LEAN. Further, 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.

6. ***Evaluation Efforts***

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

ACTION: As discussed in more detail in Sections V below, the Evaluation Management Committee ("EMC") continued to work on many evaluations in all research areas in Q3. Additionally, in the third quarter, in an effort to better document the strategic evaluation plan and have an evaluation plan that is more aligned with the energy efficiency program planning

period, the EMC worked on an Evaluation Strategic Plan for 2013-2014, with the purpose of describing the evaluation planning process and describing studies, both planned and in progress. Development of the plan was a collaborative process among the PAs, the Council's consultants and the evaluation contractors. This was a significant undertaking as historically evaluation planning in Massachusetts was largely completed in one-year cycles with study efforts being a function of past evaluation activities and changes in savings levels or implementation of programs. The 2013 Avoided Energy Supply Cost ("AESC") Study was finalized on July 12, 2013 after extensive review by the AESC Study Group, which is comprised of regional stakeholders, including the PAs, with leadership by the Massachusetts PAs.

III. Gas and Electric Program Highlights

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

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

RESIDENTIAL SECTOR

Residential New Construction & Major Renovation

Through the end of the third quarter, the initiative completed over 3,416 units statewide. While on target to surpass the statewide goal, not all PAs are projected to meet individual 2013 goals. In those territories that may fall short, recruitment plans have been implemented, with some focus on non-participating builders working in "Stretch Code" towns.

Three builders are working with HERs Raters on Prescriptive Low Rise projects. The first is a duplex, the second is a 42-unit low-income project consisting of multiple duplex buildings, and the third is a 14-unit low-income project.

As of September 2013, 132 communities have adopted the "Stretch Energy Code." Several additional towns across the Commonwealth are looking to adopt the new "Stretch Energy Code. As in prior years, builders will continue to look to the PAs to provide training, technical assistance and incentives to meet the new energy code. Currently, 55 Home Energy Rating companies receive this type of support through the program.

Additional outreach and recruitment efforts have increased the MFHR Project Pipeline to 179 projects with 27,289 apartment units. This covers calendar years 2013 – 2017. For project year 2013, 37 projects with 2,964 units have been identified. Of those, 24 projects with 1,984 units have been enrolled in the program and 10 of those projects with 511 units have completed and reported energy savings to the program PAs. The reported savings include 407,000 kWh of

residential and 702,000 kWh of commercial electric savings, and 41,200 Therms of residential and 65,600 Therms of commercial gas. The balance of the 2013 projects is expected to complete and have reported savings on file by the end of the program year. Integrated efforts with Residential and C&I are crucial to the success of this effort.

For project year 2014, 65 projects with 9,649 units have been identified. Of those, 26 projects with 2,271 units have been enrolled in the program

Home Energy Services and HEAT Loan

Most PAs continued to see a high demand for Home Energy Assessments in the third quarter. All Electric PAs have worked to incorporate LEDs and advanced power strips into the instant savings measures customers receive at the time of assessment.

PAs have been working diligently on implementing various new enhancements. The following enhancements have been finalized and were implemented during Q3:

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

The deadline to request the assessment for both the Early Boiler Replacement Rebate and the Efficient Neighborhoods+ Initiative ended as of September 30th. Customers who requested their assessment by the September 30th deadline still have time to move forward with the implementation of any recommended measures as part of these initiatives.

In addition to the new enhancements, in Q3 some PAs offered bonuses to customers who signed weatherization contracts by the end of the summer.

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

The Contractors Best Practices Working Group (BPWG) held elections in Q3 to elect a new committee of BPWG Home Performance Contractor (HPC) and Independent Installation Contractor (IIC) representatives. The first meeting with the new representatives was held in September and the group continues to collaborate on possible program enhancements.

Implementation of weatherization work is trending well in Q3, with IICs and HPCs providing weatherization services to customers.

PAs continue their commitment to workforce development in 2013 offering subsidies for various trainings, including weatherization boot camps and combustion safety testing. PAs also expanded training opportunities to offer IICs and HPCs a Home Performance Marketing

Workshop, to review marketing best practices in the Home Performance industry as well as teach the basics of branding, marketing, and strategy. PAs continue to explore opportunities for additional training to enhance the skills of participating contractors.

The HEAT Loan remains in high demand through the 3rd quarter as the PAs continue to see high numbers of authorizations including multiple measures financed. The PAs anticipate exceeding the 2012 HEAT Loan authorizations and total amount financed.

Multi-Family Retrofit

Through the conclusion of the third quarter, most PAs are expecting to meet or exceed goals with a large volume of projects in the pipeline.

The Multi-Family Market Integrator (MMI) received a monthly average of over 500 incoming calls in the third quarter, which is a noted increase in volume over prior periods. Of those calls, 222 facilities enrolled for Multi-Family services.

The Multi-Family Working Group issued an RFP for the MMI in July and selected RISE Engineering to fulfill the role. In addition to this, the Working Group has made significant progress in creating a simplified process that would enable program vendors to alert participating facilities to a full range of potential energy efficiency opportunities at each site.

Electric Residential Cooling and Heating

The 2013 summer season showed strong results for both equipment sales and quality installation (QI) efforts. To date through Q3, equipment production remains on track to meet year-end goals, and quality testing continues to surpass the goal.

Cool Smart participated again this year in the Gas Networks fall conference, hosting two training sessions “Why Condensing Gas Furnaces NEED Proper Sizing: How Manual J could save the OLD Ductwork and the NEW Heat Exchanger” and “Equipment Selection: Overview of ACCA Manual S.” The Cool Smart initiative also had a booth at this conference, allowing cross-marketing of cooling and heating programs to attending contractors.

The annual ACCA golf tournament was held in September. At this event PAs were able to recognize top-performing contractors in the program, and encourage both ongoing and deeper participation from contractor partners.

An additional 9 Quality Installation Verification (QIV) trainings were held during Q3, training 81 technicians. Much of this “late season” training demand is being generated from customer interest in the zero percent HEAT loan, requiring central air conditioning systems to be installed by QIV trained contractors in order to be eligible for the loan.

Cool Smart elected to implement an online rebate-processing portal for the 2014 program year. Ongoing design and testing efforts for the system will continue through Q4 with a planned launch date of January 1, 2014.

Gas Residential Heating and Water Heating

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

During this quarter, the PAs continued to promote the Early Boiler Replacement Program. This initiative was made available to customers who participate in Home Energy Services and have an existing, functional boiler that is at least 30 years old. Responses from supply house managers and contractors were extremely positive to the program. A targeted email was sent to distributors in towns with the highest number of EBR recommendations based on information provided to the PAs.

Lowe's has installed rebate finder screens at select locations where customers can look up available incentives on products.

The 13th Annual GasNetworks® Conference was held on September 26th at the Lantana in Randolph and was well attended with over 350 attendees. The Conference featured a number of informational and training sessions as well as an exhibit hall and outdoor exhibit area with equipment manufacturers and industry professionals.

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

- On August 1st, GasNetworks ran a counter day at The Portland Group in Medford, MA to assess contractors' familiarity and knowledge of the Early Boiler Replacement initiative and 2013 GasNetworks rebates. Approximately 30 contractors attended the event to learn about opportunities available to assist them in selling high efficiency boilers during the typically slow, summer season.
- On August 6th, PAs held a meeting at F.W. Webb in Dedham, MA. PAs provided training to both inside and outside sales personnel on the rebates and the Early Boiler Replacement offerings.
- On August 9th, GasNetworks joined Peerless Boilers for a counter day held at F.W. Webb in Plymouth, MA. During this session, there was a review of the 2013 rebates, training on rebate utilization with sales presentations, and discussion regarding the GasNetworks Fall Conference in September.
- On August 13th, PAs ran a counter day at the Portland Group in Framingham, MA joined by a representative from Burnham. Approximately 40 contractors attended the event to learn about the Early Boiler Replacement initiative and the PAs rebate offerings and how the program can assist the contractors in selling boilers during the off peak season.
- Robinson Supply Co. held their annual trade show at Whites of Westport on September 5th. GasNetworks was in attendance to promote the incentives. Approximately 400 contractors from South Eastern Massachusetts and Rhode Island attended this event.

Residential Lighting

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

The PAs executed a sales promotion through the Mass Save Facebook page in August with Worcester-based on-line retailer, Bulbs.com. The sales promotion featured a package that included two LED A-Lamp replacement bulbs and one advanced power strip. The PAs conducted outreach via Facebook and Twitter to educate customers on the benefits of LED replacement bulbs during this timeframe. The PAs now have over 40,000 fans on the Mass Save Facebook page and over 2,000 Twitter followers.

On September 10th, the Mass Save Lighting & Consumer Products Summit was held at the Royal Plaza Hotel in Marlborough. With an impressive turnout of 52 industry stakeholders, including independent appliance dealers, national big box chain representatives, lighting manufacturers and manufacturer representatives, the day was filled with open discussions on ways to improve collaboration and communication, and increase awareness of the Program.

In addition, the PAs continue to work with manufacturers to find new ways to educate customers on the benefits of energy efficient lighting. The PAs are collaborating with GE on a month-long promotion during energy awareness month (October) to educate customers on how to find the right bulbs for every room in their home. Other manufacturers, such as Energy Mad, have developed educational videos that will be playing in stores such as Walgreen's.

Residential Consumer Products

Residential consumer products continues to progress towards goal. Refrigerator rebates are seeing lower redemption rates than previous years. A lower rebate level in 2013 may be causing the decrease (the rebate went from a \$50 rebate to a \$30 rebate for ENERGY STAR refrigerators this year).

The PAs continue to promote TopTen USA to interested retailers. During the summer, a retail FAQ was developed and distributed to interested retailers explaining the differences between TopTen USA and ENERGY STAR. This information will help retailers better understand the benefits TopTen USA products have, one of which is that they are more energy efficient than ENERGY STAR certified models. The PAs are also working to increase awareness of available rebates for TopTen USA products as well as brand awareness through their Facebook and Twitter page.

Residential MTAC

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

LOW-INCOME SECTOR

Low-Income New Construction

The Low Income New Construction initiative has seen 386 completions through the third quarter of 2013. During the third quarter, the PAs continued to aggressively seek out low income projects throughout the Commonwealth. As part of outreach efforts to identify potential projects, a meeting was held with representatives from the Boston Local Initiatives Support Corporation (LISC), the Citizens Housing and Planning Association (CHAPA) as well as contact made with many local CDCs and housing authorities. As a result, individual project meetings have been set up, and several new projects have been identified for the 2014 pipeline.

Low Income Single Family

Through the end of the third quarter, the Low Income Single Family budgets and savings vary by PA but are generally on target with an expectation of meeting and/or possibly exceeding goals.

As reported previously, there is less Federal funding available to piggyback with PA funds as in previous years; therefore, the PAs are noticing a higher per unit cost for weatherization jobs and heating system replacements, in addition to higher production on these measures than in previous years.

The PAs continue to participate in the Best Practices Working Group and have finalized and implemented standardized client education materials that are now being used statewide by the various local community agencies.

Low Income Multi-Family

The Low-Income Multi-Family budgets and savings vary by PA. Some PAs are on or ahead of target while other PAs are under budget and savings goals. There are several projects currently in the pipeline so the PAs anticipate a very productive fourth quarter in 2013 with an expectation of meeting and/or possibly exceeding goals by the end of the year.

The PAs continue to utilize the data and multi-family property benchmarks obtained from the WEGOWise Multi-Family Benchmarking tool in identifying the least-efficient buildings among all those eligible for funding and prioritize energy efficiency projects to make the most of the budgets.

COMMERCIAL AND INDUSTRIAL SECTOR

Throughout Q3, the Program Administrators continued to work diligently toward implementing the plan and achieving the 2013 savings goals while actively exploring strategies to expand offerings and enhance strategies in several areas anticipated to have the potential to yield savings. Activities in Q3 included the following:

DCAMM MOU

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

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

In Q3, many of the smaller projects got underway in the form of audits at dozens of sites throughout the Commonwealth. Nearly 40 of these smaller projects applied for utility incentives typically for lighting, domestic hot water, and heating related measures. The PAs began to engage concertedly with some of the larger and more comprehensive projects as the projects move forward.

The PAs continue to meet monthly with DCAMM to ensure open communication pathways and focus on project specific issues.

Main Streets Delivery

In Q3, two additional PAs began development of their own testing efforts for the Main Streets Delivery Model. The Cape Light Compact is working with its member town of Provincetown, with its densely settled three-season retail district on Commercial Street, for its first run of this concentrated delivery mechanism. Eligible businesses have received joint letters co-signed by the town, and crews will be on the street in late November. National Grid is planning to test the Main Street model in two dense neighborhood centers in the city of Medford. Mailings will be sent in early November, business owners can self-select appointment times online convenient to their operation schedule and then the work will follow soon after. CLC and National Grid hope to add to the lessons learned of the NU towns to create an effective delivery model in 2014.

Small Business Customer Directed Option

In an effort to improve participation and comprehensiveness within the already successful Small Business program, National Grid has augmented the program with a new Customer Directed Option (“CDO”) delivery channel. CDO uses the existing program vendors to provide marketing and outreach about the program to the wide array of existing installation vendors and distributors. Additionally, the program vendors will, on behalf of National Grid, handle processing of projects.

