March 20, 2024

mass save

2023 Q4 Presentation of the Program Administrators

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

EVERSOURCE

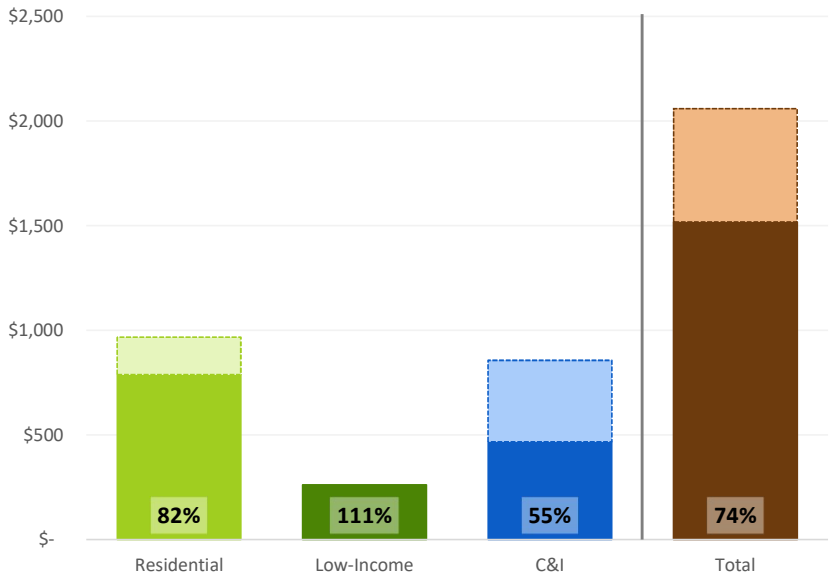
