

A CLOSER LOOK AT LOW- INCOME PROGRAM IMPROVEMENT OPPORTUNITIES

Energy Efficiency Advisory Council

► January, 2018

www.ma-eeac.org

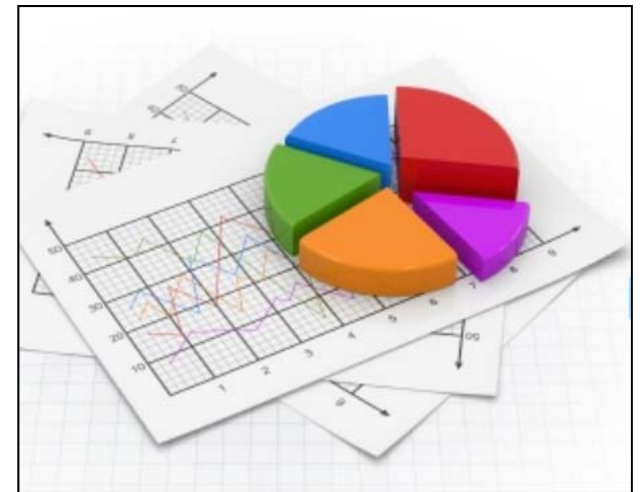
OBJECTIVES



- ▶ **Create additional time for Low-Income discussion**
- ▶ **Brief review of key opportunities from workshop #3**
- ▶ **LEAN to address specific follow-up questions identified by Executive Committee members, DOER and the consultant team**
 - Allocating and Monitoring Resources
 - Pathways to Participation
 - Quality Control
- ▶ **Collect additional EEAC questions and feedback**

ALLOCATING AND MONITORING RESOURCES

- ▶ **Describe the process for allocating and monitoring resources between lead & non-lead CAP agencies.**
 - How does the size of the CAPs, their locations, and the size of their service territories vary?
 - What are the differences between CAPs in terms of organizational capacity and savings achievement relative to their size?
 - Are there any other differences of significance?
- ▶ **This information will allow us to better understand:**
 - The LEAN implementation management infrastructure
 - Resource allocation comparison at a statewide geographic area
 - Compare need with resource allocation



PATHWAYS TO PARTICIPATION

- ▶ **How do the CAPs identify prospective participants?**
 - Outline the participation pathways and show the number and percentage of participants that derive from each one.
 - What kinds of community outreach/community-based partnerships have the various CAPs pursued?
 - Do all qualifying customers who request services receive them? If not, what are the reasons why?

- ▶ **This information will allow us to better understand:**
 - The methods and processes to participate in the Low-Income Program
 - Opportunities to identify potential outreach gaps



QUALITY CONTROL

► Describe the program's quality control protocol

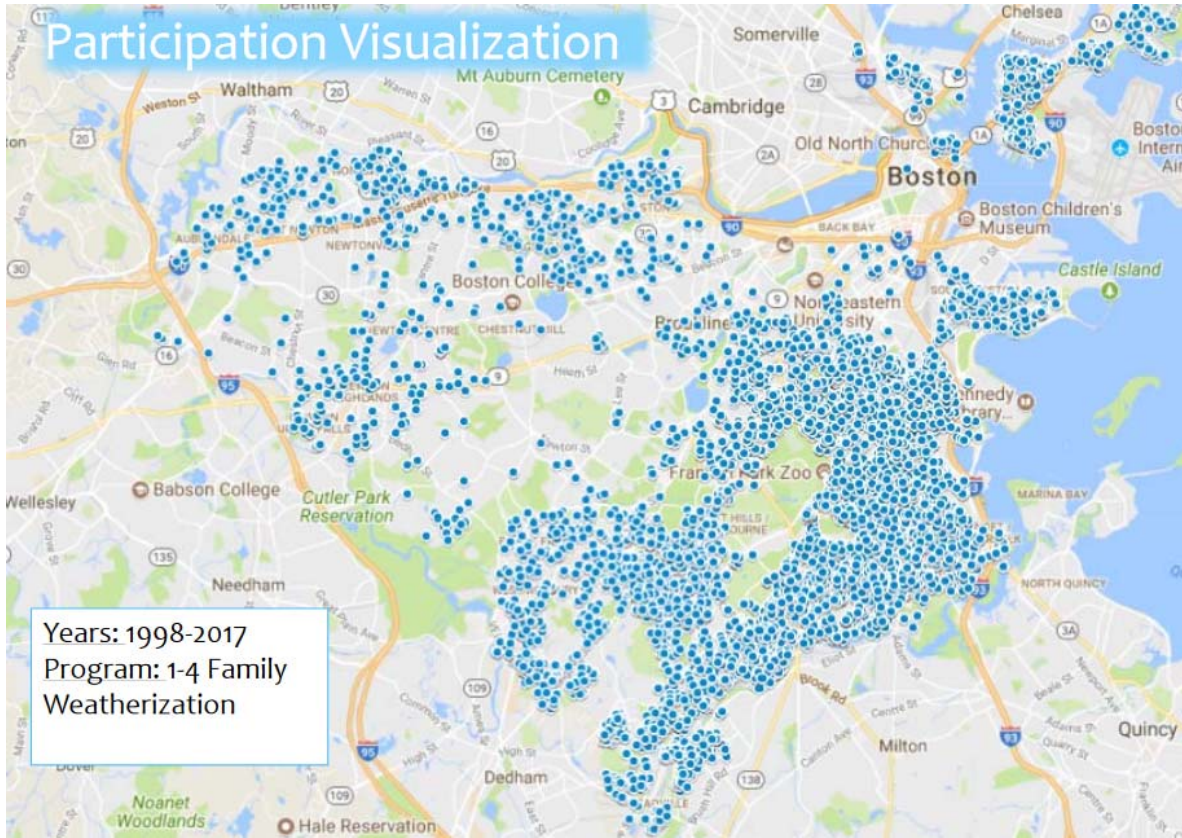
- What is the value of quality control?
- The percentage of households that receive quality control services in the market rate program is different than the low-income program. Why is this and what are the benefits of the low-income program doing it the way that it does?