48 Hour Pre-Inspection Initiative

Beginning in November, National Grid is launching a 48 hour pre-inspection initiative. The initiative, which during the test phase will focus on only prescriptive lighting and variable speed drives for large retrofit customers in roughly 30 communities in southeastern Massachusetts, will provide accelerated pre-inspection and commitment using a dedicated vendor to handle incoming trade ally calls, conduct pre-inspections, verify that specified equipment qualifies for incentives, and provide the customer and trade ally with an incentive commitment. It is hoped that this simplified process and greater commitment to timeliness will prove effective in both increasing the volume and velocity of projects. Results of the effort will be shared with the other PAs and, if successful, could be expanded to other measures and parts of the state.

Commercial Real Estate.

A research plan was developed in Q3; details and objectives include the following:

- One-on-one interviews with senior leaders from the CRE industry across MA
 1. Both building owners and property managers will be included
 2. Assess the impact of building class standards on owner and property manager willingness to invest in energy efficiency
 3. Evaluate how lease structures affect owner and tenant decision-making related to energy efficiency
 4. Determine how building owners view the Boston Building Energy Disclosure and Reporting Ordinance, as well as whether they see being perceived as energy efficient by the public as a benefit

Research output will include data on key barriers and opportunities for energy efficiency investments. Findings will detail the decision-making process around energy efficiency as influenced by building ordinances, building standards, and lease structures.

The interview guide was finalized several weeks ago. The research vendor is ready to begin the interviews immediately. The interviews will begin once members of the CRE working group reach out to identified property owners and managers to gain their agreement to participate in the research.

Prescriptive CI Gas Financing

The Mass Banker Association (MBA) Third Party Financing for Mass Save and the PAs worked in Q3 to update the 2014 prescriptive CI Gas forms to include language to promote financing option directly on the rebate.

Mass Save Financing for Business 2013 Q3 Update

Through September of this year, Massachusetts customers and participating lenders have closed on two loans totaling \$771,425 through the Mass Save Financing for Business Program. In addition, two loans totaling \$53,515 are in progress and expect to close in the fourth quarter for

a total of nearly \$825,000 in third-party lending. Also, the Massachusetts PAs have improved the marketing collateral and the Mass Save Financing for Business web page, to enhance customers' understanding of financing options for their energy efficiency projects.

Proforma

The PAs have developed an Energy Efficiency: Pro Forma Project Economics tool that can be used by both PA staff and their customers to assess the economic costs and benefits of investing in energy efficiency improvements. The tool will be made available via the Mass Save website and distributed internally throughout the PA organizations. Training options and schedules are being developed.

Thermal Oxidizers

Utilizing DEP Source registration data to identify thermal oxidizers installed in PA gas territory has been shared with account executives to promote meaningful conversations with their customer base to promote future considerations for improvements.

IV. Massachusetts Technology Assessment Committee

During the third quarter of 2013, the Massachusetts Technology Assessment Committee ("MTAC") actively supported a coordinated effort across the statewide electric and gas PAs, evaluating new residential and commercial and industrial technologies submitted by manufacturers and vendors for consideration in the Programs.

During this third quarter MTAC received and evaluated the following inquiries:

- Save Energy Systems Demand Limiting Controller (DLC) - Acceptable technology for future consideration and recommended vendor to submit a custom application
- Pilot Tree Program – Applicant encouraged to submit a custom application, and recommendations were made for additional information that should be included in a future application
- Petra Solar Street Lighting & Controls – Acceptable technology for future consideration and recommended vendor to submit a custom application
- Advanced Energy Panels – Awaiting additional information before a decision can be reached
- HUB 36 Z-Wave Thermostat – Application forwarded to RCS Home Energy Assessments and Gas Networks for determination if the technology would be beneficial for inclusion in their program.

- DuTreat Altherma Air Source HP/Oil Heat Replacements – Acceptable technology for program consideration. Application was forwarded to Cool Smart for consideration.

MTAC has new members that have joined the committee this quarter. Two MTAC members attended the *CL&P Technical Assessment & Coordination Committee* to promote the sharing of technologies, processes, lessons learned, etc.

V. Marketing, Education, Outreach Highlights

Statewide Marketing

With the Mass Save® Statewide Awareness Campaign in full swing during Q3, digital banner advertising on www.Weather.com was added to the on-going Residential campaign on July 1. Also, in early August KSV launched a mobile digital banner campaign that was geo-targeted statewide to Residential (smart phones) and Commercial & Industrial (smartphones and tablets) on one of the nation's largest mobile ad networks. Digital banners continued on 16 other ad networks using regional and local sites to target Residential, C&I and multi-cultural audiences with new creative being introduced in mid-August. In addition to the banners, paid search and Facebook ads also continued to run statewide.

Radio ran on 26 top-rated stations across the state in English, Spanish and Portuguese languages focusing on Residential, Low Income and C&I. There is a mixture of 60-second and 30-second spots to maximize exposure efficiency. New radio creative was introduced the first week of August.

The print campaign included a number of different ads targeting C&I audiences and ran in 11 key business and chamber publications across the state. The South Shore Chamber and North Central Massachusetts Chamber publications were added to the 2013 schedule with their summer and fall issues.

The out of home portion of the campaign targeted Residential, C&I, and Low Income throughout the state. New creative was introduced on July 1 for the billboards and bus side signage placed around the state. Further, new creative was introduced in mid-July for the 84 gas stations statewide that have Mass Save gas pump top ads, pump-handle talkers and window cling signage. The 112 commuter rail/MBTA platform posters were re-posted in late August with new creative, after a short summer hiatus.

KSV continued to monitor and optimize all digital channels and ad creative by KSV to maximize exposure and media spend efficiency. The optimization objectives are to identify more efficient media and increase traffic to MassSave.com.

Upcoming changes to MassSave.com include a refreshed, more user friendly C&I section. PAs and PixelMedia worked to develop the new architecture for the C&I section in Q3 and changes are set to go live in early Q4. PixelMedia is also working on converting MassSave.com to a

mobile friendly web design given the increased popularity of smartphones and tablets. Web analytics continue to show strong results from the statewide and program marketing campaigns.

Statewide Education

The Statewide Education Group convened its first meeting on July 22. Cape Light Compact, Columbia Gas, National Grid, NSTAR, and Western Massachusetts Electric were in attendance, as well as, representation from DOER. The working group plans to meet monthly.

The primary focus of this group is to promote energy awareness to school students in grades K-12 and offer resources to teachers to help mold an energy literate society across the Commonwealth.

The group's first effort is coordinating statewide teacher workshops. Teacher workshops were held this quarter in Boston and Woburn. There are three additional statewide trainings scheduled for the remainder of 2013.

VI. Evaluation, Measurement, and Verification Highlights

During the third quarter of 2013, the evaluation team continued to work with ongoing studies in all three research areas - Residential, Commercial & Industrial, and Special and Cross Sector. To help share best practices and streamline the evaluation process, the Program Administrators and the EEAC Consultants continued monthly meetings of the EMC and coordination with the RMC and C&IMC.

In addition, on October 15 the Massachusetts Statewide Electric and Gas Energy Efficiency 2013 – 2014 Evaluation Plan, which was developed collaboratively by the PAs, the Council's consultants and the evaluation contractors, was released. Prior to 2013/2014 Plan, evaluation planning in Massachusetts was largely completed in one-year cycles with study efforts being a function of past evaluation activities and changes in savings levels or implementation of programs. In an effort to better document the strategic evaluation plan, and have an evaluation plan that is more aligned with the energy efficiency program planning period, the PAs and Council consultants put together the plan to describe the evaluation planning process and describe studies, both generally planned, and specifically in progress.

Finally, work continued on evaluation activities during the third quarter of 2013. The following includes only studies that have reached at least the detailed scoping phase. There are other studies in the early scoping phase that aren't included.

Residential Research Area

The **Massachusetts Residential New Construction Net Savings Study** is focused on assessing the impacts the RNC program has had on the marketplace over the past seven years, and includes builder survey, Delphi panel and energy modeling components. In Q3 2013, the evaluation contractor finished administering the second round of the Delphi panel and used the Delphi panelist's responses to model the estimated net savings impacts from the RNC program, both the direct impacts within the program, and the impacts on the entire RNC market in MA. The

evaluation contractor also worked on writing up the study, with an expected report completion in Q4 2013.

Massachusetts has also engaged in a **Residential Lighting – Regional Operating Hours Study** with Connecticut, Rhode Island, and NYSERDA, which will try to get a robust look into hours of use of both efficient and non-efficient light bulbs by room and socket type. The study has completed all visits and removed all loggers from homes in Massachusetts. The loggers will provide the data necessary to update hours of use assumptions and also update demand load shapes. This study is still on schedule to be finalized in Q1 of 2014.

Work on the **Low Income Programmable Thermostat and Lighting Operating Hours Study** also continued. All metering equipment has been removed and a preliminary analysis of lighting and heating usage has been completed. The release of this report has been delayed to align with Regional Lighting Logger study to ensure consistency in methodology. A final report is expected in Q1 of 2014.

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

Lighting Market Assessment. The goal of this effort is to provide ongoing monitoring of the MA lighting market.

Lighting Saturation Stagnation Assessment. The purpose of this study is to explore reasons for the current plateau in CFL saturation as well as to determine ways to accelerate LED adoption.

Lighting Market Lift Assessment. The goal of this study is to assess the planning and implementation of the Market Lift effort and develop a net-to-gross (NTG) estimate of that effort.

Lighting Multi-stage Net-to-Gross. The goal of this study is to estimate net-to-gross (NTG) ratios for key product types incented in the ENERGY STAR® Lighting initiative and to assess the associated strategic implications.

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.

Incremental Cost Study. Provide updated incremental cost data for use in cost-effectiveness screening and setting of customer incentive levels.

HEHE & CoolSmart Impact Evaluation. The objective of this study is to determine gross savings for the HEHE and CoolSmart programs and provide refined estimates of hours of use and coincidence factor for a variety of space heating and cooling measures.

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.

HES Program Delivery Assessment. The study will focus on determining 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.

HEAT Loan Process Analysis. The goal 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 impacts contractor pricing.

Low Income Multifamily Impact Assessment. The goal 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.

Multifamily Process Evaluation. Assess and monitor the current state of the evolution of the Multifamily Program as a standalone or integrated offering with the commercial side and provide an ongoing examination of barriers, program operations, and customer experience.

Multifamily High Rise New Construction Baseline Assessment. The goal is to provide a baseline study of new construction building practices in four-story and higher multifamily buildings.

Residential Customer Profile Study. The study will compile utility and participation data on residential customers to provide insights into levels of participation, energy consumption, and energy savings relative to consumption.

Trade Ally Panels. The goal of this effort is to explore if data quality, response rates, and data collection costs can be improved by a more systematic data collection approach across programs, markets, and evaluations.

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 proposed for January to March 2014.

Commercial & Industrial Research Area

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

Impact Evaluation of Upstream Lighting Program. This study will provide several updated savings inputs based on two waves of on-site metering of a robust sample of projects installed in

2011 and 2012. Metering is complete and a draft report is expected by the second week of November 2013.

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

Impact Evaluation of CHP Installations. This study will provide updated realization rates based on in-field metering of projects completed in 2011 and 2012. A draft report was received in the third quarter of 2013, and the final report is expected in the fourth quarter of 2013.

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

Lighting Controls Scoping Study. The purpose of the Lighting Control study is to inform the PAs of the current state of the Lighting Control market and make recommendations as to whether an impact study should be conducted and if so, what type. The study consists of secondary research and interviews with PA staff, Project Expeditors, and lighting distributors. All secondary research is complete, interviews are being wrapped up, and a draft report is expected by mid-November 2013.

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 PAs and EEAC consultants will determine whether additional research is warranted in the fourth quarter of 2013.

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

LED Market Effects Study (Residential & Commercial). The first round of this study will examine baseline conditions of the market for LEDs in MA. 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 is expected to begin early in the fourth quarter of 2013.

C&I Customer Profile. This is the second study in an annual series and will use existing program tracking and customer billing data to create a profile of C&I customers in the state based on market and participant characteristics such as size, business type and program participation rates. Data analysis is currently underway and draft results are expected early 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. Detailed work planning is currently underway and work is expected to begin in the fourth quarter of 2013.

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. Detailed work planning is underway and work is expected to begin in the fourth quarter of 2013.

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.

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

Supply Side Population Assessment. The intent of this study is to characterize the population of market actors that serve the MA PAs' C&I customers and potentially recruit market actors for participation in future EM&V efforts. Scoping of the research is underway and work is expected to begin in the fourth quarter of 2013.

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. Scoping of the research is underway and work is expected to begin in the fourth quarter of 2013.

Boiler Market Assessment. This study will provide an in-depth understand of the current baseline in the C&I boiler market, including historical trends regarding equipment efficiencies and size. Research is underway and draft results are expected in the fourth quarter of 2013.

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. Scoping is underway and work is expected to begin early in the fourth quarter of 2013.

Special and Cross-Sector Research Area

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

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

Behavioral Persistence Study: This evaluation will examine the persistence of behavioral savings associated with customers who no longer receive home energy reports (HERs). Certain customers stopped receiving HERs in January 2013 and this evaluation will commence in early February 2014 in order to capture the effects of one year without treatment.

2013 Massachusetts Statewide Marketing Campaign Post-Campaign Results: This study will provide information on the results of the 2013 Massachusetts statewide marketing campaign. The scope of the research is being finalized and survey instruments are being developed. This study will be completed by the end of plan year 2013.

COOL SMART / GasNetworks Brand Assessment: This study will assess the effectiveness of the COOL SMART and GasNetworks brands. The scope of work for this study is being developed.

