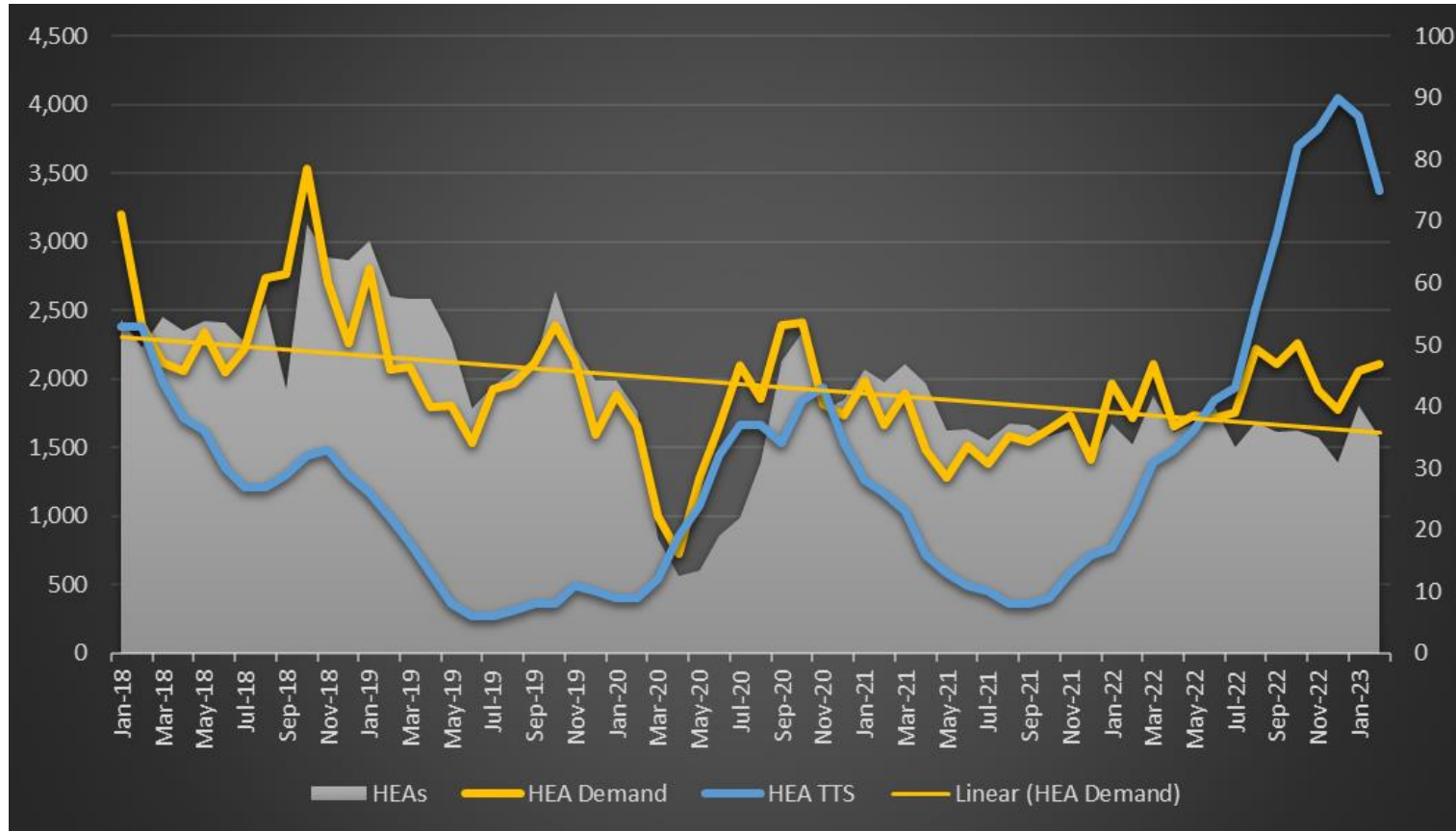


CR RCD Trends & Analysis, CLEARResult

- ✓ Overview of historical trends and current delivery
 - Current time to serve remains high, but falling
 - CR Energy Specialist staff stabilized, growing capacity
 - HEA demand remains below pre-pandemic levels
 - WX volume also below pre-pandemic levels
 - Heat Pumps a major focus of HEA discussions
 - IIC Contractor participation remains high
 - New Scoring methodology for IICs in place as of Feb 1



