

COVID-19 Implementation Update

MA Energy Efficiency Advisory Council

July 15, 2020

WE ARE MASS SAVE®:



Agenda



- Back to Work Procedures & Protocols
- Customer Attitudes & Preferences
- Impacts and Expectations
- Priority Activities

- Appendix
 - COVID-19 Activity Summary

Back to Work Procedures & Protocols



- Health & Safety Training

- Residential – June 2
- Multifamily/C&I – June 11

- Health & Safety Requirements

- PPE, QA/QC process, COVID positive notification process
- Developed by industry experts
- Incorporates feedback loop with contractor community
- Adjustments/accommodations made continuously (e.g., masks, coveralls)

- Experience to Date

- Resumption of on-premise activity
 - Residential – June 1 - exterior weatherization, June 15 – interior weatherization
 - C&I – mid-June



Customer Attitudes & Preferences



- Recent Survey Results^{1,2}
 - 73% of consumers are not comfortable going back to “regular” out-of-home activities.
 - 51% of households believe finances will be impacted 4 or more months
 - 65% believe the economic recovery will take at least 6 more months and stagnate thereafter at best
 - 40% of consumers becoming more mindful of where they spend money
 - 31% of consumers switching to less expensive products to save money
 - 43% MA businesses say COVID-19 has had a large negative effect
 - 45% of MA businesses believe it will take more than 6 months before business returns to normal level of operations (9% believe it will never return to normal)

- Implications for Energy Efficiency
 - Increased financial constraints -- reluctance to invest in energy efficiency
 - Increased H&S concerns -- reluctance to allow on premise activity and increased interest in operational changes that increase energy usage

Impacts and Expectations



■ Impacts

- 1/3 of year under “suspension”
- Maximized available opportunities through virtualization and enhanced incentives
- Increased cost of savings in near-term
- Customer economic concerns an increasing barrier
- Could see future shift in delivery models to accommodate customer preferences / concerns

■ Expectations

- Currently managing pent up demand (pre-suspension audits/assessments)
- Not enough time remaining this year to fully recoup lost productivity
- Still evaluating the long-term impact – depends heavily on shifting consumer/business attitudes and economic impacts and priorities

Priority Activities



Residential

- Enhanced financial supports
 - 100% incentives for recommended weatherization work
 - Increased incentives for refrigerator and freezer recycling

Re-prioritizing opportunities

- Customer marketing and outreach on open weatherization contracts
- Customer outreach around increased time at home and ways to save through cooling opportunities and other summer savings tips

Stay cool and save this summer
Eversource and the City of Cambridge have partnered to help keep you cool while keeping energy costs down.

Staying cool and healthy during the summer months can often lead to more energy use. Income based programs are available to help you cool your home and save money and energy this summer.

How it works:
We'll send you an email with links to help you get ready for the summer. You'll be able to see how much you can save and what you can do to help you save more money.

Helping you save money is our top priority. We'll help you get ready for the summer by providing you with information on how to save money and energy. We'll also help you get ready for the summer by providing you with information on how to save money and energy.

Additional to these efficiency services, you may also be eligible for:
Discounted Natural Gas and Electric Rates: Eversource offers discounted natural gas and electric rates to customers who are participating in our energy efficiency programs. You'll be able to see how much you can save and what you can do to help you save more money.
Energy Star Rebates: Eversource offers rebates on Energy Star certified products. You'll be able to see how much you can save and what you can do to help you save more money.
Refrigerator and Freezer Recycling: Eversource offers rebates on the disposal of old refrigerators and freezers. You'll be able to see how much you can save and what you can do to help you save more money.

Tip to save:
 • Check for leaks in your hot water pipes, faucets, and showers. Fix them as soon as you can.
 • Use the thermostat. Set it to 68°F in winter and 78°F in summer.
 • Turn off the lights when you're not in the room.
 • Turn off the TV when you're not watching it.
 • Turn off the computer when you're not using it.

Get started:
 If you qualify for the Income Eligible Program, call 617-886-6130 to schedule an appointment or visit www.eversource.com.
 If you qualify for the Enhanced Residential Program, call 617-886-6130 to schedule an appointment or visit www.eversource.com.