► This information will allow us to better understand:

- The Low-Income Program's quality control protocols and standards
- The value of quality control
 - assessment of rate of quality of control vs. results
- opportunities to secure implementation cost effic
- The differences between the Low-Income program's quality control protocols versus the market rate program



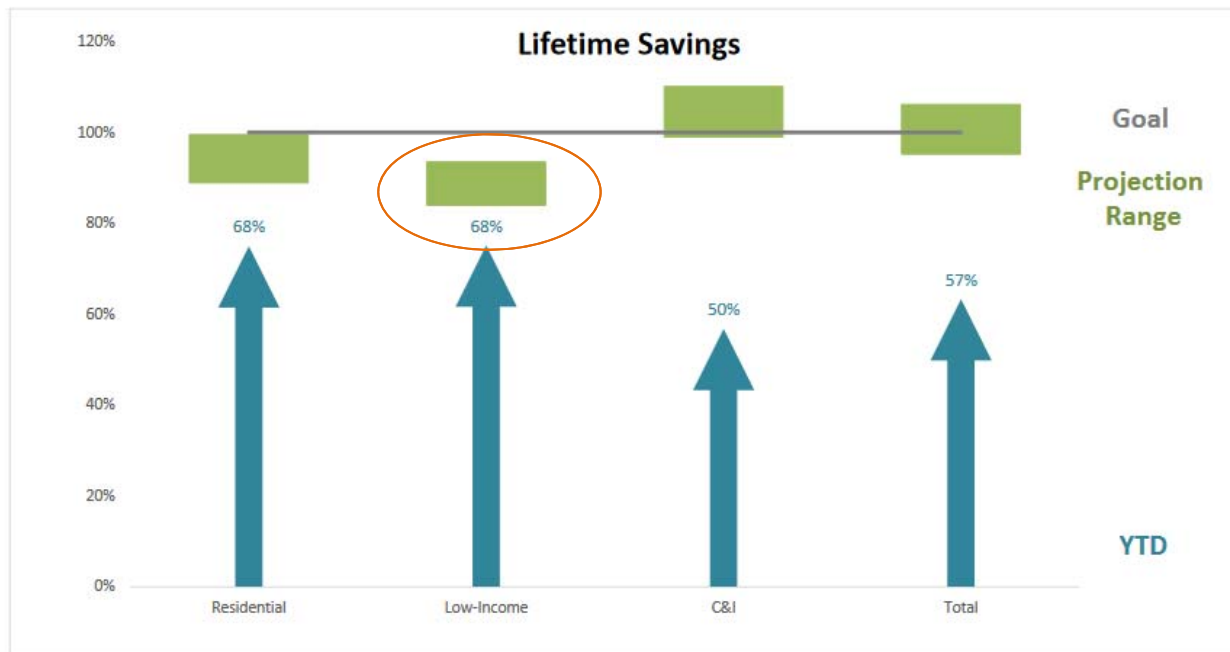
PARTICIPATION POTENTIAL



From Workshop #3

2017 YEAR END ELECTRIC SAVINGS FORECAST

Electric 2017 Year End Savings Forecasts



RESOURCES AND NEXT STEPS

► Resources

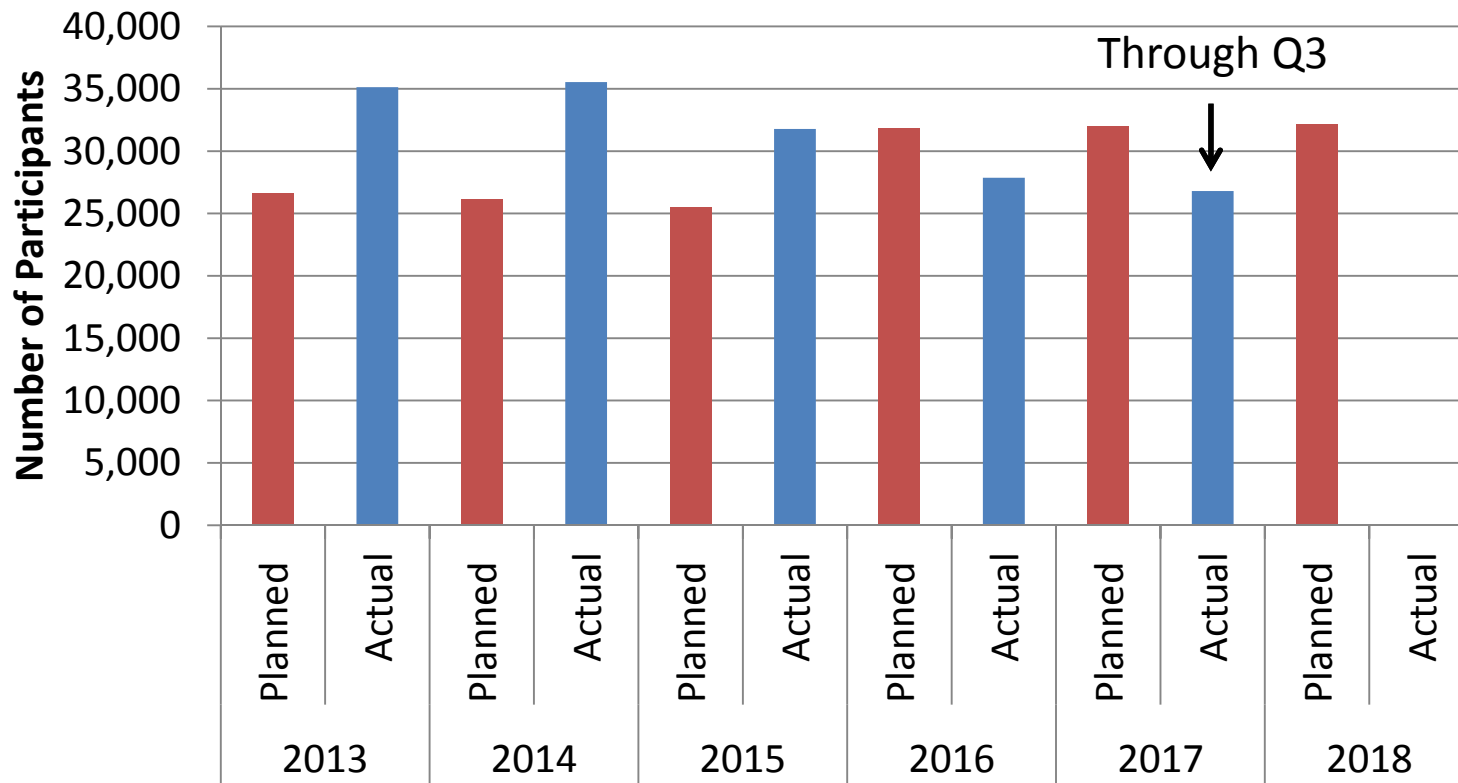
- Workshop #3 Low Income Program version 1.0 Briefing Document
- Workshop #3 Low Income Program Recommendations

