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QUARTERLY REPORT

The Massachusetts energy efficiency Program Administrators[1] are pleased to present this report to the Energy Efficiency Advisory Council ("Council" or "EEAC") on the achievement of energy efficiency goals, implementation activities, and evaluation during the 2022-2024 Three-Year Plan.

Below are key highlights from the Program Administrators' 2023 Q1 efforts.

KEY METRICS

Percent of 2023 Planned:	Electric	Gas
Lifetime Savings	10%	11%
Annual Savings	11%	15%
Lifetime MMBtu Savings	12%	9%
GHG Reductions	12%	10%
Benefits	14%	10%
Spending	11%	7%

Percent of 2022-2024 Planned:	Electric	Gas
Lifetime Savings	32%	31%
Annual Savings	33%	32%
Lifetime MMBtu Savings	30%	29%
GHG Reductions	20%	28%
Benefits	28%	31%
Spending	24%	28%

For more data points, please see attached detailed data tables.

COUNCIL PRIORITIES

The Council has set specific priorities for 2023 that support energy savings and greenhouse gas ("GHG") reduction goals while ensuring the goals are met equitably, cost-effectively, and in accordance with the approved 2022-2024 Plan and Term Sheet and in alignment with the Green

[1] The Program Administrators (also known as the "PAs") are: The Berkshire Gas Company; Boston Gas Company, Massachusetts Electric Company and Nantucket Electric Company each d/b/a National Grid; Cape Light Compact JPE; Fitchburg Gas and Electric Light Company d/b/a Unitil; Liberty Utilities (New England Natural Gas Company) Corp. d/b/a Liberty; NSTAR Gas Company, Eversource Gas Company of Massachusetts, and NSTAR Electric Company each d/b/a Eversource Energy.

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Communities Act (2008), An Act to Advance Clean Energy (2018), An Act Creating a Next-Generation Roadmap for Massachusetts Climate Policy (2021), and An Act Driving Clean Energy and Offshore Wind (2022). The Council requested that the PAs provide four updates in 2023, tied to the quarterly reports, to detail the progress made toward each of the priorities below. The Council's priorities are shown in italics below.

1. ***2022 – 2024 Plan: Monitor and ensure overall progress toward 2022-2024 Three-Year Plan goals and implementation commitments.***

Detailed data on the PAs' progress toward the 2022-2024 goals are included in the quarterly report data tables and the Key Performance Indicators ("KPIs") attached to this quarterly report. Additionally, with the development and launch of many new priority initiatives in 2022, the Council has requested updates on several priority topics, as discussed below.

2. ***Equity: Ensure that equity commitments and initiatives are on track with a focus on increasing participation of historically underserved populations, including moderate-income customers, renters and landlords, English-isolated populations and small businesses.***

a. *Moderate Income implementation including a new, comprehensive delivery model proposal by the beginning of Q3 2023 in coordination with the Equity Working Group that includes [a] training plan for vendors delivering services, new income verification approach, and simplified participation path that includes concierge services/facilitation.*

The PAs held a moderate-income meeting consisting of PA implementation, compliance, marketing, and strategy staff, stakeholders from DOER, program contractors and lead vendors, as well as community partners and legal counsel members. This group met in early March at Eversource's Westwood office to develop a list of strategies to increase moderate-income participation across the program's initiatives. The PAs have continued to meet internally and have kept engaged with implementation partners to refine the list of strategies into priority buckets based on timeliness, impact, and viability. With the moderate-income verification portal up and running, the PAs continued various marketing efforts to drive customers to the portal in the first quarter. The availability of income-based, enhanced incentives continues to be promoted at intake at the call centers for customers dialing into the statewide line. The PAs continue to explore different marketing tactics and outreach to promote this offer.

The PAs' winter price mitigation initiative including door-to-door outreach and direct mailing to qualifying census block groups continued through the first quarter. Customers in these census block groups were pre-qualified for the 100% moderate-income weatherization incentive and were encouraged to complete the income qualification to pursue enhanced retail incentives. This initiative was extended through May 1, 2023.

b. Renter Strategic Plan development, including status of PA implementation of the renter-specific commitments.

The joint Residential Coordinated Delivery 2023 marketing plan includes outreach and advertising in Portuguese and Spanish to reach more renters who speak these languages. Renters are a key target audience for the online home energy assessment tool and for weatherization offers. Eversource has a Spanish and Portuguese campaign that started at the end of Q1 2023. National Grid plans to launch outreach to Spanish-speaking customers in Q2. Liberty plans to launch outreach to Portuguese & Spanish speaking customers in Q2 to promote the Online Energy Assessment.

The PAs worked on updates to the Renters webpage on the Mass Save website along with brochures that are set to be finalized in Q2. The PAs have been working with CLEAResult on two videos to display on the Mass Save webpage aimed at renters and landlords. Also, in Q1 Liberty worked with the City of Fall River to collect landlord information in order to complete a targeted mailing promoting the renter and landlord initiatives.

c. Municipal and Community Partnerships program, including partnerships with Community-Based Organizations.

During the first quarter of 2023, the Community First Partnerships ("CFP") Initiative continued strong momentum in reaching residents through multiple channels.

Residential leads from CFP activities grew from 3,138 captured leads in Q4 2022 to 4,287 captured leads in Q1 2023. This represents a 37% growth rate quarter-over-quarter. Since program inception (April 2022 through March 2023), the CFP has captured 12,155 residential leads. This lead growth is primarily attributable to a) mailings, b) local engagements (tabling, canvassing, presentations & local media), and c) capacity-building trainings.

Mailings

In Q1, CFP municipalities/Community Based Organizations and their partner HPCs sent 83,680 letters to residents and small businesses in the following communities: Andover, Revere, Chelsea, Revere, Winthrop, Lawrence, Lowell, North Andover, Quincy, Randolph, and Wareham. Letters have directed recipients to either a) the town-specific CFP intake page on the Mass Save site, and/or b) directly to the local HPC serving the town.

Local Engagements

In Q1, CFP energy advocates officially reported 366 engagements (a 32% increase relative to Q4 2022) in 40 communities across the following channels: tabling and community events; capacity building; partnership development; local canvassing; phone calls; distribution of literature; local

social media, digital, and print campaigns; live presentations; and local radio and TV. In addition to disseminating information about energy efficiency, these engagements have supported outreach about additional energy services such as Reduced Rates, Fuel Assistance, Arrearage/Forgiveness Programs, and general energy bill literacy.

Notable reported engagements included:

- Framingham and Natick hosted an Energy Savings Event with Eversource, focused on connecting residents to energy bill assistance programs and Mass Save efficiency programs. The event's focus on multiple energy assistance services helped lower the trust barrier for low-income residents to have conversations about energy with service providers.
- Quincy Asian Resources, Inc. (QARI) is the nonprofit CFP partner Quincy. In February, QARI's energy advocate took advantage of one of the biggest cultural events of the year, the city's Chinese Lunar New Year celebration. QARI tabled at the event, with translators available to support the many different languages in Quincy, and also did outreach to identify barriers residents face to participate in Mass Save programs.
- Shelburne hosted a Heat Pump event in January. The event was a huge success. At least 90 people attended, filling the school auditorium (with social distancing in place). A video of the event was made available through local cable channel and the internet.
- Boston's energy advocate presented at Union Capital Boston's (UCB) latest Virtual Resource Fair where 200+ people were in attendance. Additionally, UCB had acquired Spanish interpretation for the event, and the All in Energy program manager displayed side-by-side flyers for Mass Save in both English and Spanish.
- Springfield's energy advocate has participated in the "I Am Me Kids Fashion Show" for eight years in many different capacities. This year, she tabled at the event to inform attendees about the Mass Save program, obtaining the contact information of 35 people interested in next steps.

Capacity-Building Trainings

In Q1 2023, CFP Energy Advocates and other stakeholders received the following capacity-building trainings from the CFP Lead Vendor, All In Energy:

- New community orientation (new cohort only) – January
- Hiring and Managing Energy Advocates – February
- Outreach Planning - February
- Residential Pathways – March
- Integrating to community based social marketing – March

d. Language Access Plan development.

During the first quarter, the PAs continued to work with the selected LAP vendor. During this time, the lead vendor has worked with the identified PA working group leads supporting Income Eligible, Residential Coordinated Delivery, Residential New Construction, Small Business Solutions, and Retail. The lead vendor has been meeting with the various program leads to gather information about each program and report back with recommendations.

e. Progress update on the recruitment, enrollment, mentoring, and retention of the Clean Energy Pathways internship program cohort groups.

