July 17, 2024

Program Administrator Updates

WE ARE MASS SAVE®:

Supplier Diversity Summits

- Summits held 6/13 at Bristol Community College in Fall River & 6/25 at Roxbury Community College in Boston
- Summit structure changed based on feedback from listening session with the diverse supplier ecosystem
- Changes included:
  - Electric vehicle presentation
  - Panel discussion vs presentation format
  - Matchmaking with lead vendors and MWBE support organizations such as Emerald Cities, MassCEC, Supplier Diversity Office
  - Procurement presentation and tabling presence for Ariba support

Community First Partnership Summit

- First annual Summit held 6/20
- 16 CFP partner attendees representing 24 teams
- Keynote address from EEAC Councilor Mary Wambui
- Strengthen connections within CFP network
- Breakout discussions to share lessons learned and challenges, and to brainstorm strategies to address priority populations

Community Education Grants

WE ARE MASS SAVE®:

BERKSHIRE GAS
An AVANGRID Company

Cape Light Compact

EVERSOURCE

Liberty

nationalgrid

Unitil

2022-2024 Community Education Grant Overview

4 Application Rounds

28 Communities Awarded

Over $500k invested

Focus on renters, LOTE, low- and moderate-income customers, and K-12 Youth Serving Organizations

Communities Served

YTD 2022-2024 Education Grant Recipient Communities		
Boston	Gloucester	Falmouth
Haverhill	Milford	Fall River
Lawrence	Framingham	Worcester
Lowell	Amherst	Acton
Norwood	Harwich	Martha’s Vineyard (all 6 towns served)
Barnstable	Dennis	Eastham
Mashpee	Orleans	Sandwich
Arlington	Chelmsford	Springfield-Greenfield
Cambridge	Longmeadow	New Bedford
Yarmouth	Gardner	Brookline
Athol	Lexington	Newburyport
	Hamilton-Wenham	

New Ecology Podcast

- Boston/Greater Boston
- Eversource
- Develop, record and promote 10 podcast episodes related to sustainable building practices and energy efficiency that highlights Mass Save incentives

Hamilton Wenham Climate Action Team (HWCAT)

- Hamilton-Wenham
- National Grid
- Focus on marketing, educating and supporting Mass Save initiatives as a step for implementing the communities net zero climate action plan
- Provided a town newsletter, hosted lunch and learns and hosted a clean energy fair
- Activities reached over 1,000 residents

Faith Communities Environmental Network

- East Falmouth
- Cape Light Compact
- FCEN Energy Cafe
- Bringing residents together to educate them on energy efficiency and share information about the Mass Save solutions
- Hosted 32 energy cafés
- Successfully signed up over 250 residents for a home energy assessments

Upcoming Grant Opportunities

- The most recent application period has resulted in 17 pending applications.
- 12 Environmental Justice Communities
- Project examples:
  - Environmental justice awareness campaigns
  - Marketing campaigns
  - Community outreach events, tabling, etc.
  - Energy fairs
  - Multi-lingual workshops

Appendix

WE ARE MASS SAVE®:

Berkshire Gas
An Avangrid company

Cape Light Compact

EVERSOURCE

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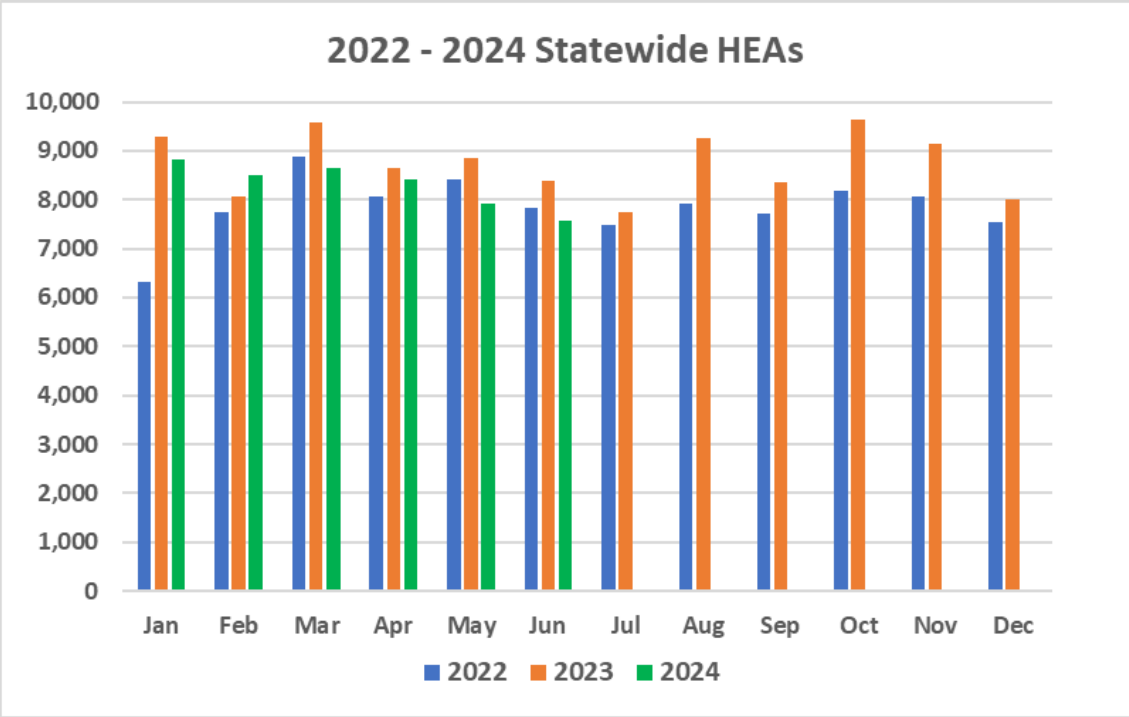
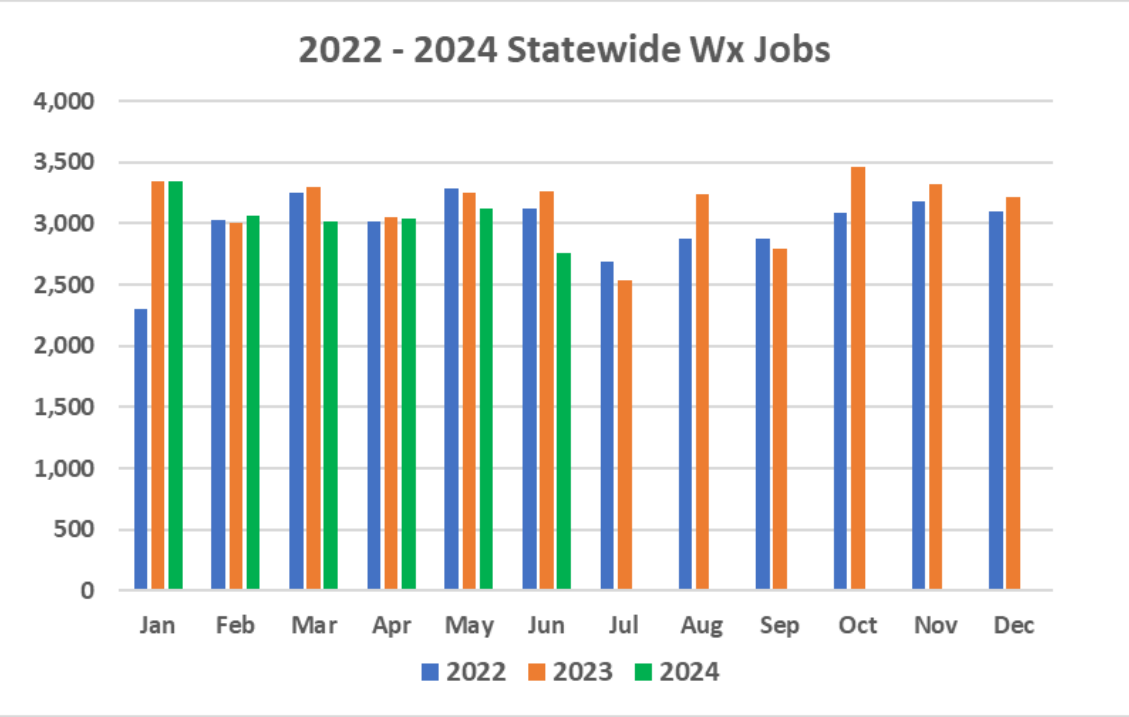
nationalgrid