► Next Steps

- January 30th to review and vote on LI Program Recommendations
- LEAN, with support from the consultant team will create a version 2.0 briefing document to provide a more in-depth overview of the low-income program.
- LEAN to create a GIS map documenting program impact and future potential and to support program planning
- Third-party process evaluation to be completed in 2018

LOW INCOME ELECTRIC PARTICIPATION

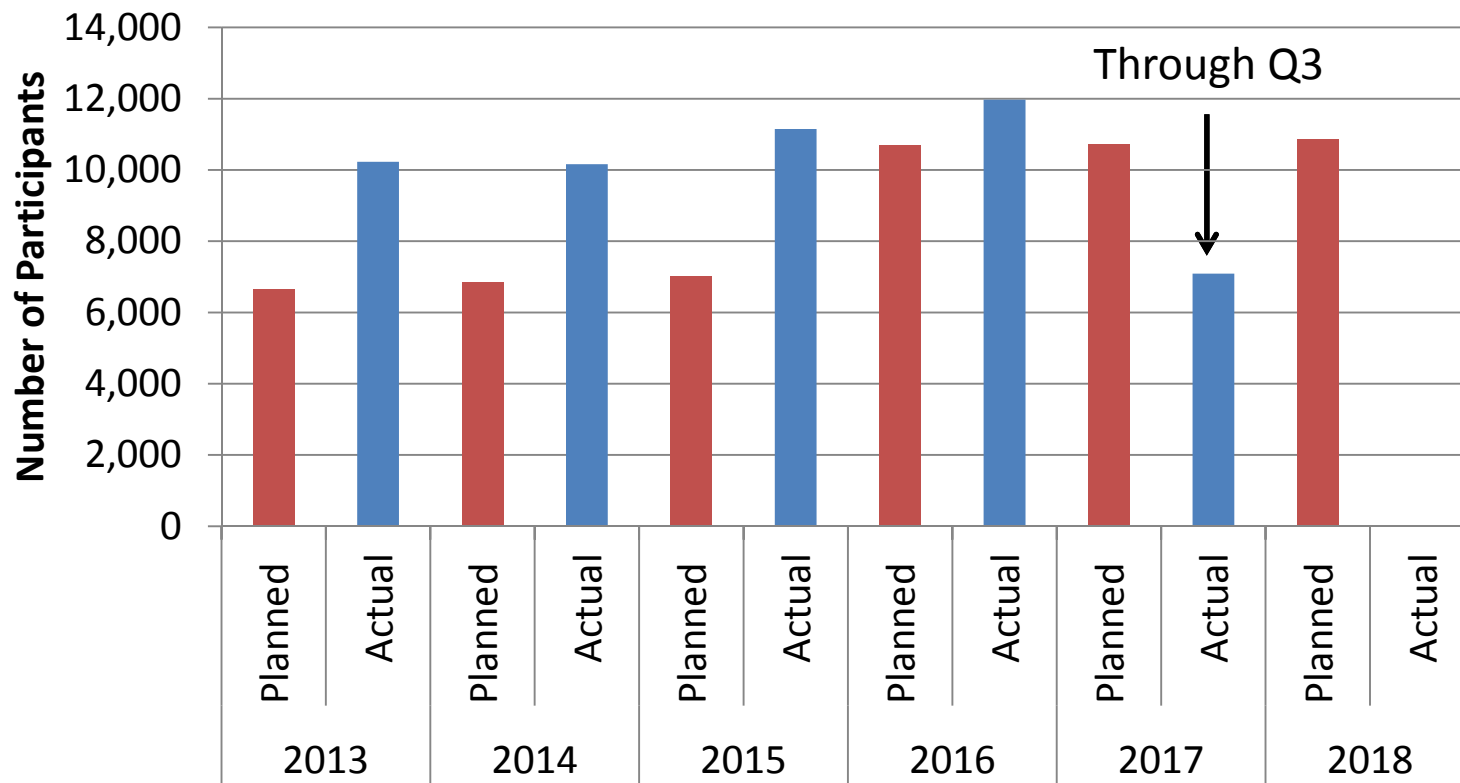
Low Income Electric Program Participants