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.

Market Effects – Strategic Planning: The goal of this study is to provide guidance to the PAs and EEAC by facilitating the development of a process for the evaluation of market effects.

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 2013 -2014 evaluation period. Phase II will follow the Phase I research. The Phase I study goal is to provide recommendations concerning the utility of top-down approaches in future program evaluations. The Phase II study goal is to implement the recommended approach.

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.

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.

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.

Please also see the EM&V Gantt chart and a related evaluation table at Attachment B.

VII. Regulatory Updates

The PAs each filed their 2012 Energy Efficiency Annual Reports with the Department on August 1, 2013, including evaluation studies, D.P.U. 08-50-C narrative and supporting tables, the Technical Reference Manual- 2012 Report Version, and other narrative and supporting information. The PAs also provided statewide “rolled-up” data to the Council’s consultants on August 5, 2013

In the third quarter, the Department continued the streamlining working group in D.P.U. 11-120. The Department convened a sub-committee to discuss Three-Year Term and Plan-Year Reports, which met on July 2, 2013 at the Department. The Department requested that the PAs submit a Plan-Year Report Straw by September 20, 2013. The PAs’ Plan-Year Straw is meant to be a simplified, data-focused, and statewide document that also includes individual PA data to allow the Department to evaluate an individual PA’s performance during the three-year term. The PAs sought to keep the spirit of a three-year filing when proposing this straw. Regarding the tables contemplated in this straw, the PAs have envisioned revising the template to be a pivot table format that is more capable of creating various outputs with one set of data. The Department

will hold a technical session on November 8, 2013, to discuss the PAs' Plan-Year Straw. The technical session will also address the 2013 AESC Study, focusing on: (1) how and when the Program Administrators should apply the updated avoided cost factors; and (2) what, if any, steps the Department, Program Administrators and stakeholders can take to better align the current two-year cycle of the AESC Study with the three-year cycle of the Program Administrators' energy efficiency plans.

VIII. Special Focus Topics

A. Residential Barriers Working Group Update

The Residential Barriers Working Group met on August 27th and September 18th. Representatives from the PAs, DOER, Green Justice Coalition, Attorney General's Office, National Consumer Law Center, Department of Housing and Community Development, and LEAN continued discussions surrounding the DPU order. The August meeting discussion was focused on providing stakeholders with an Efficient Neighborhoods+ progress update, an update on PA specific community initiatives, and status of the pre-weatherization initiative. Finally, Paul Gromer of Peregrine Energy Group presented on using data to target efficiency efforts.

At the September 18th meeting, the PAs provided further updates on pre-weatherization, Efficient Neighborhoods+ and also, discussions began with the group on landlord/tenant barriers. Jerrold Oppenheim of LEAN presented on their experiences in the field and opportunities they have taken to overcome such barriers.

At the October 30th meeting, representatives from Renew Boston presented on their experiences with landlord/tenant barriers.

Finally, the Report of the Residential Management Committee on the Activities of the Residential Barriers Working Group, as required by the DPU in the three year plan order, was filed by the PAs on September 30th.

ATTACHMENT A
QUANTITATIVE REPORT

**STATEWIDE ELECTRIC BUDGETS SPEND
Q3 2013**

	Total Sum of Program Planning and Administration	Total Sum of Marketing and Advertising	Total Sum of Participant Incentive	Total Sum of Sales, Technical Assistance & Training	Total Sum of Evaluation and Market Research	Total Sum of Total Spend
Electric	\$ 27,969,172	\$ 17,632,591	\$ 351,403,005	\$ 69,370,509	\$ 15,487,556	\$ 481,862,833
Residential	\$ 6,262,573	\$ 10,645,060	\$ 102,828,309	\$ 29,001,030	\$ 5,045,519	\$ 153,782,491
1. Residential Whole House	\$ 3,274,718	\$ 3,590,686	\$ 67,798,580	\$ 20,519,988	\$ 3,556,790	\$ 98,740,762
2. Residential Products	\$ 1,526,896	\$ 4,055,215	\$ 26,617,174	\$ 6,125,964	\$ 1,344,462	\$ 39,669,711
3. Residential Hard-to-Measure	\$ 1,460,958	\$ 2,999,159	\$ 8,412,556	\$ 2,355,078	\$ 144,267	\$ 15,372,018
Low-Income	\$ 3,233,979	\$ 616,728	\$ 39,131,176	\$ 9,398,821	\$ 1,756,129	\$ 54,136,833
4. Low-Income Whole House	\$ 1,824,486	\$ 347,465	\$ 39,131,176	\$ 9,384,421	\$ 1,715,890	\$ 52,403,439
5. Low-Income Hard-to-Measure	\$ 1,409,493	\$ 269,263	\$ -	\$ 14,400	\$ 40,238	\$ 1,733,394
Commercial & Industrial	\$ 18,472,620	\$ 6,370,803	\$ 209,443,520	\$ 30,970,658	\$ 8,685,908	\$ 273,943,509
6. C&I New Construction	\$ 3,973,572	\$ 1,467,874	\$ 43,714,516	\$ 8,153,201	\$ 2,126,508	\$ 59,435,671
7. C&I Retrofit	\$ 11,764,834	\$ 3,735,474	\$ 165,729,003	\$ 22,817,458	\$ 6,348,963	\$ 210,395,732
8. C&I Hard-to-Measure	\$ 2,734,214	\$ 1,167,455	\$ -	\$ -	\$ 210,436	\$ 4,112,106
Q3	\$ 14,603,865	\$ 8,615,373	\$ 167,708,639	\$ 36,350,607	\$ 4,070,912	\$ 231,349,395
Residential	\$ 3,665,202	\$ 6,736,529	\$ 76,312,957	\$ 16,580,348	\$ 1,621,109	\$ 104,916,144
1. Residential Whole House	\$ 1,739,858	\$ 2,161,089	\$ 46,523,028	\$ 12,154,166	\$ 875,101	\$ 63,453,243
2. Residential Products	\$ 745,690	\$ 2,621,783	\$ 22,927,706	\$ 3,129,166	\$ 730,233	\$ 30,154,578
3. Residential Hard-to-Measure	\$ 1,179,654	\$ 1,953,656	\$ 6,862,222	\$ 1,297,016	\$ 15,775	\$ 11,308,323
Low-Income	\$ 1,374,375	\$ 301,645	\$ 26,182,304	\$ 5,661,723	\$ 574,763	\$ 34,094,810
4. Low-Income Whole House	\$ 919,436	\$ 81,894	\$ 26,182,304	\$ 5,578,498	\$ 574,763	\$ 33,336,897
5. Low-Income Hard-to-Measure	\$ 454,938	\$ 219,751	\$ -	\$ 83,224	\$ -	\$ 757,913
Commercial & Industrial	\$ 9,564,288	\$ 1,577,199	\$ 65,213,378	\$ 14,108,536	\$ 1,875,039	\$ 92,338,441
6. C&I New Construction	\$ 1,649,268	\$ 163,149	\$ 20,374,308	\$ 3,516,355	\$ 509,611	\$ 26,212,690
7. C&I Retrofit	\$ 5,494,631	\$ 430,892	\$ 44,839,071	\$ 10,539,264	\$ 1,350,185	\$ 62,654,043
8. C&I Hard-to-Measure	\$ 2,420,390	\$ 983,158	\$ -	\$ 52,917	\$ 15,242	\$ 3,471,707

YTD as Percentage to Goal	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
Electric	52%	49%	48%	52%	26%	48%
Residential	59%	63%	74%	57%	32%	68%
1. Residential Whole House	53%	60%	69%	59%	25%	64%
2. Residential Products	49%	65%	86%	51%	54%	76%
3. Residential Hard-to-Measure	81%	65%	82%	55%	11%	74%
Low-Income	42%	49%	67%	60%	33%	63%
4. Low-Income Whole House	50%	24%	67%	59%	33%	64%
5. Low-Income Hard-to-Measure	32%	82%	0%	578%	0%	44%
Commercial & Industrial	52%	25%	31%	46%	22%	34%
6. C&I New Construction	42%	11%	47%	43%	24%	44%
7. C&I Retrofit	47%	12%	27%	46%	21%	30%
8. C&I Hard-to-Measure	89%	84%	0%	0%	7%	84%

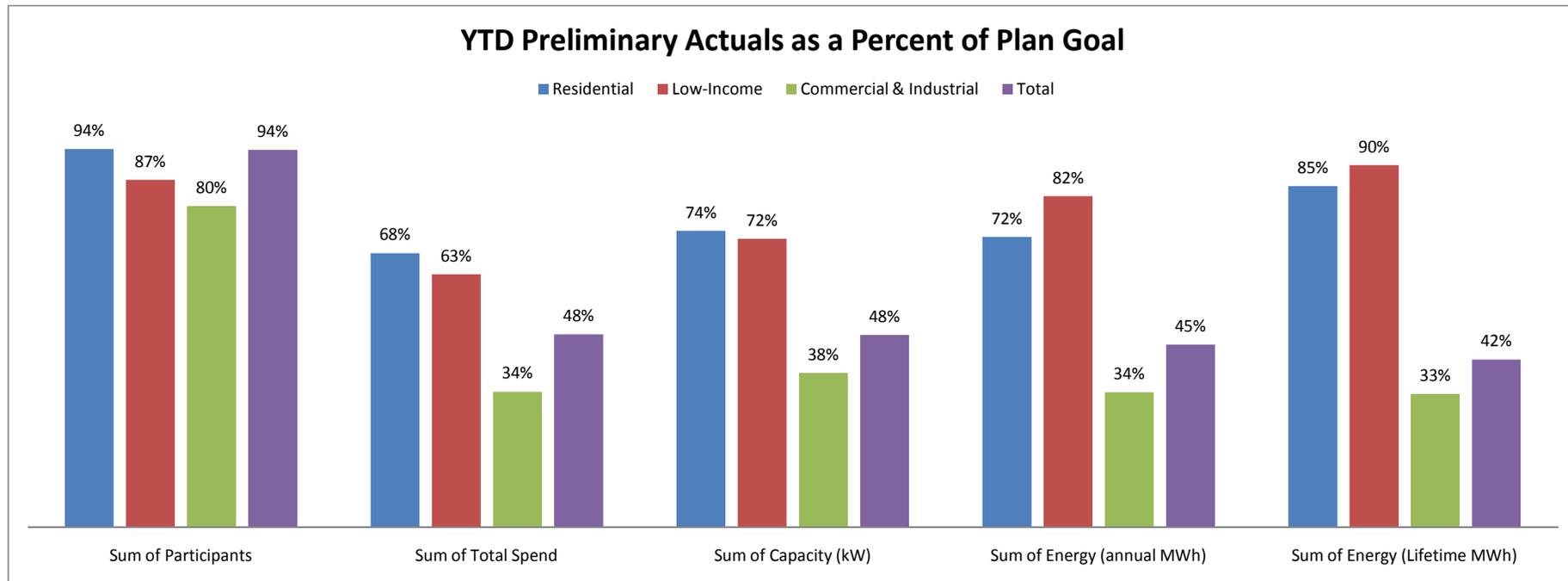
**STATEWIDE ELECTRIC SAVINGS
Q3 2013**

Row Labels	Total Sum of Participants	Total Sum of Capacity (kW)	Total Sum of Energy (annual MWh)	Total Sum of Energy (Lifetime MWh)
Electric				
Goal	2,204,880	173,352	1,195,186	13,146,628
Residential	2,160,523	42,973	329,791	1,892,380
1. Residential Whole House	915,457	21,056	153,182	596,356
1a. Residential New Construction	3,332	923	5,019	52,630
1b. Residential Multi-Family Retrofit	24,896	892	15,502	159,565
1c. Residential Home Energy Services	46,798	4,008	32,928	284,428
1d. Residential Behavior/Feedback	840,431	15,233	99,733	99,733
2. Residential Products	1,245,066	21,917	176,609	1,296,024
2a. Residential Cooling & Heating Equipment	12,008	3,198	5,852	80,459
2b. Residential Lighting	1,142,091	16,668	155,437	1,094,927
2c. Residential Consumer Products	90,968	2,051	15,320	120,638
Low-Income	27,879	3,332	28,837	265,017
4. Low-Income Whole House	27,879	3,332	28,837	265,017
4a. Low-Income New Construction	1,245	128	1,184	11,476
4b. Low-Income Single Family Retrofit	10,445	1,543	13,043	119,243
4c. Low-Income Multi-Family Retrofit	16,189	1,661	14,610	134,298
Commercial & Industrial	16,477	127,046	836,559	10,989,232
6. C&I New Construction	5,097	35,895	205,768	2,700,683
6a. C&I New Construction	5,097	35,895	205,768	2,700,683
7. C&I Retrofit	11,380	91,151	630,790	8,288,549
7a. C&I Retrofit	3,748	68,108	509,669	6,979,842
7b. C&I Direct Install	7,632	23,043	121,121	1,308,707
Q3	2,072,920	82,946	543,083	5,487,667
Residential	2,035,596	31,735	238,427	1,608,564
1. Residential Whole House	919,449	15,274	103,060	462,013
1a. Residential New Construction	2,252	1,204	5,620	65,257
1b. Residential Multi-Family Retrofit	12,540	591	11,072	113,463
1c. Residential Home Energy Services	30,887	2,228	29,036	225,962
1d. Residential Behavior/Feedback	873,770	11,251	57,331	57,331
2. Residential Products	1,116,147	16,461	135,367	1,146,551
2a. Residential Cooling & Heating Equipment	13,207	3,075	8,592	107,546
2b. Residential Lighting	1,025,484	12,065	117,141	968,356
2c. Residential Consumer Products	77,456	1,321	9,634	70,648
Low-Income	24,137	2,395	23,786	239,011
4. Low-Income Whole House	24,137	2,395	23,786	239,011
4a. Low-Income New Construction	334	48	423	6,077
4b. Low-Income Single Family Retrofit	7,145	1,522	11,522	126,541
4c. Low-Income Multi-Family Retrofit	16,658	825	11,841	106,393
Commercial & Industrial	13,187	48,815	280,870	3,640,091
6. C&I New Construction	8,538	24,346	115,367	1,400,811
6a. C&I New Construction	8,538	24,346	115,367	1,400,811
7. C&I Retrofit	4,649	24,469	165,503	2,239,280
7a. C&I Retrofit	1,047	13,311	104,469	1,484,502
7b. C&I Direct Install	3,602	11,158	61,034	754,778