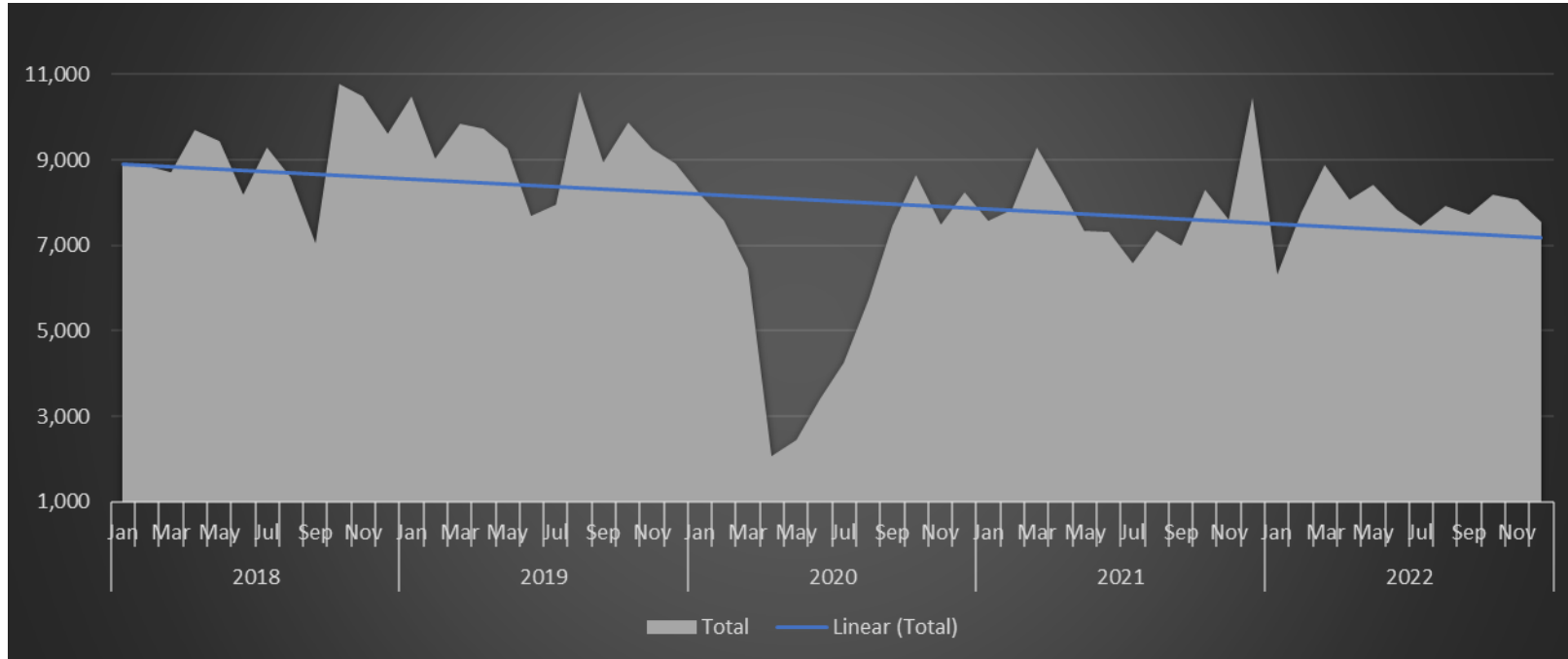
HEA Demand and Production



HEA Demand '18-'23

- ✓ CLEAResult has seen a decline in HEA requests over time.
- ✓ 2018 – The Peak
- ✓ 2019 – Slow down begins
- ✓ 2020 – Pandemic hits, 100% offer saves program
- ✓ 2021- Slow down continues
- ✓ 2022 – Uptick in demand + labor challenges = Long lead times.

