February 14, 2024

Program Administrator Updates

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

EVERSOURCE

Liberty

nationalgrid

Unitil

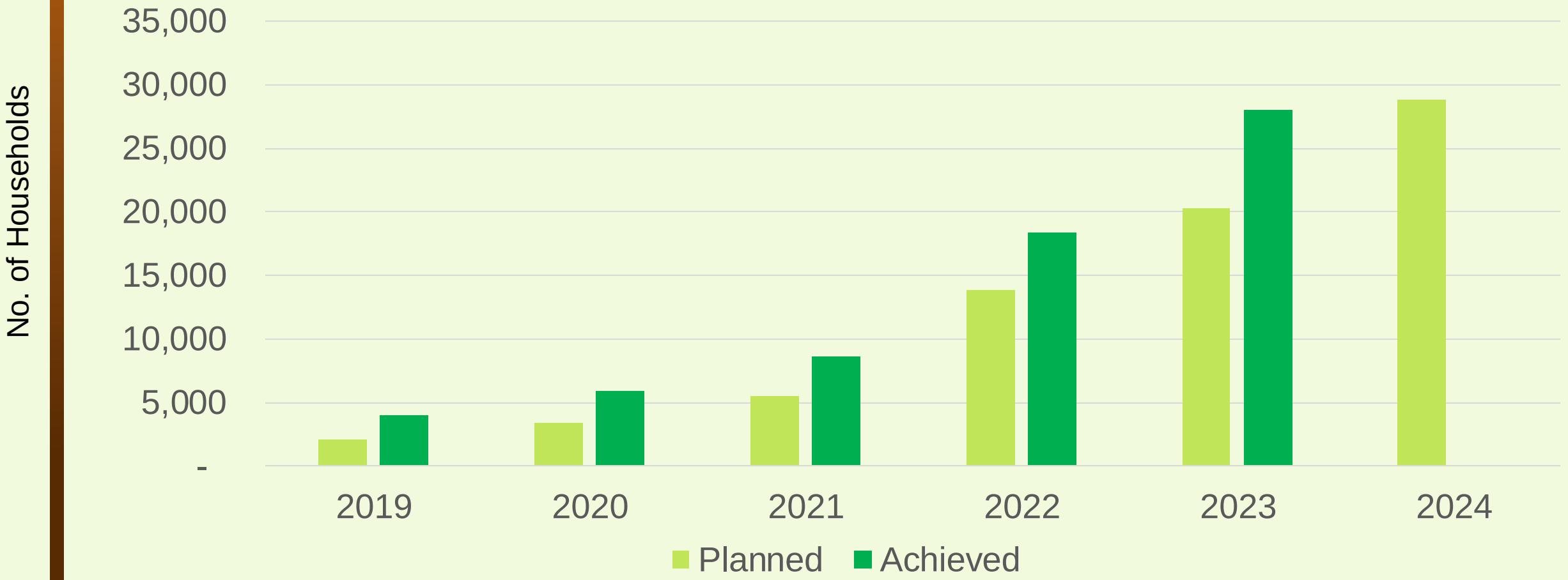
Agenda

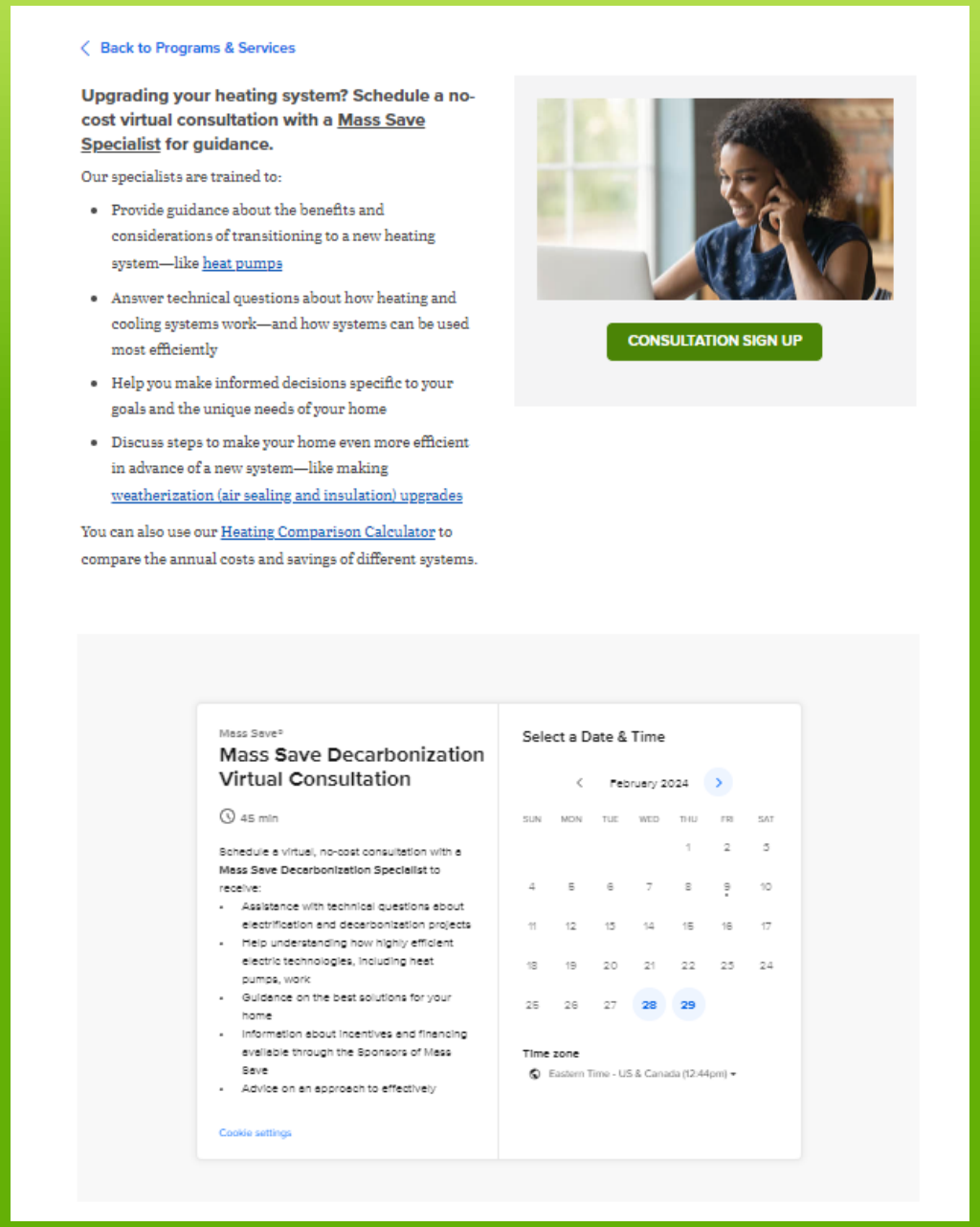
- Presentation to Legislature
- Heat Pump Production
- Program Updates
- Appendix: Rebate Processing, HEA and Weatherization Updates

Presentation to the Legislature