Data Source: <http://massavedata.com/Public/PerformanceDetails>

LOW INCOME GAS PARTICIPATION

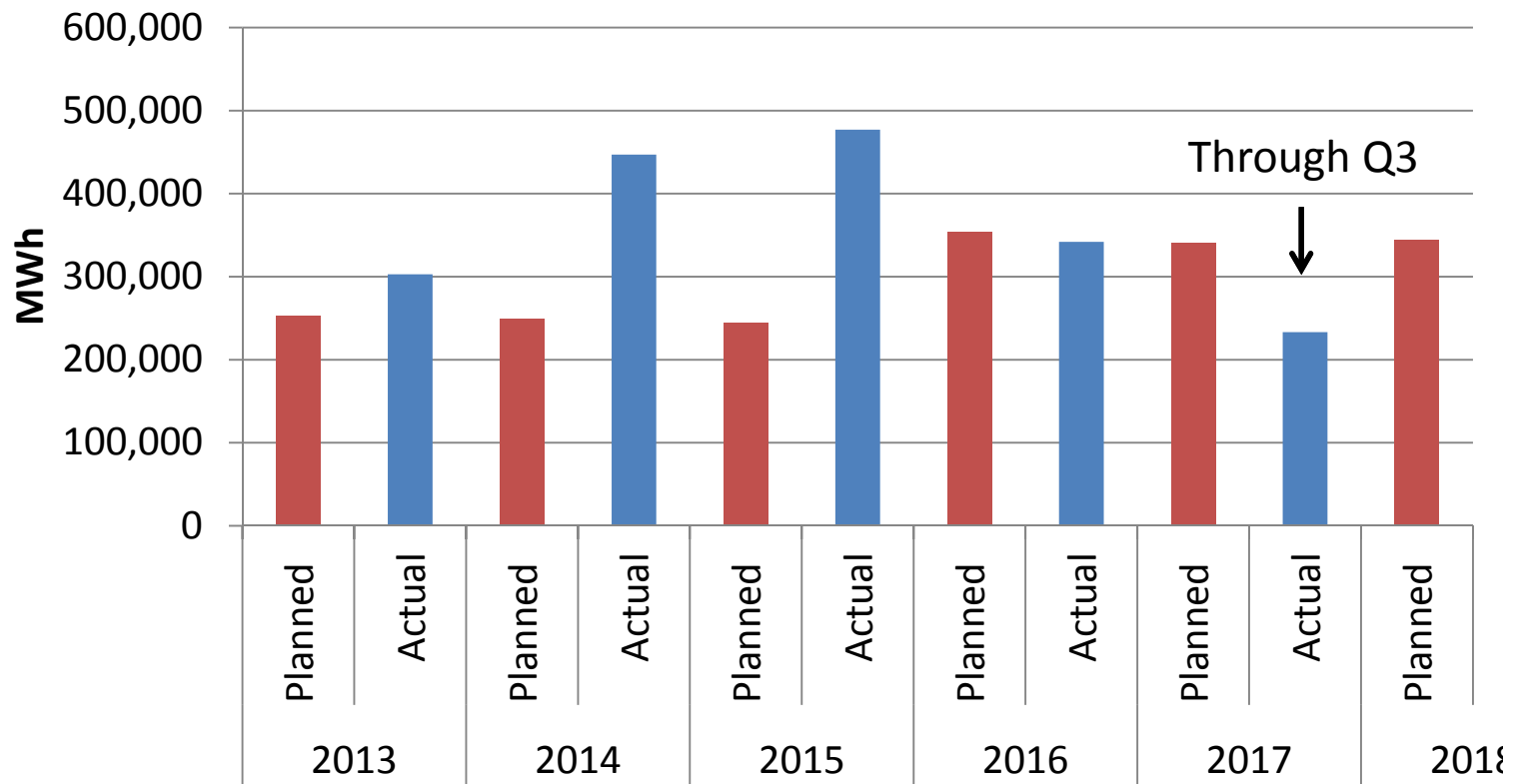
Low Income Gas Program Participants



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LOW INCOME ELECTRIC SAVINGS

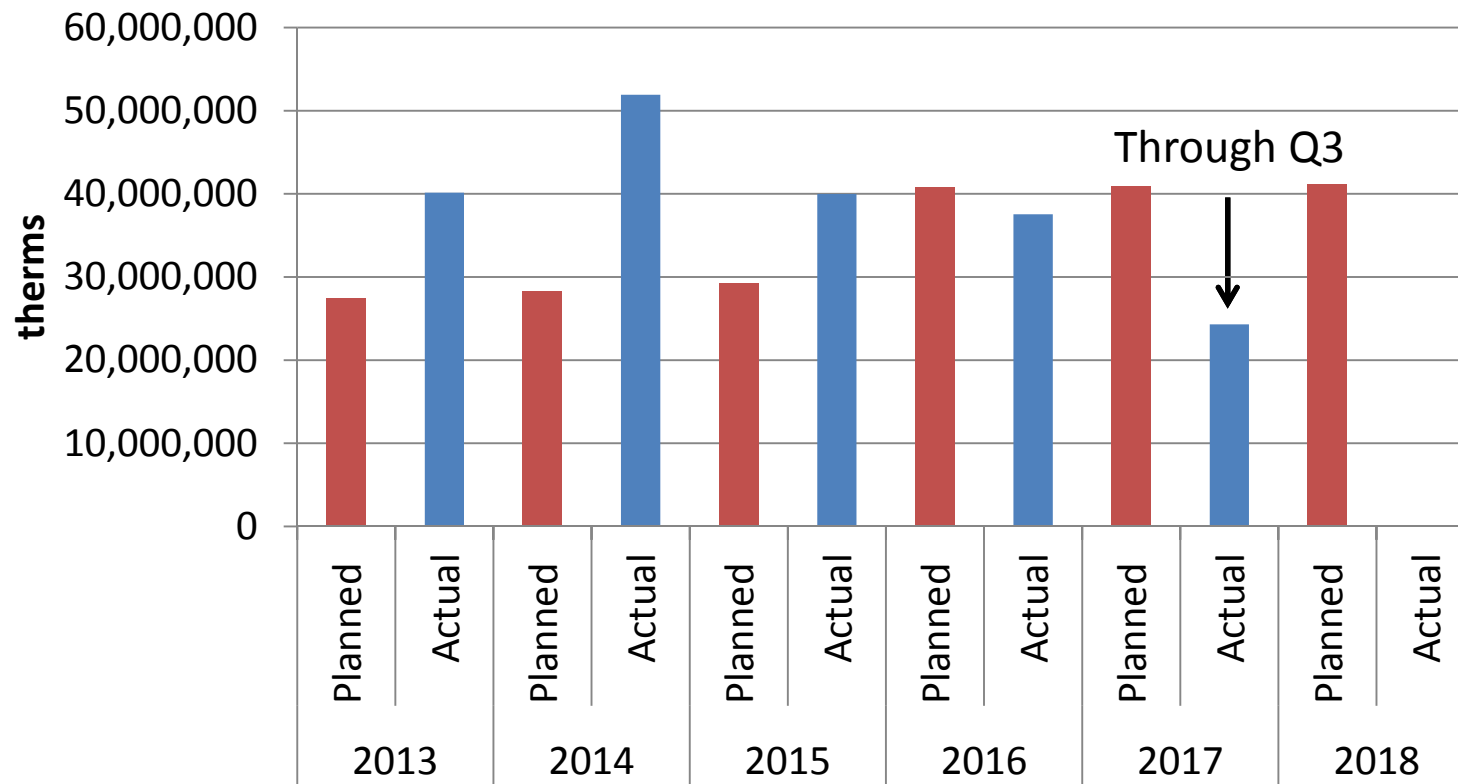
Low Income Electric Program Lifetime Savings (MWh)



