April 2025

Program Administrator Updates

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

EVERSOURCE

Liberty

nationalgrid

Unitil

Mass Save ConnectedSolutions Program wins the SEPA's Energy Equity Power Player of the Year

ConnectedSolutions was awarded the Smart Electric Power Alliance (SEPA) Energy Equity Power Player of the Year for their open-access, device-agnostic program that has provided over 650 MW of flexible capacity, enabling more diverse communities to benefit from energy solutions.

ConnectedSolutions' submission scored the highest in equity, standing against more than 100 nominations, as a transformative initiative to drive grid flexibility and expand access to energy solutions to a broader and more diverse range of customers and territories.

Eversource and National Grid each received an EnergyHub 100K Club award during the inaugural HubSummit Golden Grid award ceremony on April 9th.

Both Eversource and National Grid virtual power plants (VPP) surpassed the 100,000 device milestone in Q1 of 2024, placing both among the largest VPPs in North America.

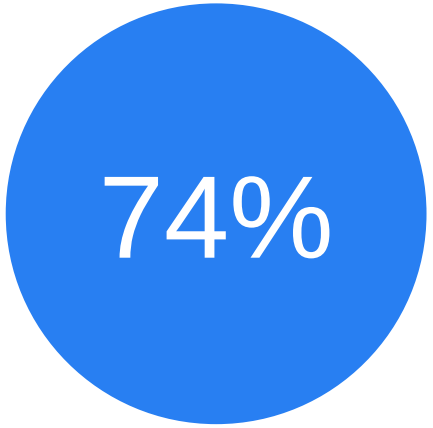
The award recognizes the commitment of both utilities to equitably scaling flexibility programs via the ConnectedSolutions model that help deliver reliable, affordable, and increasingly decarbonized power to every customer across their service territories.

Clean Energy Pathways: 22-24 Participation Summary

Cohort	Pathway	# of interns placed	# who completed program	# hired as full-time employees
1	Both	13	5	3
2	HVAC	14	12	9
3	Wx	16	8	8
4	HVAC	13	13	10
5	Wx	10	5	4
6	HVAC	2	2	0
7	Both	13	12	9
8	HVAC	12	11	11
9	Wx	12	9	6
10	Both	19	TBD	TBD
Goal		**120**	-	-
Total		**124**	**77+**	**60+**

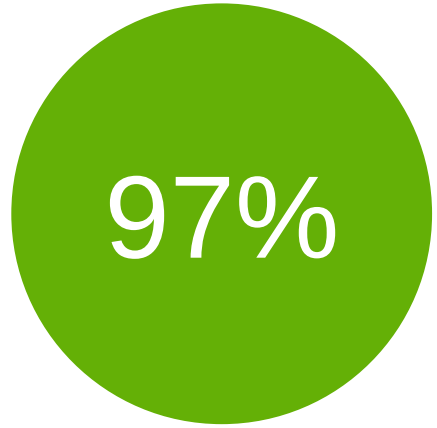
Cohort 10 Celebration
April 7, 2025

Clean Energy Pathways: Intern Survey



74% of respondents remain in the field 6-19 months after their internship

90% of respondents stated that the program set them on a career path



97% of respondents feel more confident at work because of the program

“The internship was excellent and I am proud to learn insulation because after each job at a client's I see contentment on their face it makes me happy because it was going to save energy and money and that makes me smile to protect the ozone layer.” – CEP Intern

Mass Save Business Partner Event

April 1, 2025

- Annual event to educate C&I business partners about program offerings and updates
- There were **759 registrants** and **608 attendees** (80% attendance rate).
- Major themes included:
  - Introduction to the 2025-2027 Plan
  - Decarbonization
  - Building Controls
  - Sector-specific topics
  - Get to know the Sponsors
- Aidan Callan from the **City of Boston's BERDO** was the keynote speaker

Top attended sessions

Top 5 Attended Sessions	Attendance
Welcome & Keynote Session	428
Lighting & HVAC Controls	255
Preparing for Decarb. & Electrification Pathways	247
Lowering Barriers for Contractors Working with Small Commercial Customers	169
Opportunities for Schools & Municipalities	140