- Background on Program and Accomplishments
- Customer experience and efforts to improve rebate processing
- Guidance for how to support constituents in resolving inquiries
- A HUGE thanks to DOER and Chairs Roy and Barrett for organizing and hosting the event

Households with Residential Heat Pumps Installed





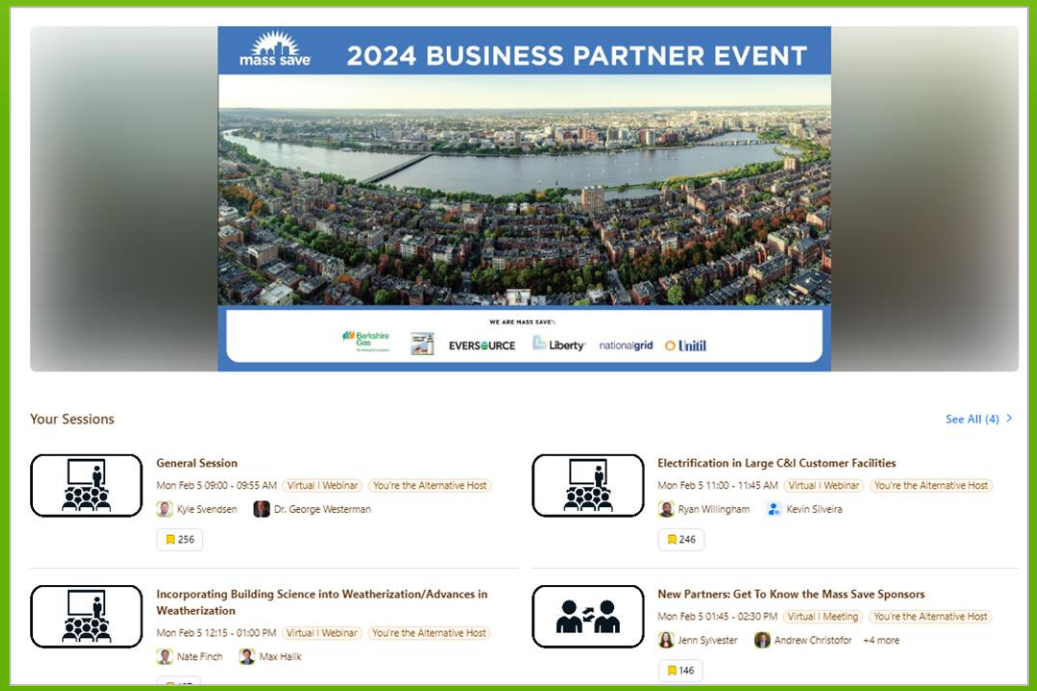
Decarbonization Consultations Launched 2/1!

