

Energy Efficiency Business Continuity Health & Safety Plan COVID-19

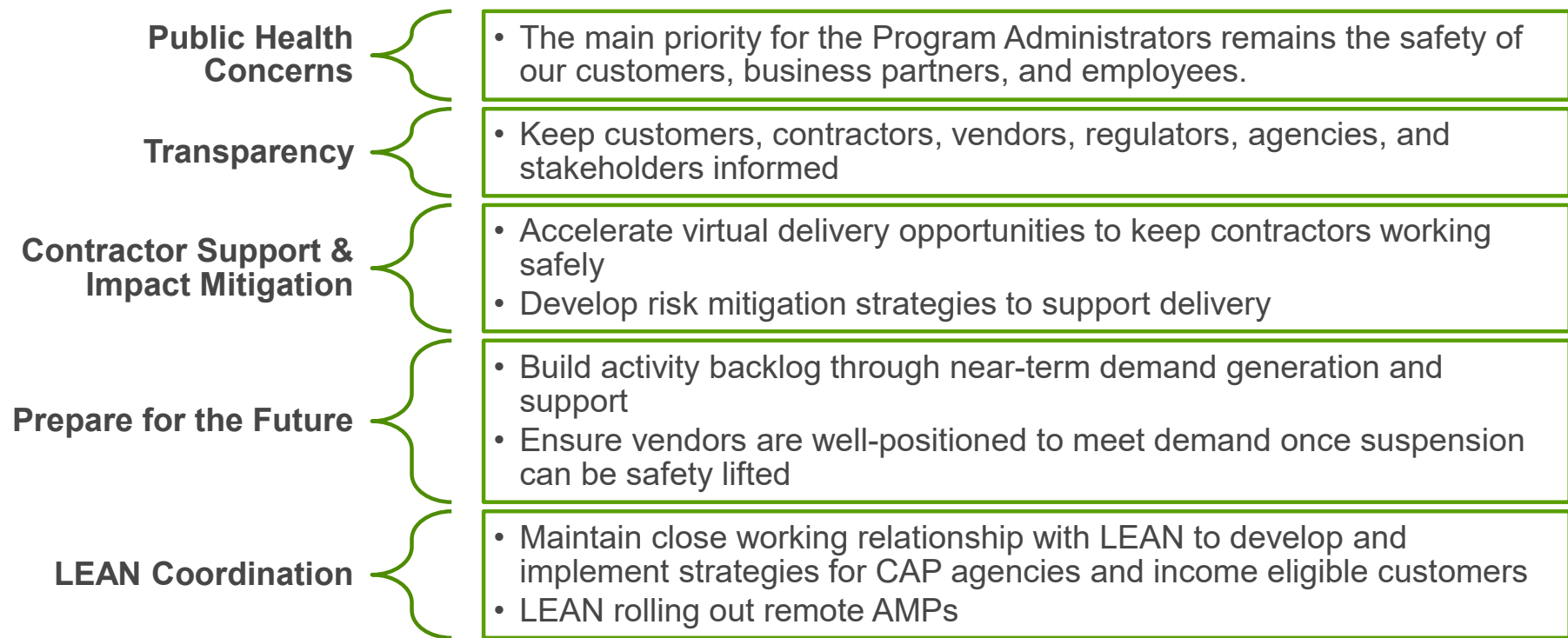
May 20, 2020



WE ARE MASS SAVE:



Overall Goals



Temporary Suspension

- Due to public health and safety concerns, PAs decided to suspend on-premise energy efficiency activity
- PAs will not pay incentives associated with contracted on-site services during this period
- Exceptions permitted on a case-by-case basis for safety or emergency situations
- PAs will consider resuming on-premise services based on guidance from federal, state, and local public health officials and after development of appropriate health and safety protocols (discussed below)
- PAs are reviewing the Commonwealth's May 18, 2020 "Reopening Massachusetts" requirements (<https://www.mass.gov/doc/reopening-massachusetts/download>)

Continuing Efforts



- Other energy efficiency services remain active, including:
 - Online audits
 - Upstream/Point-of-Sale offerings
 - Retail rebates
 - Active demand response
 - Trade ally driven C&I incentives
 - Refrigerator recycling pickups permitted, as long as the refrigerator is left outside
 - HEAT Loan available (on-premise Home Energy Assessment (“HEA”) requirement temporarily suspended)