As of Q1 2023, the Clean Energy Pathways program has achieved the following across 3 cohorts (2 Wx, 1 HVAC):

- 43 interns started the program, of which 98% reside in an environmental justice community & 91% self-reported as person of color
- 23 interns graduated
- 19 graduates received offers for full-time employment upon graduation (74% job placement rate)

Planning and recruitment is well under way for cohort 4, which will be focused on HVAC beginning in June 2023. Cohort 4 numbers as of April 28:

- 44 eligible applicants (5 from Boston, 25 from Lawrence, 14 from Worcester)
- 20 interns accepted (3 from Boston, 8 from Lawrence, 9 from Worcester)
    - Note that CEP would have accepted more interns in the program but there were not enough available internships from business partners
- 10 business partners signed up to host interns
- 4 CBOs signed up to provide recruitment and wraparound services to interns

Based on lessons learned during the first three cohorts, the Clean Energy Pathways program has implemented several changes: 1) revamped application criteria intended to set better expectations about the nature of the work; 2) a new three-step applicant review process, which includes an in-person interview with the CEP lead vendor before applicants meet potential employers; and 3) a more intensive professional development training at the start of the program that focuses on soft skills and workplace etiquette. The early positive signs from cohort 4 planning and recruitment suggest that these changes will improve the intern and contractor experience, which will translate to higher graduation and job placement rates for interns.

f. Progress towards completing 2,100 small business weatherization projects throughout the Plan term including updates on targeted efforts to host Main Streets events in Environmental Justice neighborhoods.

To increase weatherization projects at small businesses, the PAs are offering an enhanced incentive up to 100% for small business renters. The increased financial support addresses the split incentive issue that arises when building owners are not the ones paying the utility bills. Additionally, the prescriptive weatherization measures for small buildings and the custom express offering for mid-sized buildings developed last year are continuing to be offered in 2023. The PAs are exploring ways to expand the prescriptive offering to cover more weatherization measures.

Additionally, the PAs are expanding their Main Streets events. Main Streets efforts involve engagement with several hundred small businesses in each community in multiple languages. As part of these events, the PAs offer enhanced incentives for all measures with a focus on weatherization. Seven Main Streets events were held in Q1, as noted in the table below. Six of these events were held in Environmental Justice Communities, four of which are also CFP communities. An additional 50 events are scheduled for the remainder of the year, and the PAs are working to schedule more.

Main Streets efforts held during Q1 included:

Q1 Main Streets			
Date	**Location**	**Date**	**Location**
3/6/2023	Avon*	**3/13/2023**	Methuen*†
3/6/2023	Holbrook*	**3/13/2023**	Springfield*†
3/6/2023	Lawrence*†	**3/27/2023**	Fenway/Longwood
3/6/2023	Randolph*†		

* Indicates the community is a Community First Partner
† Indicates the community is an Environmental Justice Community

3. ***Workforce Development: Support the cultivation of a diverse and highly skilled workforce to meet the aggressive energy savings and GHG reduction goals in the 2022-2024 Plan Term.***

a. *Progress towards Equity Targets commitments regarding diversity of program vendors.*

The PAs are tracking the number of Minority/Women Business Enterprises ("MWBEs") by assessing direct contracts and spend between PAs and vendors, compared to the total number and spend of all direct contracts. In addition, the PAs are in the planning stage for the Supplier Diversity Summits in Q3 of 2023. The PAs are currently working with Miller3 Consulting, Inc. on the MWBE EM&V Study to be completed in 2023.

b. *Collaboration with the Massachusetts Clean Energy Center (MassCEC) on workforce development initiatives required by the Climate Act.*

The 2021 Climate Act allocated $12 million per year of energy efficiency funds to MassCEC. In the Three-Year Plan, the PAs recommended that MassCEC focus on: an energy efficiency workforce skill development partnership, an energy efficiency workforce staff development funding initiative, an energy efficiency workforce pathway development initiative, workforce development marketing, workforce development outreach funding, supplier diversity development, and workforce tracking and monitoring.

PA representatives serve on MassCEC's Clean Energy and Workforce Development Equity Working Group and continue to meet with MassCEC on a quarterly basis to discuss workforce development funding and best practices. At the February 2023 meeting, the working group discussed goals for the group and MassCEC's Workforce Development Strategy Work Plan. MassCEC also provided an update on two of their grants that had applications due in March, as well as their internship program which opened mid-February.

The working group later had an open discussion regarding best practices for convening stakeholders, with a specific focus on underrepresented populations, and ways that technology can be used to fill in gaps related to access and awareness. Finally, the meeting concluded with a brief update on offshore wind efforts.

c. Number of HVAC contractors attending heat pump specific trainings and participating in the heat pump installer network.

By the end of Q1, 1,008 companies had registered for the Heat Pump Installer Network ("HPIN") of which 558 companies serve both commercial and residential projects. Please see table under 3(e) below for the number of contractors who completed heat pump specific trainings in Q1.

During Q1, the Program Administrators also supported over 37 in-person industry training events with 1,487 attendees to answer residential and commercial program questions about the electrification incentives and to increase participation in the Heat Pump Installer Network. The PAs also facilitated soft skills trainings in areas such as sales and customer service.

d. Development of the Clean Energy Pathways (CEP) internship program.

Based on lessons learned during the first three cohorts, the Clean Energy Pathways program has implemented several changes: 1) revamped application criteria intended to set better expectations about the nature of the work; 2) a new three-step applicant review process, which includes an in-person interview with the CEP lead vendor before applicants meet potential employers; and 3) a more intensive professional development training at the start of the program that focuses on soft skills and workplace etiquette. These updates are intended to ensure that interns are work-ready, available, and receptive to instruction and on-the-job training from employers, as well as to codify a workflow that improves communication between all parties and advances program objectives.

CEP cohort timelines throughout the year have also shifted to better align with community college and technical school calendars.

The PAs continue to work with the Solomon Group to enhance marketing strategies to reach more recruits. The Solomon Group captures videos and images of recruits at employment partner work sites to increase the marketing of the CEP program. These images and videos have been converted and placed on Mass Save Social media platforms to increase program visibility and support the PAs' ability to reach recruits through online social media platforms. Solomon Group has also engaged in grassroots outreach with local community-based organizations and schools in target communities.

e. Updates on number and nature of recent workforce trainings offered.

In Q1 2023, the following trainings were provided:

Program	Activities	# of indiv.
Building Operator Certification (BOC)	The Electrification Transformation	36
	Benefits of Heat Pumps and Variable Refrigerant Flow Systems	44
	BOC Level 1 Course	19
Codes and Standards Training	Solar Ready	56
	COMCHECK a new requirement made easy	46
	Residential Stretch Code Parts 1-2	60
	Residential Stretch Code Parts 1-3	62
	Residential Stretch Code Parts 1-2	70
	Residential Stretch Code Part 1	14
	Residential Stretch Code Part 1	4
	COMCHECK Part 3	39
	Residential Stretch Code Part 1	28
	Residential Stretch Code Part 1	20
	C.1 Solar Ready	20
	Residential Stretch Code Part 1- 3	43
	Residential Stretch Code Parts 1-3	10
	Residential Stretch Code Part 1	25
	Designers Code Officials working together	23
	Residential Stretch Code Parts 1-3	28

	Residential Stretch Code Parts 1-3	89
	Residential Stretch Code Parts 1-3	57
	Residential Stretch Code Part 2	22
Massachusetts Energy Efficiency Partnership	Understanding Common HVAC System Types and their Heat Pump Upgrade Options (in-person) 1/25/23	46
	Introduction to Heat Pumps and VRF (virtual) 3/29/23	36
	Building Envelope Weatherization Opportunity Assessment (in-person) 3/16/23	73
Passive House	PH 101 w/ WORC2	19
	New Building Codes & Passive House: What Municipalities Need to Know	100
	What the Inflation Reduction Act (IRA) Means for All-Electric Construction	72
	Path to PHI Certification for Multifamily Projects	50
Heat Pump Installer Network	Air Source Heat Pump Sizing and Design Training	209
	Mini-Split Heat Pump Installation Best Practices Training	242
	Weatherization 101 for HVAC Contractors	420
	Heat Pump Value Proposition	280
	Customer Service & Expectations	255
	Mass Save Residential Heat Pump Program Basics	436
	Integrated Controls 101	756
	Mass Save Commercial Heat Pump Program Overview	23
	Commercial Heat Pump Installation Considerations	33
Residential Coordinated Delivery (RCD)	Weatherization Bootcamp: 1-day Crew Member Training	2
	Weatherization Bootcamp: 2-day Crew Chief Training	4
	Weatherization Bootcamp: 2-day Crew Chief Training	2
	Weatherization Bootcamp: 1-day Crew Member Training	2
	Weatherization Bootcamp: 2-day Crew Chief Training	3
Commercial & Industrial	Certified Energy Auditor Training	18