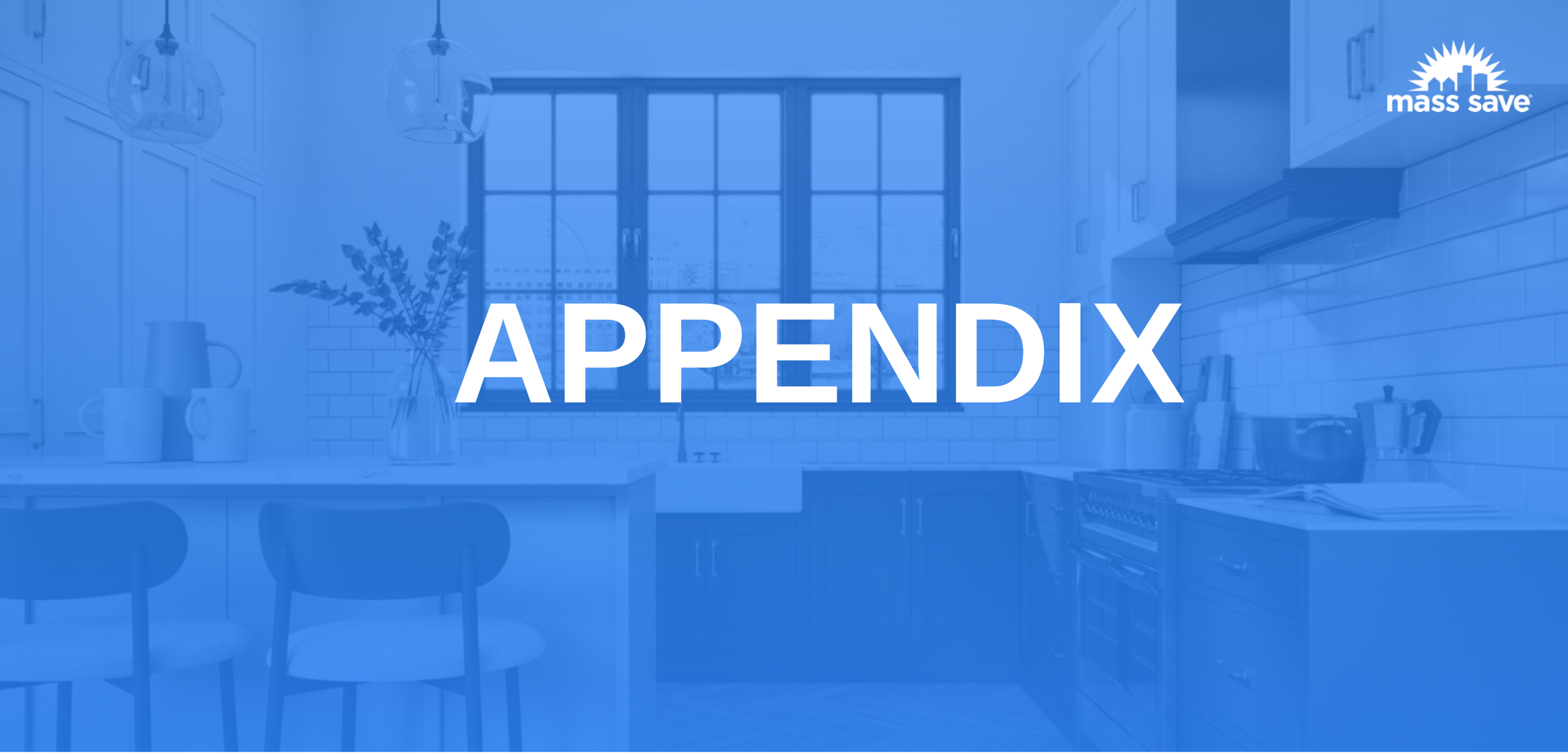
"I thought it was a very good event. You had all the right people facilitating and presenting, and I found the information to be current and useful and engaging."

"Nice group of people, helpful"

"keep them coming."

"Thank you for providing this information to the Mass Save business partners!"

