Post Storm CVEO Battery Customer Insights

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Background Information

About CVEO:

The Cape & Vineyard Electrification Offering (CVEO) was a strategic electrification and energy optimization turnkey offering for income eligible and moderate-income residents who heat with oil, propane, or electric resistance systems.

Program combined home weatherization opportunities with:

- **Cold Climate Heat Pumps**
- **Solar PV**
- **Batteries**
- **Other Applicable Program Technologies**

To Note: Of the 55 total CVEO participants, **12 received battery storage systems.** Some homes received one battery, others received two, with varying backup capacities.

Context of CVEO Battery Survey:

On February 23, 2026, a storm struck Massachusetts with hurricane-force wind gusts up to 98 mph and up to 3 feet of snow in some parts of the New England region.

Cape Cod + Martha's Vineyard was among the hardest-hit regions. **Over 156,000 Eversource customers** lost power, with some **outages lasting 3–5 days**.

This created a real-world stress test for battery storage systems installed through the CVEO program.

Action: Cape Light Compact administered an anonymous 10 question survey to CVEO battery recipients to learn more about battery performance and customer satisfaction a week after the storm.

Detailed Survey Breakdown

8 of 12 battery customers responded to the anonymous survey

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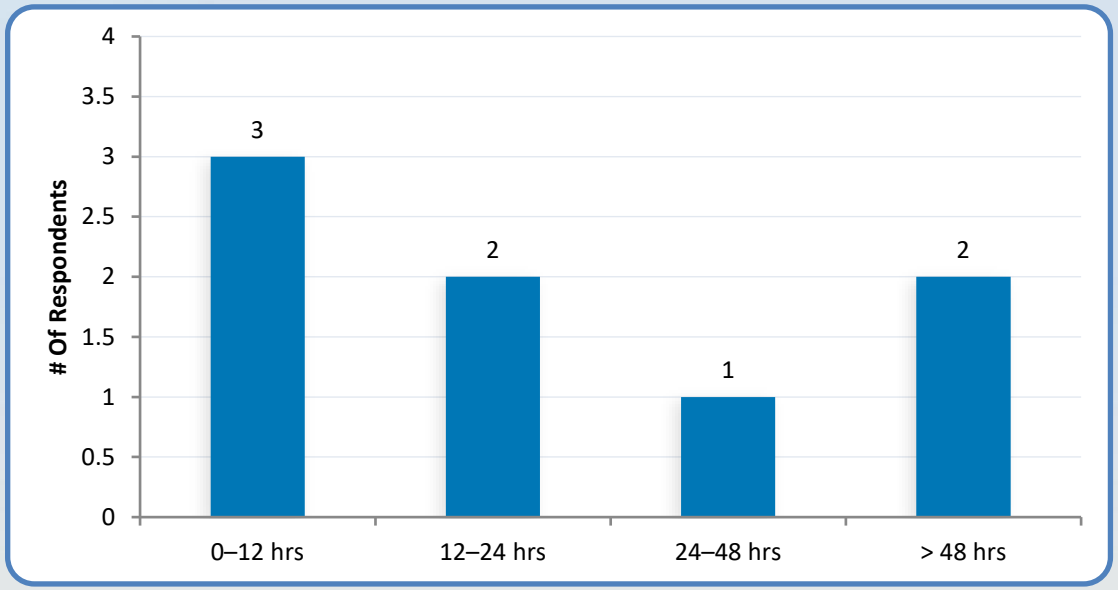
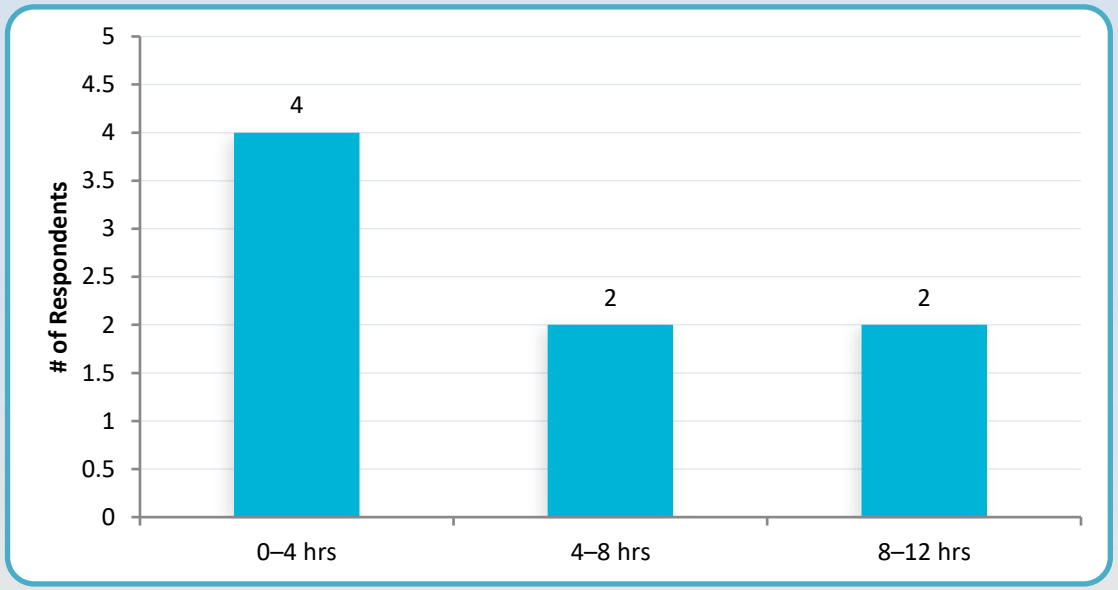
Grid Outage Duration



Battery Backup Duration



6 of 8
Experienced a Power Outage

6 of 6
Batteries Auto-Activated

Home Systems Powered By Battery:

Heating & Cooling: 6 | Refrigerator: 6

Lighting: 5 | Hot Water: 5 | Electronics: 5

3 of 6
Solar Recharged Battery

75%
Satisfied or Very Satisfied

Insights & Takeaways

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Batteries Performed as Designed

All 6 batteries at properties that experienced an outage activated automatically powering whole-home systems that included, HVAC, hot water, refrigeration, lighting, electronics, etc..

Solar Recharge of Battery

Was situational: Half of batteries recharged via the solar panel during the outage. Snow-covered panels likely prevented recharge for others--- highlighting a situational factor of storm conditions that can impact battery recharge.

Battery Perception

Tied To Outage Length: Two respondents answered either, “nether satisfied nor dissatisfied” and “dissatisfied” experienced the longest outages from the grid (48+ hours), and their batteries did not recharge at any point during the outage---feedback may reflect frustration with outage duration, not necessarily battery function.