4. ***Residential Sector: Support the residential energy savings, GHG reductions and equity goals of the 2022-2024 Plan. Monitor progress to achievement of implementation commitments set forth in the Plan.***

a. *Consideration and implementation of whole-home, performance-based retrofit program or similar new approach to emphasizing the co-delivery of weatherization and heat pumps, including potential changes to leverage federal funding more effectively.*

Program delivery changes emphasizing the co-delivery of weatherization and heat pump installations have been finalized and socialized across participating contractor networks. For a detailed description of the PAs' plans to emphasize the co-delivery of weatherization and heat pump installations, please review the compliance filing made by the PAs with the Department of Public Utilities on May 2, 2022 in D.P.U. 21-120 through D.P.U. 21-129.

b. *Insulation and Home Energy Audit (HEA) contractor pricing updates including information on potential changes to the residential program model for Lead Vendors, Insulation Installation Contractors (IICs) and Home Performance Contractors (HPCs), and wait times for HEAs through the different program participation pathways.*

The Program Administrators and lead vendors began developing a structure for a competitive weatherization pricing Request-for-Quote ("RFQ"), targeting a July 2023 update to weatherization pricing, which would mark one-year from the release of the current pricing. The PAs and lead vendors socialized the timeline for the RFQ in the first quarter and held listening sessions with contractors to collect feedback and inform RFQ priorities within the development process. The PAs continued to promote Direct Weatherization and solicited contractor feedback to enable increased contractor participation in the future. To address HEA wait times, the PAs and lead vendors employed provisional talking point updates at lead vendor intake, with the goal of increasing customer awareness of other options for participation which may yield shorter wait times, including Direct Weatherization and the HPC path. The PAs and lead vendors regularly meet to discuss the fine-tuning of this messaging as demand and wait-times evolve.

c. *Consideration and implementation of strategies to address quality installation including right-sizing and pricing of heat pumps.*

The PAs continue to distribute newsletters and bulletins regarding best practices in measure installations. They also hold two contractor events a year that provide an opportunity for contractors to give and receive information on the latest trends in the programs.

The PAs have implemented several strategies to encourage and ensure quality installation. The PAs established the HPIN at the beginning of 2022, which reached over 1,000 heat pump installation companies in Q1 2023. The HPIN aims to foster a network of quality installers with the training, experience, and knowledge necessary to ensure properly sized and quality installations. HPIN courses offered through the Energy Efficiency Learning Center encourage installation best practices (e.g. Cold-Climate Heat Pump Sizing and Design, Mini-Split Heat Pump Installation Best Practices, Integrated Controls 101). The PAs also worked with other energy efficiency programs (e.g., Efficiency Maine, MassCEC) and key heat pump manufacturers to

develop a quality installation checklist that is now made available as a resource to both customers and contractors and is utilized by our third-party inspection vendor during site visits. The PAs also began holding weekly "office hours" in January 2023, which gives HPIN members a chance to ask questions about technology, program rules, installation issues, etc.

In 2022, new inspection processes were implemented in support of the increased efforts to ensure the quality installation of residential heat pumps. If major issues are discovered during a heat pump quality installation inspection, the information is relayed to the PAs. The PAs work with their HVAC technical assistance vendor to provide guidance and additional training to the heat pump installer. Additionally, the PAs request that the installer fix the identified issue and if it is significant enough, provide proof of correction back to the program.

d. Integration of home energy scorecards.

In Q1, the PAs continued working to prepare a final draft of the home energy scorecards in coordination with DOER and PA vendors. The PAs obtained helpful information from the Department of Energy regarding the energy efficiency measures incorporated in their home energy scorecards.

e. Implementation updates on uptake and progress of the all-electric new construction offer for the 1-4 unit market segment.

The PAs announced the new all-electric new construction offer for the 1-4 unit market segment in Q2 of 2022. A series of informational webinar series and website updates have been completed through 2022 and into the first quarter of 2023. The PAs also have started providing training on All-Electric Homes through the training channels, and they have rebranded the Passive House training series to include electrification as a primary topic in all 2023 trainings through the Passive House training initiative. The building industry at large has been receptive to the new offer, and the incentive levels offered through the new initiative have accelerated market adoption of zero energy homes. As of the end of 2022, 264 units have been enrolled through the offering. At the end of Q1 in 2023, 69 additional units have been enrolled, and unit participation continues to accelerate.

f. Updates on the number of units enrolled in Passive House multi-family new construction offering.

Through Q4 of 2022, the Program Administrators have enrolled 163 projects consisting of 10,953 units in the Passive House multifamily new construction offering. Through the end of Q1-2023, an additional 1,507 units across 20 buildings have been enrolled through the Passive House multifamily new construction offering.

5. ***Income Eligible Sector: Support new program enhancements and initiatives for income eligible customers.***

a. *Efforts to improve service delivery including: Program eligibility and enrollment processes, Service to customers in small multi-family buildings, including "naturally occurring" low income housing and mixed income buildings, Use of open market contractors such as HPCs, Consistency of resource availability and service between service areas, Efforts to increase installation of envelope measures.*

The PAs and LEAN are collaborating to implement the new strategies outlined in the Strategic Renter Plan. The Renter Plan highlights a modification to IE delivery strategy that will enable LEAN to serve the whole building when the majority rule (≥50% income-eligible units) holds. The updated strategies under the Strategic Renter Plan are being communicated with the CAP agencies in quarterly meetings with PAs starting in Q1 2023. These meetings between the CAP staff members and PAs will allow for open and clear communication of strategies moving forward and provide space to discuss any ongoing insights or challenges from the field. The Strategic Renter Plan will also allow the PAs and LEAN to serve more renter-occupied properties through enhanced outreach, such as providing AMP and HVAC systems regardless of whether the units were owner-occupied. This will make it possible to form strategic collaborations and provide more comprehensive program options.

The Program Administrators have approved an initial proposal from LEAN and other partners to streamline and improve access to program offerings for low-income customers through the launch of a LEAN Statewide Client Service Center ("LEAN SCSC"). The LEAN SCSC will act as a centralized processing center for all inbound referrals within Eversource, National Grid, Unitil, and Berkshire Gas Company territories. The LEAN SCSC will make customer outreach more efficient and minimize customer service response time. Upon receiving a referral, the LEAN SCSC will perform due diligence to determine customer eligibility for service, including verification of discount rate status. Although application for LIHEAP and other means-tested benefits programs will remain with the local CAP agency, the PAs and LEAN are also exploring an option for the LEAN SCSC to perform income verification and directly certify customers for income eligible energy efficiency services. This would require a significant expansion of staffing and other resources and therefore requires more time to evaluate and scope out in detail.

The Compact currently provides in-house income verification services and assists customers in navigating the appropriate program opportunities and incentive levels. The Compact is also working with LEAN and will work with the LEAN SCSC to facilitate a streamlined customer process for enrollment in the utility discount rate program. Liberty will be assessing the volume with the new Community First Partnership and Citizens for Citizens and will work with LEAN SCSC if CAP agency is not able to meet demand.

b. *By the end of Q2, an assessment of federal funding requirements, identification of ways to more efficiently and effectively co-deliver federal funding and Mass Save funding, and a strategy to make changes in coordination with DOER and DHCD.*

The PAs and LEAN continue to assess federal funding requirements and reconcile potential funding streams in addition to Mass Save funding such as WAP funding and Weatherization Readiness funding that will assist efficient and effective co-delivery. Active and ongoing conversations with municipalities to apply for federal funding for multifamily projects, together with other efforts, will continue during Q2.

c. *Electrification efforts for the Income Eligible sector, including installation of heat pumps for space and water heating.*

LEAN has undertaken a concerted effort in Q1 to work on displacing delivered fuels (oil, propane) in both multifamily facilities and single family (1-4) units. To support this effort, LEAN has partnered with cities and towns to leverage assessor data which can allow for intentional targeting to identify potential sites. The PAs and LEAN, in undertaking these electrification efforts, are cognizant of cost/energy burden implications of converting from gas to heat pumps and work with installation crews to provide client education to interested income eligible customers. Further, an attestation document for client signature attesting they are aware of the potential bill impacts is completed before the installation. The PAs and LEAN continue to explore the potential of partial displacement heat pump installations that may be able to demonstrate savings in shoulder seasons. A partnership with the City of Boston on deep energy retrofits, among other collaborations, has also encouraged electrification efforts in the Income Eligible sector in Q1. LEAN has been exploring a customizable approach to deliver whole site electrification to non-standard residences with mixed-income profiles by joining forces with market-rate vendors.

To further capacitate the CAP network and service delivery vendors for electrification projects, knowledge building and sharing of activities are regularly organized, including memos for installation best practices and roundtable discussions around in-field insights and challenges that facilitate effective service delivery. LEAN also hosted trainings on electrification best practices with manufacturer representatives and CAP agency staff members in Q1 with over 65 attendees. The PAs also support LEAN's proposal to build its customer pipeline for electrification work. CAP agencies themselves process some leads, while others are aggregated for service through LEAN's Statewide Services Center (SCSC). Leads come organically through client inquiry via phone or multiple websites (including LEAN's own), through concerted agency outreach and marketing efforts, PA marketing, contractor referrals, the mixed-income protocol (MIP), and the Community First Partnership (CFP).