Data Source: <http://massavedata.com/Public/PerformanceDetails>

LOW INCOME GAS SAVINGS

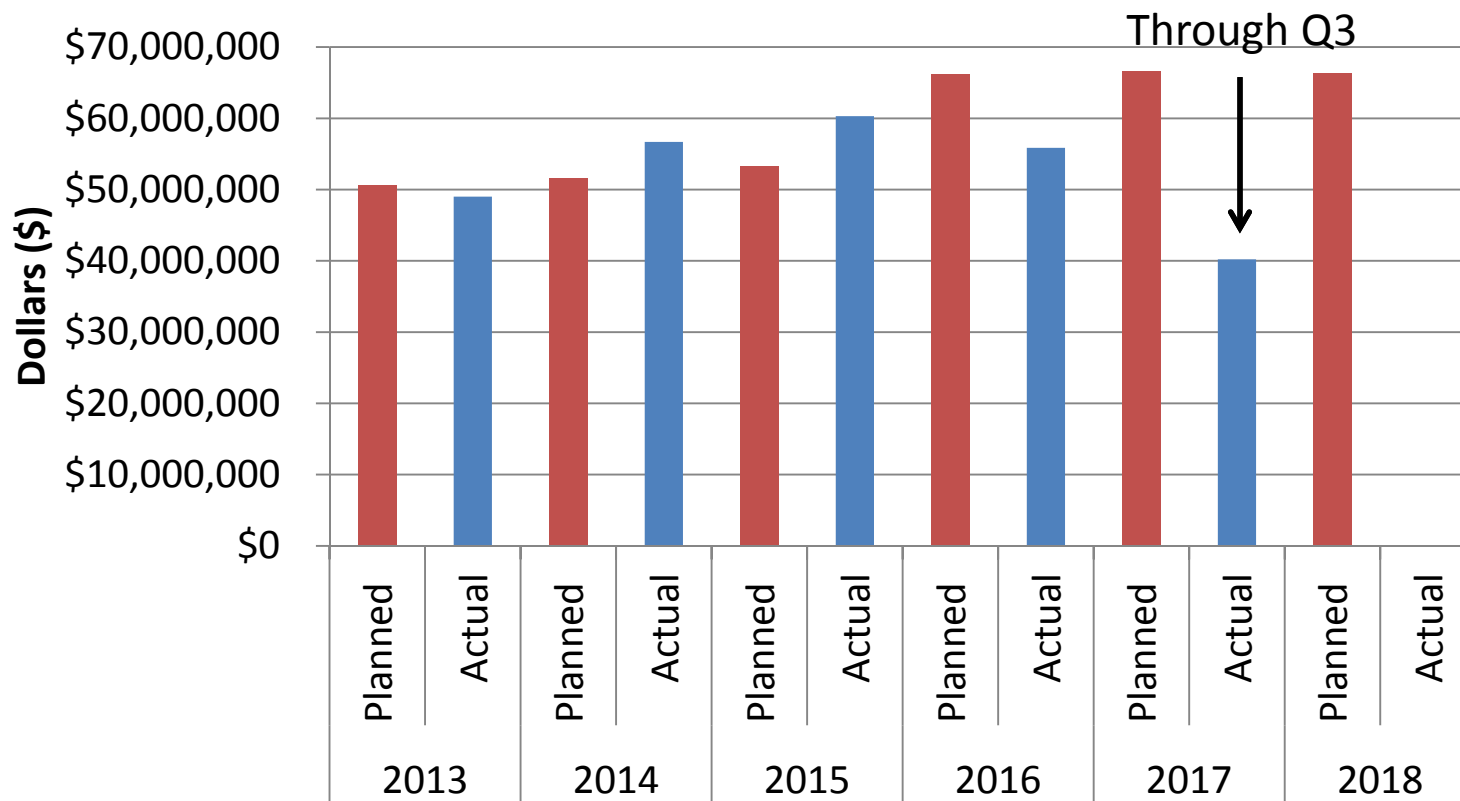
Low Income Gas Program Lifetime Savings (therms)



Data Source: <http://massavedata.com/Public/PerformanceDetails>

LOW INCOME ELECTRIC EXPENDITURES

Low Income Electric Program Expenditures (\$)