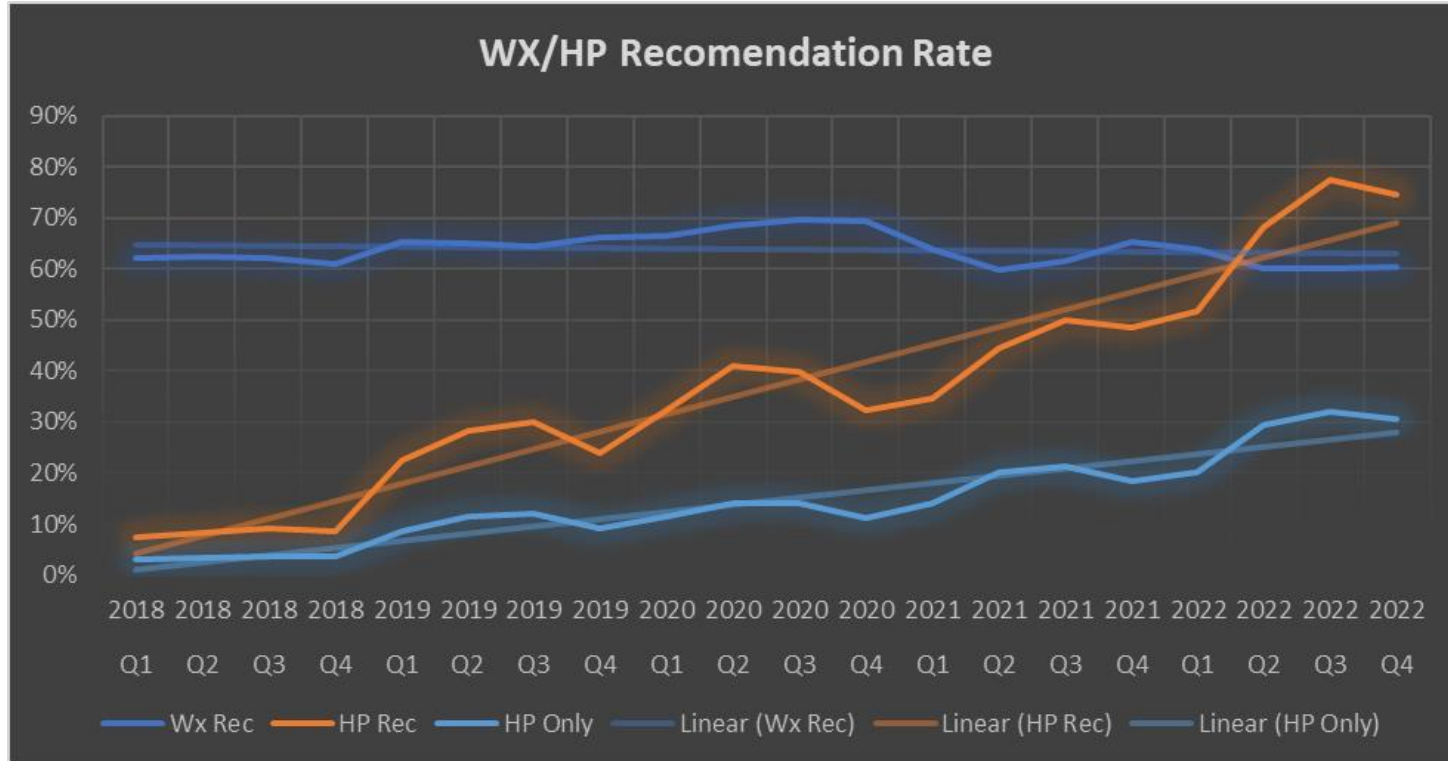
CR HEA Demand and Production



HEA Demand '18-'23

- ✓ A view of the statewide HEA production across all PA's, LV's and HPC's.
- ✓ Decline in HEAs pre-pandemic is consistent statewide
- ✓ Program is in a period of change:
 - Shifting away from no-cost LED's as lead offer
 - Focus on deeper measures