"Tons of good information. The slides were developed well. The speakers understood the topics and were not lost. Each speaker clearly had practiced and was able to respond to the interactions. It was done professionally and that lends credibility to the program."



APPENDIX

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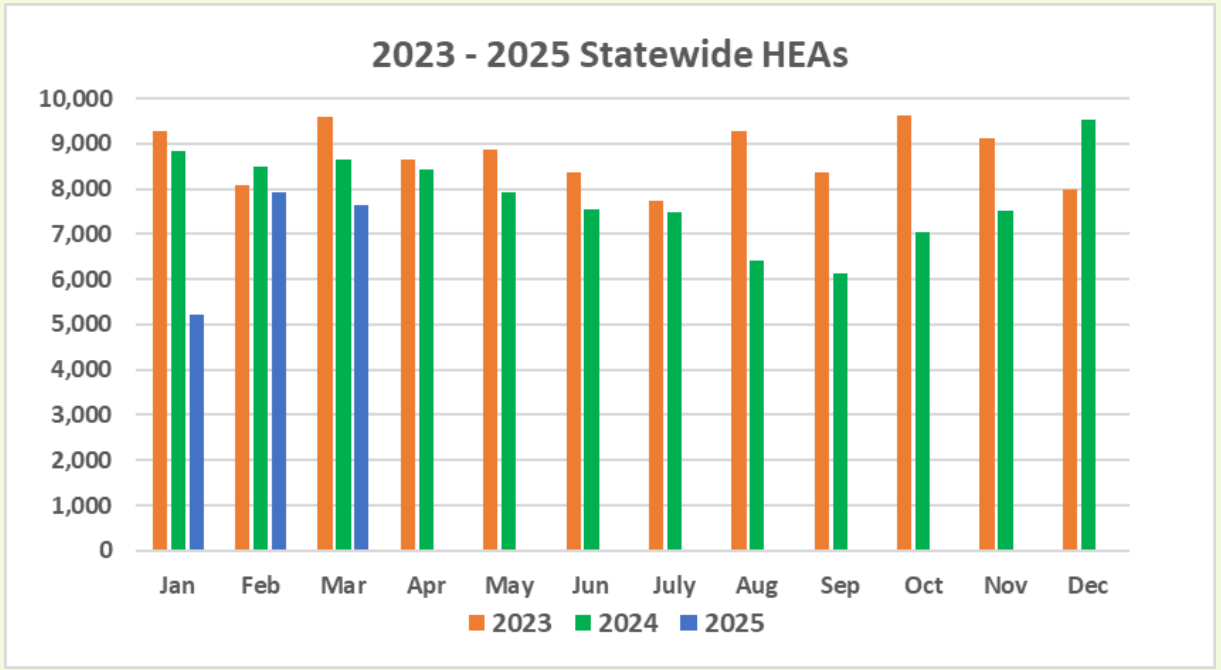
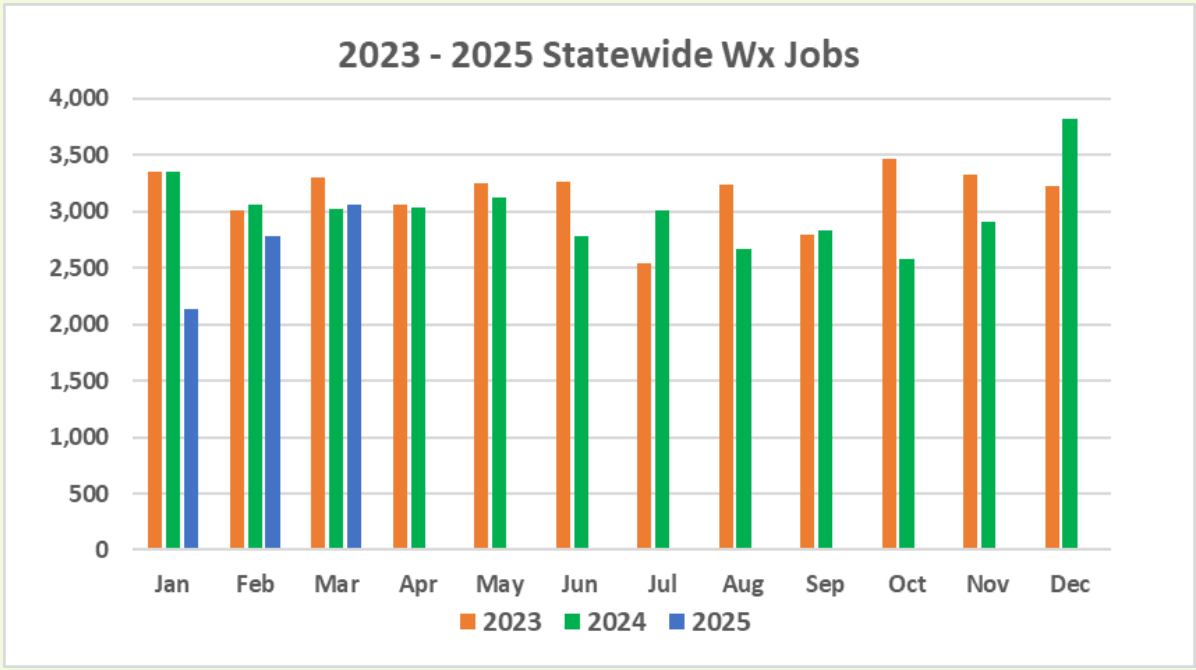
YTD HEAs and Wxn Monthly through March