- Since launch, **97** consultations have been scheduled and **31** have been completed
- "System end of life", "Cost savings", and "Comfort" are among the most common motivations for scheduling a consultation
- Consultations have mainly focused on "Exploring the technology" and determining whether "ASHPs will work for the customer's home“
- Positive customer feedback

“Miguel was very knowledgeable and helpful this an amazing service to the community I will certainly recommend it! Thank you so much!”

“Thomas was great; answered all of my questions and more. He really took a weight off of my shoulders and simplified the process so it made sense to me”

C&I Business Partner Event



Virtual Event:

Monday, February 5, 9:00am – 2:30pm

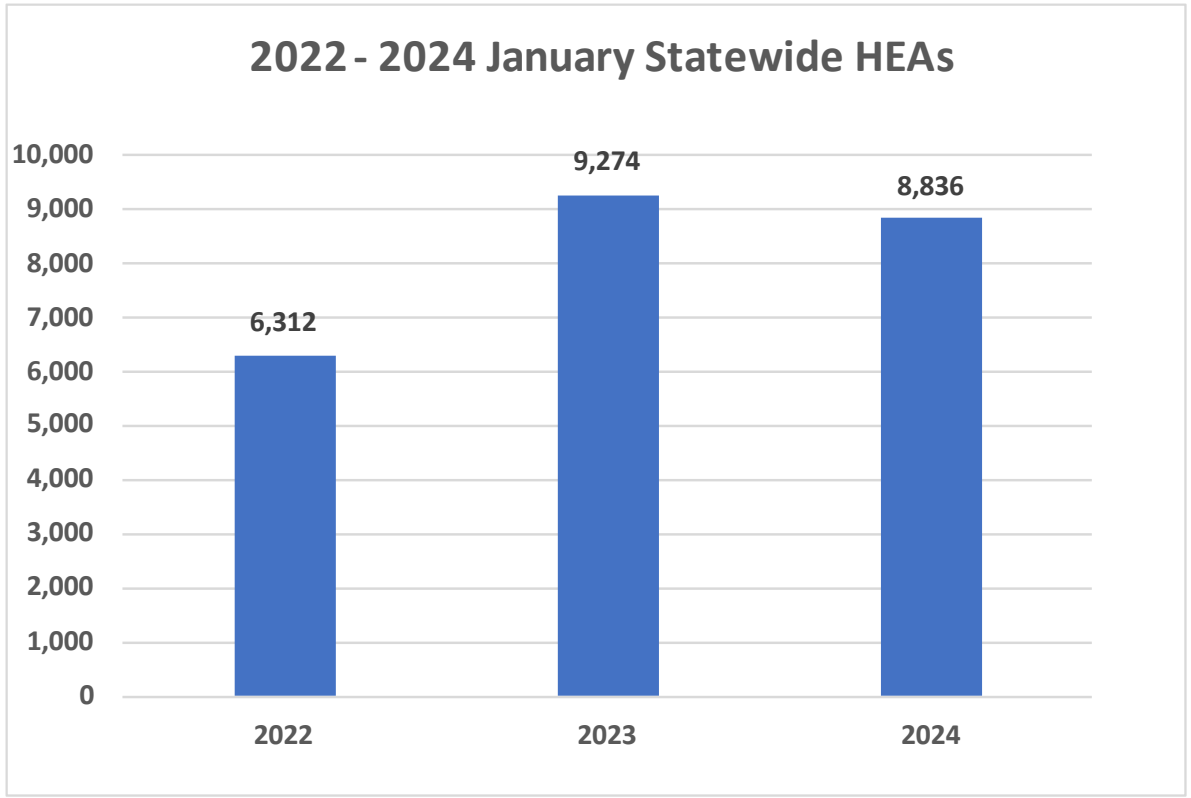
Over 700 attendees – contractors, implementation vendors, consulting engineers