Liberty

nationalgrid

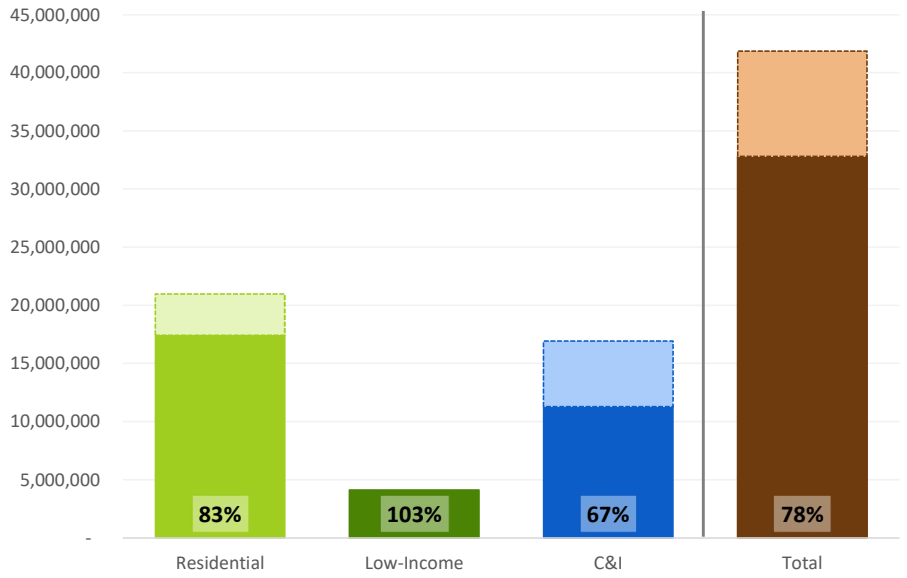
Unitil

Q4 2023 Electric Progress

2023 Benefits to Goal ($ Millions)

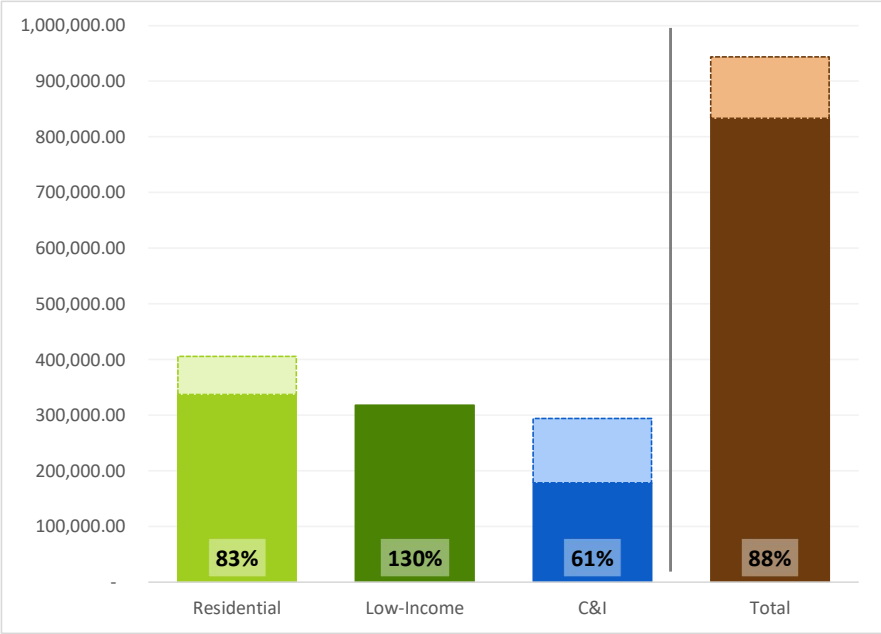