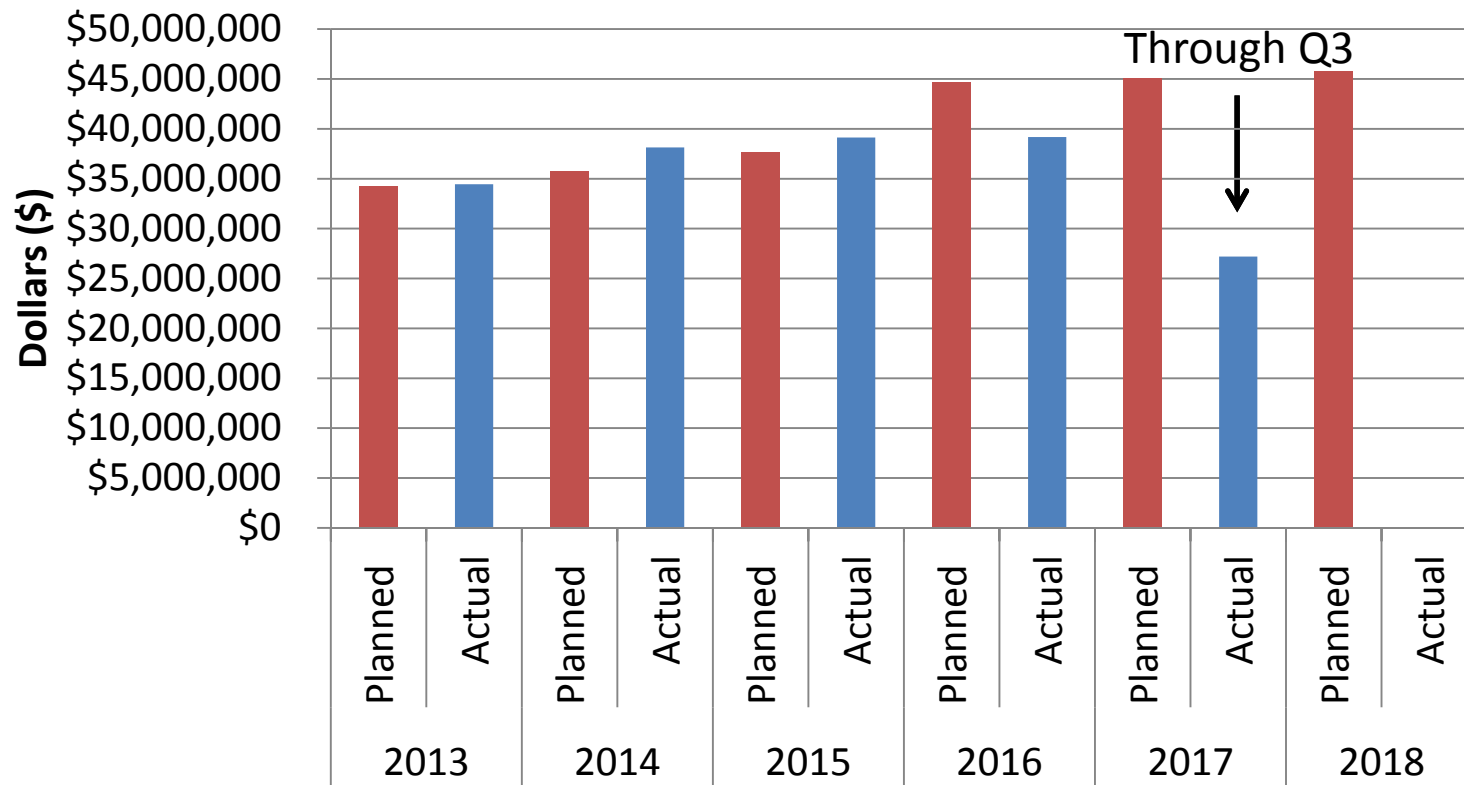


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LOW INCOME GAS EXPENDITURES

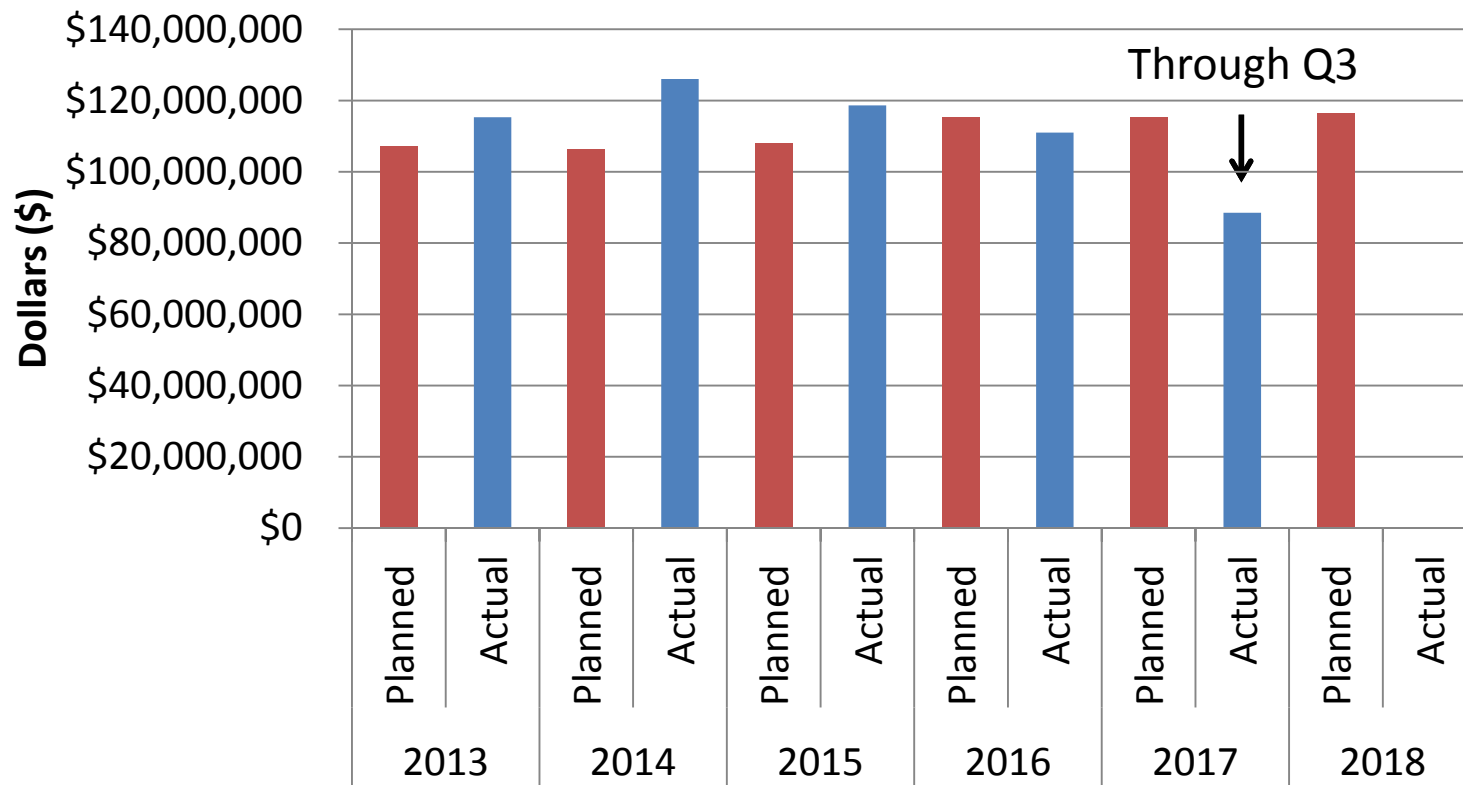


Low Income Gas Program Expenditures (\$)