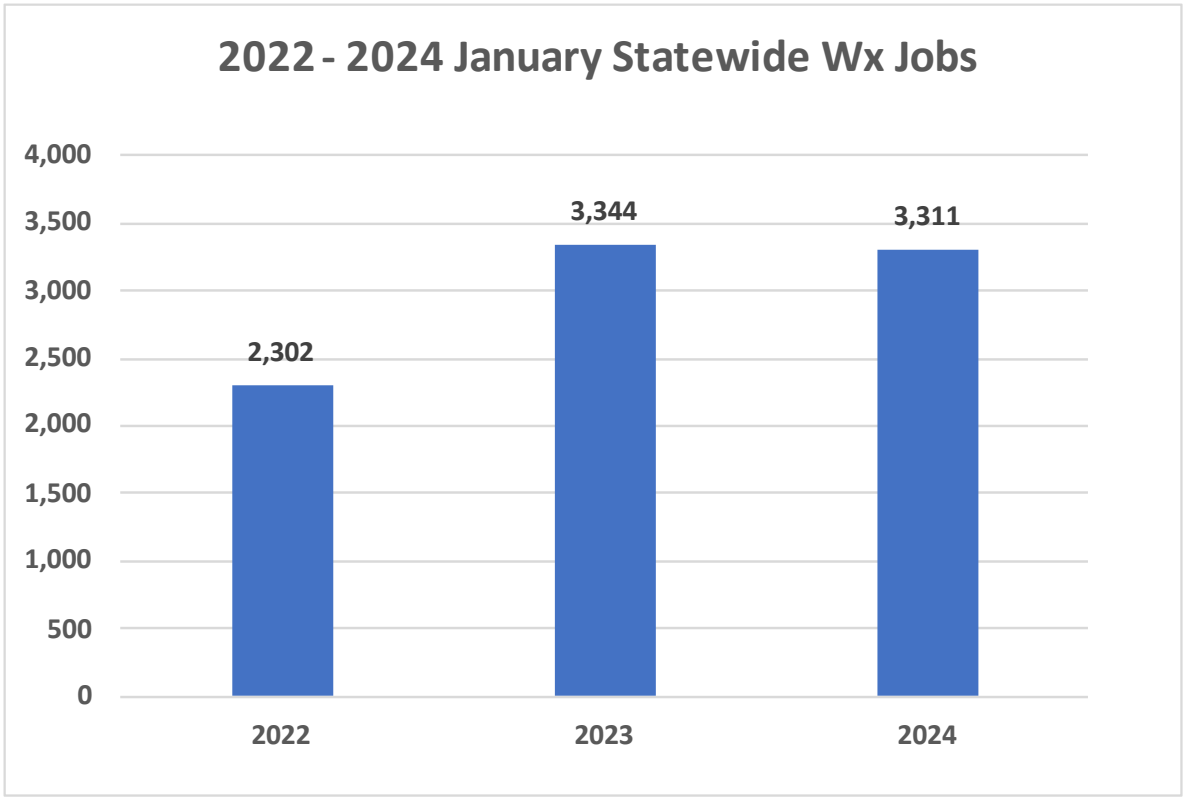
Program updates, participation guidance, networking opportunities

Keynote: Dr. George Westerman, Senior Lecturer, MIT Sloan School of Management

Appendix

YTD HEAs and Weatherizations (through January)