2023 Lifetime Savings to Goal (MMBTUs)

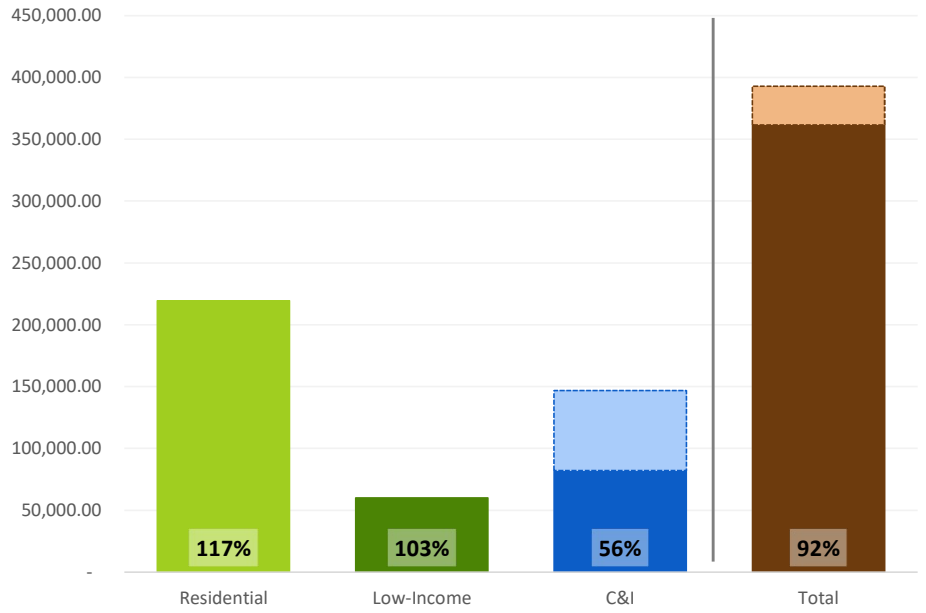


Q4 2023 Gas Progress

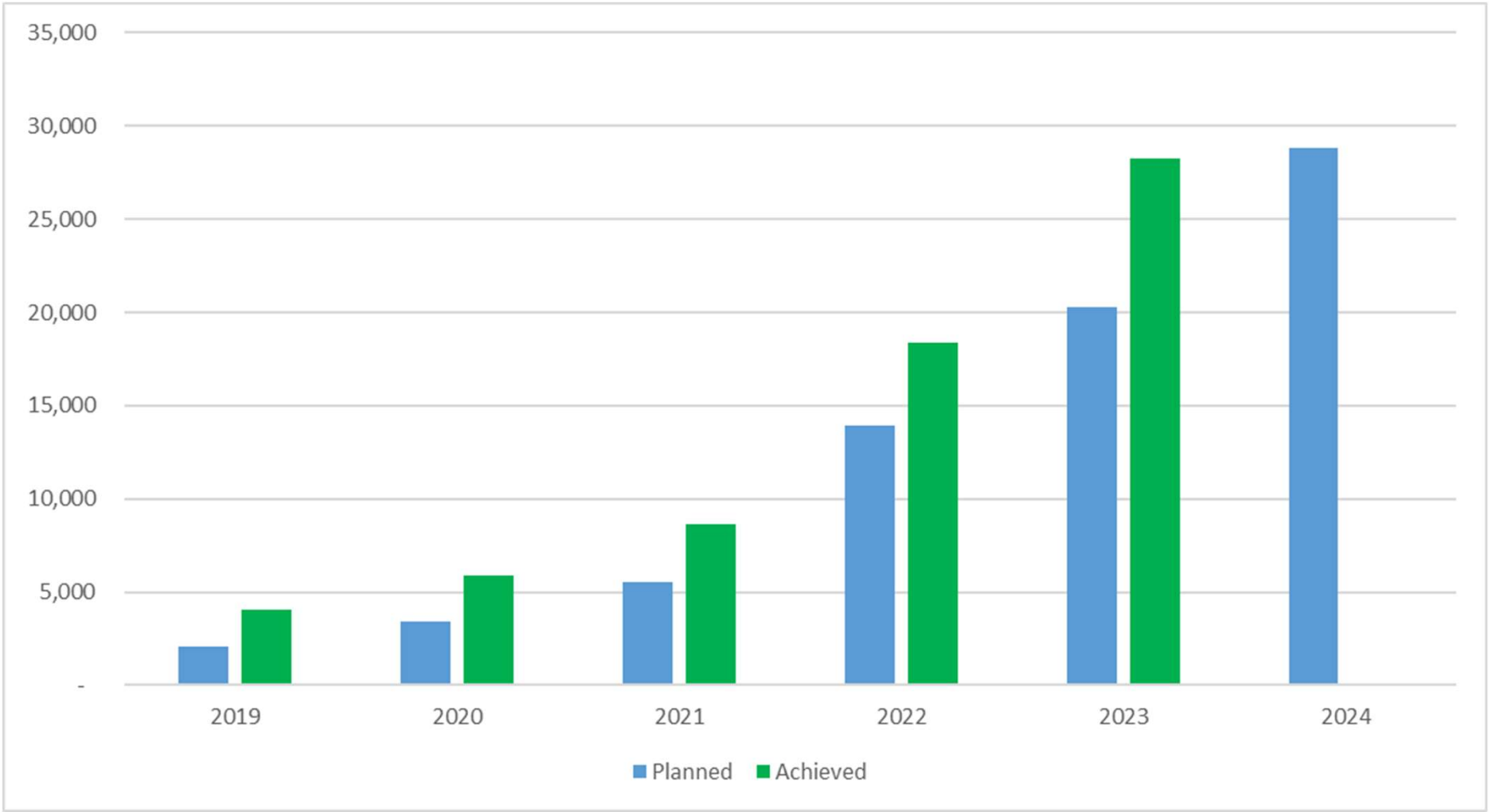
2023 Benefits to Goal ($ Millions)



