December 17, 2025

Program Administrator Updates

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

EVERSOURCE

Liberty

nationalgrid

Unitil

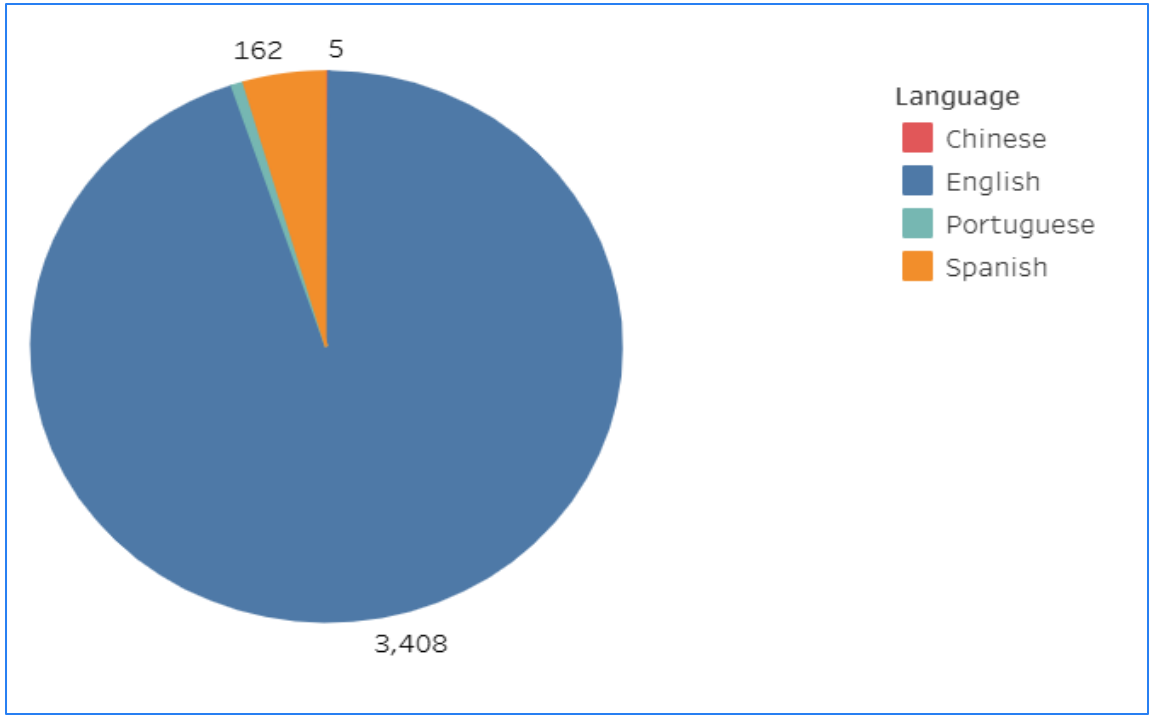
Mass Save Solutions Center Update

- Soft launched 11/17/25
  - 5,465 calls handled through 12/11
  - 5,252 calls answered in 30 seconds (96%)
  - Language support
    - English: 94.6%
    - Spanish: 4.3%
    - Portuguese: 0.8%
    - Mandarin: 0.3%