The adopted strategy was to discourage installation of oil-to-oil systems, other than emergency season, and promoting ASHP installations in all cases where it is viable. ASHPs have been identified and communicated as a priority for installation within the CAP network, outside of heating season, or in cases where an oil-to-oil or propane-to-propane heating system replacement is arguable given the circumstances. Further, there is increased oversight of system installations by Lead Vendors to ensure electrification is prioritized.

d. By the end of Q3, develop phase out strategies for lighting based upon evaluation study results and DPU direction, and report to the EEAC in Q4.

The PAs are continuing discussions with lead vendors on lighting phase out strategies. Study results showing there remain claimable lighting savings for disadvantaged populations align with LEAN's experience. LEAN continues to find opportunities to replace old incandescent and fluorescent lighting with high efficiency LED fixtures (common interior and exterior areas in income eligible multifamily) and lamps (in all residences in both income eligible multifamily and income eligible single family). Despite reductions in price and increase in availability, LEDs have not saturated the market for income-eligible lighting. On average, energy specialists replace about 10-14 lamps per home. There is an added equity component here, in that LEAN's clients can least afford to replace lighting and have the least access for options to purchase if they chose to do so. Discussions and planning continue in order to ensure that fulfillment of high efficiency lighting can continue for renters and qualified moderate-income customers through June 30, 2023.

e. Implementation and uptake of affordable multi-family decarbonization/deep energy retrofit offering.

The PAs and LEAN, in agreement with external stakeholders and the DOER, developed an income eligible deep energy retrofit strategy and a $/MMBtu- based incentive structure to allow for greater transparency and simplicity for stakeholders. The deep energy retrofit offering was launched as planned in Q1 of 2023 and includes financial and logistical support for completing a technical assistance study to identify the pathways available for customers to achieve 40% energy use intensity ("EUI") reduction through energy efficiency and electrification. Information for the deep energy retrofit offerings has been launched on both the Mass Save website and the LEAN multifamily website. Online information includes a detailed program overview, a guidebook for interested customers, and instructions on steps to take to participate in the program. Continued stakeholder engagement is ongoing with other partners, and efforts are underway to identify funding opportunities for projects. In Q1, LISC hosted a kick-off meeting to describe and discuss the deep energy retrofit program with multiple stakeholders including CAP agencies and saw participation from over 100 attendees. There are already multiple projects at the scoping stage under this offering, which will inform future iterations of the program strategy and best practices moving forward.

f. Implementation of 2017 process evaluation recommendations.

CAP agencies already use an electronic database called eAssist to store certain measure data. A common electronic database is required by DHCD for purposes of reporting data to the U.S. Department of Energy ("DOE"). The ability to customize the eAssist software, however, is somewhat limited.

During the 2019-2021 Term, ABCD purchased software that they were able to modify to meet both PA and DOE reporting needs, but they have not received approval from DHCD to use the software. Conversations to integrate eAssist and WAP-EZ (a cost-effective screening tool) are ongoing. CAPS make use of widely available digital technologies that utilize a variety of software and hardware components to achieve a shared goal. The goal is to supply a digital audit tool where the customer's information may be uploaded and tracked. This paves the way for the auditor to consolidate everything into a single database. The goal is to communicate data around weatherization activities on the field and offer a digital audit tool to crew members who presently collect data from the field and transcribe it later into eAssist. A digital auditing tool solution can standardize data collection from the field and offer a consistent and coordinated pathway for integrating it into each PAs internal data tracking system. ABCD will continue to evaluate the benefits of the new tool and work with the other agencies to determine whether the benefits of adopting it would outweigh the costs. The agencies will continue to work with DHCD to customize eAssist to accept additional data points.

6. ***Commercial and Industrial: Monitor the development and launch of C&I programs and enhancements, impact and progress towards energy savings and GHG goals.***

a. *Updates on outcomes from recent DOER/PA C&I Working Group meetings including PA efforts to make program changes based on feedback from CIWG. Continue to look for creative ways to achieve C&I deep energy retrofits.*

The 2022-2024 Three-Year Plan Term Sheet formed the basis for establishing a C&I Working Group co-chaired by the PAs and DOER. On March 6, the C&I Working group held its third quarterly meeting, which featured discussion about the custom project process. On March 13th, the third C&I stakeholder hour was held. This session focused on general C&I program topics. The PAs answered questions submitted by the audience.

b. *Status and uptake of an all-electric new construction offering for the C&I sector.*

The PAs offer three participation pathways for commercial new construction or *major renovation projects* (we refer to the offer as a "new construction" offer as shorthand). All three paths distinctly support building decarbonization and electrification. The flagship commercial new construction pathway is Path 1, where PAs offer the highest incentive rates, set the lowest absolute energy use intensity (EUI) targets, offer a per-ton heat pump adder, and work with customers through a one-year post-occupancy period to ensure buildings execute on their low energy and carbon goals in

operation. Path 2 also supports low EUIs and offers the same explicit heat pump adder incentives as Path 1, thus also promoting electrification; however, the per-square-foot incentives in this path are offered based on relative EUI reduction (percent reduction) beyond a program baseline, and incentives are paid upon PA verification that installed equipment matches the project design and energy model (this is different from Path 1 final incentives, which are based on a year's worth of building performance). Path 2 projects tend to be less decisively focused on net zero per se and are often partial heating electrification projects. Finally, Path 3 is available for customers who might want to execute only certain energy conservation measures or heat pump measures, so this is not an EUI path, but instead is a measure-based path. Participants in Path 3 might be tenant-fit out projects, for example, and not whole-building projects, or customers simply may not be willing to set and deliver on EUI targets, or they may be engaging with PAs too late in the design process to participate in the other two paths. Still, this path equally promotes decarbonization with the same dollar-per-ton incentive rates as the other two paths.

To date, PAs have enrolled a total of 27 Path 1 projects representing 3.3 million square feet. A breakdown of Path 1 project types is in the table below.

Path 1 Projects	**Project Count**	**Square Footage**
K-12 Schools	16	2,730,045
Public Safety	4	272,645
Library	2	43,000
Office	2	114,280
College or University	1	70,000
Other	2	105,114
Total	**27**	**3,335,084**

One hundred percent building electrification is not a requirement in Path 1, though to achieve the ultra-low site EUI targets the program establishes, electrification of heating systems is necessary. Most project teams also choose to electrify most, if not all, end uses. Some projects do still choose to use natural gas for emergency generation or for ancillary uses (e.g., science classroom use).

Since the rollout of clear new Path 1 EUI targets for specific building types in 2022 (for K-12, office, library, hotel, public safety projects), the PAs have seen greater interest from sectors other than K-12, which still leads the way in Path 1 project count. Libraries, public safety buildings (police and fire stations), and offices are now formally enrolled in the program. The PAs do offer a way for other building types to participate in Path 1 where the PAs help set unique project-specific EUI targets at the point of engagement – some examples of participation with project-specific EUI target setting include a nonprofit, a university building, and a dining facility.

Path 2 remains a dominant option for promoting building electrification. For some project types, such as speculatively designed lab buildings, setting absolute EUI targets in design and holding teams to those targets in operation, as we would do in Path 1, is impossible (e.g., in speculative labs, the tenants, tenant-uses, and equipment loads are unknown until late design or even construction). Path 2 is the best option for these types of projects with significant or unknown process loads to participate and achieve significant energy and carbon reductions with their designs.

As noted above, Path 3 also produces many electrification projects as well. And PAs are rolling out a prescriptive application form for new construction/major renovation heat pump incentives for buildings under 20,000 sf in size. This new application will make participation simpler for these smaller and fast-moving projects in which a heat pump is the principal measure implemented.

Information about all of the commercial new construction/major renovation incentives is getting wide circulation and attention among architects, engineers, customers, municipal entities and others. These partners spread the word further with their clients and business associates. Since January 2023, PA staff have spoken at 9 different events, directly reaching about 450 stakeholders and customer representatives. These events included an event with the Metropolitan Area Planning Council for a municipal audience, various engagements directly with architectural and engineering firms, and participation with the Built Environment Plus Energy and Carbon Roundtable.

c. Pursuit of non-lighting measures in the commercial sector, especially HVAC, refrigeration and process controls, and operational savings.