2023 Lifetime Savings to Goal (thousand Therms)

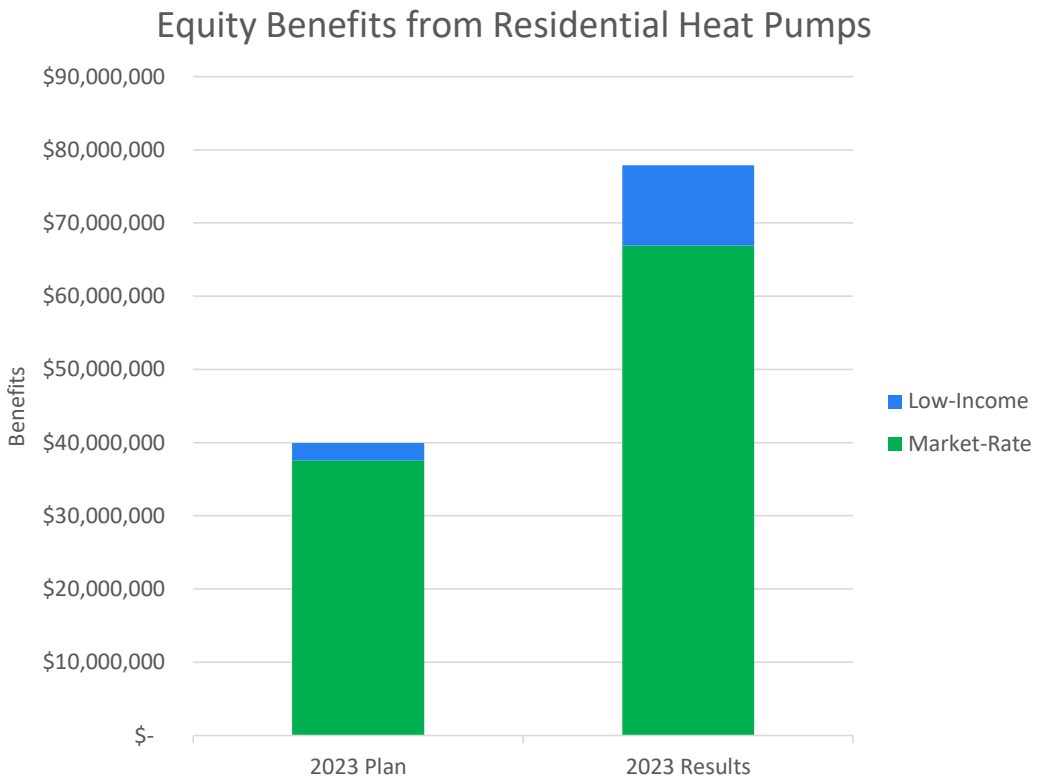


Residential Heat Pump Production



Heat Pumps & “Equity Benefits”

- “Equity Benefits” represent program production in priority communities for 2022-24.
- Heat Pump production in priority communities exceeded 2023 Plan expectations.
- Benefits generated by heat pump installations in low-income households more than doubled planned impacts.



Q4 Implementation Highlights

- Multifamily Passive House projects: 187 projects enrolled, consisting of 13,175 units and 13,989,711 sf.
- Residential leads from CFP: 6,878 in Q4 2023 (16% increase from Q3 2023 & 6% increase from Q4 2022)
- 2 CEP cohorts, 9 interns graduated
- Launch of LEAN Statewide Client Service Center. Centralized processing center for all inbound referrals, over 11,000 customers assisted