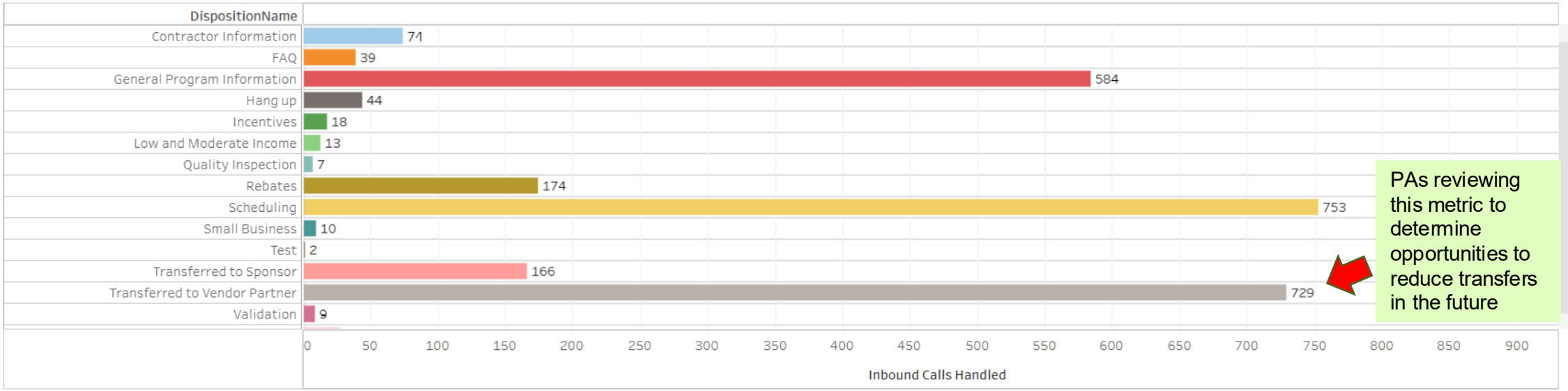
- Top call reasons
  - Scheduling new HEA
  - General program information
  - Faulty HVAC/No Heat

- Ongoing improvements
  - Identify opportunities to improve scripting and collaborate with Lead Vendors
  - Updates to 'Contact Us' page on masssave.com

Average Handle Time	11 Min 58 Sec
MA-Based Agents	17 (31%)
US-Based Agents	37 (69%)
Language supported through bi-lingual agents	Spanish, Portuguese, Mandarin, Arabic, French



Dispositions by Calls 11/17/2025 - 12/3/2025



PAs reviewing this metric to determine opportunities to reduce transfers in the future

answerNet

mass save
Savings through energy efficiency

Mass Save Survey Results

CallDate: This year

CallDate: 11/17/2025 – 12/31/2029

Answer: (All)

Answer	How Satisfied with the experience?	Agent professional and courteous?	Was your issue resolved on this call?
1	14	8	27
2	4	2	5
3	5	4	2
4	15	3	5
5	58	73	51

Total Score %	How Satisfied with the experience?	Agent professional and courteous?	Was your issue resolved on this call?
80.49%	80.80%	89.15%	71.49%

Cape Light Compact and the Town of Falmouth

"Our work with Cape Light Compact shows what strong partnerships can achieve - smarter buildings, lower emissions, and lasting savings for the Town of Falmouth."
— *Stephanie Madsen, Falmouth Sustainability Specialist*

From assessments, to lighting, and even heat pumps, the Town of Falmouth has been an active participant in pursuing energy efficiency improvements over the years.

Projects currently underway include a Building Management System (BMS) upgrade, heat pump installations, weatherization work, and an Air Handler Unit (AHU) replacement.

Additionally, the town is working on a Portfolio Prioritization Plan.

Cape Light Compact Income Eligible Customer

"Every worker was so kind and respectful. I never thought we'd be in a position where we had no heat! This is a complete life changer. Thank you all."

When an Income Eligible oil customer called with concerns about their heating system, the Compact and its team of vendors were able to expedite a site visit which resulted in the replacement of their oil furnace with whole home heat pumps. Significant weatherization opportunities were also identified, and that work is scheduled to start shortly.