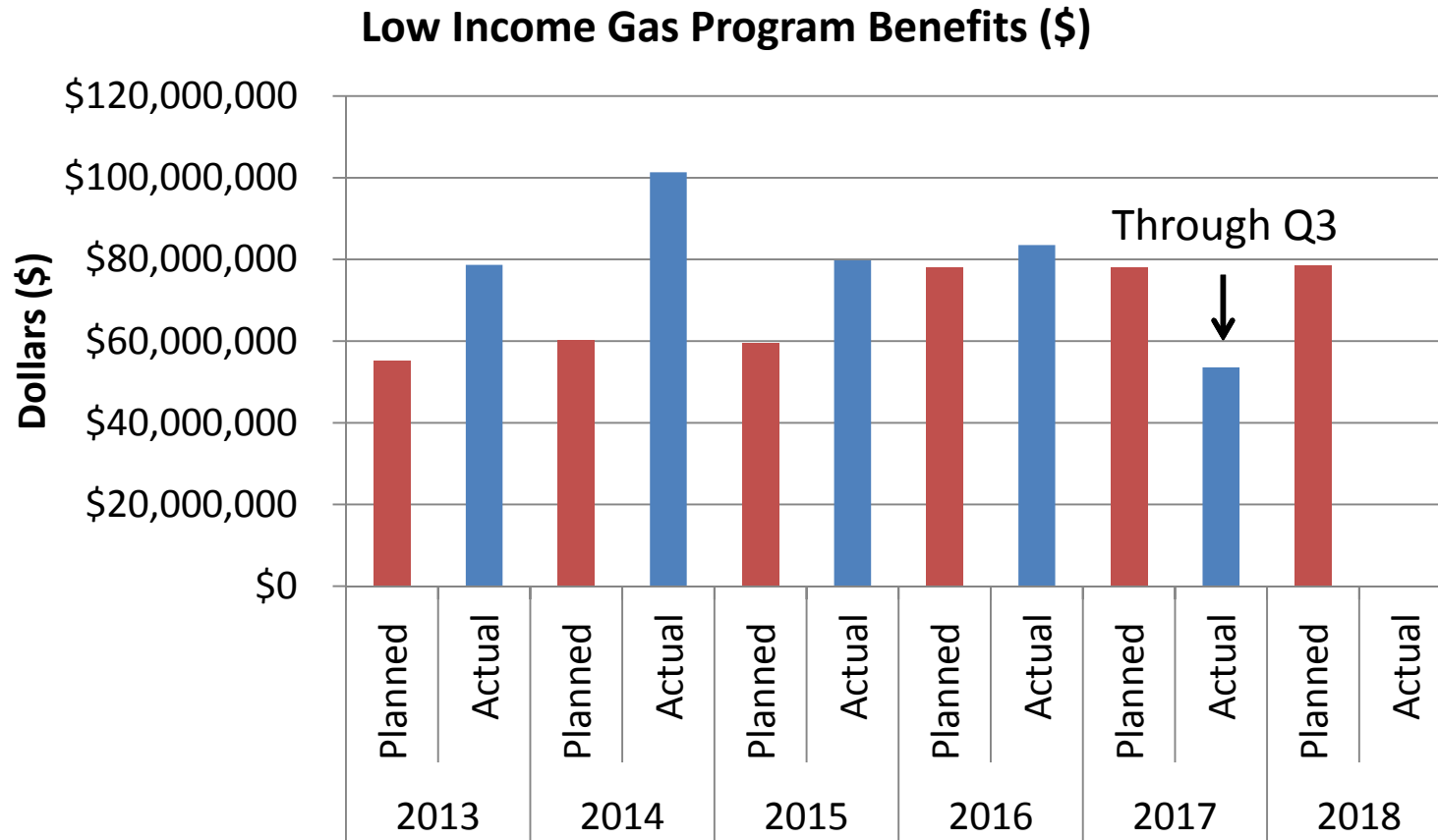


LOW INCOME ELECTRIC BENEFITS

Low Income Electric Program Benefits (\$)