Rebate Processing, HEA, and Weatherization Updates

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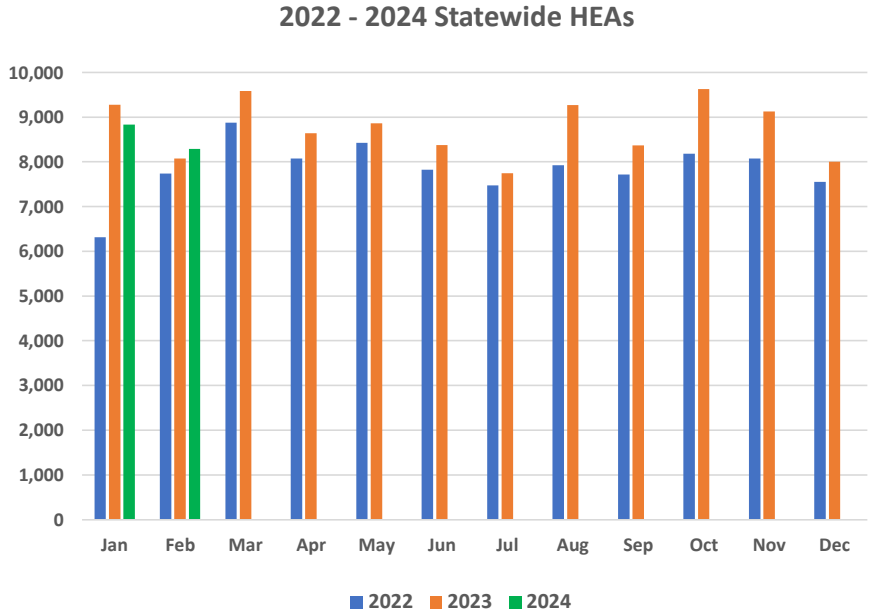
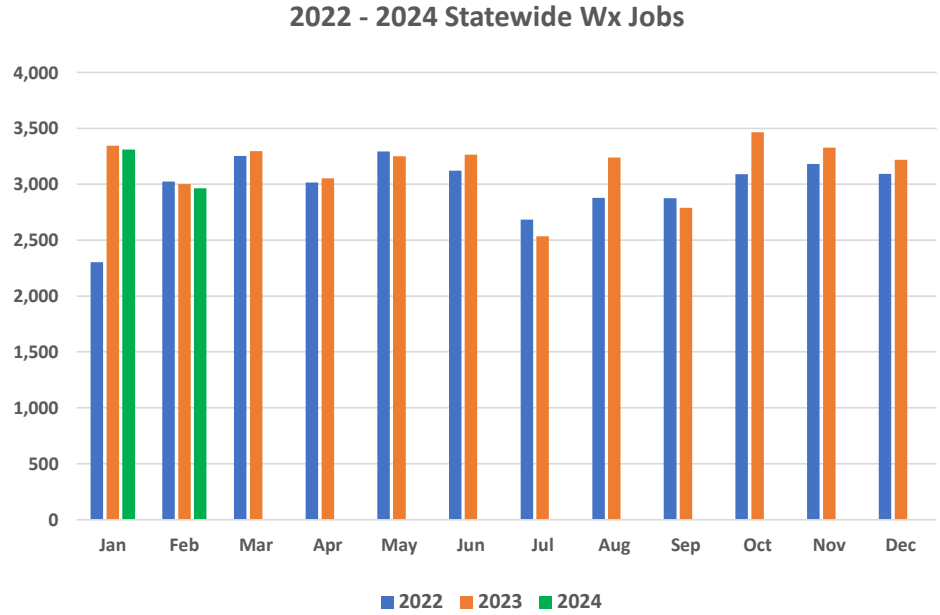
YTD HEA and Weatherization Monthly Through February