Year over year:

- Q1 2025 HEAs are 20% lower than 2024 and 23% lower than 2023
- Q1 2025 Wx Jobs are 15% lower than 2024 and 17% lower than 2023

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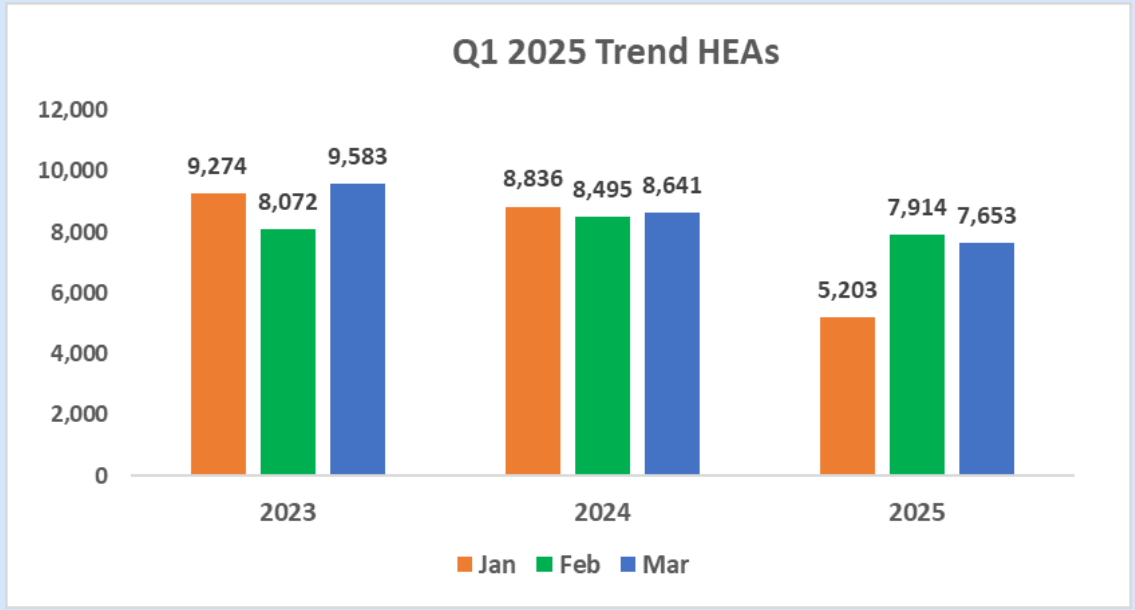
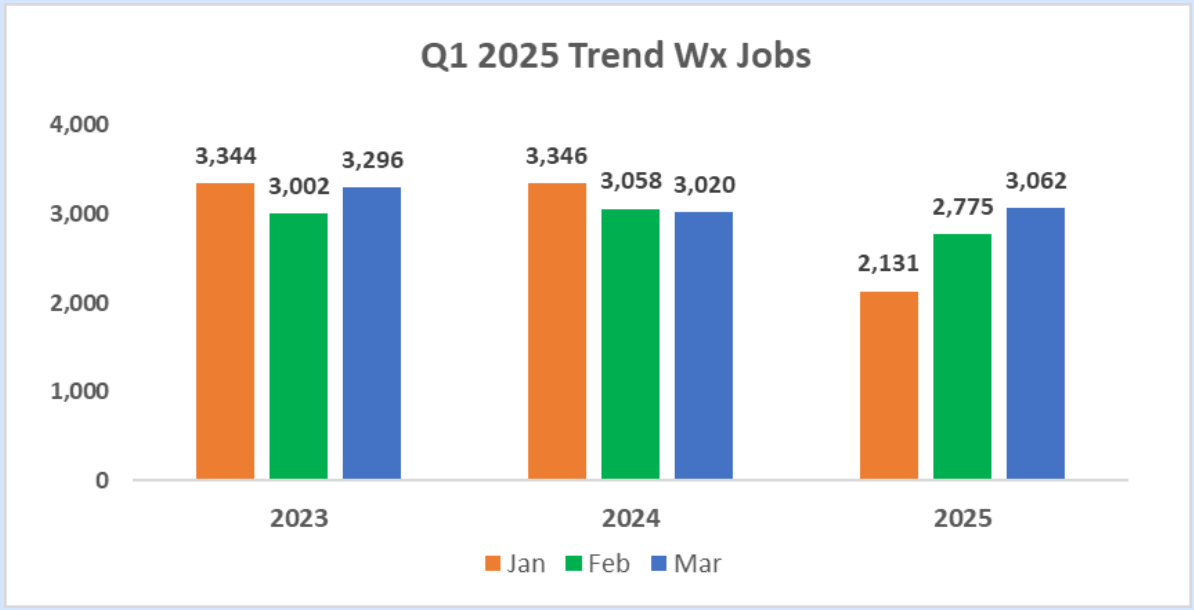
HEAs and Wxns (January thru March)