CR Wx and Heat Pump Recommendations

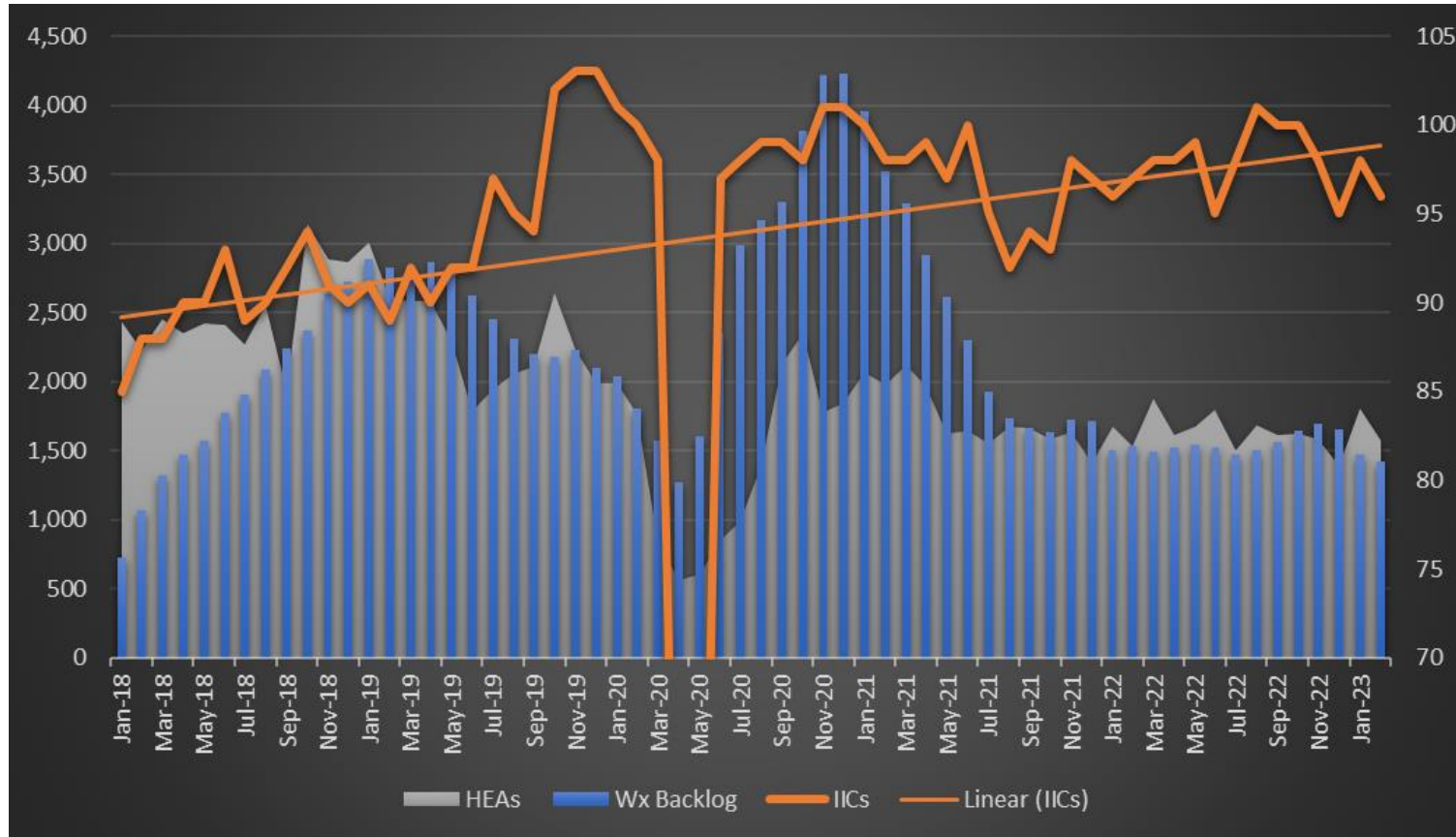


What is happening at HEA's?

- ✓ WX Spec rates flat or declining slightly
- ✓ Heat Pump recommendations growing swiftly
- ✓ Heat Pump Facilitation Trial effort in place to help drive more recommendations to installations with HPIN contractors.