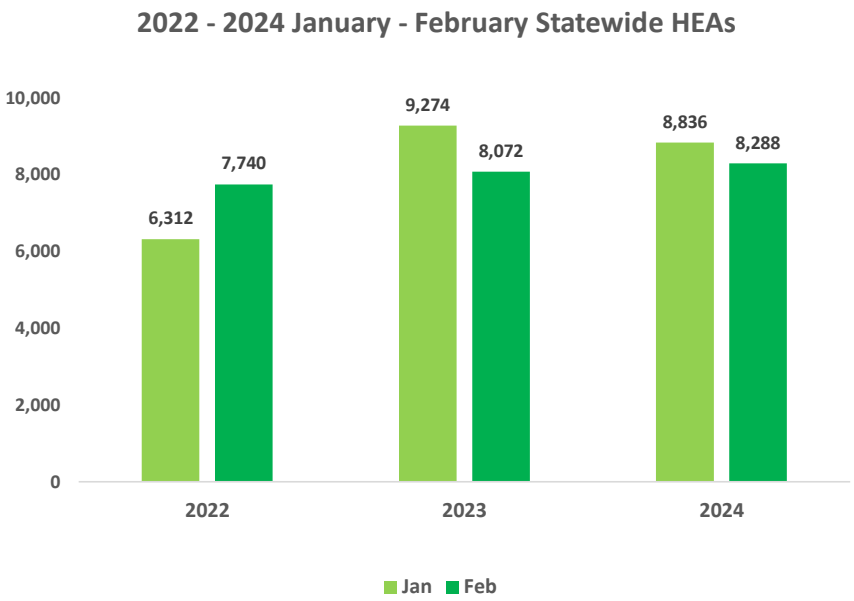


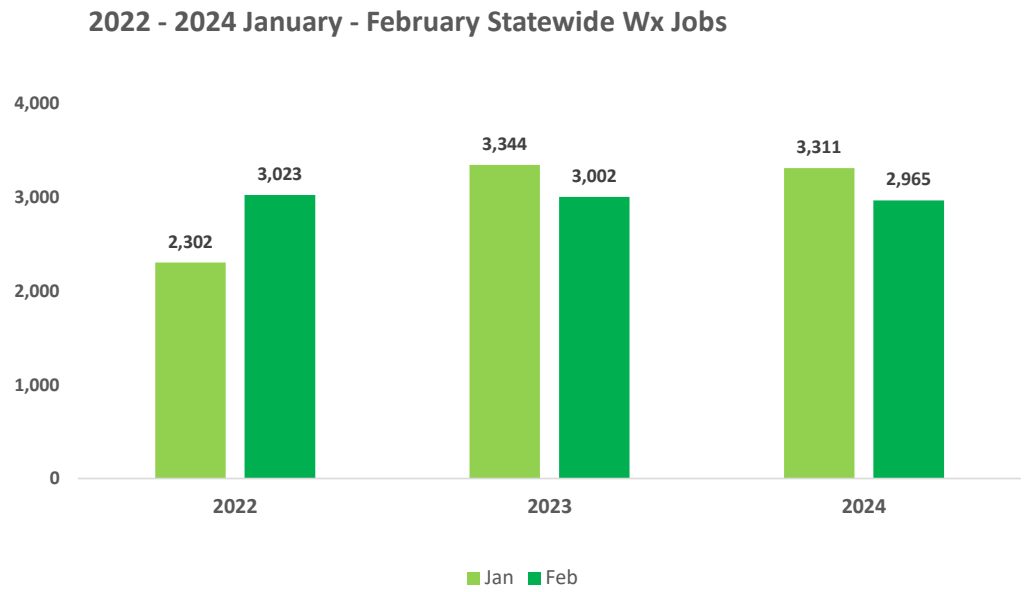


% of Jobs by Pathway, January-February

- HPC – 52% of HEAs, 53% of Wx Completions
- Lead Vendor/IIC – 48% of HEAs, 47% of Wx Completions

HEAs and Weatherizations (January through February)