YTD as Percentage to Goal	Participants	Capacity (kW)	Energy (annual MWh)	Energy (Lifetime MWh)
Electric	94%	48%	45%	42%
Residential	94%	74%	72%	85%
1. Residential Whole House	100%	73%	67%	77%
1a. Residential New Construction	68%	130%	112%	124%
1b. Residential Multi-Family Retrofit	50%	66%	71%	71%
1c. Residential Home Energy Services	66%	56%	88%	79%
1d. Residential Behavior/Feedback	104%	74%	57%	57%
2. Residential Products	90%	75%	77%	88%
2a. Residential Cooling & Heating Equipment	110%	96%	147%	134%
2b. Residential Lighting	90%	72%	75%	88%
2c. Residential Consumer Products	85%	64%	63%	59%
Low-Income	87%	72%	82%	90%
4. Low-Income Whole House	87%	72%	82%	90%
4a. Low-Income New Construction	27%	37%	36%	53%
4b. Low-Income Single Family Retrofit	68%	99%	88%	106%
4c. Low-Income Multi-Family Retrofit	103%	50%	81%	79%
Commercial & Industrial	80%	38%	34%	33%
6. C&I New Construction	168%	68%	56%	52%
6a. C&I New Construction	168%	68%	56%	52%
7. C&I Retrofit	41%	27%	26%	27%
7a. C&I Retrofit	28%	20%	20%	21%
7b. C&I Direct Install	47%	48%	50%	58%

STATEWIDE ELECTRIC SUMMARY Q3 2013

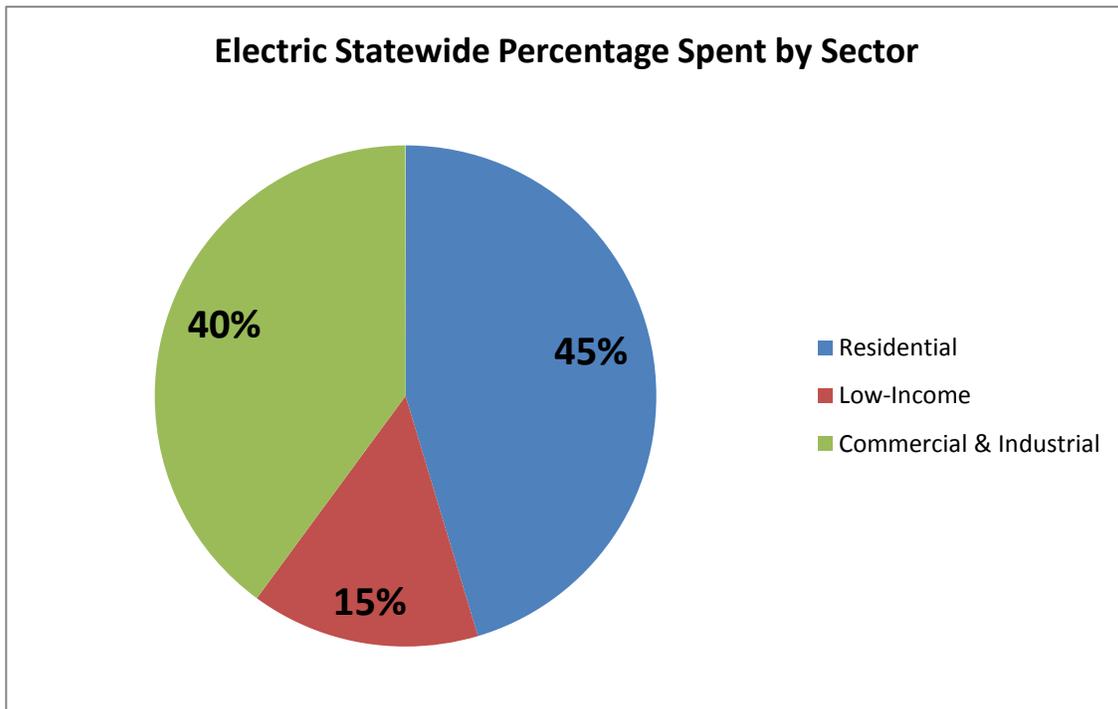
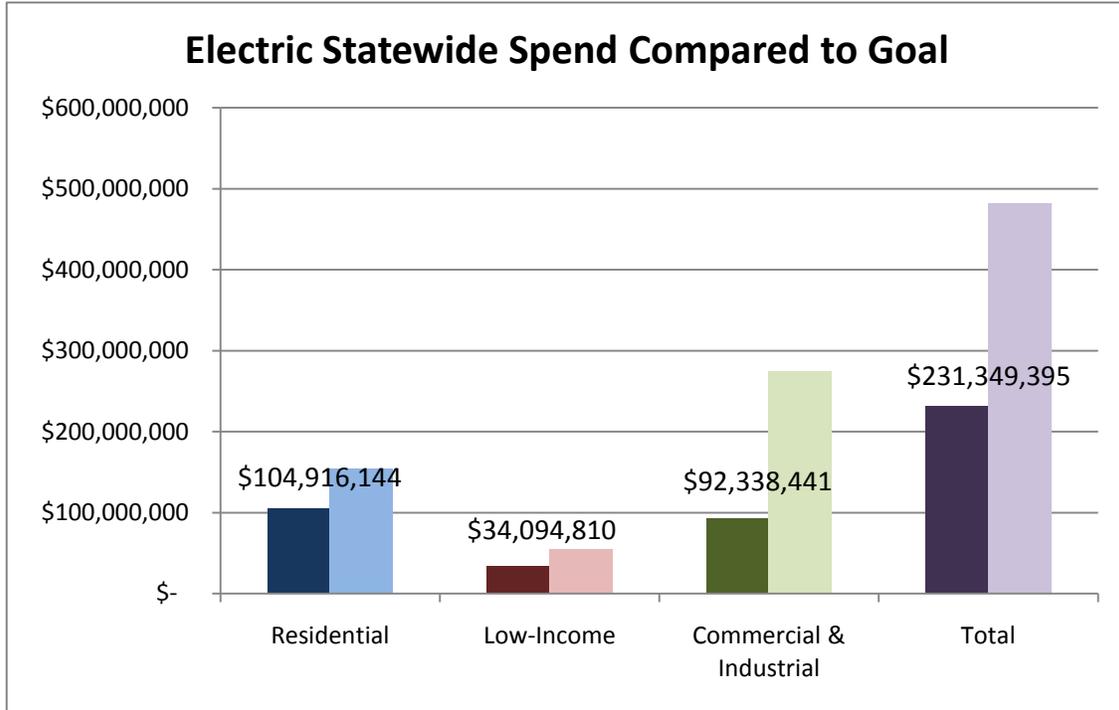
Values					
Row Labels	Sum of Participants	Sum of Total Spend	Sum of Capacity (kW)	Sum of Energy (annual MWh)	Sum of Energy (Lifetime MWh)
Electric					
Goal	2,204,880	\$ 481,862,833	173,352	1,195,186	13,146,628
Residential	2,160,523	\$ 153,782,491	42,973	329,791	1,892,380
Low-Income	27,879	\$ 54,136,833	3,332	28,837	265,017
Commercial & Industrial	16,477	\$ 273,943,509	127,046	836,559	10,989,232
Q3	2,072,920	231,349,395	82,946	543,083	5,487,667
Residential	2,035,596	104,916,144	31,735	238,427	1,608,564
Low-Income	24,137	34,094,810	2,395	23,786	239,011
Commercial & Industrial	13,187	92,338,441	48,815	280,870	3,640,091
YTD as % of goal	94%	48%	48%	45%	42%
Residential	94%	68%	74%	72%	85%
Low-Income	87%	63%	72%	82%	90%
Commercial & Industrial	80%	34%	38%	34%	33%



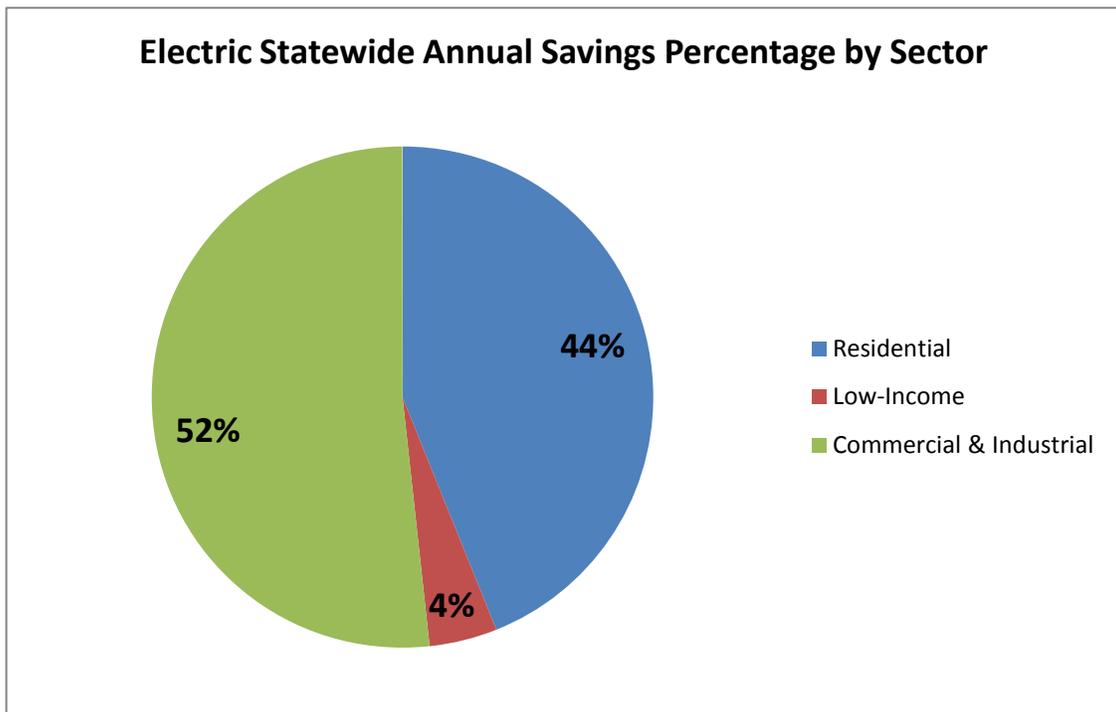
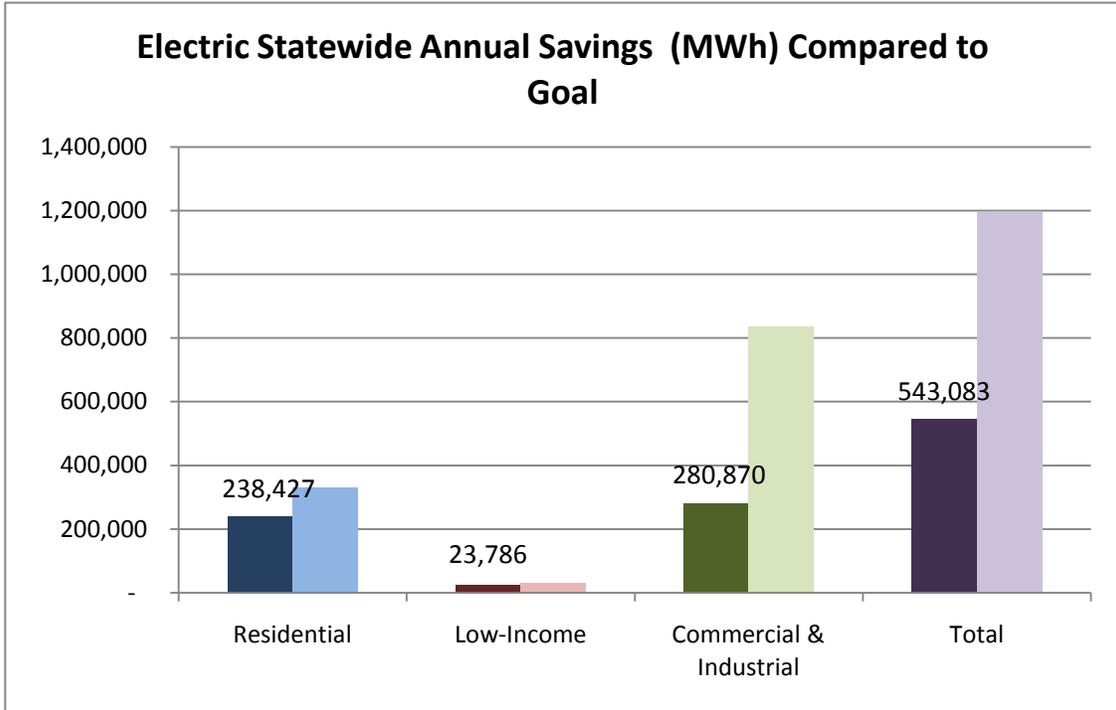
STATEWIDE ELECTRIC SUMMARY
Q3 2013

