

December 20, 2023



# December EEAC PA Updates

WE ARE MASS SAVE®:



A vertical rectangular area on the left side of the slide, filled with a green-tinted photograph of a forest. The trees are tall and thin, with their branches and leaves creating a dense canopy. The text 'Key Updates' is overlaid on this image in white.

# Key Updates

**Rebate Processing Update**

**Program Updates**

**Awards & Events**

# Rebate Processing Update



## Call Center

Average Call Center wait time dropped from ~16 min in September to 1 min month-to-date in December. More work to be done, but wait times have improved, even as total monthly call volumes have increased

More than 4x increase in Total Rebate Processing FTEs (mid-Sept - December)



## Heat Pumps

17,246 heat pump applications received since July, 44% of which have been paid (~\$12 million month-to-date in December alone)

33-day average for paid applications from completed application to payment

Enhancements underway to reduce percentage of “Missing information” applications, improve customer communication via Online Rebate Portal, and increase visibility of customer contact information on MassSave.com



## All Rebate Applications

52,066 applications received since July, 47% of which have been paid (almost \$13 million month-to-date in December alone)

33-day average for paid applications from completed application to payment

PAs have made investments in internal QA/QC capacity and customer escalation support, and released guidance to legislative, DOER, and AGO staff on rebate processing steps, timing, and how best to direct customer inquiries.

# Heat Pump Water Heater Online Marketplace

- Statewide RFP published on 12/1
- Goal of awarding by end of Q1 with launch in Q3
- Online marketplace will offer:
  - Basic screening questions to ensure customer's home is a good fit for a heat pump water heater
  - Instant discount on program eligible heat pump water heaters and information about applicable IRA tax credits
  - Optional professional installation
  - Delivery or pickup



# City of Lowell – Leading by Example


**17th Annual  
Leading by Example Awards  
December 4th, 2023**

Massachusetts Executive Office of Energy and Environmental Affairs  
Massachusetts Department of Energy Resources  
Massachusetts Division of Capital Asset Management and Maintenance

*Recognizing outstanding decarbonization, clean energy and environmental efforts among agencies, public higher education institutions, municipalities, and individuals in the Commonwealth of Massachusetts.*

**City of Lowell**

The City of Lowell was designated one of 35 inaugural Green Communities in 2010 and has maintained its position as a leader in clean energy and sustainability since. The City has reduced greenhouse gas emissions from city operations by 45% and energy use by 17% from 2010. In recent years, the City has led by example through its deployment of publicly-accessible EV charging stations, construction of highly efficient buildings, and completion of extensive energy projects to make existing buildings 'decarbonization-ready.' Coupled with strategic partnerships with community-based organizations, the City is working to ensure the benefits of the clean energy transition reach the diverse population of the City.



**Lowell Accomplishments**

- Since 2019, Lowell has installed 66 municipally-owned EV charging ports across the city for both public and municipal fleet use. The city is building on this momentum and launching a public engagement strategy to allow residents to inform future EV charging deployment.
- The City has 935kW of behind-the-meter solar PV and is working to more than double this number in the next year. A study completed in 2023 identified 4.6 MW of solar potential across 14 City properties, 1.7 MW of which is on solar-ready roof structures. The City has secured SMART blocks and filed interconnection agreements for these sites.
- Lowell worked with National Grid to complete efficiency projects across the city with the goal to reduce electricity use by over 1.3 million kWh and natural gas use by 60,000 therms over three years. The City achieved these targets within 1.5 years. Lowell is now working with National Grid to host the first networked geothermal system in the utility's territory.
- In 2022, with support from MassCEC and Mass Save, Lowell created a new Energy Advocate position that provides residents with services to ensure they understand their energy bills, learn about strategies to reduce energy costs, and can access programs that reduce their energy burden.

- Congratulations to the City of Lowell for being recognized by EEA and DOER as Leading by Example
- The PAs were excited to see Lowell's participation in the Community First Partnership program as a contributing factor for receiving the award.
- We look forward to continuing to build and deepen community-based efforts for the 2025-2027 Plan, which have the potential to benefit energy efficiency and decarbonization efforts across the Commonwealth.

# Renter Webinars

- Webinars geared towards promoting energy efficiency opportunities to customers who rent
- Offered in 3 languages
  - English: 12/19, 6-7 PM – RESCHEDULED DUE TO STORM RECOVERY
  - Haitian Creole: 1/9, 6-7 PM
  - Spanish,: 1/10, 6-7 PM
- To register,
- [Energy Savings for Renters and Landlords \(office.com\)](https://www.office.com)



# Liberty Talks on WSAR News1480AM

December 19, 2024

*Liberty talks with Chief of Staff at Fall River Mayor's Office - Ann O'Neil Souza "The Sixth Floor Report"*

- Moderate Income Offers
- Landlord and Renter Offers
- Regulatory Changes in 2025