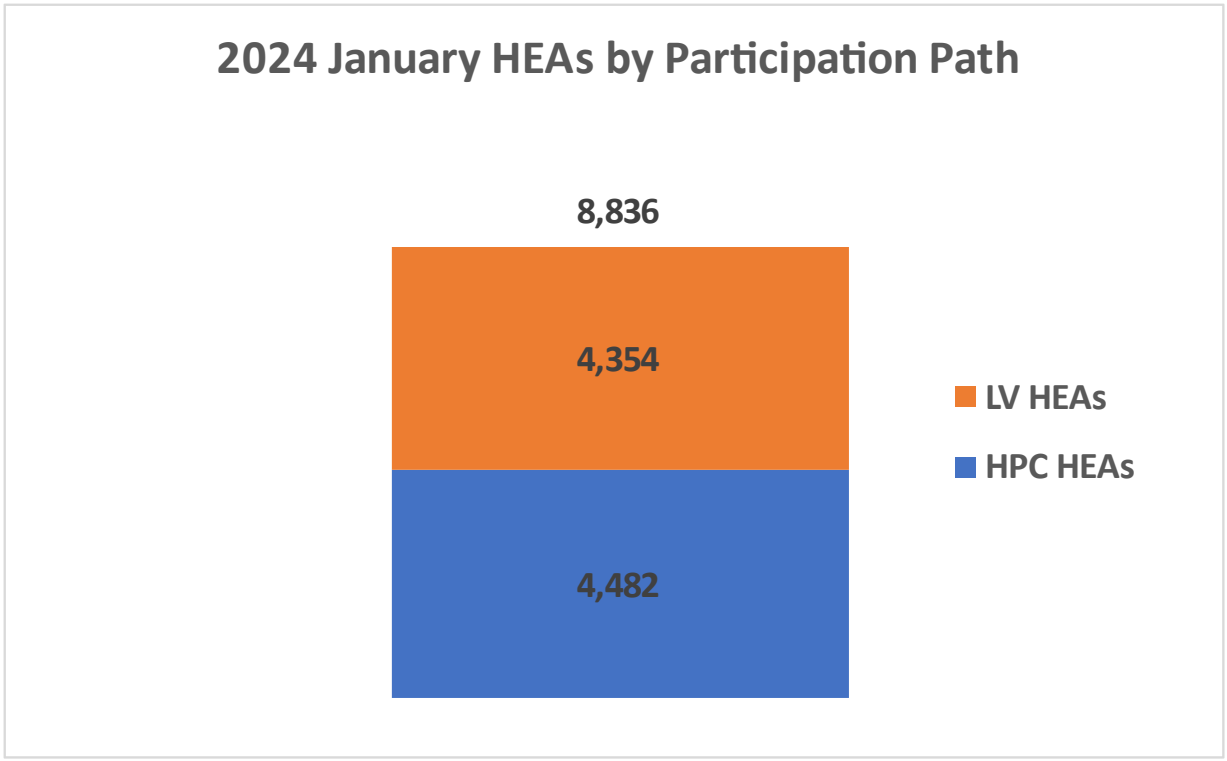


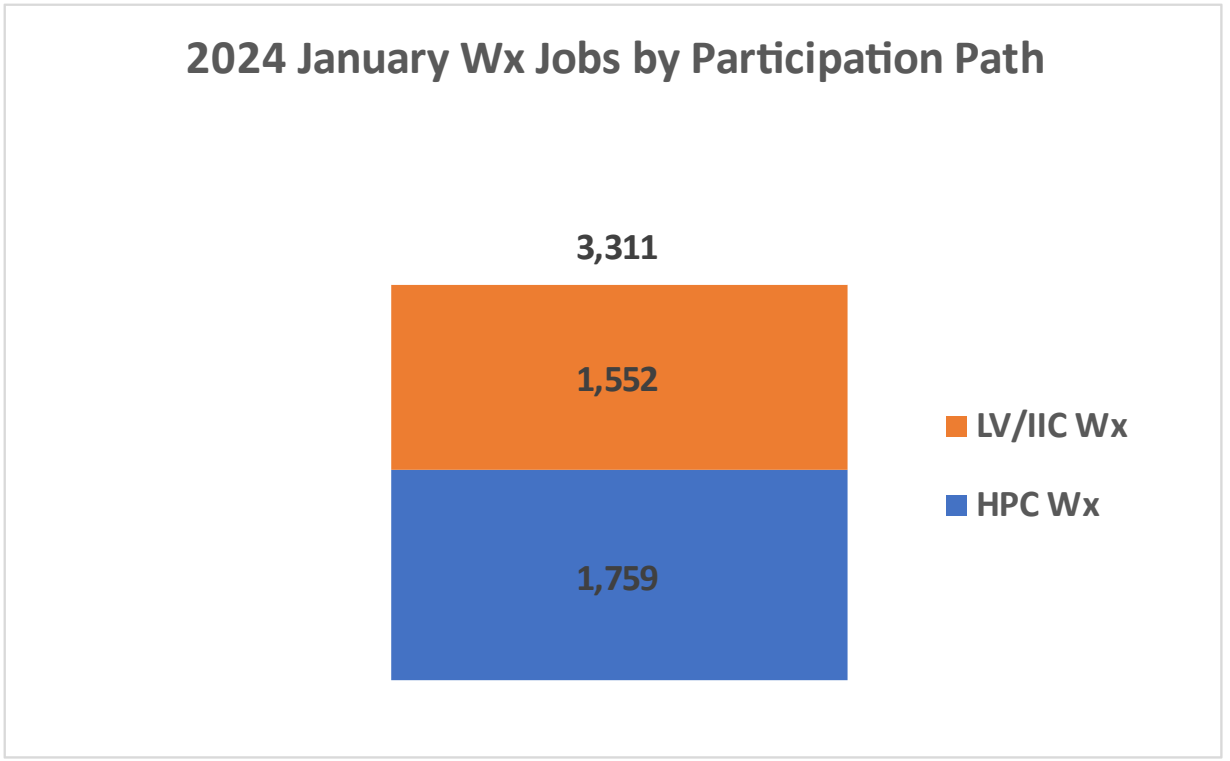
January 2024 HEAs 5% lower than January 2023