Sum of Energy (Lifetime MWh) Row Labels	Column Labels National Grid	UNITIL	CLC	NU (NSTAR)	NU (WMECo)
Electric					
Goal	5,714,431	96,645	412,865	6,014,393	908,293
Residential	925,837	9,174	135,146	634,788	187,435
1. Residential Whole House	304,235	2,027	53,196	184,365	52,533
1a. Residential New Construction	27,463	618	3,853	18,312	2,385
1b. Residential Multi-Family Retrofit	92,938	781	7,061	54,409	4,375
1c. Residential Home Energy Services	115,805	628	42,100	88,940	36,955
1d. Residential Behavior/Feedback	68,029	-	182	22,704	8,818
2. Residential Products	621,602	7,147	81,949	450,423	134,902
2a. Residential Cooling & Heating Equipment	29,847	436	9,053	34,294	6,829
2b. Residential Lighting	535,930	5,170	59,784	372,404	121,639
2c. Residential Consumer Products	55,826	1,541	13,112	43,725	6,434
3. Residential Hard-to-Measure		-	-	-	-
Low-Income	118,474	3,301	11,299	93,085	38,858
4. Low-Income Whole House	118,474	3,301	11,299	93,085	38,858
4a. Low-Income New Construction	5,229	247	172	4,410	1,418
4b. Low-Income Single Family Retrofit	57,246	864	8,819	38,330	13,983
4c. Low-Income Multi-Family Retrofit	55,998	2,190	2,308	50,345	23,458
5. Low-Income Hard-to-Measure		-	-	-	-
Commercial & Industrial	4,670,121	84,170	266,421	5,286,520	682,000
6. C&I New Construction	1,241,862	10,673	86,578	1,238,125	123,446
6a. C&I New Construction	1,241,862	10,673	86,578	1,238,125	123,446
7. C&I Retrofit	3,428,259	73,498	179,842	4,048,395	558,554
7a. C&I Retrofit	3,093,629	50,550	100,666	3,486,021	248,976
7b. C&I Direct Install	334,630	22,948	79,176	562,374	309,578
8. C&I Hard-to-Measure		-	-	-	-
Q3	2,142,878	68,737	200,221	2,543,114	532,717
Residential	791,389	10,237	69,760	590,186	146,993
1. Residential Whole House	232,241	4,271	29,466	173,786	22,249
1a. Residential New Construction	22,008	3,053	3,358	32,583	4,256
1b. Residential Multi-Family Retrofit	70,040	-	1,429	39,051	2,943
1c. Residential Home Energy Services	96,767	1,219	24,679	90,557	12,740
1d. Residential Behavior/Feedback	43,425	-	-	11,595	2,311
2. Residential Products	559,148	5,965	40,294	416,400	124,744
2a. Residential Cooling & Heating Equipment	53,775	802	11,795	29,095	12,079
2b. Residential Lighting	471,157	4,150	25,038	361,090	106,922
2c. Residential Consumer Products	34,216	1,013	3,461	26,215	5,744

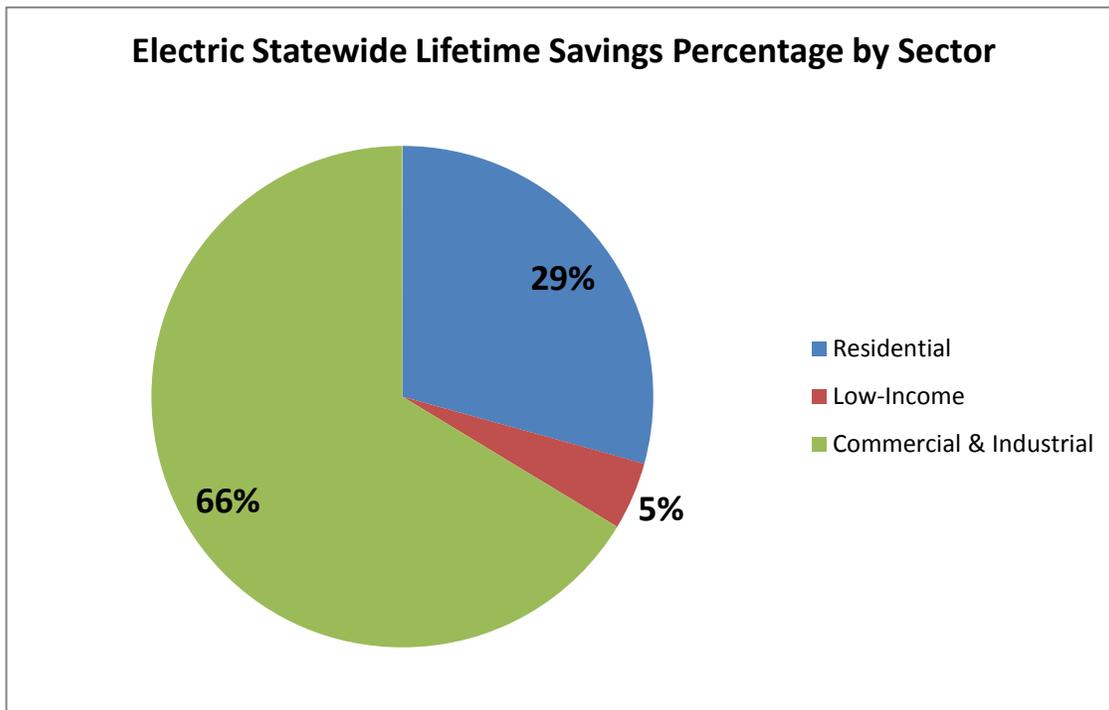
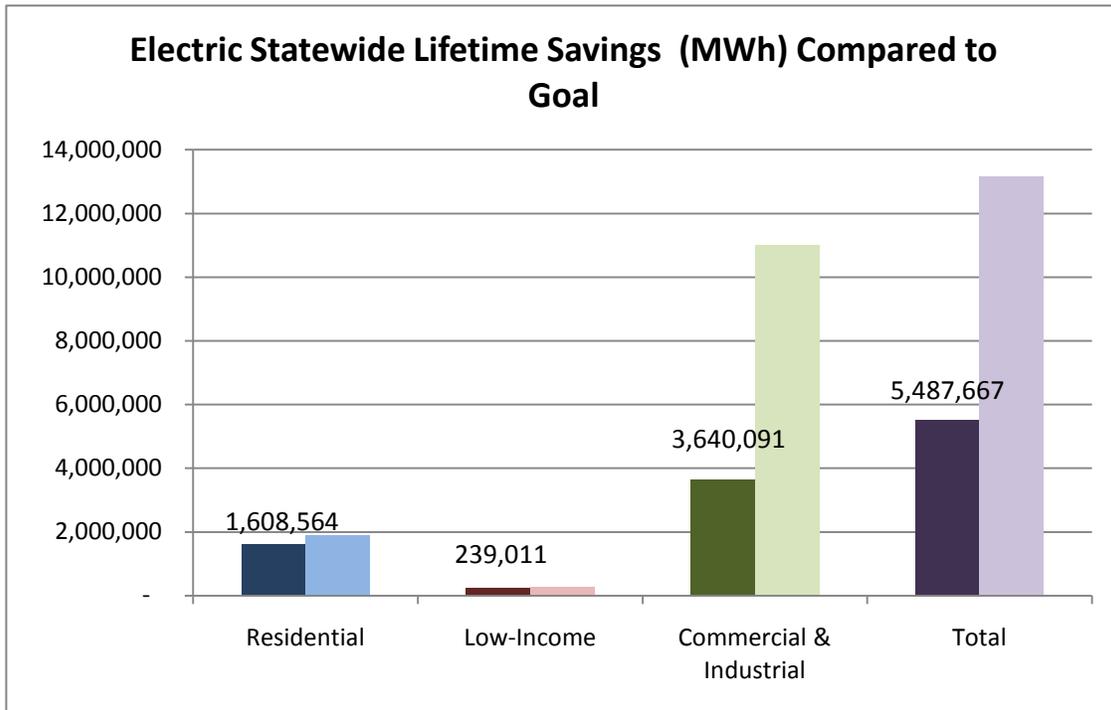
ELECTRIC STATEWIDE BUDGETS, Q3 2013



ANNUAL ELECTRIC STATEWIDE SAVINGS, Q3 2013



LIFETIME ELECTRIC STATEWIDE SAVINGS, Q3 2013



**STATEWIDE GAS BUDGETS SPEND
Q3 2013**

Row Labels	Total Sum of Program Planning and Administration	Total Sum of Marketing and Advertising	Total Sum of Participant Incentive	Total Sum of Sales, Technical Assistance & Training	Total Sum of Evaluation and Market Research	Total Sum of Total Spend
Gas						
Goal	\$ 8,767,375	\$ 7,892,645	\$ 117,973,681	\$ 26,811,287	\$ 7,035,427	\$ 168,480,416
Residential	\$ 4,190,464	\$ 4,284,177	\$ 57,990,210	\$ 14,777,100	\$ 3,543,929	\$ 84,785,881
1. Residential Whole House	\$ 2,354,491	\$ 1,444,166	\$ 37,775,161	\$ 12,522,085	\$ 2,359,334	\$ 56,455,236
2. Residential Products	\$ 1,001,762	\$ 1,945,855	\$ 19,110,340	\$ 1,934,989	\$ 1,068,255	\$ 25,061,201
3. Residential Hard-to-Measure	\$ 834,211	\$ 894,156	\$ 1,104,709	\$ 320,026	\$ 116,341	\$ 3,269,443
Low-Income	\$ 2,152,734	\$ 1,091,048	\$ 23,801,877	\$ 5,942,972	\$ 1,420,344	\$ 34,408,975
4. Low-Income Whole House	\$ 1,382,945	\$ 915,398	\$ 23,801,877	\$ 5,942,972	\$ 1,384,474	\$ 33,427,667
5. Low-Income Hard-to-Measure	\$ 769,789	\$ 175,650	\$ -	\$ -	\$ 35,870	\$ 981,309
Commercial & Industrial	\$ 2,424,177	\$ 2,517,420	\$ 36,181,594	\$ 6,091,214	\$ 2,071,154	\$ 49,285,560
6. C&I New Construction	\$ 790,544	\$ 942,076	\$ 13,280,523	\$ 1,747,114	\$ 719,245	\$ 17,479,501
7. C&I Retrofit	\$ 1,253,179	\$ 1,074,078	\$ 22,901,071	\$ 4,304,990	\$ 1,293,488	\$ 30,826,806
8. C&I Hard-to-Measure	\$ 380,455	\$ 501,267	\$ -	\$ 39,110	\$ 58,420	\$ 979,253
Q3	\$ 5,847,240	\$ 3,360,913	\$ 55,549,024	\$ 15,040,688	\$ 1,478,200	\$ 81,276,065
Residential	\$ 2,658,400	\$ 2,115,712	\$ 30,897,394	\$ 8,732,533	\$ 587,612	\$ 44,991,651
1. Residential Whole House	\$ 1,478,879	\$ 673,500	\$ 15,600,613	\$ 7,892,210	\$ 363,972	\$ 26,009,524
2. Residential Products	\$ 573,183	\$ 720,176	\$ 15,146,531	\$ 761,902	\$ 206,802	\$ 17,408,594
3. Residential Hard-to-Measure	\$ 606,338	\$ 721,686	\$ 150,250	\$ 78,420	\$ 16,839	\$ 1,573,533
Low-Income	\$ 1,206,824	\$ 137,590	\$ 17,423,662	\$ 3,633,486	\$ 165,085	\$ 22,566,647
4. Low-Income Whole House	\$ 919,763	\$ 52,471	\$ 17,423,662	\$ 3,601,574	\$ 164,684	\$ 22,162,154
5. Low-Income Hard-to-Measure	\$ 287,061	\$ 85,119	\$ -	\$ 31,912	\$ 401	\$ 404,493
Commercial & Industrial	\$ 1,982,015	\$ 1,107,612	\$ 7,227,968	\$ 2,674,669	\$ 725,503	\$ 13,717,767
6. C&I New Construction	\$ 502,239	\$ 437,879	\$ 3,430,196	\$ 753,392	\$ 245,553	\$ 5,369,260
7. C&I Retrofit	\$ 840,658	\$ 252,282	\$ 3,797,771	\$ 1,909,744	\$ 466,338	\$ 7,266,793
8. C&I Hard-to-Measure	\$ 639,118	\$ 417,450	\$ -	\$ 11,534	\$ 13,611	\$ 1,081,714

YTD AS PERCENTAGE OF GOAL	Program Planning and Administration	Marketing and Advertising	Participant Incentive	Sales, Technical Assistance & Training	Evaluation and Market Research	Total Spend
Gas	67%	43%	47%	56%	21%	48%
Residential	63%	49%	53%	59%	17%	53%
1. Residential Whole House	63%	47%	41%	63%	15%	46%
2. Residential Products	57%	37%	79%	39%	19%	69%
3. Residential Hard-to-Measure	73%	81%	14%	25%	14%	48%
Low-Income	56%	13%	73%	61%	12%	66%
4. Low-Income Whole House	67%	6%	73%	61%	12%	66%
5. Low-Income Hard-to-Measure	37%	48%	0%	0%	1%	41%
Commercial & Industrial	82%	44%	20%	44%	35%	28%
6. C&I New Construction	64%	46%	26%	43%	34%	31%
7. C&I Retrofit	67%	23%	17%	44%	36%	24%
8. C&I Hard-to-Measure	168%	83%	0%	29%	23%	110%