Massachusetts PAs COVID-19 Response Efforts



VENDOR COMMUNICATIONS & SUPPORT

- Development of and frequent updates to FAQ page on www.masssave.com/covid19
- Maintenance of [Contractor Resources portal](#) for easy access to info about state and federal relief measures
- Delivery of free [webinar](#) on accessing federal relief measures enabled by CARES Act
- Energy Efficiency tips pages added for [homes](#) and [businesses](#)
- Created case study on “[Lessons Learned from a PPP Recipient](#)” on contractor resources page



PIPELINE AND BACKLOG DEVELOPMENT

- Focus on providing contractor access / visibility into project pipeline and backlog to support rapid restoration / recovery efforts once on-premise efforts continue
- Enhanced marketing efforts to support customer enrollment in current offerings
- Create and promote targeted, enhanced incentives on future savings opportunities

Massachusetts PAs COVID-19 Response Efforts



VIRTUALIZATION

- Accelerated development and launch of “Virtual Home Energy Assessment” – **over 1,000 VHEAs completed**
- PAs are marketing the VHEAs, including through [earned media](#)
- Development and deployment of virtual pre and post inspection protocols
- EM&V planning for virtual data collection and alternative analysis methods for high priority studies and shifting project timelines for those with lower priority

VIRTUAL HOME ENERGY ASSESSMENTS (VHEAs)

Soft launch on March 30

First offered to customers who had HEAs cancelled/postponed, then market to new participants

Measures identified during VHEA to be delivered to customer's home

On-premise work identified through VHEA will occur after suspension lifted

PAs offering 100% insulation incentive to encourage participation, build strong pipeline

ADDITIONAL RESIDENTIAL ENHANCEMENTS

- Virtual pre-/post-inspection protocols and procedures
- Enhanced incentives (up to 100%) for residential weatherization measures
- Enhanced incentive to \$125 from \$75 for Refrigerator & Freezer recycling

Massachusetts PAs COVID-19 Response Efforts



ENHANCED TRAINING AND WORKFORCE DEVELOPMENT

- Procured and promoted 'no cost to student' on-line learning modules for both residential and C&I contractor staff
- Partnered with external organization to provide financial incentive for residential training module participation
- Extensive trainings being provided. For a list of current offerings:
<https://www.masssave.com/en/learn/partners>



C&I EFFORTS

Work Continuation Support

- Virtual pre-/post-inspection protocols and procedures
- Virtual energy assessments for small business customers
- Protocols for select work-in-progress projects

Financial stimulus

- Enhanced incentives (up to 100%) for cost-effective direct-install/turnkey measures for small businesses
- Enhanced incentives for upstream food service equipment
- Sign-on bonus for new Upstream HVAC/Food Service/Water Heating dealers/distributors

Energy Efficiency Business Continuity Health & Safety Plan COVID-19



Purpose/Goal

COVID-19 will require both immediate-term as well as sustained changes to contractor protocols when on-site with customers

Changes are necessary to mitigate health and safety risks, maintain alignment with state/local directives, and instill confidence in stakeholders, contractors and customers that on-premise EE work can be delivered safely and effectively

