



Residential Home Energy Program

EEAC UPDATE

March 8, 2011





AGENDA

- *RFP Process*
- *Webinar with Contractors and PAs*
- *Status/Timeline & Next Steps*





Residential Steering Committee

RSC Scope: Provide oversight, guidance and direction to RMC to ensure the residential conservation services program is meeting customer and stakeholder expectations, is operating in an efficient manner and is overall effective in delivering desired deeper EE participant Savings.

Committee Members: John Livermore/Mike Guerard, Penni Conner, Derek Buchler, Tina Halfpenny, Paul Gromer, Fran Cummings, Dick Oswald, Danielle Rathbun, Paul Horowitz, Kevin Galligan, Lyn Huckabee, Emmett Lyne, Darlene Lombos, Sue Kaplan

FOCUS Areas:

- Deep Energy Savings
- Market Model: customer choice/paths, common measures-pricing-software
- Customer Experience: packaging of measures, collateral material, engagement and follow up strategies and tactics



RFP Process for Lead Vendor (LV)

- Consistency:
 - Statewide Scope for Lead Vendor Services
 - Program Eligible Measures
 - Customer Choice – Multiple Paths to Participate
 - Home Energy Assessment Report format
 - QA/QC through Independent Statewide Vendor
 - Concerted effort by all involved to be ready to launch April, 2011
- PAs issued their own RFPs
 - Some Contract Terms & Conditions specific to each PA
 - PA-Coordinated response to pre-proposal clarifications with bidders
 - PAs are presently concluding contract negotiations with LV's



Webinar with Contractors & PAs

- Monday, February 28, 2011
- Contractor Participation > 90 connections to webinar
- AGENDA Included:
 - Review of Market Model
 - 2011 Program Goals & Budgets
 - Operation Model
 - Roles and Requirements:
 - Lead Vendor
 - Equitable and Transparent Distribution of Work
 - HPC's (do both Assessments and Weatherization Installation Work)
 - IIC's (may bring leads to pgm and receive distribution of work thru LV)
- Q & A



Status/Timeline & Next Steps

- Follow up contractor meetings will be held towards the end of March
 - Slides available on masssave.com/professional
- PAs conclude contract negotiations/award to LV's
- PAs finalize forms of HPC & IIC Participation Agmts
- Mass Save brand collateral and outreach materials
- Although PAs may move to a common statewide pricing model in the future, the initial evaluation pointed out some distinct and measurable differences in pricing across weatherization contractors and PA specific territory/demographic target zones; within service areas, PAs will use consistent pricing for Mass Save measures
- April 2011 Launch

Mass Save Open House for
Weatherization and Home
Performance Contractors
NESEA
Building Energy 2011
Skyline Room
Thursday March 10th
1-3pm



- HEAT Loan Steps & Intake
- Market Model
- Operation Model



HEAT Loan Steps & Intake Forms



Steps to the 2011 HEAT Loan Program



The HEAT loan is available to qualified customers participating in the Mass Save® Program and is designed to promote the installation of high efficiency improvements. Customers must be owners of one- to four- family homes and have a current National Grid residential electric account.

In 2011, Customers are eligible to apply for a 0% loan and obtain applicable utility rebates for the measures installed.

1. Complete a Mass Save Home Energy Assessment and receive a HEAT Loan Intake Form. Read over the Minimum Standards and Requirements and other program fact sheets provided to you. Visit www.MassSave.com for more information and a list of participating lenders. Call Conservation Services Group (CSG) at 1-800-696-8077, if you have any questions concerning the eligible improvements and process.
2. If you choose to obtain pre-approval from one of the HEAT Loan participating lenders, loans are unsecured or secured depending on the lender. Refer to the lender list for pre-approval and loan options.

Loan Options for 1-4 Unit Homes

Eligible Customer 1-4 Unit Property	Type	Loan Amount	Loan Term
Owner Occupied	Micro Loan	\$500 – \$2,000	24 months
Owner Occupied	1-4 Unit Standard Loan	\$2,001 – \$25,000	Up to 84 Months
Non-Owner Occupied	1-4 Unit Rental Property Loan	\$5,000 – \$25,000	Up to 84 Months

Maximum loan amounts and loan type can vary by participating lender.

Note: Units in a condo complex with a condo board are not eligible for a HEAT Loan. Condo complexes are served through the utility's multi-family program.

3. Obtain signed, itemized contractor proposals for the eligible efficiency improvements that you want to finance. The customer is responsible for obtaining proposals from qualified contractor(s) for the eligible efficiency improvements. Do-it-yourself installations are not eligible for HEAT Loan financing. Review the Minimum Standards and Requirement fact sheet and share a copy with your contractor(s).
4. Choose the contractor(s) you want to use and provide copies of the proposals to CSG for eligibility review and approval. CSG will review the contractor(s) proposal(s) the customer submits for the HEAT Loan. CSG will contact the customer if any paperwork is incomplete or does not meet the eligibility requirements.

Mail or Fax the following information to CSG for eligibility review to obtain a Heat Loan Authorization Form:

- ✓ The original, white copy, of the completed and signed HEAT Loan Intake Form provided at the Home Energy Assessment with section 2 completed and signed.
- ✓ Contractor Proposal(s) for the eligible improvements you want to finance along with all required supporting documentation as described in the Minimum Standards and Requirements on the back of this form.
- ✓ If replacing a heating system please include a heat loss calculation provided by your heating contractor and a proposal stating the make and model of the proposed new system.