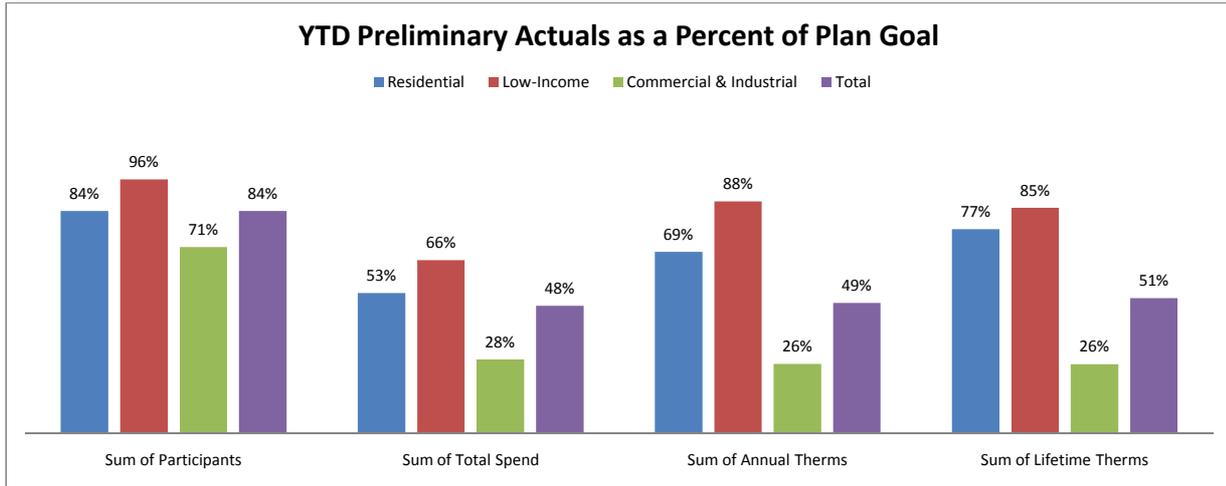
**STATEWIDE GAS SAVINGS
Q3 2013**

	Total Sum of Participants	Total Sum of Annual Therms	Total Sum of Lifetime Therms
Gas			
Goal	549,188	22,662,498	303,524,964
Residential	537,690	10,290,782	116,613,304
1. Residential Whole House	509,451	8,138,116	76,083,031
1a. Residential New Construction	1,802	398,786	9,345,407
1b. Residential Multi-Family Retrofit	8,344	543,185	9,230,027
1c. Residential Home Energy Services	33,622	2,756,611	53,068,063
1d. Residential Behavior/Feedback	465,683	4,439,534	4,439,534
2. Residential Products	28,238	2,152,666	40,530,273
2a. Residential Heating & Water Heating	28,238	2,152,666	40,530,273
Low-Income	6,645	1,397,743	27,514,929
4. Low-Income Whole House	6,645	1,397,743	27,514,929
4a. Low-Income Single Family Retrofit	2,445	814,531	16,572,033
4b. Low-Income Multi-Family Retrofit	4,200	583,212	10,942,896
Commercial & Industrial	4,854	10,973,973	159,396,731
6. C&I New Construction	1,599	3,726,651	70,889,370
6a. C&I New Construction	1,599	3,726,651	70,889,370
7. C&I Retrofit	3,255	7,247,322	88,507,361
7a. C&I Retrofit	2,170	6,944,996	85,603,338
7b. C&I Direct Install	1,085	302,326	2,904,023
Q3	462,709	11,167,358	155,166,764
Residential	452,887	7,073,963	90,120,943
1. Residential Whole House	433,083	4,929,707	52,550,745
1a. Residential New Construction	2,029	441,664	10,479,927
1b. Residential Multi-Family Retrofit	6,511	318,544	5,340,032
1c. Residential Home Energy Services	21,945	1,737,899	34,299,187
1d. Residential Behavior/Feedback	402,598	2,431,601	2,431,601
2. Residential Products	19,804	2,144,256	37,570,198
2a. Residential Heating & Water Heating	19,804	2,144,256	37,570,198
Low-Income	6,397	1,228,926	23,504,046
4. Low-Income Whole House	6,397	1,228,926	23,504,046
4a. Low-Income Single Family Retrofit	2,246	557,728	11,148,300
4b. Low-Income Multi-Family Retrofit	4,151	671,198	12,355,746
Commercial & Industrial	3,425	2,864,468	41,541,775
6. C&I New Construction	759	1,308,335	26,996,836
6a. C&I New Construction	759	1,308,335	26,996,836
7. C&I Retrofit	2,666	1,556,133	14,544,940
7a. C&I Retrofit	2,111	1,437,633	13,694,197
7b. C&I Direct Install	555	118,500	850,743

YTD AS PERCENTAGE OF GOAL	Participants	Annual Therms	Lifetime Therms
Gas	84%	49%	51%
Residential	84%	69%	77%
1. Residential Whole House	85%	61%	69%
1a. Residential New Construction	113%	111%	112%
1b. Residential Multi-Family Retrofit	78%	59%	58%
1c. Residential Home Energy Services	65%	63%	65%
1d. Residential Behavior/Feedback	86%	55%	55%
2. Residential Products	70%	100%	93%
2a. Residential Heating & Water Heating	70%	100%	93%
Low-Income	96%	88%	85%
4. Low-Income Whole House	96%	88%	85%
4a. Low-Income Single Family Retrofit	92%	68%	67%
4b. Low-Income Multi-Family Retrofit	99%	115%	113%
Commercial & Industrial	71%	26%	26%
6. C&I New Construction	47%	35%	38%
6a. C&I New Construction	47%	35%	38%
7. C&I Retrofit	82%	21%	16%
7a. C&I Retrofit	97%	21%	16%
7b. C&I Direct Install	51%	39%	29%

**STATEWIDE GAS SUMMARY
Q3 2013**

Row Labels	Values			
	Sum of Participants	Sum of Total Spend	Sum of Annual Therms	Sum of Lifetime Therms
Gas				
Goal	549,188	\$ 168,480,416	22,662,498	303,524,964
Residential	537,690	\$ 84,785,881	10,290,782	116,613,304
Low-Income	6,645	\$ 34,408,975	1,397,743	27,514,929
Commercial & Industrial	4,854	\$ 49,285,560	10,973,973	159,396,731
Q3	462,709	81,276,065	11,167,358	155,166,764
Residential	452,887	44,991,651	7,073,963	90,120,943
Low-Income	6,397	22,566,647	1,228,926	23,504,046
Commercial & Industrial	3,425	13,717,767	2,864,468	41,541,775
YTD as % of goal	84%	48%	49%	51%
Residential	84%	53%	69%	77%
Low-Income	96%	66%	88%	85%
Commercial & Industrial	71%	28%	26%	26%

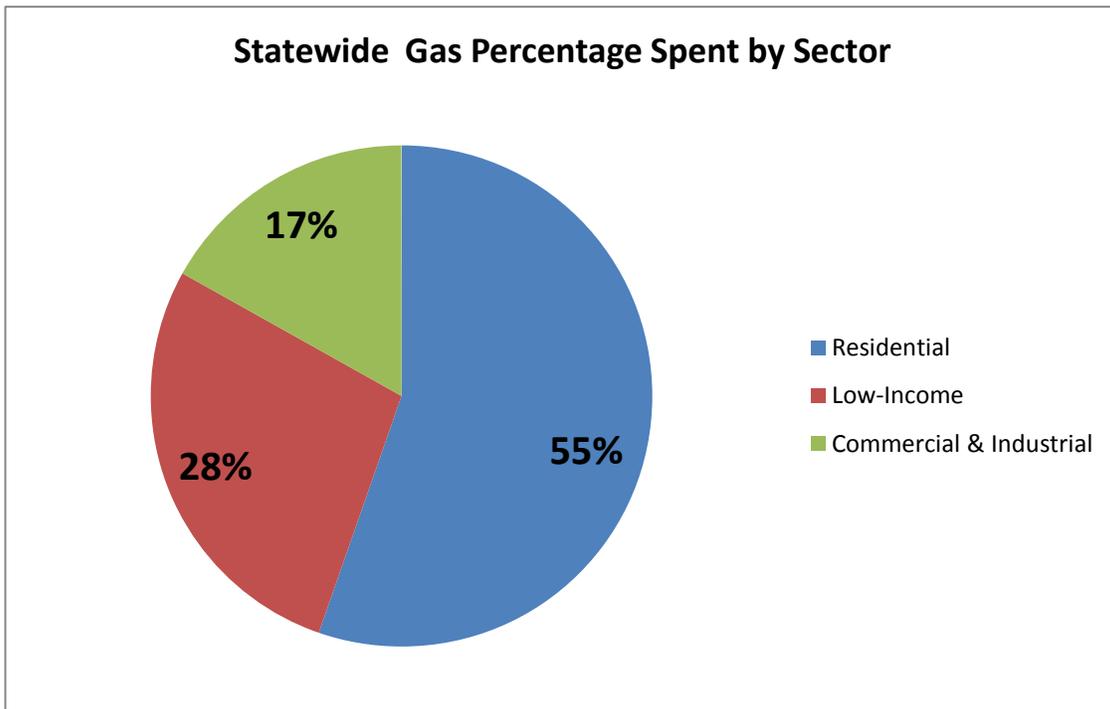
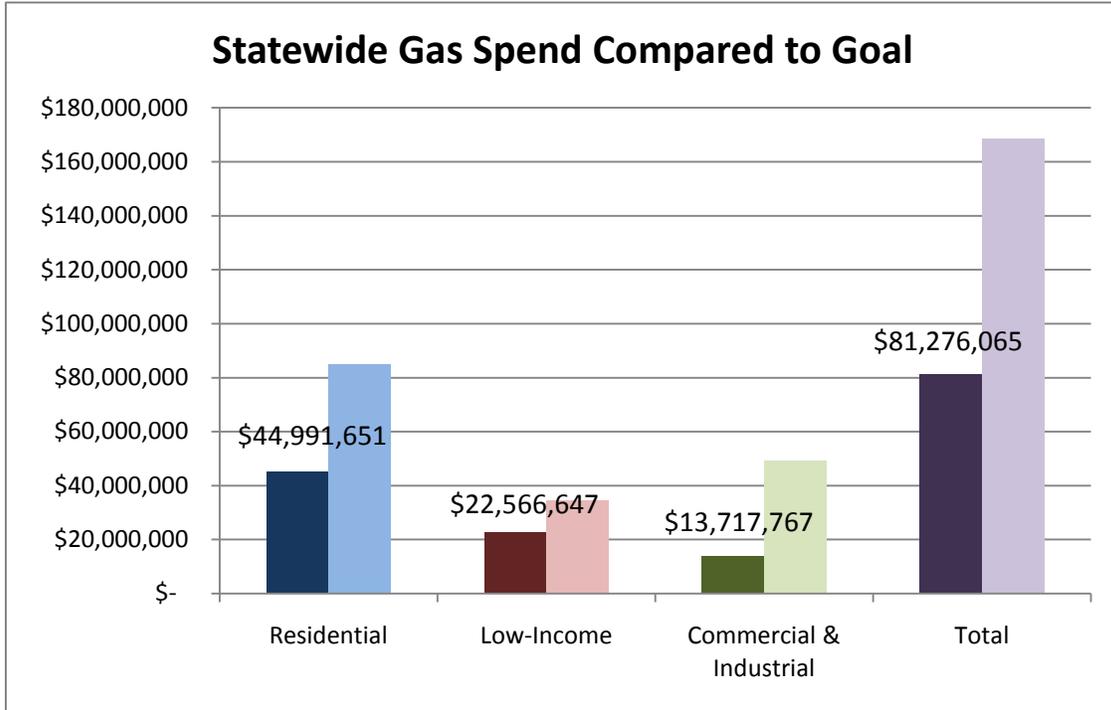