Energy Efficiency Business
Continuity Health & Safety
Plan COVID-19

Steps to Safely Perform Energy Efficiency Work



Steps 1-4 have been jointly developed

Steps 5-6 will be PA and vendor specific

1

UNDERSTANDING
OPERATIONAL
REQUIREMENTS

2

DEVELOPMENT
OF PROCESS

3

DEVELOPMENT
OF
PROCEDURES

4

TRAINING
DEVELOPMENT
/DELIVERY

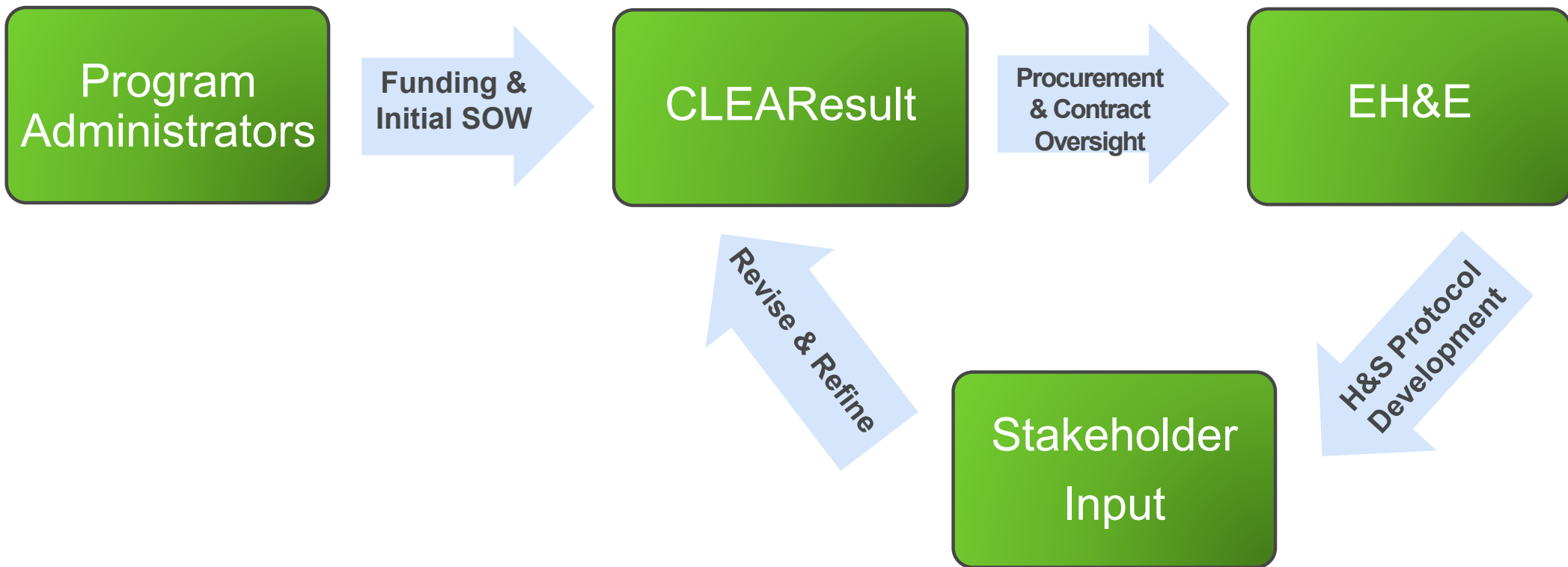
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FIELD
OVERSIGHT

6

PROGRAM
AUDITING

Four State Health & Safety Protocol Development



Potential Measures are Being Segmented



- 1 Exterior work, no customer contact
- 2 Interior work, no customer contact
(basement, attic, vacant building etc.)
- 3 Customer contact



The team is initially focusing on segments 1 & 2

Measure/Segment Protocol Development Status



1-4 FAMILY HOME EE MEASURES:

1. Wall Insulation
2. Attic Insulation (w/exterior access)
3. Mechanical Exterior, Attic & Basement Equipment (HVAC, Pumps, etc.) w/ exterior access
4. Exterior Lighting

Complete



MULTI-FAMILY HOME EE MEASURES:

1. All measures included in 1-4 family
2. Mechanical Exterior & Roof Equipment (HVAC)
3. Exterior Lighting (Building, Parking lot, Garage)

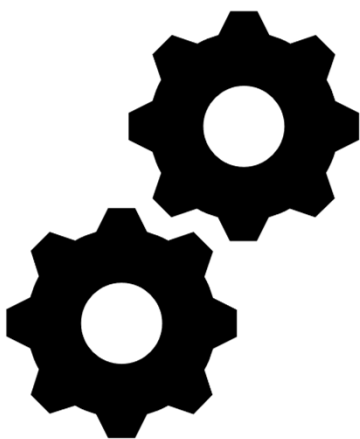
In Progress



COMMERCIAL/INDUSTRIAL EE :

1. All measures included in multi-family
2. Vacant Buildings
3. Exterior Lighting (Building, Parking lot, Garage)

In Progress



When

- As measure/protocols are developed, training will be scheduled and rolled out.
- Starting 5/14