Unitil

YTD HEAs and Wxn Monthly through June

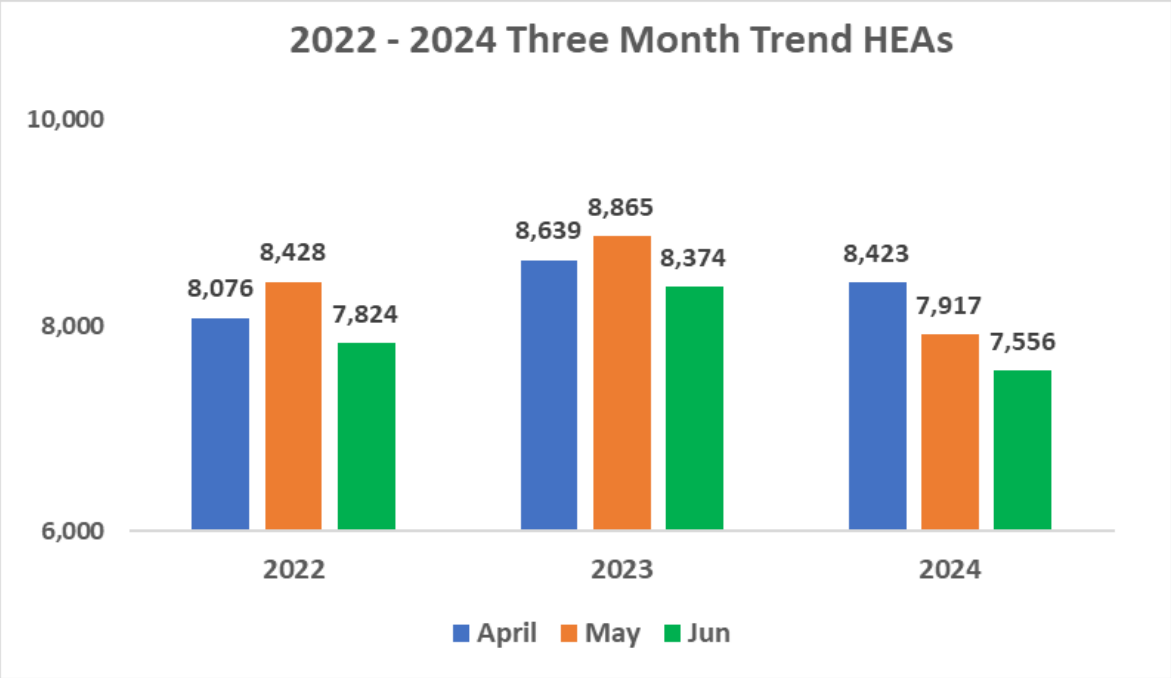


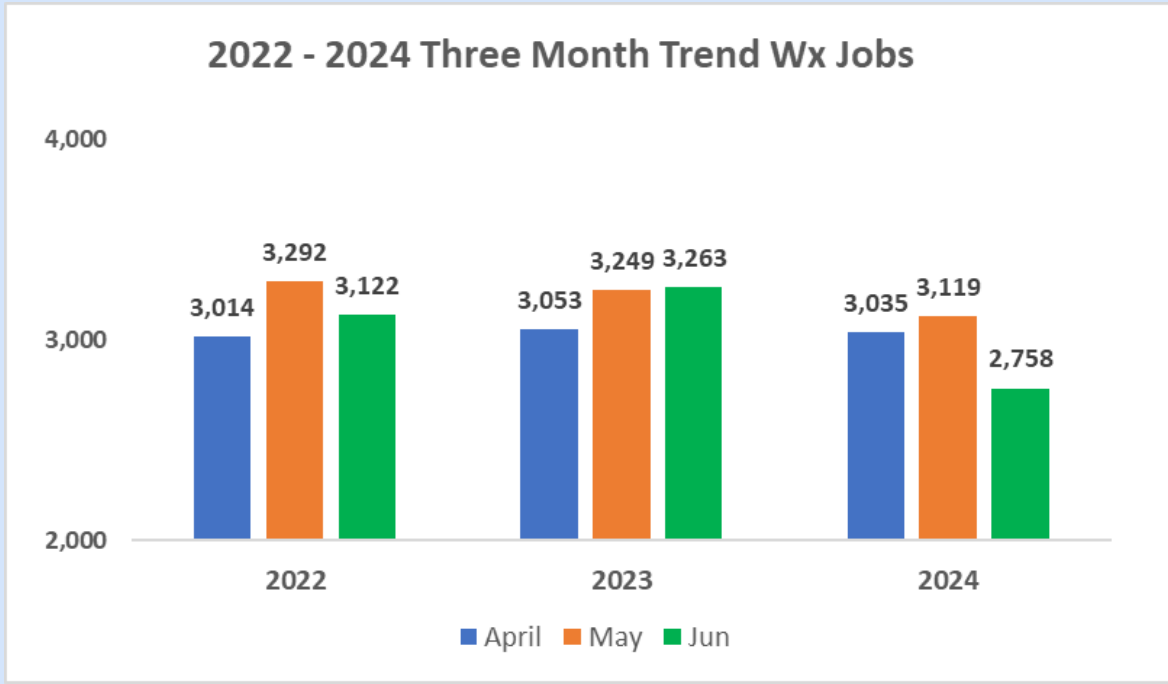