STATEWIDE GAS SUMMARY

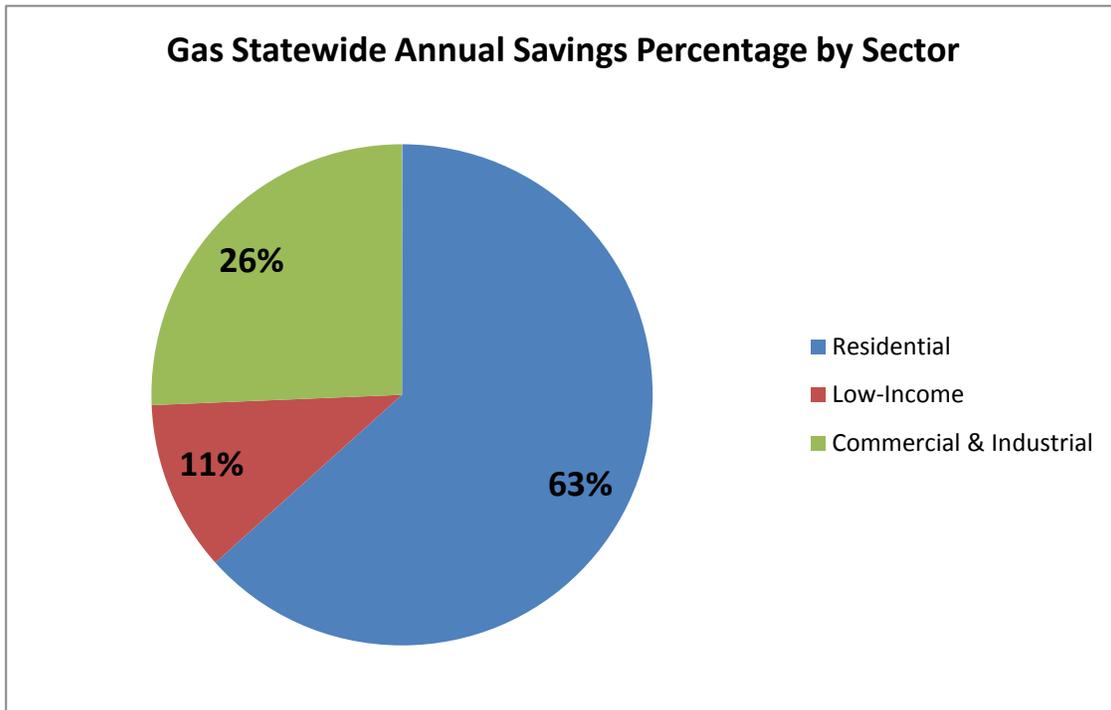
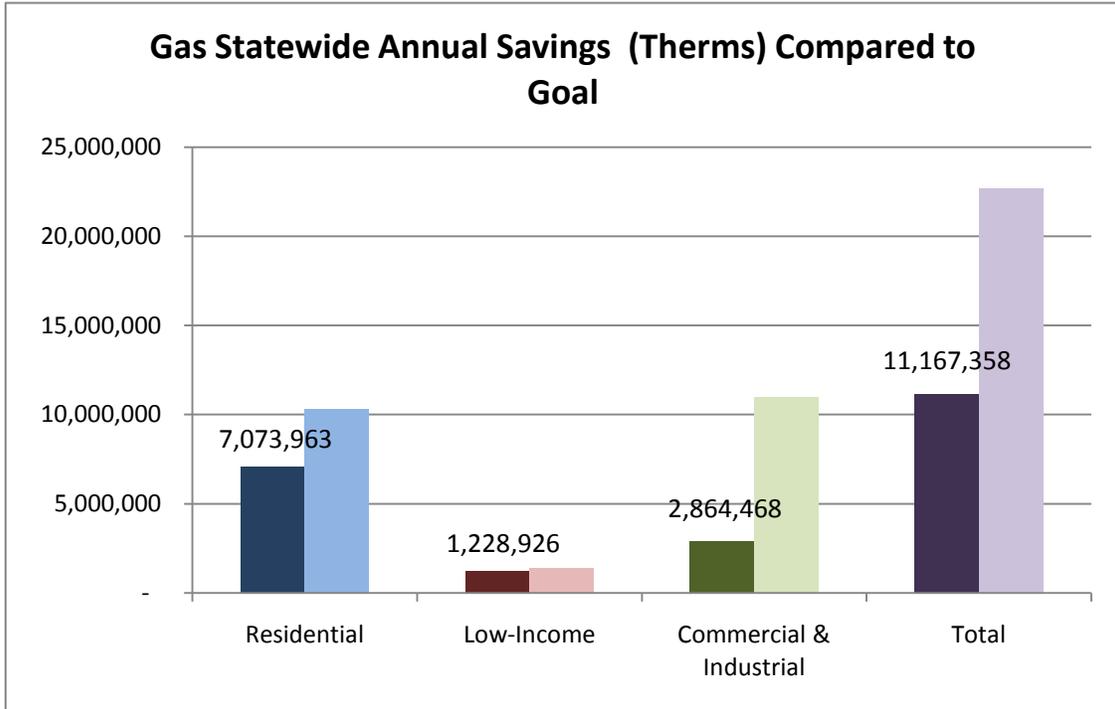
Q3 2013

Sum of Lifetime Therms	Column Labels				
Row Labels	National Grid	BERKSHIRE	UNITIL	CMA	NEG
Gas					
Goal	151,749,190	8,039,899	3,370,763	61,856,280	5,434,873
Residential	60,220,434	2,687,594	646,043	29,121,269	2,238,055
1. Residential Whole House	39,847,612	1,416,011	420,356	17,550,530	1,145,335
1a. Residential New Construction	5,211,866	132,100	73,653	1,172,270	138,998
1b. Residential Multi-Family Retrofit	4,890,290	43,358	151,519	1,700,014	99,596
1c. Residential Home Energy Services	26,503,766	1,192,953	195,184	14,318,247	815,742
1d. Residential Behavior/Feedback	3,241,690	47,600	-	360,000	91,000
2. Residential Products	20,372,822	1,271,583	225,687	11,570,739	1,092,720
2a. Residential Heating & Water Heating	20,372,822	1,271,583	225,687	11,570,739	1,092,720
3. Residential Hard-to-Measure					
Low-Income	14,685,521	902,761	402,392	5,347,851	764,729
4. Low-Income Whole House	14,685,521	902,761	402,392	5,347,851	764,729
4a. Low-Income Single Family Retrofit	10,514,188	525,840	236,955	2,540,425	531,350
4b. Low-Income Multi-Family Retrofit	4,171,333	376,921	165,437	2,807,426	233,379
5. Low-Income Hard-to-Measure					
Commercial & Industrial	76,843,236	4,449,544	2,322,327	27,387,160	2,432,089
6. C&I New Construction	31,381,925	1,726,271	735,294	12,107,371	421,203
6a. C&I New Construction	31,381,925	1,726,271	735,294	12,107,371	421,203
7. C&I Retrofit	45,461,310	2,723,272	1,587,033	15,279,789	2,010,886
7a. C&I Retrofit	44,351,039	2,666,363	1,423,771	14,892,314	1,959,240
7b. C&I Direct Install	1,110,271	56,910	163,262	387,475	51,646
8. C&I Hard-to-Measure					
Q3	83,022,616	4,989,620	1,249,730	24,256,920	2,849,460
Residential	54,100,804	2,236,797	822,861	12,776,771	1,366,767
1. Residential Whole House	30,603,017	1,120,923	598,376	6,585,472	683,568
1a. Residential New Construction	6,485,822	57,008	76,450	1,508,469	28,946
1b. Residential Multi-Family Retrofit	3,708,923	43,911	8,999	411,484	43,042
1c. Residential Home Energy Services	18,405,853	1,020,003	512,927	4,665,518	611,580
1d. Residential Behavior/Feedback	2,002,419	-	-	-	-
2. Residential Products	23,497,787	1,115,874	224,485	6,191,299	683,199
2a. Residential Heating & Water Heating	23,497,787	1,115,874	224,485	6,191,299	683,199
3. Residential Hard-to-Measure	-	-	-	-	-
Low-Income	12,356,901	1,022,104	225,730	3,862,346	432,335
4. Low-Income Whole House	12,356,901	1,022,104	225,730	3,862,346	432,335
4a. Low-Income Single Family Retrofit	5,675,620	394,740	126,590	2,368,760	190,053
4b. Low-Income Multi-Family Retrofit	6,681,281	627,364	99,140	1,493,586	242,282

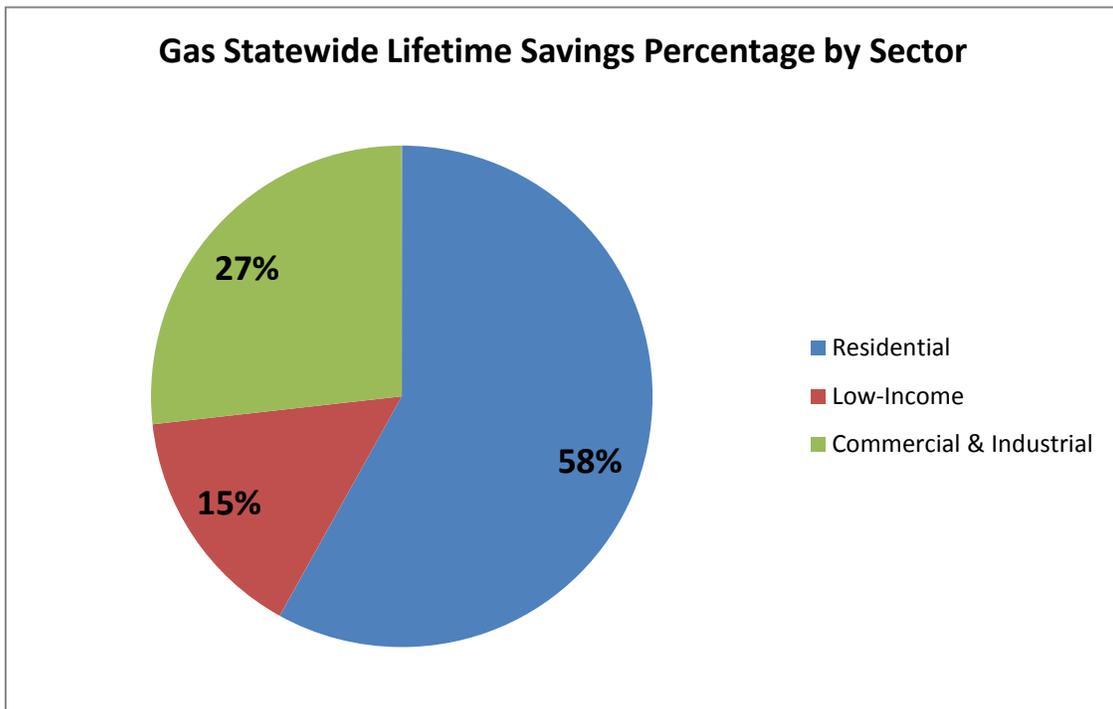
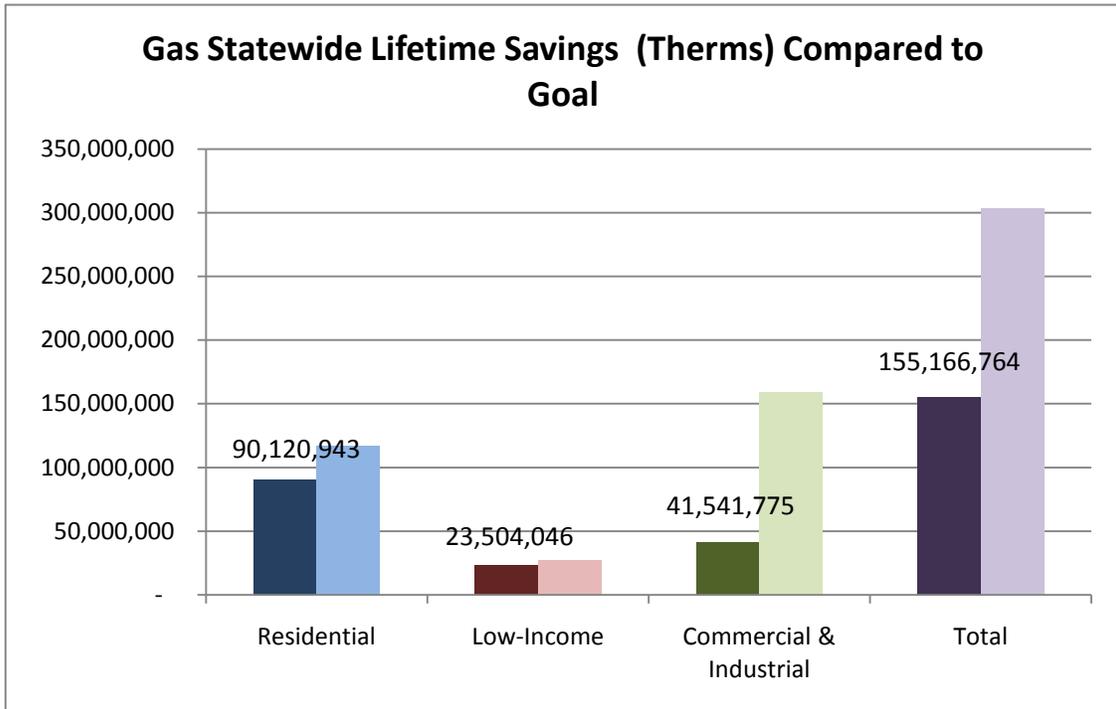
GAS STATEWIDE BUDGETS, Q3 2013



ANNUAL GAS STATEWIDE SAVINGS, Q3 2013



LIFETIME GAS STATEWIDE SAVINGS, Q3 2013



ATTACHMENT B

ADDITIONAL EM&V UPDATE CHARTS

Study Name	Research Area	Study Type	Study Manager	Overall Evaluation Goal (Project Summary/Purpose)	Expected Outcomes	Current Notes
Impact Evaluation of the Upstream Lighting Program (P17)	C&I	Impact	Bill Blake	Impact evaluation of the 2012 Bright Opportunities program	The study will provide updated assumptions based on MA-specific research for the following: Application of purchased lamps by facility/space type; Hours of use; baseline replaced lamp; and gross savings realization rates.	
Mid-Sized Customer Assessment (P19)	C&I	Other	Wendy Todd	Assess whether current program delivery methods are adequately serving the needs of "mid-sized" customers	This study will produce a profile of mid-sized customers across the PAs as well as assess current levels of EE activity/awareness among the mid-sized population and determine if there are specific needs of the population that are not being met by current program offerings and/or delivery methods.	This study, along with several others, is leveraging a single C&I customer general population survey effort.
Impact Evaluation of 2011-2012 CHP Installations (P20)	C&I	Impact	Erik Mellen	An impact evaluation of 2011-12 CHP installations	The study will provide realization rates for electricity (kWh); net energy (therms) and coincident peak demand.	Builds on impact evaluation of 2010 CHP installations and will examine a census of all CHP systems finalized in 2010-2012.
Existing Buildings Market Characterization (P21)	C&I	Other	Wendy Todd	Assess the current market for EE in existing buildings	This study will provide a comprehensive characterization of the C&I market including physical characteristics of buildings, building owner/tenant relationships, inventory of the type of energy equipment by end use, business practices that affect energy use and purchase decisions and recent energy related improvements or renovations.	This study, along with several others, is leveraging a single C&I customer general population survey effort.
Lighting Controls Impact Evaluation (P22)	C&I	Impact	Bill Blake	Determine why program savings for retrofit lighting controls dropped off significantly in 2010 and 2011	The study will provide an assessment of the type of impact evaluation to apply for the lighting controls program; will make recommendations for changes to future lighting controls programs in light of any new market conditions; and will make recommendations for adjustments to current savings estimation methods.	
Whole System Approach (P23)	C&I	Other	Wendy Todd	Assess whole system programs and initiatives offered by other utilities and states.	The study will examine 3 existing program offerings to obtain an understanding of the key program features and best practices for attaining deeper savings from whole system approaches. The study will also attempt to determine the feasibility of a whole system approach for existing buildings in MA.	3 programs are: Pay for Performance (NJ); Heating Optimization (Xcel Energy); Custom Retrofit (ConEdison). Early results were presented at the 2013 IEPEC conference in Chicago.