- The PAs have been pursuing all cost-effective non-lighting measures in the commercial sector by researching innovative electrification measures to consider for addition to the portfolio and exploring further midstream offers for high efficiency products. Several new potential measures entered the new measure process for review and have moved forward in the process. These measures include packaged terminal heat pumps, forklift battery chargers, industrial air curtains, conveyor toasters, and high-volume, low-speed fans. Several, if not all of these measures, should be added to the programs later this year.

d. Results and uptake of the deep energy retrofit offering, including development of strategies for municipal and public building participation in the deep energy retrofit offering.

The PAs launched the deep energy retrofit (DER) offering late last year. The offering focuses on driving cumulative savings through long-term customer engagement, adoption of efficiency measures, and energy usage reporting. Municipal buildings will be a key target sector given their access to funding, ambitious sustainability goals, and long ownership horizons. On February 14, 2023, the PAs presented the offering to our business partners including contractors and

sustainability consultants working with our customers to meet their carbon emissions mitigation goals. The PAs engaged directly with the City of Boston on March 2, 2023, to present the DER offering to the city's first Green New Deal Director. There has been interest in the DER offering and the PAs have initiated feasibility assessments at a few customer sites.

e. Process improvement implemented by PAs for ease of participation and comprehensive of projects through the Commercial Custom offerings.

The PAs have adopted or begun working on process and program improvements related to participation and project comprehensiveness. First, the Mass Save commercial and industrial portion of the website has undergone an overhaul to ease program access and understanding for end users. As part of this redesign, the custom project page explains the steps of engagement for custom projects. Based on feedback from the C&I Working Group, we are seeking to add a customer journey map to the website, including key participants for project stages as well as associated timelines based on PA driven data. Additionally, the PAs are looking at their overall project portfolio for transitioning repeatable, high frequency HVAC projects to prescriptive measures to ease adoption. Finally, based on the most recent recommendations, the PAs intend to streamline the submission of verification data by associating custom express tools with consistent Minimum Requirement Documents (MRDs).

PROGRAM HIGHLIGHTS

RESIDENTIAL

CONTRACTOR BREAKFAST

Summary: On March 9, 2023, the PAs hosted the Mass Save Heating and Cooling Virtual Contractor Kick-off.

Context: It is imperative for HVAC contractors to be informed about the Mass Save Heating and Cooling offerings. While program information is available on MassSave.com, the PAs see a great deal of value in communicating this information directly to contractors at the beginning of each program year. The PAs hosted this event to inform HVAC contractors about 2023 program offerings and to provide a forum for questions. The event was well attended with about 500 attendees and was recorded and posted online to the Energy Efficiency Learning Center ("EELC").

Next Steps: Since contractors asked helpful questions during the Q&A portion of the meeting, the PAs created a FAQ document that has been disseminated to the contractor distribution list. The PAs will continue to hold events like the annual Mass Save Heating and Cooling Contractor Kick-off to ensure trade allies are aware of and informed of Mass Save program offerings

COMMUNITY RECYCLING EVENTS

Summary: National Grid participated in two community recycling events.

Context: National Grid partnered with State Representative Soter and participated in two community recycling events in Q4. These events, which took place in Bellingham and Uxbridge, provided residents an opportunity to recycle various household items. Customers were able to recycle their old dehumidifiers and receive a rebate of $30. These events are a good way to engage customers in energy efficiency and educate them about existing programs.

Next Steps: Based on the success of these two events, the PAs will continue to engage in these types of events. The PAs are continuing to interface with state representatives and will attend subsequent events to help customers recycle their dehumidifiers in addition to cross promoting other programs.

COMMERCIAL & INDUSTRIAL

2023 MASSACHUSETTS BUSINESS PARTNER EVENT

Summary: The PAs held the 2023 Business Partner Event on February 14, 2023 from 9am-2:30pm. During this informative and interactive event drawing 683 registrants, C&I business partners engaged in a series of sessions and targeted breakouts focused on program updates, the progress of the 2022-2024 Energy Efficiency Plan, and the direction of the energy efficiency programs.

Context: The event entailed a general session, three feedback sessions, as well as eight sessions on specific topic areas including electrification & weatherization, small business, HVAC & equipment controls, lighting & lighting controls, new construction, industrial process, deep energy retrofit, and demand response. Youl Bellil, Facilities Management from Dell Technologies, Inc., served as the keynote speaker during the general session offering a broad perspective, inspiration, and first-hand insight to the business partners. Business partners also had the opportunity to network as part of breakout sessions and also engaged with the PAs via virtual booths.

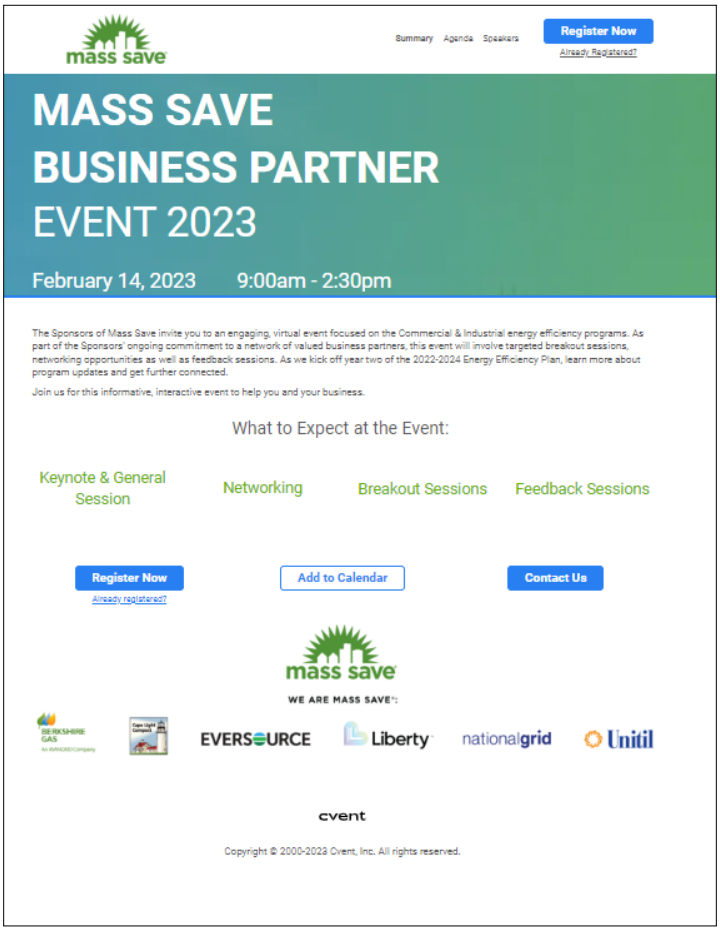
The event garnered positive feedback and proved valuable among business partners. On a 5-point scale with 5 being the best, survey respondents rated:

- The information shared during the sessions attended as a weighted average of **4.1**.
- The event overall as a weighted average of **3.9** in terms of being valuable use of time.
- The event overall in terms of how easy it was to access the different sessions as a weighted average of **4.3**.

Survey Respondent Open Comments:

- “Very informative.”
- “New to the industry, I learned a lot.”
- “Broad range of speakers and content which covered variety of topics.”
- “The info was provided that I was looking for.”
- “Good information presented on the overall programs for the next 3 years.”
- “They were 100% available.”
- “Great information presented and explained.”
- “Informative on programs needed for our organization.”
- “Some of what was taught were things that I did not know.”
- “Very good information on BMS systems, lighting systems & HVAC systems.”
- “Information and slides shared afterwards are great reference tools.”
- “I understand a little better on how the programs work.”
- “I was able to get a better understanding of some programs.”
- “It was a strong overview.”
- “Good networking.”
- “Good to understand where things are going.”
- “Good information on the PA involvements and on the specific incentives for each program.”