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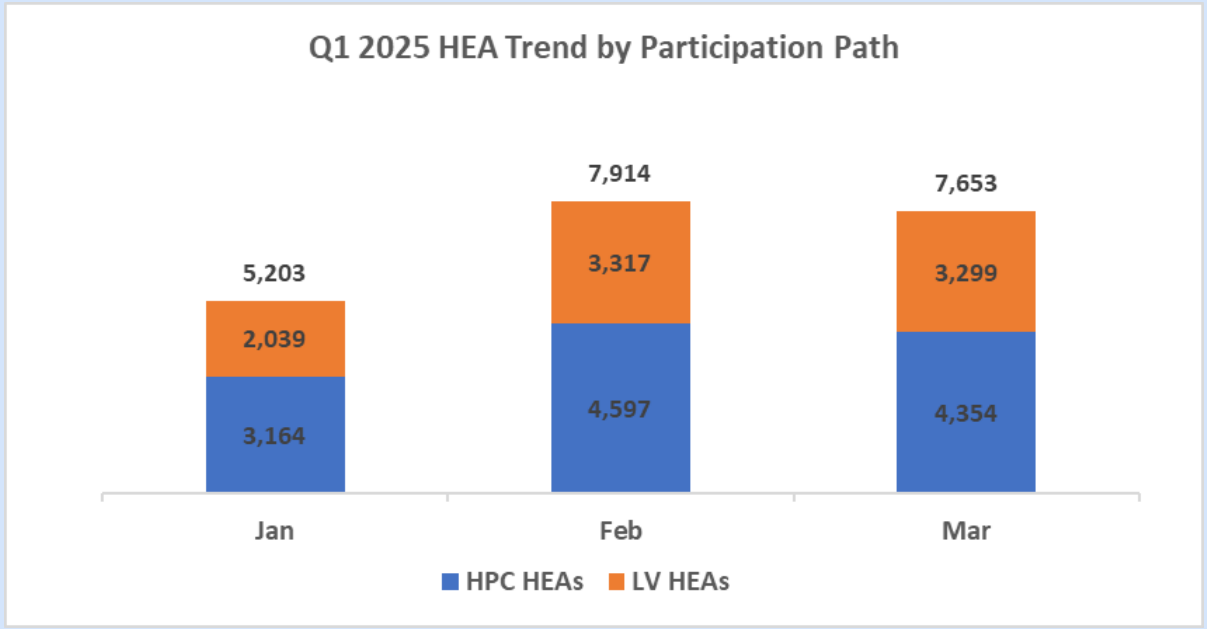
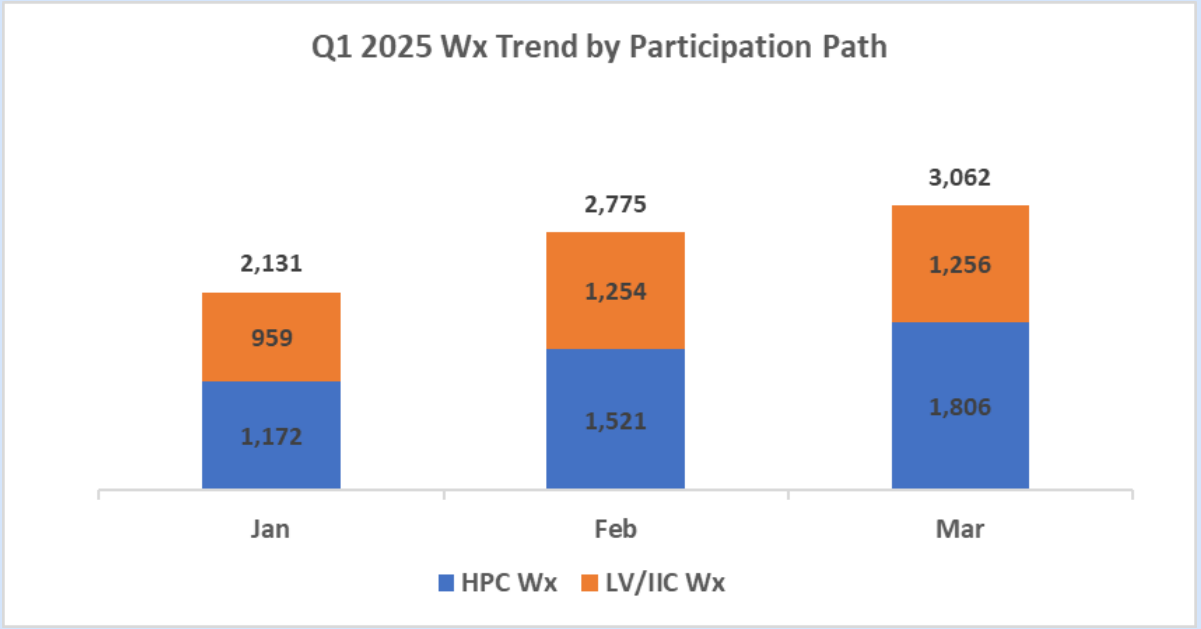
HEAs and Wxns by Participation Path (Jan. through March)





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Improving Delivery and Customer Experience

Call Center

Average Call Center wait time dropped from >6 min in November 2023 to <1 min since December 2023.

Maintaining enhanced staffing levels to align with increased customer demand

PAs have invested in internal QA/QC capacity and customer escalation support

All Rebate Applications

~135k rebate applications received since July 2023 (~6.4k applications per month).

~$47 million rebates paid in past 3 months

30-day average for paid applications from completed application to payment. Wait times are longer for incomplete applications.

Efforts continue to improve customer communication for projects in "Missing Information" status

Heat Pumps

~48k heat pump applications received since July 2023 (~2.3k applications per month).

Over $45 million rebates paid in past 3 months

31-day average for paid applications from completed application to payment. Wait times are longer for incomplete applications.

Data through 3/31/25

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