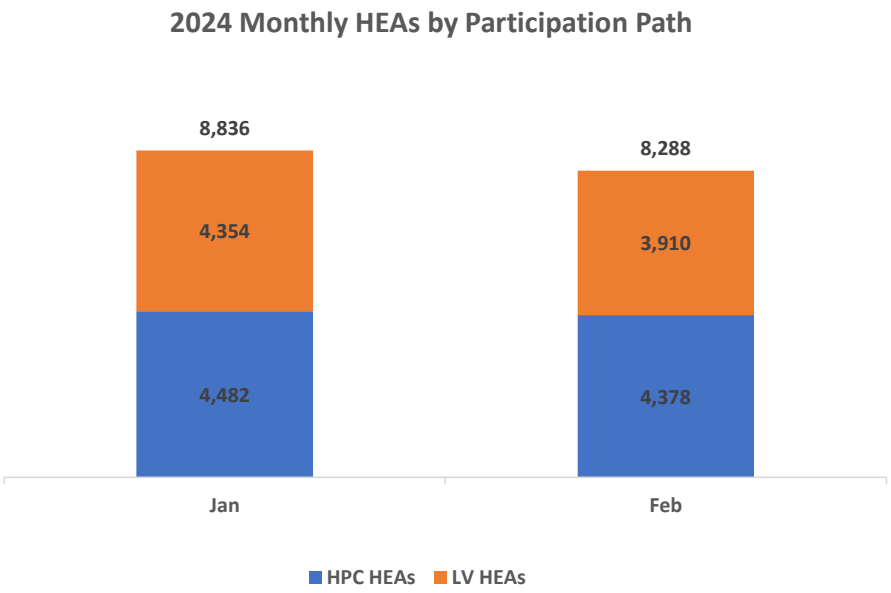


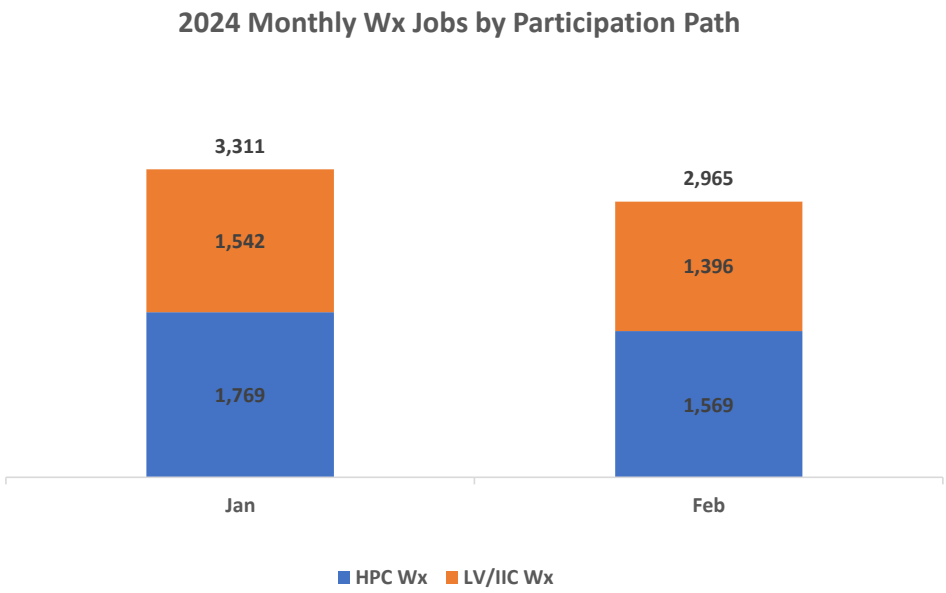
February 2024 HEAs are 3% higher than 2023 YTD
2024 HEAs are 1% lower than 2023

February 2024 Wx Jobs are 1% lower than 2023 YTD
2024 Wx Jobs are 1% lower with 2023

Lead times for HEAs range generally from 2-4 weeks for both the Lead Vendors and HPCs with providers having numerous openings within 2 weeks

YTD HEAs and Weatherizations (through January)





Improving Delivery and Customer Experience

Call Center

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

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

~74k rebate applications received since July (~9k applications per month).

Volume of paid incentives continues to exceed submitted applications (over $60 million rebates paid since Jan. 1 vs. ~$40 million rebates submitted during that time)

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

Data through 2/29/24

Heat Pumps

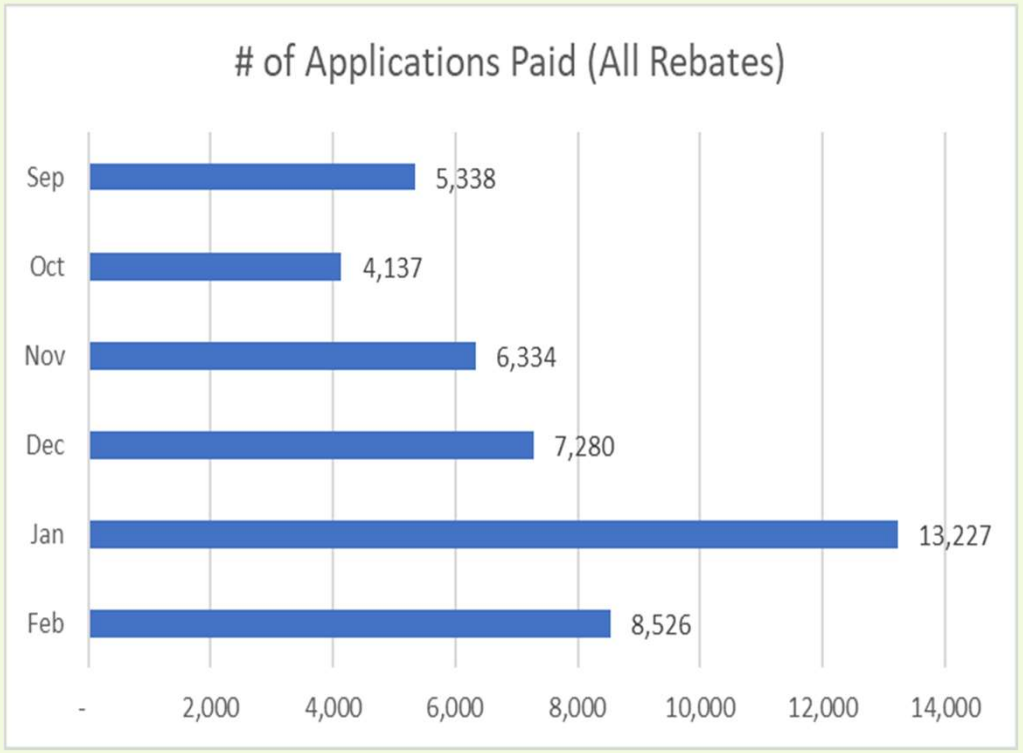
~26k heat pump applications received since July (~3k applications per month).