Contractors and Weatherization

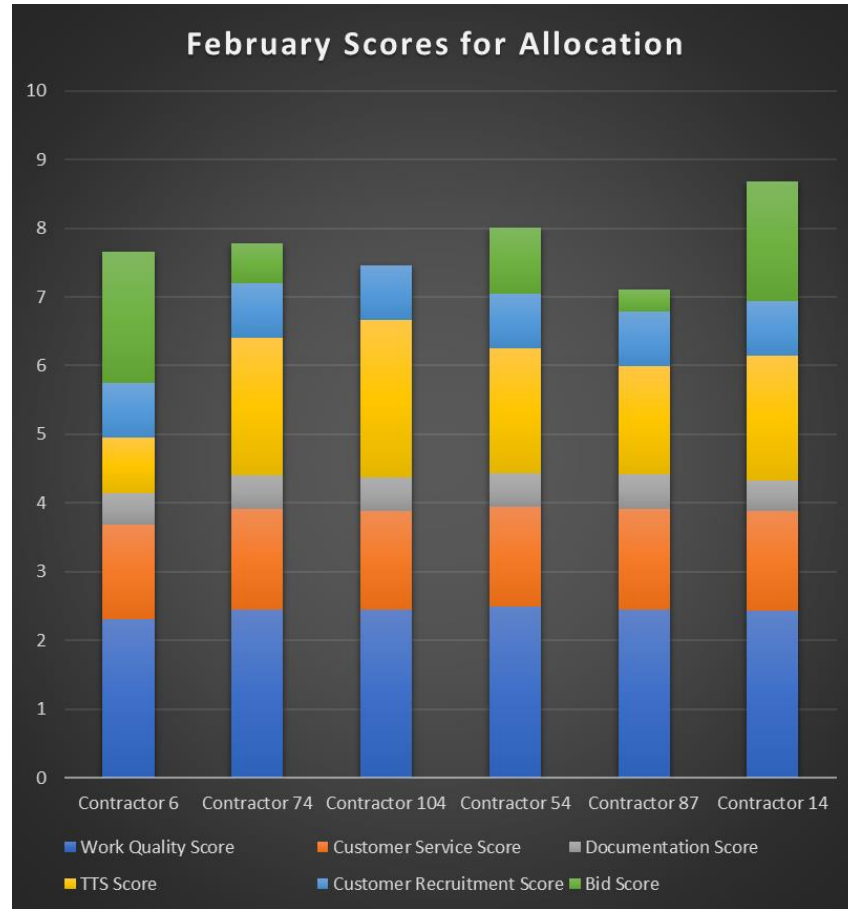
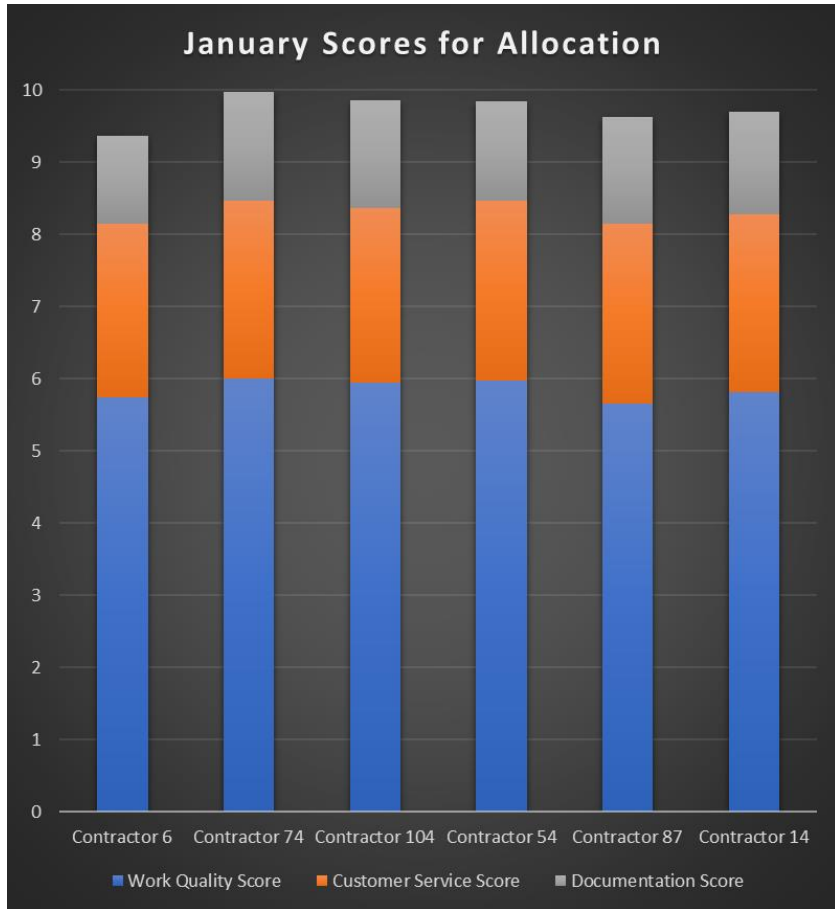


Pre & Post Pandemic

- ✓ 2018 to Mid-2019: A program in harmony.
- ✓ Pre-Pandemic: 2019 IIC participation hits record levels. Work is slowing...
- ✓ 2020: Pandemic disrupts everything
- ✓ 2021: Work reverts to late 2019 trend, participation remains high.
- ✓ Post-Pandemic: work is spread thin across IICs.