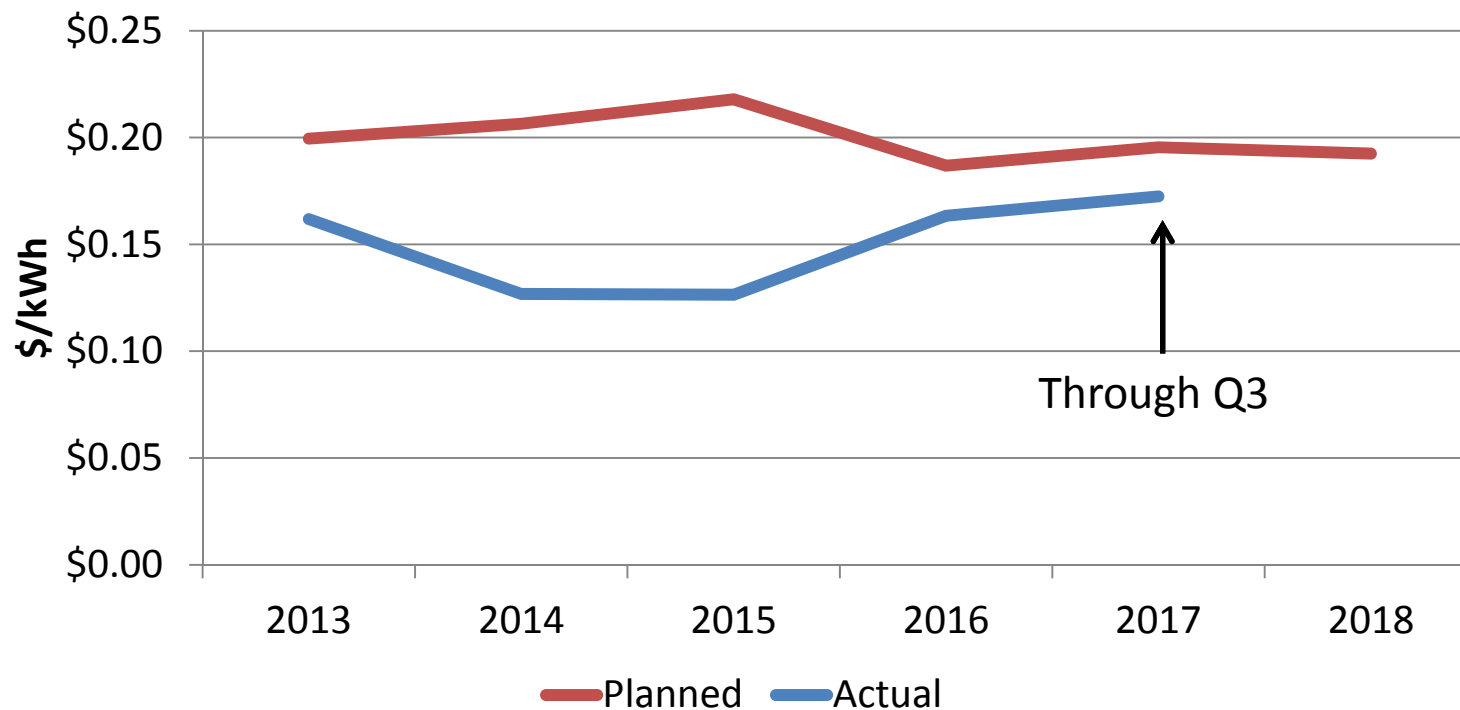


LOW INCOME GAS BENEFITS



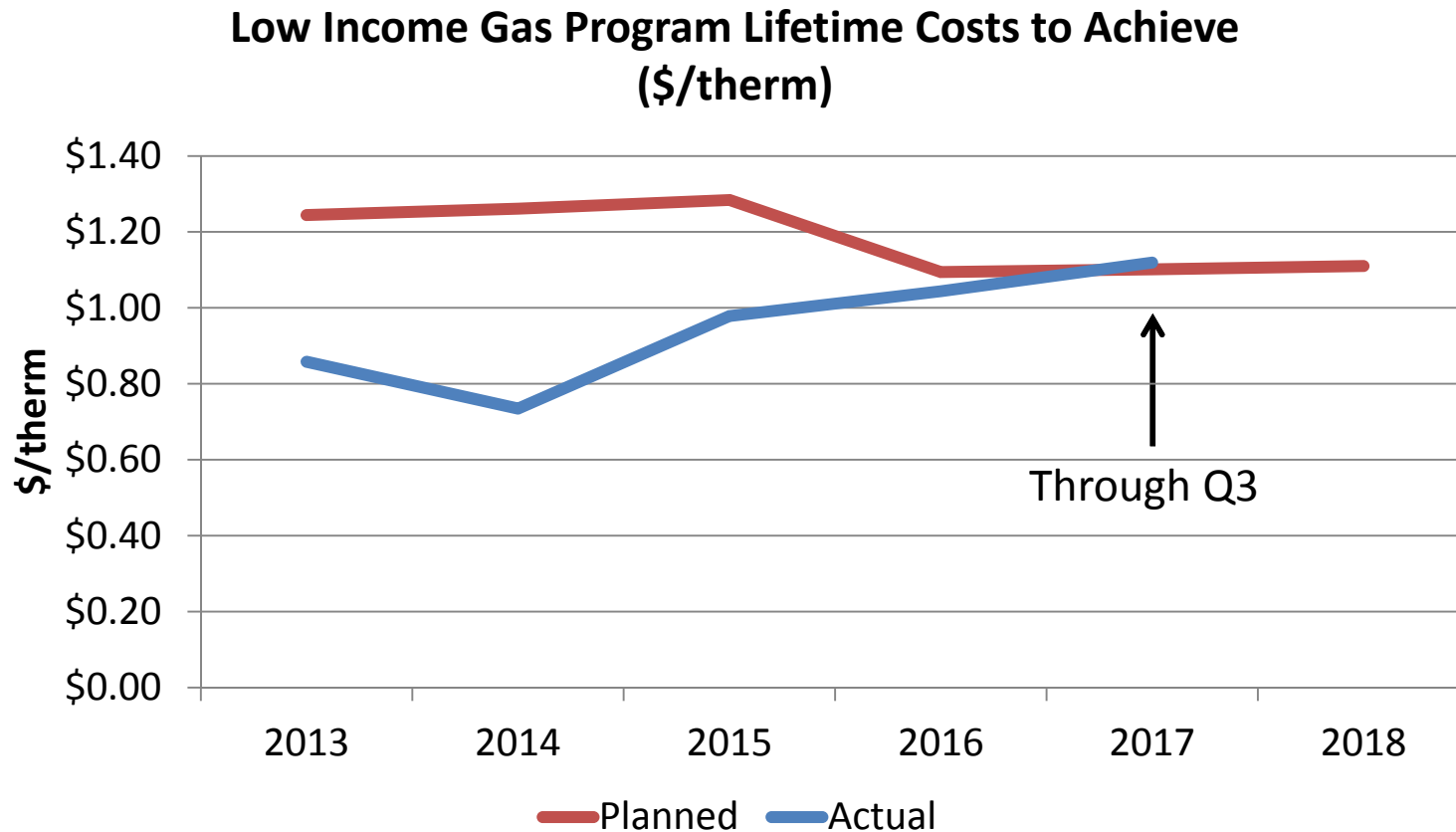
LOW INCOME ELECTRIC COSTS TO ACHIEVE

Low Income Electric Program Lifetime Costs to Achieve (\$/kWh)



Data Source: <http://massavedata.com/Public/PerformanceDetails>

LOW INCOME GAS COSTS TO ACHIEVE



Data Source: <http://massavedata.com/Public/PerformanceDetails>