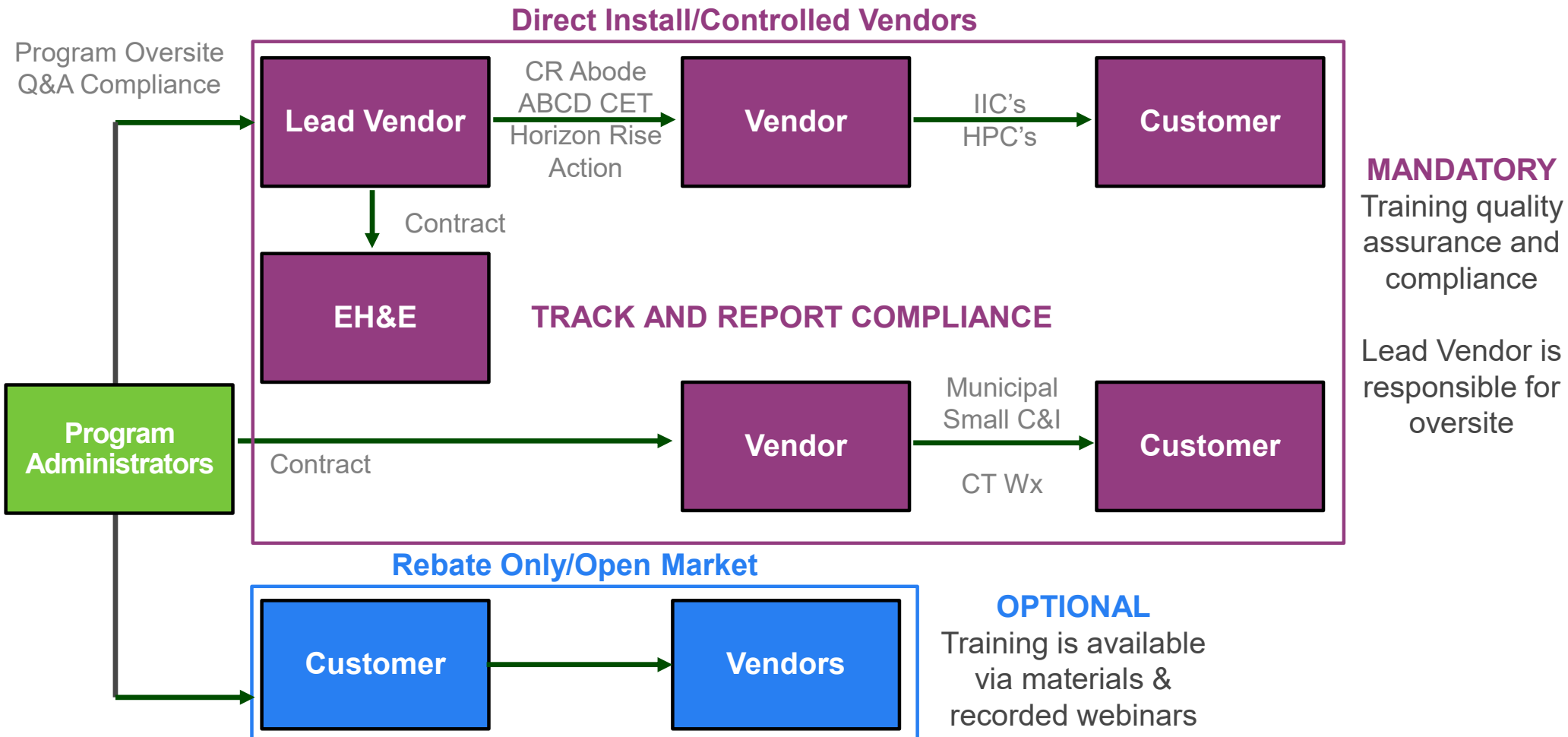
How

- Live webinars for owners/managers of contracted vendors
- Recorded webinars with self test for field workers and non-contracted vendors

Who

- Mandatory for contracted vendors
- Available to all others

Quality Assurance & Compliance



Rollout & Deployment Timeline



Residential 1-4 (non-Customer engagement)

- **May 14** – Owner and Manager Training (Live)
- **May 22** – Worker Training & Testing (on-line)



C&I and Multifamily (non-Customer engagement)

- **June 2** – Train-the-Trainer (Live/on-line)



Interior Work with Customer Engagement – Level 3 PPE

- **June 11** – Train-the-Trainer (Live/on-line)

Additional Vendor Requirements

- Contractual changes with relevant PA(s) implemented
- QA/QC requirements established and operationalized
- Required on-site crew training/verification completed