APPENDIX

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

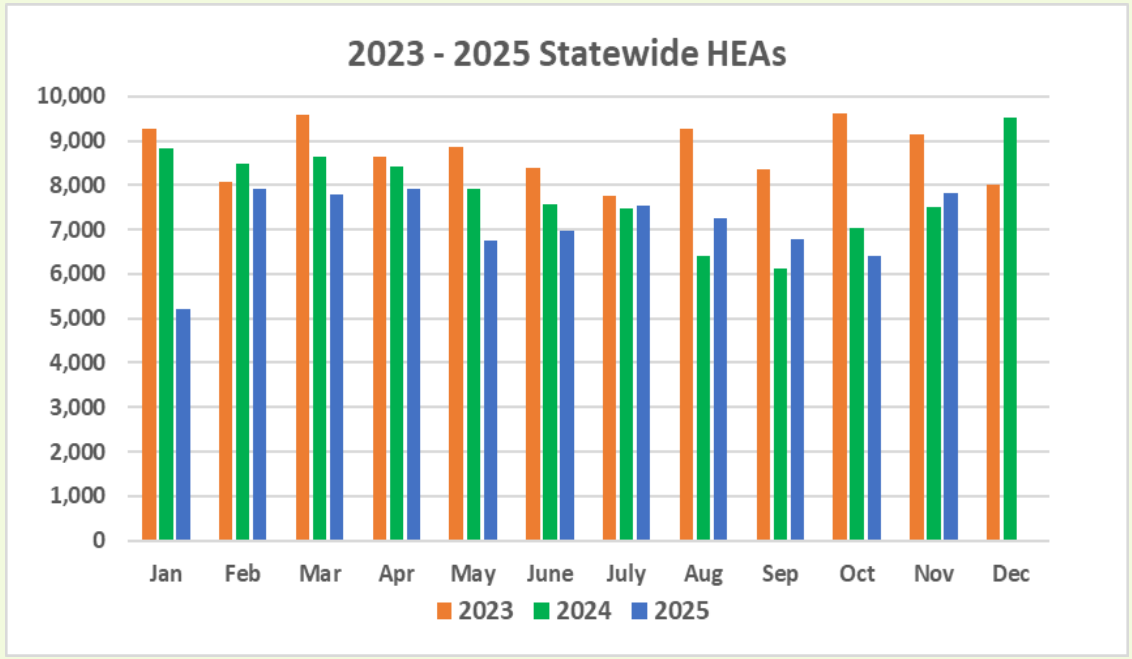
EVERSOURCE

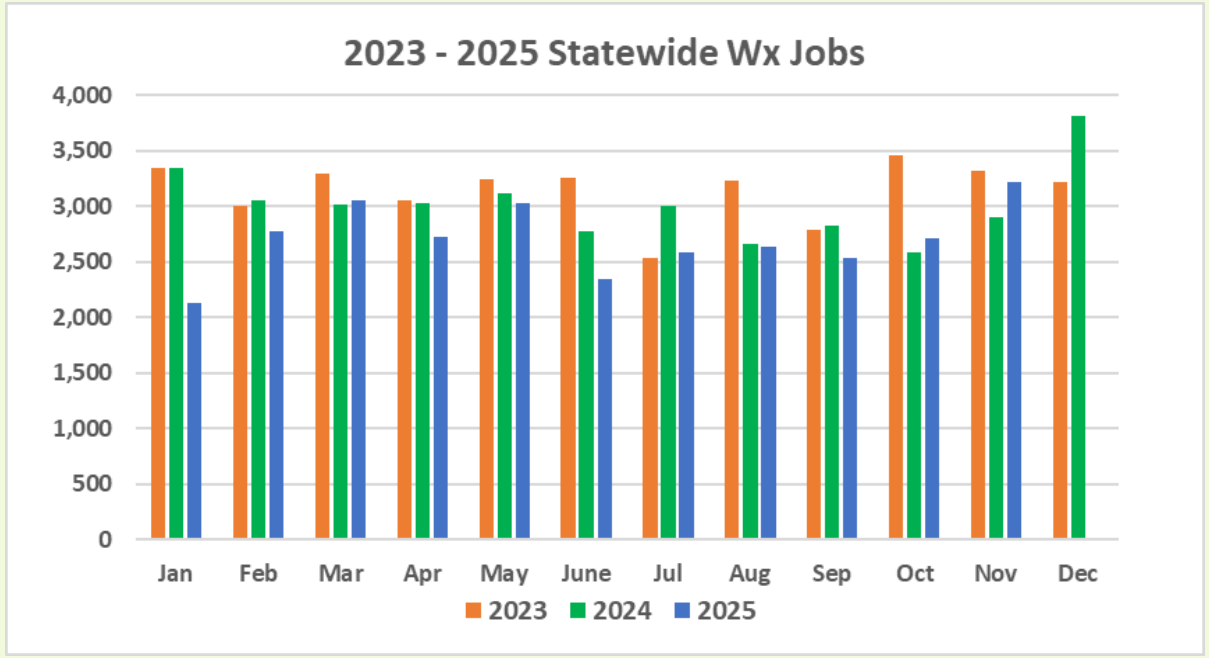
Liberty

nationalgrid