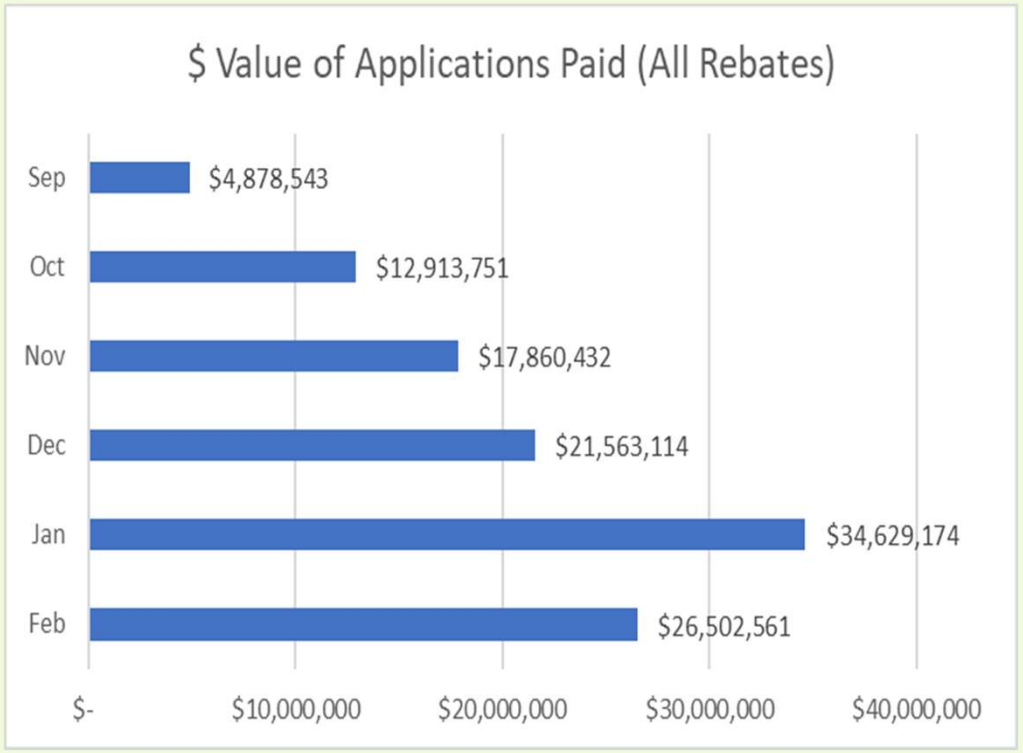
Volume of paid incentives continues to exceed submitted applications (almost $57 million rebates paid since Jan. 1 vs. ~$39 million rebates submitted during that time)

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

Proactive customer outreach to address applications with "Missing information"

Total Applications Processed





Data through 2/29/24