Materials from Event Website (please see next two pages):


mass save
Summary Agenda Speakers
Register Now
Already Registered?
MASS SAVE
BUSINESS PARTNER
EVENT 2023
February 14, 2023 9:00am - 2:30pm
The Sponsors of Mass Save invite you to an engaging, virtual event focused on the Commercial & Industrial energy efficiency programs. As part of the Sponsors' ongoing commitment to a network of valued business partners, this event will involve targeted breakout sessions, networking opportunities as well as feedback sessions. As we kick off year two of the 2022-2024 Energy Efficiency Plan, learn more about program updates and get further connected.
Join us for this informative, interactive event to help you and your business.
What to Expect at the Event:
Keynote & General Session
Networking
Breakout Sessions
Feedback Sessions
Register Now
Already registered?
Add to Calendar
Contact Us
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WE ARE MASS SAVE®:
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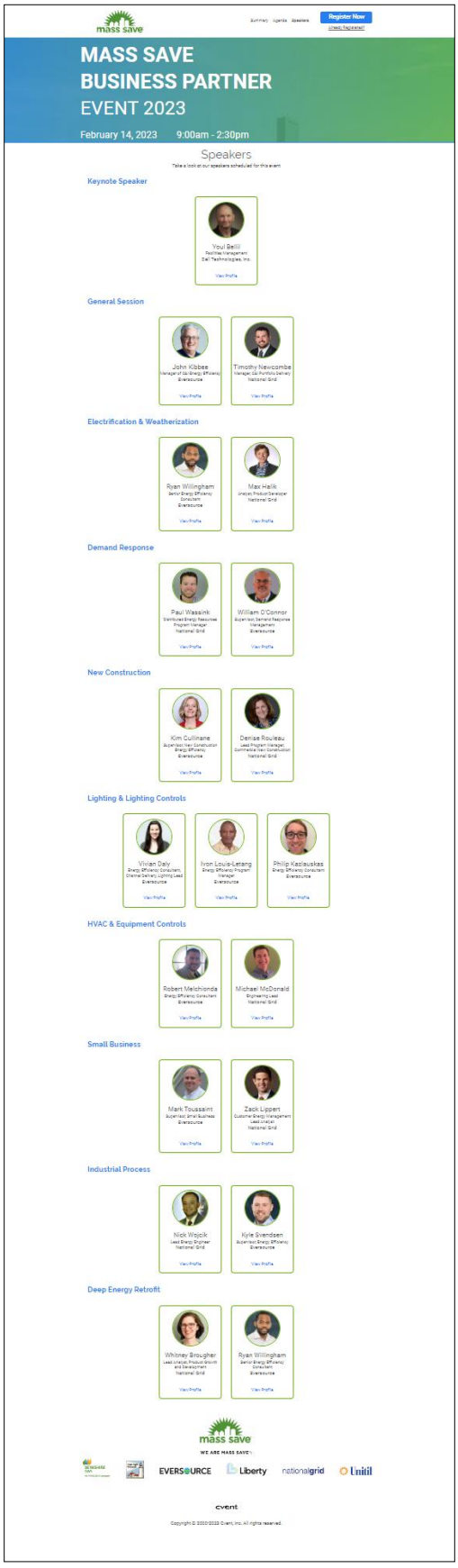
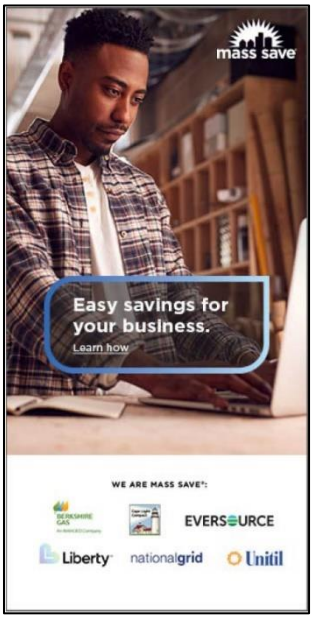

mass save
Register Now
MASS SAVE
BUSINESS PARTNER
EVENT 2023
February 14, 2023 9:00am - 2:30pm
Speakers
Keynote Speaker
General Session
Electrification & Weatherization
Demand Response
New Construction
Lighting & Lighting Controls
HVAC & Equipment Controls
Small Business
Industrial Process
Deep Energy Retrofit
mass save
WE ARE MASS SAVE®:
EVERSOURCE
Liberty
nationalgrid
Unitil
cvent

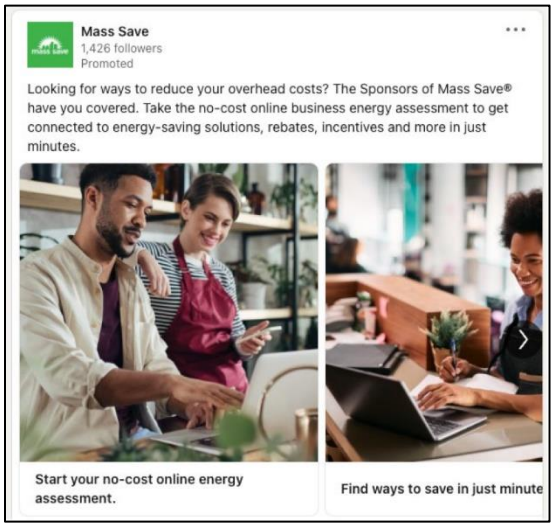
mass save
Summary Agenda Speakers
Register Now
Already Registered?
MASS SAVE
BUSINESS PARTNER
EVENT 2023
February 14, 2023 9:00am - 2:30pm
Agenda
Here's what's scheduled for the event.
February 14, 2023
General Session 9:00 AM-10:00 AM
Demand Response 10:00 AM-10:45 AM
Electrification & Weatherization 10:00 AM-10:45 AM
New Construction 10:00 AM-10:45 AM
Break 10:45 AM-11:00 AM
HVAC & Equipment Controls 11:00 AM-11:45 AM
Lighting & Lighting Controls 11:00 AM-11:45 AM
Lunch & Networking 11:45 AM-12:15 PM
Small Business 12:15 PM-1:00 PM
Industrial Process 12:15 PM-1:00 PM
Deep Energy Retrofit 12:15 PM-1:00 PM
Feedback Session: Deep Energy Retrofit 1:00 PM-1:45 PM
Feedback Session: Electrification & Weatherization 1:00 PM-1:45 PM
Feedback Session: Program Changes 1:00 PM-1:45 PM

SMALL BUSINESS MARKETING

Massachusetts has several hundred thousand small businesses eligible to participate in the energy efficiency programs. The PAs have contracted with CLEAResult to develop, implement, and manage the marketing of the Mass Save brand to the small business community. The focus of the marketing effort is to raise awareness, participation, and engagement in the program.



To reach as many of these customers as possible, the PAs utilize numerous means of advertising including Google paid search and display ads, YouTube videos, and LinkedIn posts and ads, as well as directly emailing customers. Across all of these channels through the third quarter of 2022, customers have seen over 9.8 million ads, videos and posts (including the ones to the right and below). These digital marketing efforts drive customers to the Small Business Landing Page on the Mass Save website. In this quarter, these ads brought over 32,000 customers to the website.



These marketing campaigns will continue throughout the year. Additionally, beginning last year the PAs added increased emphasis on Environmental Justice Communities. CLEAResult uses geotargeting to advertise the Mass Save brand to business owners in EJ Communities. So far, this campaign has been viewed over 11,000 times in EJ communities on top of already robust digital marketing occurring across the state. All of the material is continually updated to stay current with developments in the economy. Seasonally appropriate messaging is used as well.

SMALL BUSINESS MAIN STREETS INITIATIVE

The PAs have continued the Main Streets Initiative aimed at meeting small business owners where they are to offer on-the-spot, no-cost energy assessments. As part of the Main Streets Initiative, the PAs and their contracted vendors target small businesses in a particular town for a 1 to 3-day concentrated effort. They meet with as many small businesses as possible to conduct energy assessments and develop new gas and electric energy efficiency projects. Partnering with local

governments and chambers of commerce is invaluable to spreading the word Main Streets events. In particular, the PAs work especially closely with CFP communities on Main Streets events to leverage existing relationships and drive more savings.

The PAs held 7 Main Streets events in the first quarter and have 50 more already scheduled for the remainder of the year. The tables below list the Main Streets events that were held in Q1 and the currently scheduled 2023 events.

Q1 Main Streets			
Date	**Location**	**Date**	**Location**
3/6/2023	Avon*	3/13/2023	Methuen*†
3/6/2023	Holbrook*	3/13/2023	Springfield*†
3/6/2023	Lawrence*†	3/27/2023	Fenway/Longwood
3/6/2023	Randolph*†		

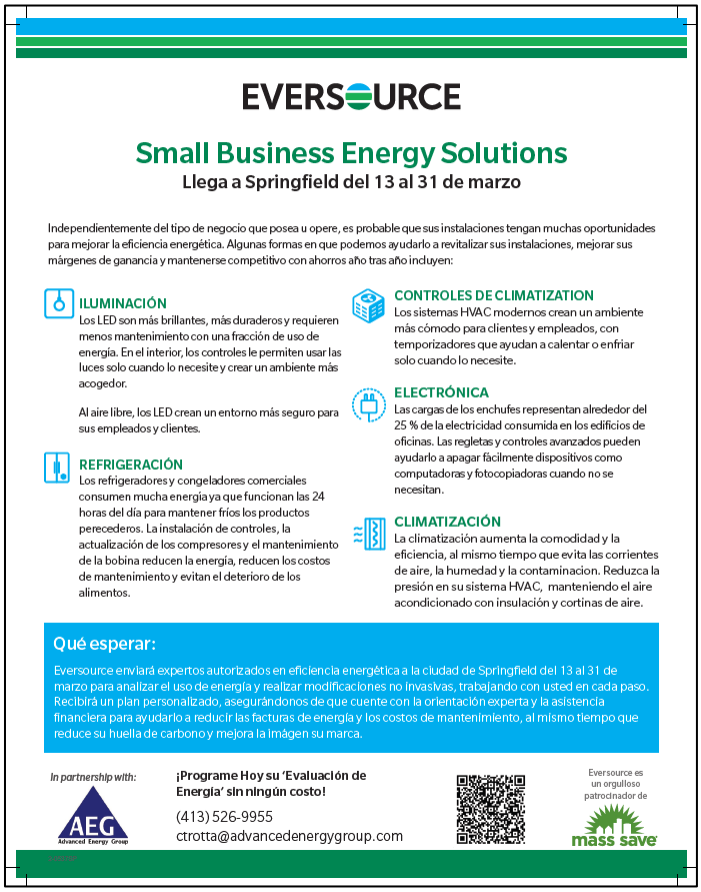
* Indicates the community is an Environmental Justice Community
† Indicates the community is a Community First Partner