January 2024 Wx Jobs are down by 1% compared to 2023

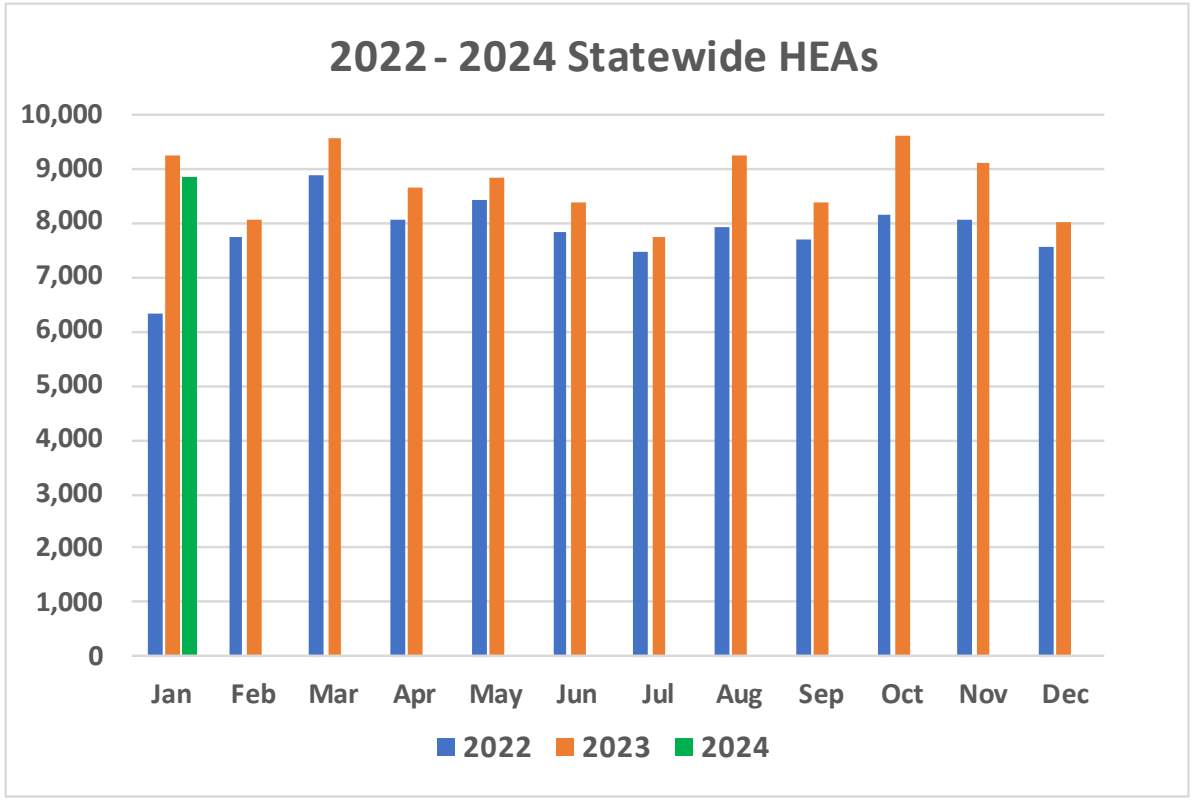
Across all LVs & HPCs, HEA lead times are in the 2-4 week range.