Year over year:

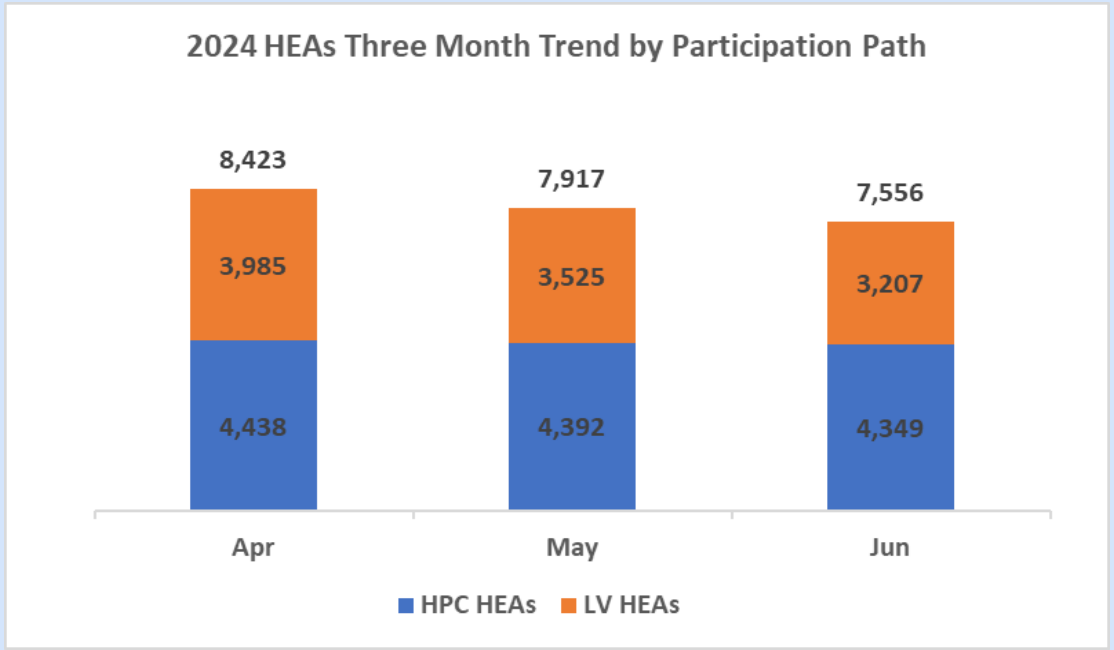
- 2024 YTD HEAs are 5.5% lower than 2023
- 2024 YTD Wx Jobs are 4.5% lower than 2023