2023 Planned Main Streets Locations	
Lowell†*	Pittsfield†*
Boylston	West Springfield†*
Brockton†*	Eastham*
Ludlow	Dorchester
Mansfield	Fall River†*
West Boylston	Harwich*
Framingham†	Easthampton
Natick†	Bellingham
Yarmouth*	Northampton
Chinatown	Everett†*
Dartmouth*	Southbridge*
Shrewsbury	Chatham*
North Attleboro	Brighton
Westport†*	Chicopee*
Cambridge†	Sandwich
Taunton†*	Allston
Hyannis	Webster*
Attleboro†*	Leominster
New Bedford†*	Nantucket*
Somerville*	Centerville

Mendon	Falmouth*
Edgartown†*	Oak Bluffs†*
Raynham	Tisbury†*
Lanesborough†*	Dennis*
Lee†*	Bourne*

* Indicates the community is an Environmental Justice Community
† Indicates the community is a Community First Partner

Main Streets marketing efforts include social media posts and videos, letters from mayors or chambers of commerce, and "Save the Date" flyers. Examples of the various types of Main Streets marketing follow below.



EVERSOURCE

Small Business Energy Solutions

Llega a Springfield del 13 al 31 de marzo

Independientemente del tipo de negocio que posea u opere, es probable que sus instalaciones tengan muchas oportunidades para mejorar la eficiencia energética. Algunas formas en que podemos ayudarlo a revitalizar sus instalaciones, mejorar sus márgenes de ganancia y mantenerse competitivo con ahorros año tras año incluyen:

ILUMINACIÓN
Los LED son más brillantes, más duraderos y requieren menos mantenimiento con una fracción de uso de energía. En el interior, los controles le permiten usar las luces solo cuando lo necesite y crear un ambiente más acogedor.

Al aire libre, los LED crean un entorno más seguro para sus empleados y clientes.

REFRIGERACIÓN
Los refrigeradores y congeladores comerciales consumen mucha energía ya que funcionan las 24 horas del día para mantener fríos los productos perecederos. La instalación de controles, la actualización de los compresores y el mantenimiento de la bobina reducen la energía, reducen los costos de mantenimiento y evitan el deterioro de los alimentos.

CONTROLES DE CLIMATIZATION
Los sistemas HVAC modernos crean un ambiente más cómodo para clientes y empleados, con temporizadores que ayudan a calentar o enfriar solo cuando lo necesite.

ELECTRÓNICA
Las cargas de los enchufes representan alrededor del 25 % de la electricidad consumida en los edificios de oficinas. Las regletas y controles avanzados pueden ayudarlo a apagar fácilmente dispositivos como computadoras y fotocopiadoras cuando no se necesitan.

CLIMATIZACIÓN
La climatización aumenta la comodidad y la eficiencia, al mismo tiempo que evita las corrientes de aire, la humedad y la contaminacion. Reduzca la presión en su sistema HVAC, manteniendo el aire acondicionado con insulación y cortinas de aire.

Qué esperar:

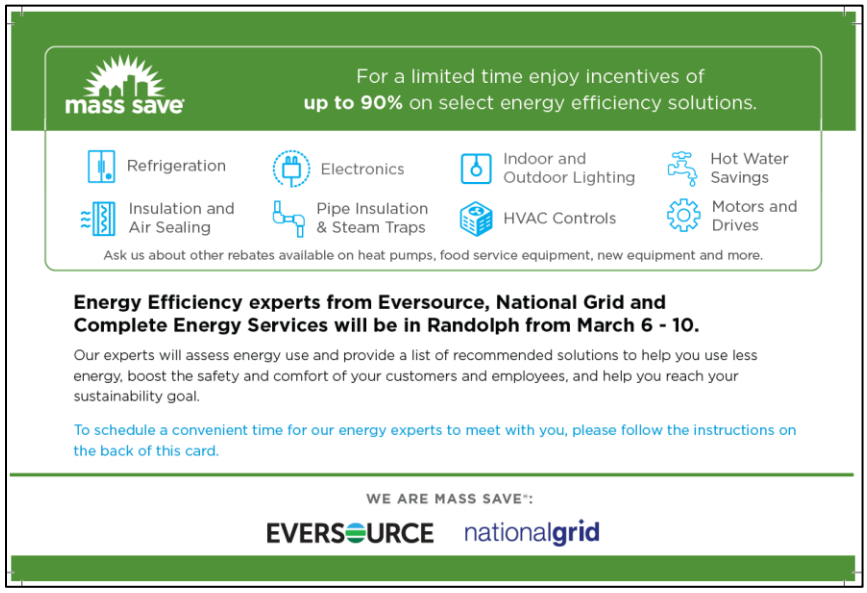
Eversource enviará expertos autorizados en eficiencia energética a la ciudad de Springfield del 13 al 31 de marzo para analizar el uso de energía y realizar modificaciones no invasivas, trabajando con usted en cada paso. Recibirá un plan personalizado, asegurándonos de que cuente con la orientación experta y la asistencia financiera para ayudarlo a reducir las facturas de energía y los costos de mantenimiento, al mismo tiempo que reduce su huella de carbono y mejora la imagen su marca.

In partnership with: AEG Advanced Energy Group

¡Programe Hoy su 'Evaluación de Energía' sin ningún costo!

(413) 526-9955
ctrotta@advancedenergygroup.com

Eversource es un orgulloso patrocinador de mass save


mass save
For a limited time enjoy incentives of
up to 90% on select energy efficiency solutions.
Refrigeration
Electronics
Indoor and Outdoor Lighting
Hot Water Savings
Insulation and Air Sealing
Pipe Insulation & Steam Traps
HVAC Controls
Motors and Drives
Ask us about other rebates available on heat pumps, food service equipment, new equipment and more.
Energy Efficiency experts from Eversource, National Grid and Complete Energy Services will be in Randolph from March 6 - 10.
Our experts will assess energy use and provide a list of recommended solutions to help you use less energy, boost the safety and comfort of your customers and employees, and help you reach your sustainability goal.
To schedule a convenient time for our energy experts to meet with you, please follow the instructions on the back of this card.
WE ARE MASS SAVE®:
EVERSOURCE
nationalgrid

MASSACHUSETTS TECHNICAL ASSESSMENT COMMITTEE

The Massachusetts Technical Assessment Committee ("MTAC") provides a statewide coordinated process for the PAs to assess the energy and demand saving merits of new technologies, both residential and commercial. Eligible technologies are referred from MTAC to the PAs for individual consideration and may be included in Massachusetts energy efficiency and active demand reduction offerings, as appropriate.

For each technology that MTAC recommends, a "Technology Scorecard" is developed and made available on www.MassSave.com/MTAC. These scorecards provide a description and photo of the technology, an overview of the energy savings opportunities associated with the technology, a summary of its strengths and weaknesses, and market development issues, as well as a list of known suppliers.

In the first quarter of 2023, MTAC received 2 new technologies and is continuing to review one technology from 2022. Two technologies were rejected.

Spotlight on Technology

Retrofit Variable Capacity Drives for Refrigeration

Variable Speed Drives (VSDs) are used in many applications to reduce energy consumption under part-load conditions and retrofitting existing single-speed technology can offer energy savings through the retrofit market. Popular VSD retrofit applications include commercial fans and pumps, and MTAC has recently been investigating a new potential opportunity for retrofitting existing single speed refrigeration compressors with VSDs. Compressors have unique barriers to adapting to VSDs because changing the operating frequency can impact reliable system operation. MTAC is continuing to investigate how to overcome these barriers to increase the energy efficiency options for the commercial refrigeration market.