Unitil

YTD HEAs and Wxn Monthly through November



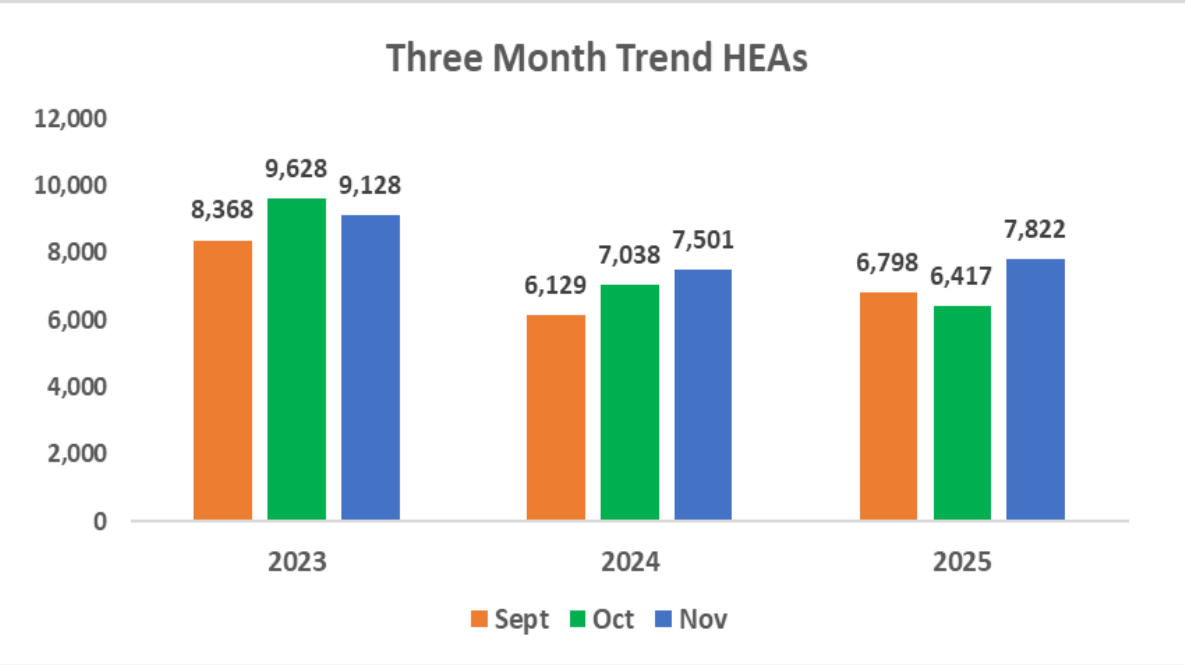


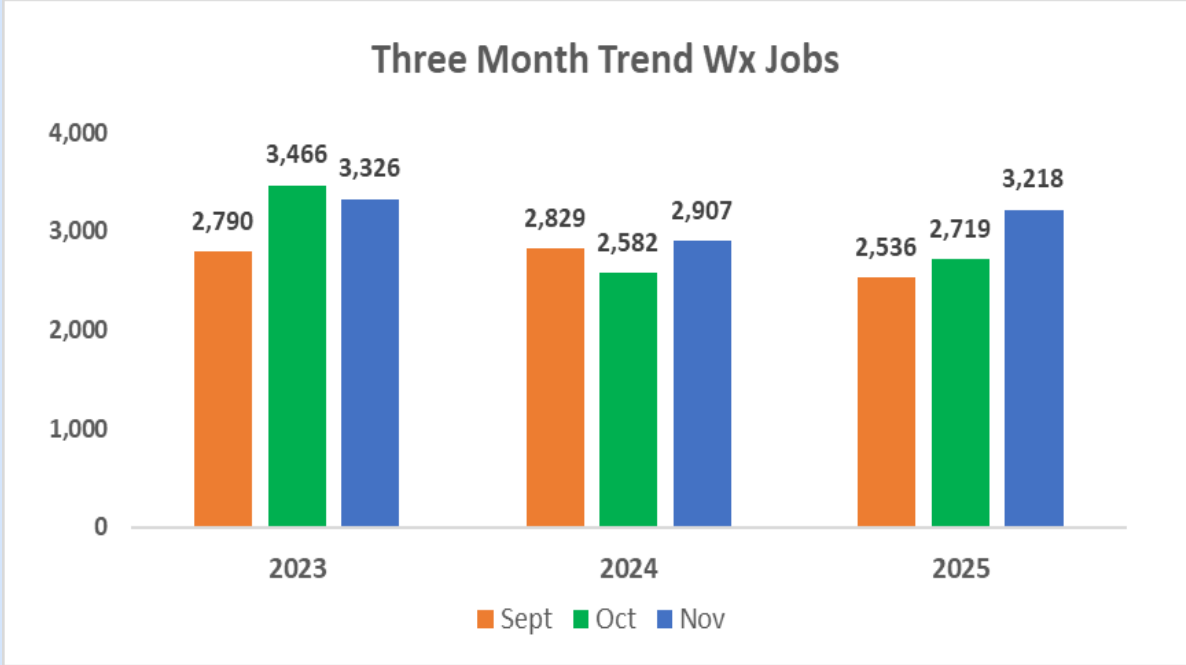
2023 through 2025 YTD Trends:

- 2025 YTD HEAs are 7% lower than 2024 and 19% lower than 2023
- 2025 YTD Wx Jobs are 8% lower than 2024 and 14% lower than 2023

7

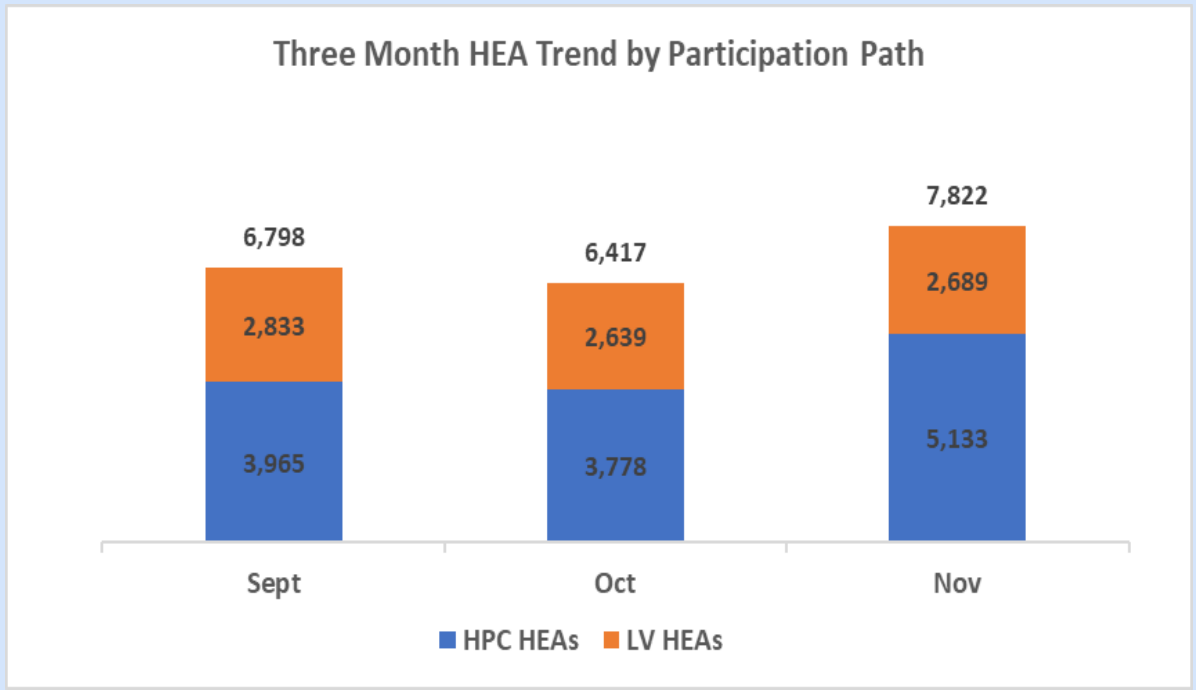
HEAs and Wxns (Sept thru Nov)