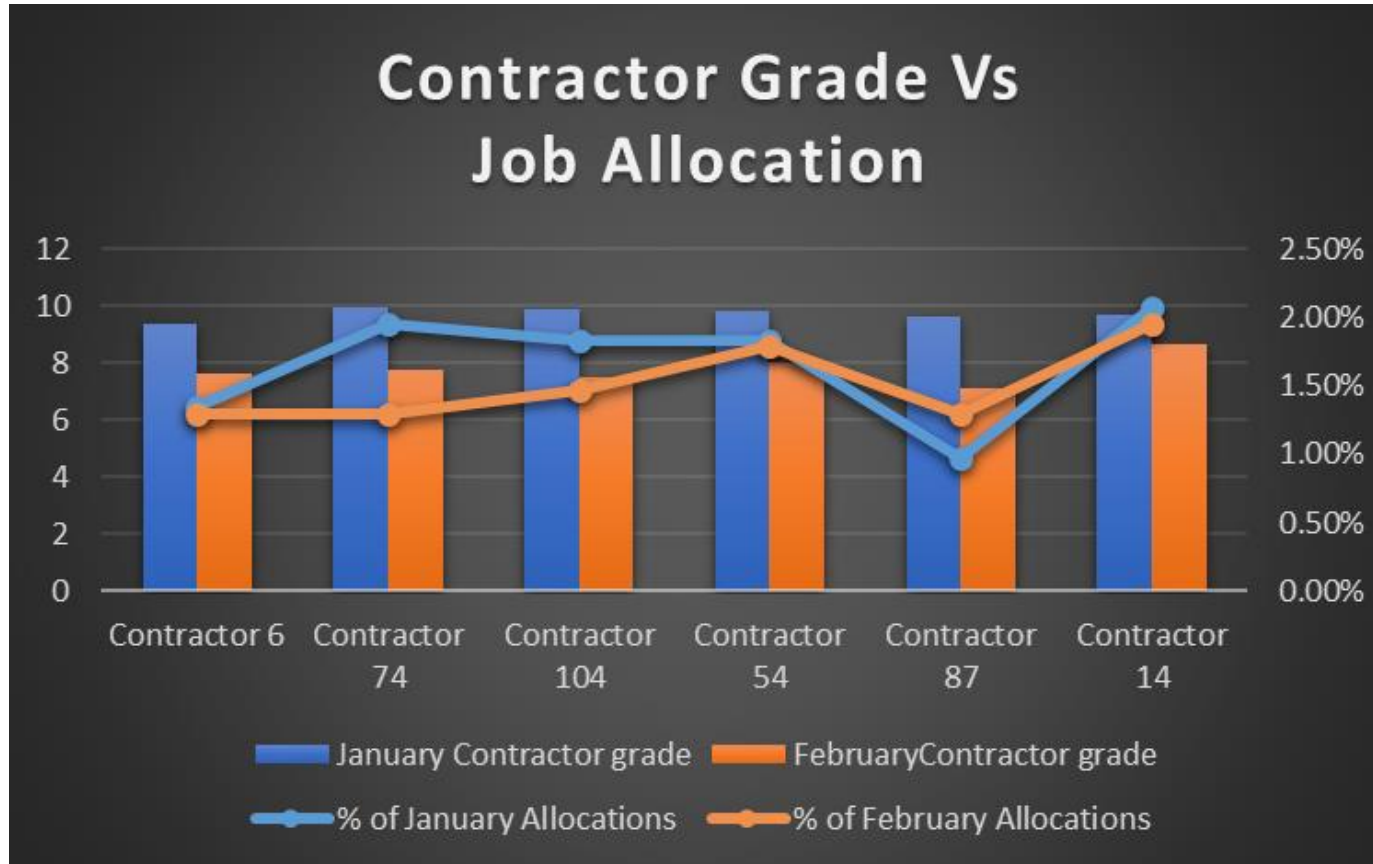
IIC Scoring and Wx Allocation



Contractor Scoring Impacts

- ✓ New system considers 5 elements to establish a score, versus 3 in the old:
- ✓ Work Quality
- ✓ Customer Service
- ✓ Documentation
- ✓ Time to Serve
- ✓ Bid Score