Strategy Research

Because some PAs also operate in neighboring states, regional collaboration can be leveraged to exchange learnings about new technologies with other states. Connecticut's Policy Working Group (PWG) is the MTAC equivalent and has participated in MTAC meetings. More recently, MTAC has been working with PWG to increase this regional collaboration to improve the number of technologies reviews and better align regionally on the adoption of technologies into our Energy Efficiency programs.[1]

EVALUATION HIGHLIGHTS

A. *OVERVIEW*

During the first quarter, four new evaluation studies were initiated, nineteen studies were underway, and four evaluation studies were completed. Completed studies are posted on the EEAC website's Studies section at http://ma-eeac.org/studies/. In addition, at the link on this webpage titled "EM&V Framework Status Update" there is a workbook that contains regularly updated lists and a Gantt chart of evaluation studies that are being undertaken or were completed (and ready for filing) by the Evaluation Management Committee, as well as a list of those studies that are being planned. Each of these lists provides detailed information for each study, including its name, research area (residential, C&I, special and cross-cutting, demand response), type, overall evaluation goal (project summary/ purpose), expected outcomes, and current stage of evaluation. Below is a summary of the studies completed and initiated in the quarter.

B. *EVALUATION STUDIES COMPLETED IN THE QUARTER, THEIR RESEARCH GOALS AND OBJECTIVES, AND KEY FINDINGS*

Residential Research Area

There were no evaluation studies completed in Q1 2023 for the residential research area.

C&I Research Area

There were no evaluation studies completed in Q1 2023 for the C&I research area.

Special & Cross-Cutting Research Area

Residential Gas-to-Induction Stovetop Conversion NEIs Study (MA22X03-E-GSCNEI): The primary goals of this study were to use existing Massachusetts studies and other secondary data to (1) assess and adjust the asthma-related non-energy impacts (NEI) to apply to residential replacements of propane or natural gas stovetops (referred to as "gas stovetops") with electric induction stovetops, (2) identify, quantify, and monetize any additional new NEIs, primarily those related to health and safety, that the PAs could claim for their residential induction stovetop measures.

This study provided key findings pertaining to asthma-related NEIs, non-asthma health-related NEIs, avoided fires, avoided burns, pacemakers, methane leaks, induction-compatible cookware, maintenance costs, and electrical upgrade costs.

Municipal Partnership Initiative (MA21X17-B-MuniPartnerStudy): The Massachusetts Municipal Partnership Initiative (MPI) leverages local knowledge, trusted relationships, and municipalities' expertise to increase awareness and participation in PA-administered energy efficiency programs among hard-to-reach residential and commercial customers including renters, language-isolated residents, moderate income residents, and small businesses.

The initial goals of this study were to complete a process and impact evaluation of the MPI. Earlier stages of the study sought to set up the Initiative for future success by documenting the program's theory and logic model, defining key performance metrics and data sources, gathering early process feedback from municipalities, and assessing Initiative activities and outputs across municipalities. The following research questions are included in the study and addressed in the final report:

- What activities and interventions took place across the participating municipalities?
- Did the Initiative's interventions help municipalities reach their participation performance goals?
- What remaining barriers can the Initiative address to reach near participants, especially those from target customer groups?

This study provided conclusions and recommendations regarding MPI's structure, activities and data tracking, participation process, and marketing, education, and outreach.

2021 Residential Customer Profile Study (MA23X09-B-RCPS)

The annual RCPS characterizes the Massachusetts residential energy efficiency market by analyzing the usage, savings, and program participation data of all residential gas and electric customers served by the PAs. The insights in this brief come from combining the PAs' customer billing and energy efficiency program tracking data with demographic data from third-party sources including US Census data.

Readers can delve more deeply into Massachusetts energy data by exploring the MA Customer Profile Dashboard, which allows users to view data by category (electric or gas, end use, building type, etc.), filter data on selected variables (program year, city, upstream sales, etc.), view data at increasingly granular levels, and download the data to an Excel file.

2021 C&I Customer Profile Study (MA23X10-B-CCPS)

DNV publishes the C&I Customer Profile Study (CCPS) to present analysis of Massachusetts Program Administrators' (PAs') billing and tracking data, and third-party data. This study characterizes the state's energy efficiency customers according to metrics such as customer usage,

savings, and program participation across all PAs. Findings are presented in varying degrees of granularity, including the account level, project level, and location level.

This C&I results brief serves as a companion to the publicly available combined C&I and Residential Customer Profile Dashboard. DNV created a separate results brief spotlighting the residential data. The results brief is designed to provide users with key summary statistics on 2021 program performance and show them where to go on the dashboard to further investigate, interact with, and download the data.

Active Demand Reduction Research Area

There were no studies completed in Q1 2023 for the Active Demand Reduction Research area.

C. EVALUATION STUDIES AND OTHER RESEARCH ACTIVITIES INITIATED IN THE QUARTER

Studies initiated in this quarter and a brief description of the study are set forth below.

Residential Research Area

There were no residential studies initiated in Q1 2023.

C&I Research Area

C&I Existing Building Baseline Study (MA22C05-B-BSLN): Historically, the primary goal of the C&I Baseline Study has been to collect and update C&I market end-use equipment data for PA program planning and evaluation efforts. This data has been used to help determine energy savings potential in the Massachusetts market for the Three-Year Energy Efficiency Plans, estimate impacts of past program efforts, and inform other market studies.

The research activities included in this study build on prior evaluation research while also monitoring changes in the market and exploring opportunities for building decarbonization. To support the 2025-2027 Three-Year Energy Efficiency Plan, this study will also serve as the foundation for understanding how buildings consume energy and how the market for energy equipment is changing as well as inform individual PA energy efficiency potential studies.

Special and Cross-Cutting Research Area

Clean Energy Pathways Phase 2 (MA23X08-B-CEPWDTPE): The PAs are evaluating the Clean Energy Pathways (CEP), a statewide workforce development program launched in 2021.

An impact evaluation was completed in 2022 at the end of the first cohort (Cohort 1) to assess the influence of the program on desired participant outcomes (e.g., HVAC/Weatherization knowledge, network size, and confidence in pursuing a career in HVAC/Weatherization). This evaluation will focus on CEP's Cohorts 2 and 3.

Active Demand Reduction Research Area

2023 Summer C&I Active Demand Reduction (MA23DR01- C&I Targeted & Daily Dispatch): The objective of this study will be to develop and execute an impact and targeted process evaluation of the summer 2023 commercial and industrial (C&I) active demand reduction (ADR) initiatives for four program administrators (PAs) in MA: Eversource, National Grid, Unitil, and Cape Light Compact (CLC).

2023 Residential Energy Storage Demand Reduction Evaluation (MA23-DR02-E-2023-Res-BS-DR): The goal of this evaluation is to assess the customer acceptance, and savings of battery storage as a resource for lowering the system peak demand. The evaluation will consist of process and impact components. The process component will assess customer acceptance and significance of a five-year incentive-lock on the motivation for purchasing the battery storage system, while the impact component will assess whether the battery storage system lowered demand during the peak period.

REGULATORY UPDATE

During the first quarter of 2023, the DPU continued its review of the PAs' 2019-2021 Three-Year Plans Term Reports. DPU File No. 22-110–22-119. The PAs responded to several sets of information requests from DPU, the Attorney General's Office, and DOER. LEAN also responded to information requests. Pursuant to the DPU's procedural schedule in the docket, intervenors filed their initial briefs on April 28, with the PAs' initial briefs following on May 12.

After discovery and briefing in Q4 2022, the DPU issued an order approving the Cape Light Compact's Cape and Vineyard Electrification Offering ("CVEO") on January 11, 2023. Through the CVEO, the Compact will offer a package of solar panels, heat pumps, and battery storage to a limited number of LMI households. DPU's order approving the CVEO follows the Legislature's enactment of "An Act Driving Clean Energy and Offshore Wind," Acts of 2022, c. 179. Section 87A thereof authorizes the PAs to propose "low- and moderate-income whole building efficiency, electrification and greenhouse gas emission reduction offerings to a limited number of participants."

The PAs continue to monitor the implementation of key federal legislation, such as the American Rescue Plan Act of 2021, the Infrastructure Investment and Jobs Act of 2021, and the Inflation Reduction Act of 2022, which offer additional funding for efficiency and decarbonization, potentially offsetting the need for ratepayer funds. As an example of the PAs' support for strategies to tap federal funds authorized by these laws, in Q1 2023, the PAs submitted a letter supporting Generac Grid Services' application for a grant under the Department of Energy's Grid Resilience and Innovation Partnerships ("GRIP") program. If awarded the GRIP grant, Generac will work with the PAs to deploy residential batteries to customers receiving heat pumps incentivized by Mass Save.

CASE STUDIES

2022-2024 REPORTING DATA

KEY PERFORMANCE INDICATORS ("KPIs") AND EQUITY TARGETS

Please see attached workbook.

QUARTERLY REPORT DATA TABLES

mass save

WE ARE MASS SAVE®:

BERKSHIRE GAS
An AVANGRID Company

Cape Light Compact

EVERSOURCE

Liberty

nationalgrid

Unitil