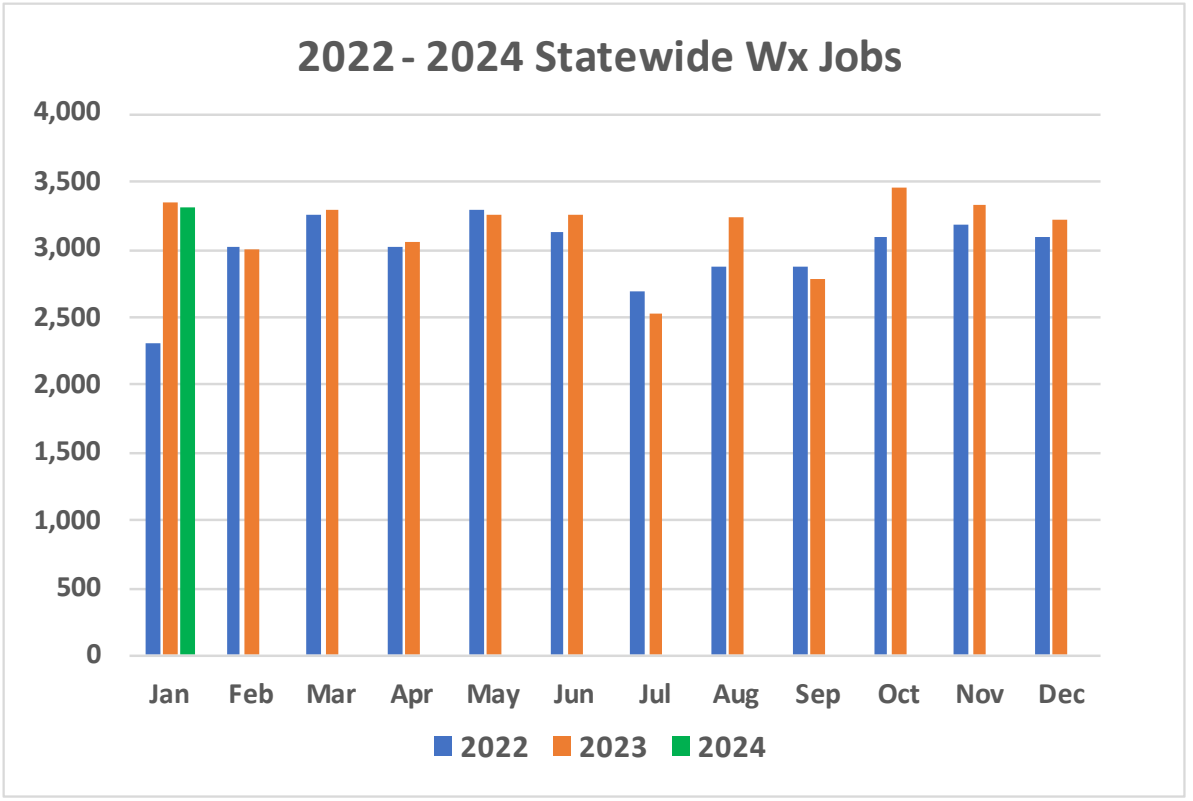
YTD HEAs and Weatherizations (through January)





YTD HEAs and Weatherizations (Monthly through January)





Nearly 350,000 homes weatherized since 2013

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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

~64k rebate applications received since July (~9k applications per month).

Volume of paid incentives continues to increase month-over-month (>$52 million rebates and ~18k applications paid since Jan.)

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

Data through 1/26/24

Heat Pumps

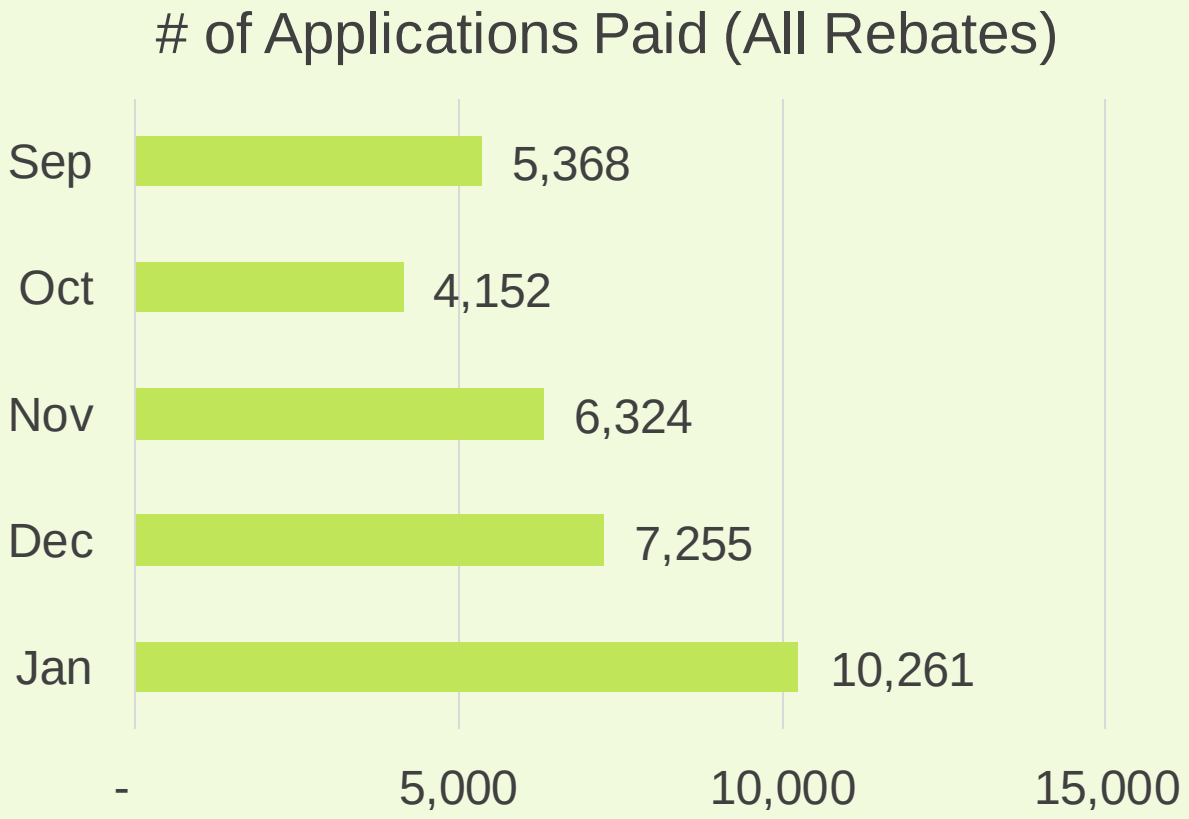
~22k heat pump applications received since July (~3k applications per month).