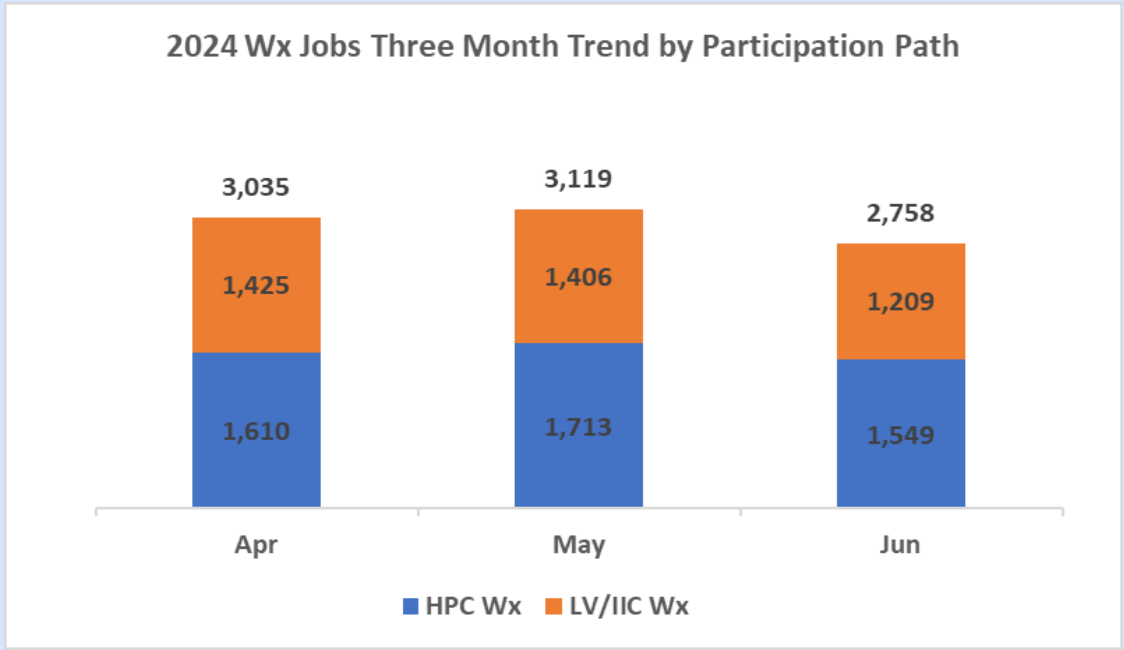
HEAs and Wxns (April through June)





HEAs and Wxns by Participation Path (April through June)





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

~104k rebate applications received since July.

Significant volume of paid incentives in June (~$11 million rebates paid vs. ~$13 million rebates submitted).

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

Data through 6/30/24

Heat Pumps

~34k heat pump applications received since July.

Significant volume of paid incentives in June (~$10 million rebates paid vs. ~$12 million rebates submitted).

31-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”