Fax: (508) 836-3181 Address: CSG/HEAT Loan, 40 Washington St, Suite 3000, Westborough, MA 01581

5. Receive a HEAT Loan Authorization Form. The Customer provides this form to the lender, then the lender does a final determination on the loan and disperses the funds to the customer in the form of a two-party check.
6. Check disbursements. Successful applicants will receive a loan agreement and two-party check(s) made out to the customer and contractor for the full amount of the loan, net any utility rebates.
7. After all work financed through the HEAT Loan is complete, the customer needs to notify CSG and schedule a verification inspection. The purpose of the inspection is to verify that the work financed by the HEAT Loan has been installed.

Note: All payment arrangements including payment of any required initial deposits, subsequent or final payments, along with payments schedule, are solely between the contractor and the customer. CSG is the Heat Loan Administrator for National Grid Electric.

Financing offer is for a limited time. Participating in the HEAT Loan Program is contingent on being approved for a loan from a participating lender. Financing is subject to funding availability and the Terms and Conditions listed on the HEAT Loan Intake Form are subject to change or cancellation without notice. This program will end on December 31, 2011.



HEAT Loan Intake Form



Section 1 (To be completed by the Energy Assessment Provider/Auditor):

Date of Energy Assessment: _____ Company: Conservation Services Group (CSG) (800) 696-8077
 Advisor: _____ Site ID: _____
 # Units in Building: 1 2 3 4 National Grid Electric Account # _____
 Resident Name: _____ Address: _____ Town: _____

Existing Thermal Shell Conditions:

- Insulation and/or Air Sealing Measures are recommended
- No Insulation or Air Sealing Upgrades are recommended
 - Already Efficient
 - Site Specific Conditions that prevent completing upgrades (indicate condition below)
 - Knob and Tube Wiring Moisture Concerns
 - Structural Concerns
 - Combustion Safety Concerns Other: _____

Existing Windows:

- Existing single pane windows eligible for replacement financing # _____
- Existing windows not eligible for replacement financing

Existing Heating System:

- Type: Furnace Steam Boiler
- Hot Water Boiler Other: _____
- Fuel: Natural Gas Oil
- Propane Electric Other: _____

Existing Domestic Hot Water Heater:

- Type: Freestanding Tank Indirect Tank
- Tankless Other: _____
- Fuel: Natural Gas Oil
- Propane Electric Other: _____

Section 2 (To be completed by the loan applicant/owner):

Owner Occupied Yes No Name of Participating Lender: _____
 Loan Applicant's Name(s): _____ Gas Account #: _____
 Installation Address: _____ City: _____ State: _____ Zip Code: _____
 Home Phone: (_____) _____ Cell Phone: (_____) _____
 E-mail: (to be used in communication with you only) _____ # of Occupants in Household: _____
 Landlord/Owner Address (if different): _____ City: _____ State: _____ Zip Code: _____

- I am interested in applying for the HEAT Loan for the following Energy Efficiency Improvements:
- Insulation and/or Air Sealing Upgrades Energy Efficient Heating System/Domestic Hot Water System Replacement
 - Solar Hot Water ENERGY STAR® Window(s) Replacements

Loan Applicant/Owner Acknowledgement:

I certify that I have read and understand the Minimum Standards and Requirements information that was provided and have provided a copy to the individual contractor(s) whose proposal(s) are submitted with this HEAT Loan Intake Form for eligibility approval.

If desired, customer can contact a participating lender for pre-approval before obtaining firm contractor estimates. I understand that I cannot apply for a HEAT Loan until I submit proposals to the HEAT Loan Administrative Vendor noted on the reverse side of this form and receive a HEAT Loan Authorization Form. Furthermore, I understand that after receiving the HEAT Loan Authorization Form, I must formally apply for the HEAT Loan at a Participating Lender. A listing of Participating Lenders including a summary of applicable fees and charges can be obtained at www.MassSave.com.

The actual amount of the HEAT Loan will be determined by the actual costs of all of the approved energy efficiency improvements. The HEAT Loan amount shall be net of any additional rebates or incentives available through the Mass Save program administrator(s).

I understand that receipt of a HEAT Loan Authorization Form does not guarantee approval for a HEAT Loan. HEAT Loans may only be provided directly from a Participating Lender. I understand that I should not complete any energy efficiency improvements or otherwise rely on the funds of the HEAT Loan until I receive a formal commitment from a Participating Lender.

I have read, understood, and agree to the Terms and Conditions printed on the reverse side of this form.

Loan Applicant Signature: _____ Date: _____

Market Model

Functions	Delivery Options		
	Customers call Mass Save, and Lead Vendor (LV) allocates projects to contractors	Customers call contractors, or contractors find projects through their own means	
Call Center Intake, Contractor Coordination, Data Management, Other	LV	LV	
Energy Assessments	LV	LV	Home Performance Contractors (HPCs)
Measure Installation	Independent Installation Contractors (IICs)	Independent Installation Contractors	
Quality Assurance	Statewide Quality Assurance/Quality Control (QA/QC) Vendor or Lead Vendor QA/QC		

Operation Model

Customer entry point

Process Steps	Lead Vendor / Program Administrator	Home Performance Contractor (HPC)	Independent Installation Contractor (IIC)
Customer outreach	Call Center Lead Vendor / Program Administrator	HPC	IIC
Energy Assessment	Lead Vendor	HPC Tech Review - LV	Lead Vendor
Installation	Assigned Contractor	HPC	IIC
Quality Assurance/ Quality Control (QA/QC)	Lead Vendor or Third party QA/QC	Lead Vendor Third party QA/QC	Lead Vendor Third partu QA/QC