Commercial & Industrial

- Enhanced financial supports
 - 100% incentives for small business direct install measures
 - Increased incentives for many upstream products including food service, HVAC (A/C, HP), and lighting

Re-prioritizing opportunities

- Harvesting stalled pre-suspension opportunities
- Helping customers mitigate increased energy usage from HVAC system or operational changes (ESPO)

Reopen Safely – and Efficiently!
Low Cost Energy Efficiency Measures

Energy Impacts of Safety Reopening Buildings

As Massachusetts continues reopening many businesses, organizations like ASHRAE are offering information for safely reopening buildings during the pandemic (see www.ashrae.org/pandemic). Many facilities are considering recommendations like increasing fresh air or adding more effective air filters. At National Grid, we want to help you minimize the costs associated with safely reopening your building. The offer incentives on many energy efficiency measures that can help to offset the likely increase in energy expenses associated with safely reopening buildings. A great place to start is our Equipment & Systems Performance Optimization (ESPO) offering. Beyond the ESPO measures, there are many best practices that facilities often overlook. Implementing some or all of these measures could reduce your energy usage by 10-50%.

ESPO Measures with Incentives	HVAC Best Practices and Recommendations
<ul style="list-style-type: none"> Optimize economizer control Align HVAC system schedules with the occupancy schedules of the space they serve Prevent condenser water, chilled water and discharge air temperatures Clean condenser coil of refrigeration systems Identify and repair compressed air leaks Reduce compressed air system pressure Visit the ESPOpage on MassSave.com for more CAM incentive opportunities specific to your building 	<ul style="list-style-type: none"> Raise the room setpoint temperature Align lighting schedules with the occupancy Ensure unoccupied spaces are in unoccupied mode Check and straighten cooling coils Replace HVAC and process filters Check refrigerant charge and recharge as necessary Replace loose fan belts Tighten lights off when day light conditions allow Clean and tune mechanical equipment Caulk around window frames and add door sweeps to stop air leaks

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APPENDIX: COVID-19 Activity Summary



■ MassSave.com COVID-19 Related Page Views

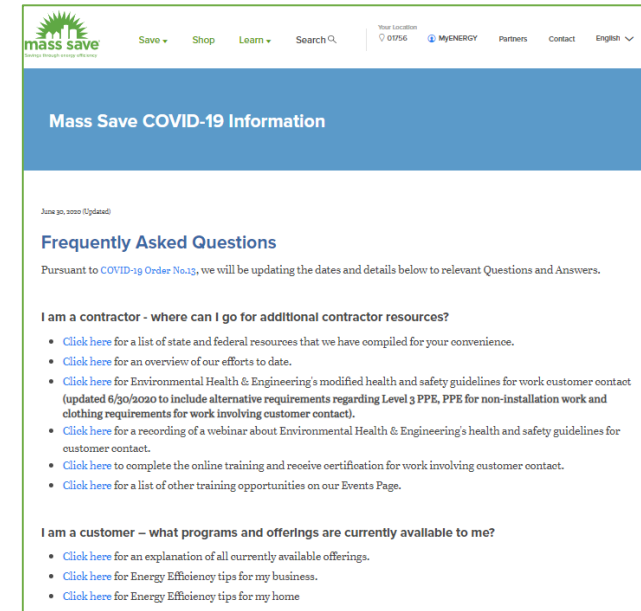
- COVID-19 Updates ~9,000
- Contractor Resources ~1,600
- Webinars and Events ~1,225
- Customer Resources ~1,850

■ Residential

- 7,760 Virtual Home Energy Assessments (VHEAs)
- 5,798 VHEAs with weatherization recommended
- 3,801 weatherization jobs in pipeline

■ Commercial & Industrial

- ~ 530 Small Business Virtual Energy Assessments (VEAs) completed
 - ~400 new contracts from the VEAs – 75% conversion rate
 - ~800 additional new Small B contracts as a result of enhanced incentive offering
- ~ 500 Large C&I Virtual Pre-/Post-inspections



Thank you

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