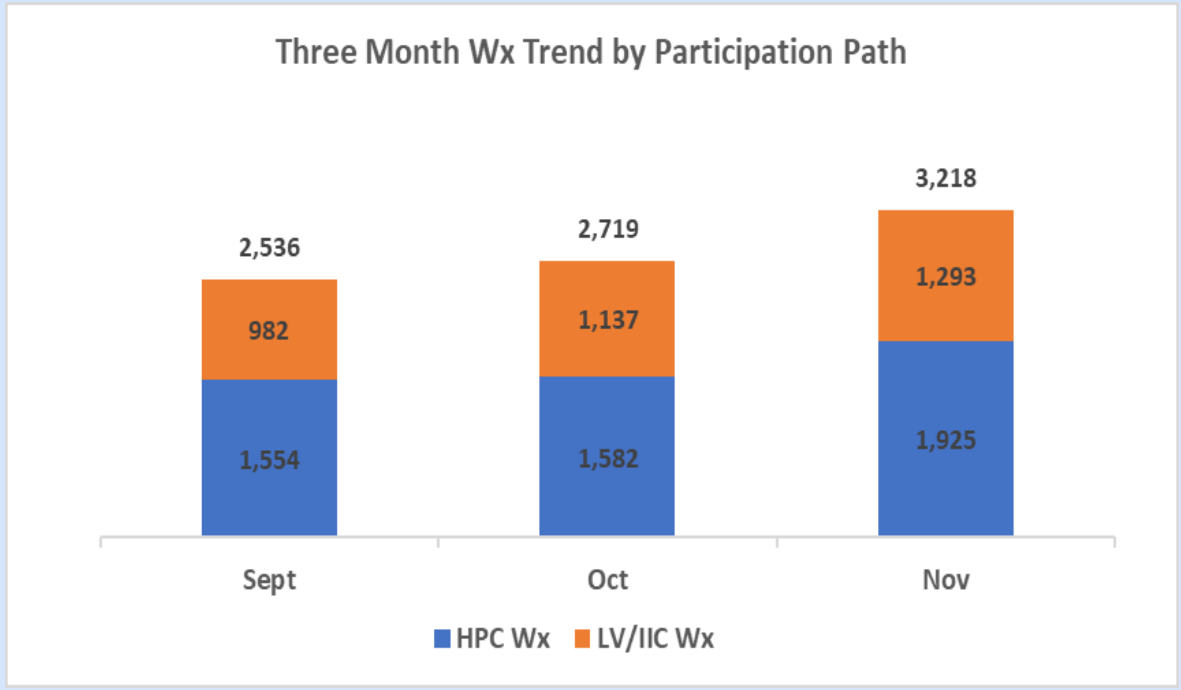




8

HEAs and Wxns by Participation Path (Sept thru Nov)





9

December Key Metrics (Data thru Oct): 83% of Year Complete

Portfolio Metrics	Year Achieved	Annual Plan	Percent to Annual Goal
Spending ($)	$ 866,870,248	$ 1,415,143,471	61%
2030 GHG Reductions (MTC02e)	169,488	273,333	62%
Savings (Net Lifetime MMBTU)	38,549,986	53,605,519	72%
Benefits ($)	$ 2,682,270,264	$3,875,240,130	69%
Program Metrics			
Weatherization Jobs (Homes), including low- and moderate-income	37,504	53,873	70%
Heat Pump Installs (Homes), including low- and moderate-income	20,211	27,546	73%