

# Targeting Greater Lawrence for Energy Efficiency

*Elizabeth Cellucci, Director  
Energy Efficiency*

**Columbia Gas<sup>®</sup>  
of Massachusetts**

*A NiSource Company*



**NiSource<sup>®</sup>**



# Targeting Greater Lawrence for Energy Efficiency

- **“Greater Lawrence”**: Lawrence, Andover, North Andover
- **Requires a sustained effort, taking at least 12 months.**
- **All customer classes, impacted and non-impacted customers**
- **Municipal and community partnerships**
- **Targeting means:**
  - Increased financial incentives
  - More boots on the ground

# Overview of customers by rate class

Rate Description	ANDOVER	LAWRENCE	NORTH ANDOVER	Grand Total
Residential Heat	5,414	11,740	5,191	22,343
Residential Non-Heat	306	855	219	1,380
Low Income Heat	137	6,311	252	6,700
Low Income Non-Heat	**	**	**	282
C&I - under 5K therms	387	1,038	455	1,880
C&I - 5K to under 40K therms	124	395	126	645
C&I - 40K to under 250K therms	33	60	26	118
C&I - over 250K therms	**	**	**	16
Total Customer Accounts	~ 6500	~21,000	~6200	~33,400

\*\*To meet our minimum requirements to publish data (100 accounts for residential, 15 accounts for C&I) and preserve customer privacy, some counts are combined and total customer accounts are approximated.

# Greater Lawrence Customers

## Residential Heating

Lawrence - 35% of residential customers are income eligible

Andover and North Andover are similar on customer counts, including income eligible count

## Business Customers categorized by gas usage

- Small 90-95% of businesses
- Medium 4-8% of businesses
- Large .3-1% of businesses

# Greater Lawrence Enhancements for Residential Customers

For both single family and multi-family dwellings:

- **No customer copayment for weatherization, including insulation and air sealing;**
- **Home Energy Assessments continue to be provided at no charge;**
- **Additional home performance crews to reduce wait time;**
- **The residential lead vendor and HPCs have stopped collecting any copayments in the impacted towns.**

# Greater Lawrence Enhancements for Residential Customers

- For impacted, *self-mitigating* residential customers who are replacing standard efficiency equipment and upgrading to high efficiency, the energy efficiency staff coordinate the equipment rebate and complete the documentation for the customer. Payment is expedited.
- ~ \$58,000 rebates to self-mitigating customers paid to date

All equipment replaced by CMA, including the cost of installation and barrier mitigation was funded by the company and/or insurance. No energy efficiency dollars were spent. However, self-mitigating customers are eligible for Mass Save rebates.

## Greater Lawrence Enhancements for Business Customers

### ***Equipment Replacement***

Impacted self-mitigating Small Businesses will receive rebates to close the gap between the costs of replacing standard efficiency equipment with high efficiency equipment, including commercial kitchen and heating equipment. CMA will coordinate the equipment rebate so that customers need not fill out an application. Process expedited.

### ***Additional Project Management Resources***

For impacted Small Business customers, we will continue assigning a Project Manager to determine if there is an energy efficiency project feasible. In practice, this is similar to the guidance that we provide now. However, we are adding additional resources to reduce any wait time.

### ***Weatherization***

Small businesses and non-profits may receive weatherization at no-cost, assuming the customer has an energy assessment and the weatherization produces savings that support the cost.

## Greater Lawrence Enhancements for Business Customers

### ***Business Retrofit***

All businesses in the affected towns would be eligible to receive 75% of the cost of a custom retrofit project. The usual incentive is 50% of the cost.

### ***Business New Construction***

For qualifying new construction over 20,000 sq. ft., developers may enroll in the Mass Save Integrated Design Path Program. Developers and building owners work with a CMA vendor to identify building features that will result in lower gas and electric consumption. If the developer includes the recommended energy saving features, the builder will receive \$3 per therm saved.



### **CMA and National Grid are working together on**

- Customer education – informing customers about heating options and efficiency upgrades, including ASHPs; National Grid materials on ASHPs are currently available at CMA Customer Care Centers
- Immediate focus on customers with repaired equipment that will be replaced in Spring 2019
- Joint marketing and social media for all heating fuels

## APPENDIX: Restoration Summary

- 98.7% of residential and 98.5% of business meters are relit;
- 18,421 pieces of equipment (boilers, furnaces, rangers, and dryers) installed;

Note: All equipment replaced by CMA, including installation and barrier mitigation was funded by the company and/or insurance. No energy efficiency dollars were spent. **However, self-mitigating customers are eligible for Mass Save rebates.**

- 43.5 miles of gas main lines and 5,086 service lines installed, and 12.3 miles of main line polyethylene pipe requalified;
- Approximately 25,000 smoke and carbon monoxide detectors distributed;
- More than 5,000 workers worked on the restoration project, including contractors, subcontractors, linguists, plumbers, and tradesmen. This included an average of 3,000 contractors per day. This also included an average of 1,000 Columbia Gas and NiSource employees per day;
- 24,492 claims received, with 18,705 resolved. \$77.2 million has been paid out to customers, including \$19.47 million to business customers;
- 1,674 landlords contacted; \$5M in rent reimbursement paid;
- More than 2,200 families, approximately 8,000 individuals, utilized Columbia Gas-and MEMA-provided temporary housing.