Study Name	Research Area	Study Type	Study Manager	Overall Evaluation Goal (Project Summary/Purpose)	Expected Outcomes	Current Notes
LED Market Effects Study (P27)	C&I	Other	Bill Blake	Baseline Market Effects Study of LEDs	This study will establish the baseline penetration of LEDs in both the Residential and Commercial markets.	Joint study between Residential and C&I research areas Lays the groundwork for completing a Market Effects Assessment in 2-3 years.
Boiler Market Characterization (P38)	C&I	Other	Mark Sevier	Market Characterization of the gas boiler market	This study will characterize the current boiler market including total size and EE share as well as determine the market share currently influenced by PA programs.	
Impact Evaluation of 2012 Custom HVAC Installations (P29)	C&I	Impact	Erik Mellen	Impact evaluation of 2012 Custom HVAC Installations	This study will provide realization rates for custom HVAC installations.	In order to obtain field measurements during appropriate seasons, this study will take place over a 2 year period with results expected in Q2 2015.
C&I Code Compliance Follow-up (P24)	C&I	Other	Wendy Todd	Mine the data collected for the 2012 Baseline Code Compliance Study to determine if there is anything to learn about the baseline for program measures	Where possible, this study will verify levels of energy code compliance rates in current construction projects and will support program development efforts for targeted new construction efforts.	
Impact Evaluation of 2012 Prescriptive Non-Lighting Installations (P30)	C&I	Impact	Whitney Brougher	Impact evaluation of 2012 Prescriptive Non-Lighting Measures	This study will provide revised savings estimates for prescriptive non-lighting measures.	The measures studies will be determined during the scoping process. A number of factors will be considered in making this determination, including but not limited to percent of overall savings and evaluability. More detail will be provided in a later summary.
2012 C&I Customer Profile (P31)	C&I	Other	Whitney Brougher	Characterization of the C&I market using PA billing and project tracking data	This study will provide a profile of the C&I market in MA for the second year in a row.	The first year of the study linked PA billing data to PA tracking data and attempted to identify business types for all C&I customers before analyzing program participation across size categories, fuels and PAs. The exact analyses to be conducted in the second year will be determined during project scoping. More detail will be provided in a later summary.
Learning From Successful Projects (P32)	C&I	Other	Erik Mellen	This study will examine the practices and/or characteristics that make a project successful.	TBD	This study is still in the scoping phase. More detail will be provided in a later summary.
How PA Differences Affect Program Outcomes (P33)	C&I	Other	Wendy Todd	The goal of this research is to identify the factors that lead to differences in the depth and cost of savings among the PAs.	TBD	This study is still in the scoping phase. More detail will be provided in a later summary.

Study Name	Research Area	Study Type	Study Manager	Overall Evaluation Goal (Project Summary/Purpose)	Expected Outcomes	Current Notes
Commercial Real Estate Market Assessment (P34)	C&I	Other	Wendy Todd	To gain an 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 efficiency savings.	The study will identify the key building features and services that tenants consider when selecting a property; will identify how building owners and property managers market their properties; will determine the type and role of financial limitations and how they affect EE investment; and identify the leasing process and the role EE plays in it.	When/If this study moves forward it will be coordinated with the statewide commercial real estate working group so that there is no duplication of effort and that research is being coordinated and leveraged where feasible.
Roof Top Unit Controller Market Effects (P35)	C&I	Other	Gail Azulay	Baseline Market Effects Study of Roof Top Unit Controllers	This study will establish the baseline penetration of RTU controllers in the C&I market.	This study is still in the scoping phase. More detail will be provided in a later summary.
Supply Side Population Characterization (P36)	C&I	Other	Wendy Todd	Market Characterization of supply side populations	This study will provide an understanding of participation trends and develop improved sample frames for specific supply side populations (e.g. Commercial HVAC).	This study is still in the scoping phase. More detail will be provided in a later summary.
Direct Install Process Evaluation (P37)	C&I	Process	Dave Weber	Process Evaluation of the Direct Install program	TBD	This study is still in the scoping phase. More detail will be provided in a later summary.
Impact Evaluation of 2012 Prescriptive Gas Installations (P39)	C&I	Impact	Tony Larson	Impact evaluation of 2012 Prescriptive Gas Measures	This study will provide revised savings estimates for prescriptive gas measures.	The measures studies will be determined during the scoping process. A number of factors will be considered in making this determination, including but not limited to percent of overall savings and evaluability. More detail will be provided in a later summary.
C&I Market Effects Study	C&I	Other	TBD	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.	TBD	
Impact Evaluation of 2013 Custom Electric Installations	C&I	Impact	TBD	It is expected that a new Custom electric study will be performed on the 2013 program year, and will include any or all of CDA, Process and Compressed Air.	TBD	
Impact Evaluation of 2013 Prescriptive Electric Installations	C&I	Impact	TBD	The objective of this impact evaluation is to provide verification or re-estimation of electric energy and demand savings estimates for a subset of Prescriptive electric projects.	TBD	

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Impact Evaluation of 2013 Custom Gas Installations	C&I	Impact	TBD	In 2014, the evaluation team plans to begin scoping an impact evaluation of 2013 measures, which will include all PAs. This impact evaluation will also include a desk review task to further test this approach for helping to decide when to evaluate these programs.	TBD	
Regional Lighting Logger Study	Resi	Impact	Matt Nelson	Coordinated regional operating hours of use study with Connecticut, Rhode Island, and NYSERDA	The study will provide hours of use of both efficient and non-efficient light bulbs by room and socket type.	Loggers are being removed
Net Impacts	Resi	Impact	Mark Sevier	Assess the impacts the RNC program has had on the marketplace over the past seven years	The study will provide estimates of free-ridership and spillover.	
LI Lighting HOU and Thermostat Study	Resi	Impact	Riley Hastings	Operating hours of use study and secondary heat analysis	The study will provide hours of use of both efficient and non-efficient light bulbs by room and socket type in LI homes.	Delaying the release of this report to align with Regional Lighting Logger study to ensure consistency in methodology
Lighting Market Assessment	Resi	Market Characterization	Matt Nelson	Provide ongoing monitoring of the MA lighting market.	This study will provide an understanding of the current and developing state of the residential lighting market especially as it relates to EISA, including CFL/LED saturation and sales/market share, availability and pricing of efficient lighting, and supplier and consumer attitudes and expectations.	
Lighting Saturation Stagnation Assessment	Resi	Market Characterization	Wendy Todd	Assess possible reasons for the current plateau in CFL saturation as well as to determine ways to accelerate LED adoption.	This study will provide a better understanding of and find ways to overcome stagnation in efficient lighting saturation.	
Market Lift Assessment	Resi	Impact Evaluation	Matt Nelson	Assess the planning and implementation of the Market Lift effort and develop a net-to-gross (NTG) estimate of that effort.	The study will assess whether the Market Lift effort was designed and implemented in a way that ensured clear attribution to the effort and develop a NTG estimate for the effort.	
Multi-Stage Lighting Net-to-Gross Study	Resi	Impact Evaluation	Matt Nelson	Estimate net-to-gross (NTG) ratios for key product types incented in the Residential Lighting Program and to assess the associated strategic implications.	NTG Estimates	
Appliance Program Evaluation	Resi	Impact Evaluation	Wendy Todd	This study will 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.	TBD	
Incremental Cost Research	Resi	Impact	Gail Azulay	Provide updated incremental cost data for use in cost-effectiveness screening and setting of incentive levels.	The study will provide up-to-date incremental cost data for lighting, appliance and HVAC measures.	

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HEHE & CoolSmart Impact Evaluation	Resi	Impact	Riley Hastings	Determine gross savings for the HEHE and CoolSmart programs and provide refined estimates of hours of use and coincidence factor for a variety of space heating and cooling measures.	Gross savings from high efficiency natural gas furnaces and boilers in the HEHE program.	
Advanced Power Strips Evaluation	Resi	Impact Evaluation	Matt Nelson	The goal of this study is to identify alternative program designs that will generate higher participation and savings per participant.	Recommendations for alternative program designs that will generate higher participation and savings per participant.	
HES Program Delivery Assessment	Resi	Impact and Process Evaluation	Mike Goldman	The study will focus on determining accurate conversion rates and other key performance metrics for HES overall, as well as for LVs and HPCs specifically. The study will also explore opportunities for greater and deeper savings for each program.	Conversion rates and other key performance metrics for HES overall, as well as for LVs and HPCs specifically and recommendations for achieving greater and deeper savings.	
HEAT Loan Process Analysis	Resi	Impact	Mike Goldman	The goal of this study is to understand the extent to which the HEAT Loan influences customer decision-making, relative to the other factors that influence participation and to explore whether the availability of the HEAT Loan impacts contractor pricing.	TBD	
Low Income Multifamily Impact Evaluation	Resi	Process/ Impact	Riley Hastings	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.	Statewide methodology for calculating savings and PA-specific realization rates for appropriate measures.	
Multifamily Process	Resi	Process	Kim Crossman	Assess and monitor the current state of the evolution of the Multifamily Program as a standalone or integrated offering with the commercial side and provide an ongoing examination of barriers, program operations, and customer experience.	Recommendations for improving program delivery	
Multifamily High Rise New Construction Baseline Assessment	Resi	Process	Mark Sevier	Provide a baseline study of new construction building practices in four-story and higher multifamily buildings	Provide a baseline study of new construction building practices in four-story and higher multifamily buildings that can be used to calculate savings	
Residential Customer Profile Study	Resi	Market Characterization	Kim Crossman	Compile utility and participant data on residential customers	Provide insights into levels of participation, energy consumption, and energy savings relative to consumption	

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Trade Ally Panels	Resi	Market Evaluation	Melanie Coen	Explore if data quality, response rates, and data collection costs can be improved by a more systematic data collection approach across programs, markets, and evaluations	Development of trade ally/ market actor panels	
Residential Market Effects Study	Resi	Process	Matt Nelson	The overall goal of this study is to document and quantify the net effects over time of Massachusetts' programs to promote a technology to be determined by the PAs.	TBD	
Serrafix CMI	S/CC	Process	Monica Cohen	Review of the Northampton/Pittsfield CMI initiatives	Determine if evaluation met specific design metrics.	
Umbrella Mktg - 2013 Post Campaign/MassSave Brand Assessment	S/CC	Other	Phil Moffitt	Assess impact of 2013 marketing campaign and brand effectiveness	Analysis of post-campaign brand awareness	
Umbrella Mktg - COOL SMART/GasNetworks Brand Assessment	S/CC	Other	Phil Moffitt	Assess brand effectiveness	Determine brand effectiveness for CS/GN brands.	
Efficient Neighborhood+ Initiative, Phase I	S/CC	Other	Melanie Coen	Evaluation Planning and Readiness	Define initiative's success indicators, capture baseline conditions.	
Efficient Neighborhood+ Initiative, Phase II	S/CC	Other	Melanie Coen	Initiative Evaluation	Assess the performance of the initiative against defined success indicators, and explore opportunities for improvement.	Phase II will start after the completion of Phase I, based on in the field progress
Behavioral Program Persistence Study	S/CC	Impact	Mike Goldman	Determine persistence of behavioral program savings.	Determine to what extent program savings persist without treatment, if the savings do persist what is the impact on measure life, and recommend whether PAs can change treatment models based on these results.	Need to have broader group review one-pager
Codes & Standards Coordination/Planning	S/CC	Other	Bill Blake	Track implementation efforts to coordinate future codes & standards evaluation across research areas.	Evaluation plan for Codes & Standards work	
Market Effects Strategic Planning	S/CC	Other	Kim Crossman	Facilitate the development of a process to evaluate market effects and ensure methodological consistency across research areas/programs.	Clear plan and direction for market effects evaluation efforts; documentation of preferred methodology.	