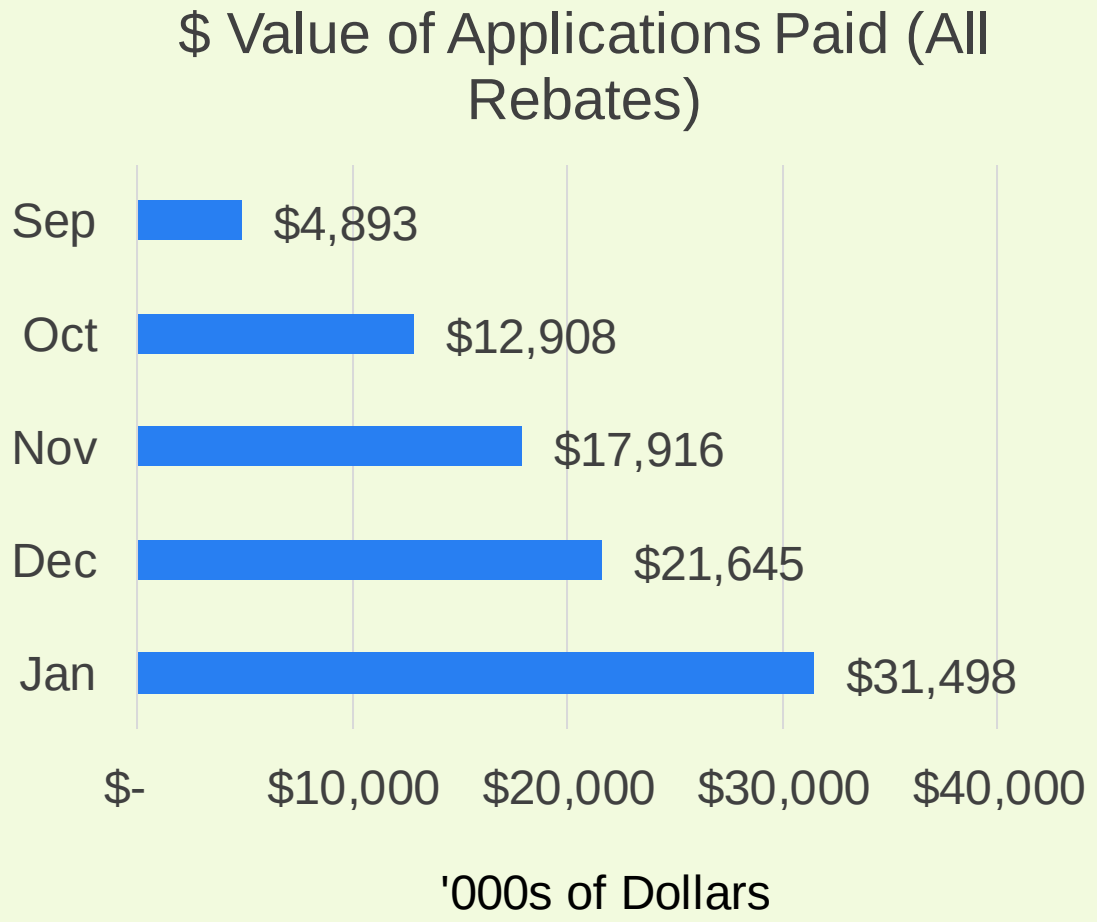
Volume of paid incentives continues to increase month-over-month (~$30 million rebates paid in Jan. vs. >$20 million rebates paid in Dec)

33-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 1/26