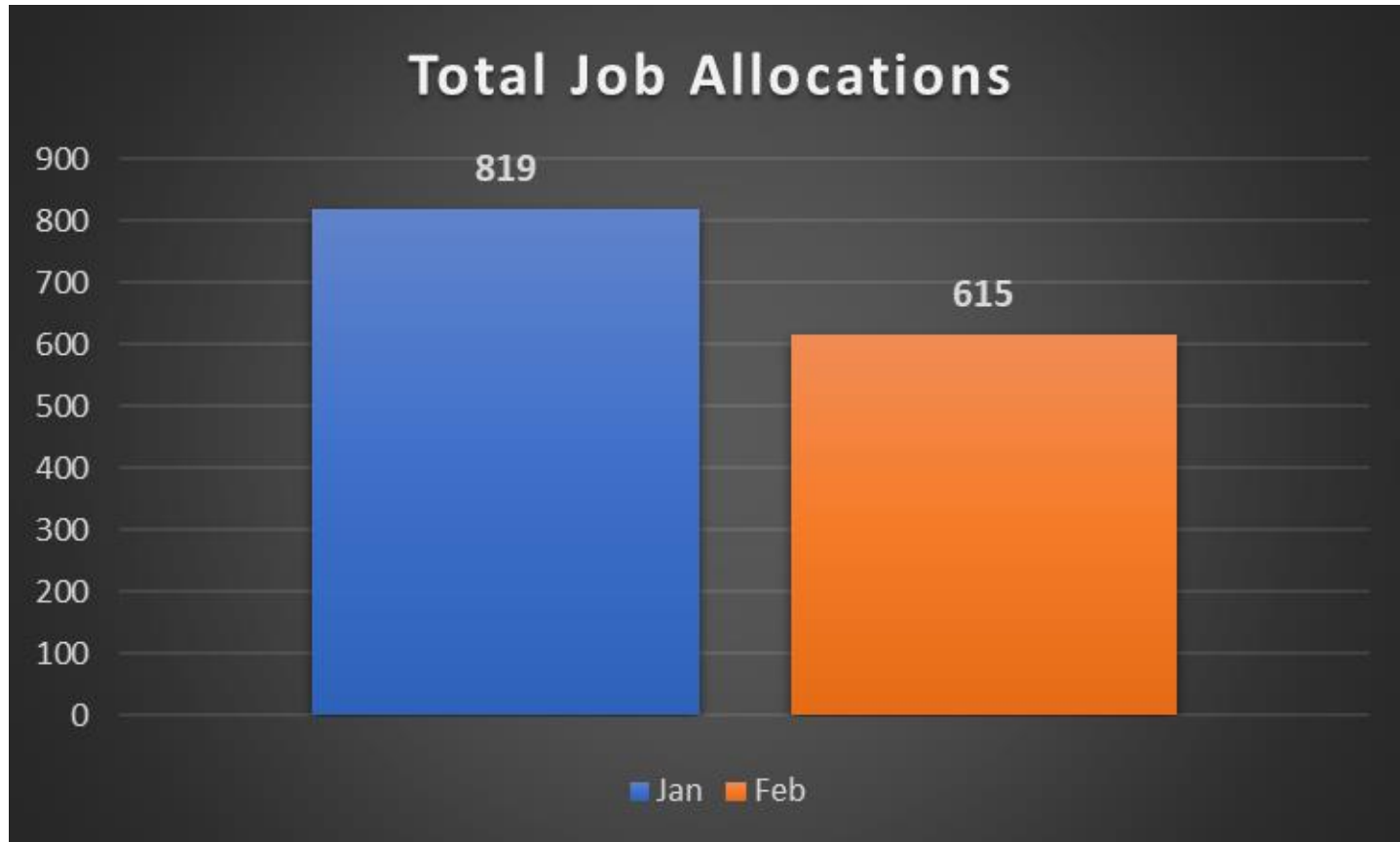
CR IIC Scoring and Wx Allocation



Contractor Scoring Impacts

- ✔ Scoring and ranking do not consider capability and geography
- ✔ The new system rewards quality, in addition to fast service and cost effectiveness.
- ✔ However, even a high bid contractor like #104 is still competing for work with the #6 bidder.

CR IIC Scoring and Wx Allocation



New scoring in 2023

- ✓ The first month of new scores was February 2023
- ✓ We saw a decline in work available to assign this month