January 22, 2025

mass save

2022-2024 Term: Preliminary Outcomes and Observations

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Cape Light Compact

EVERSOURCE

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nationalgrid

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Agenda

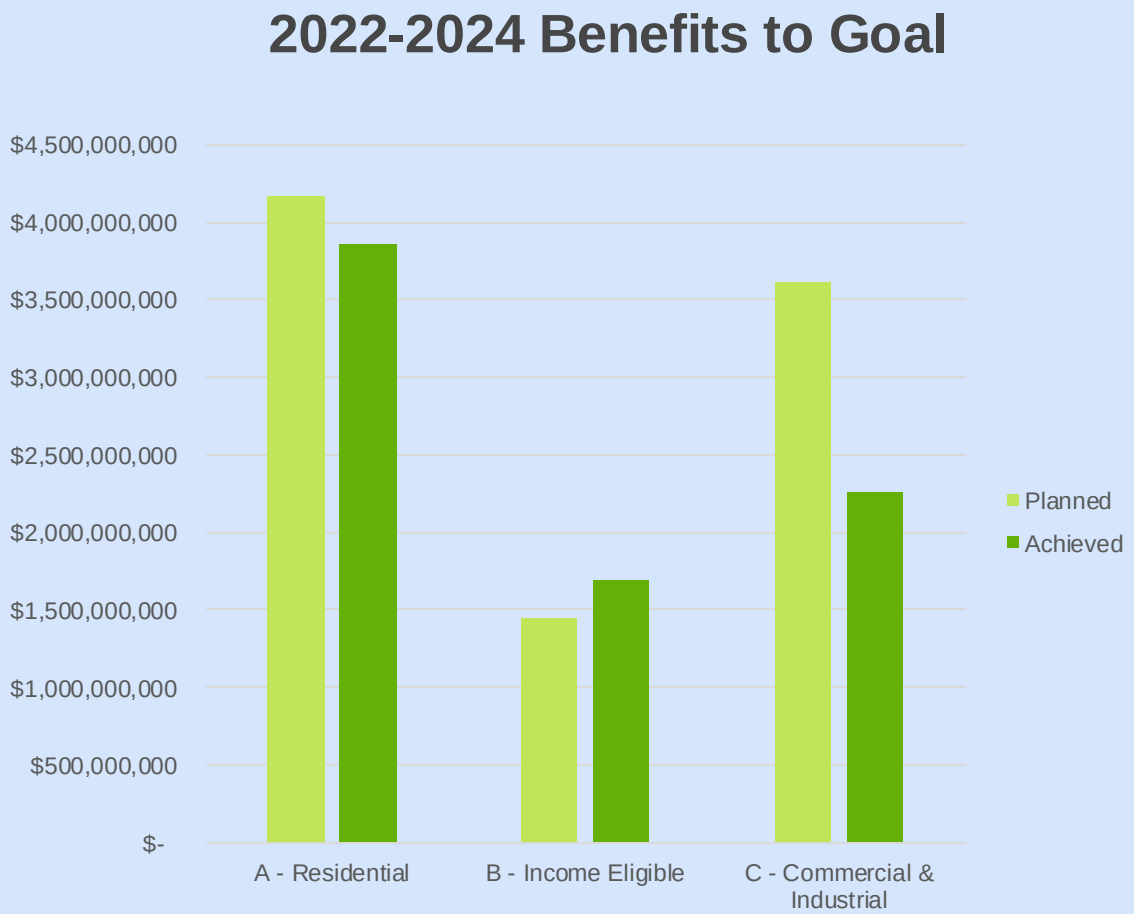
Preliminary Observations

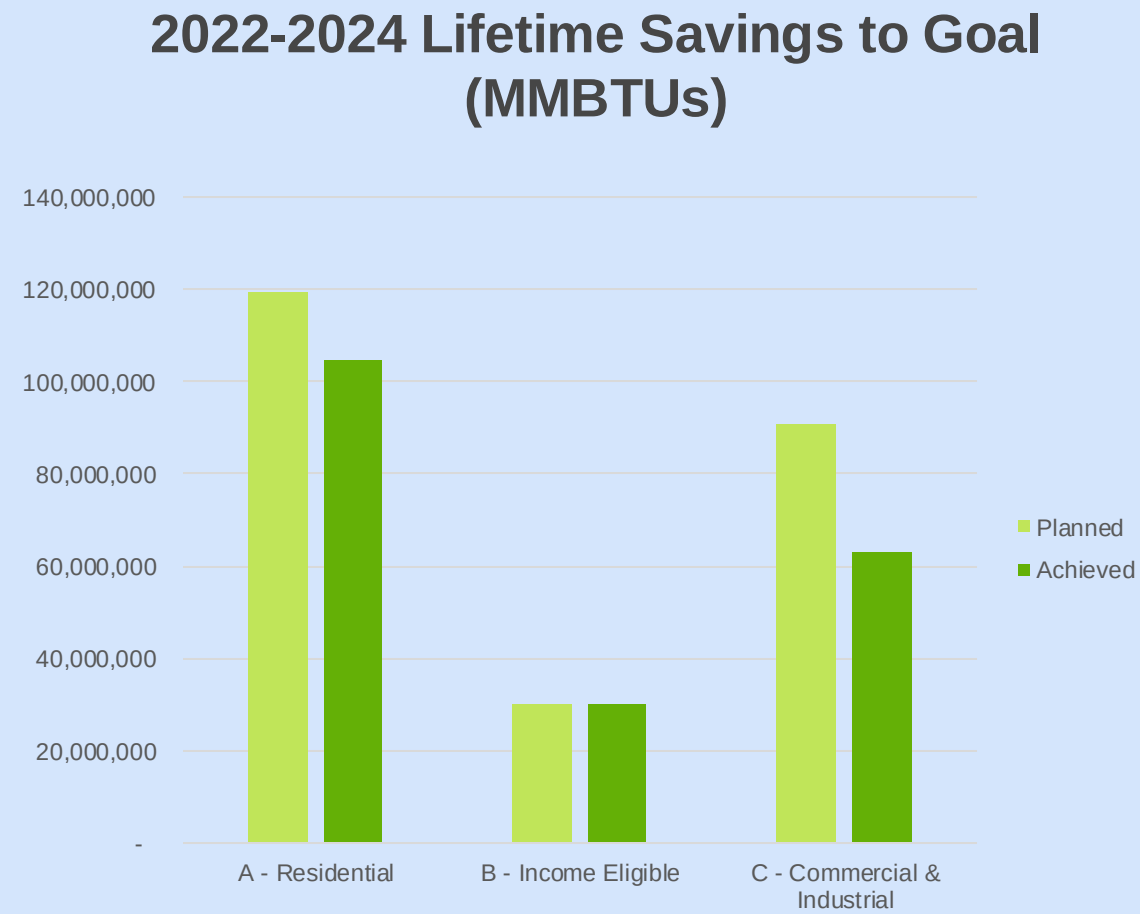
Highlights and Challenges by Sector:

- ***Residential***
- ***Equity, including Low-Income***
- ***C&I***

Wrap up and Next Steps

Summary





Achieved ~85% of planned benefits and ~82% of planned lifetime MMBTU savings over the term. The PAs note that these represent current values and that final values may differ by up to 5% due to further refinement and corrections.

Residential

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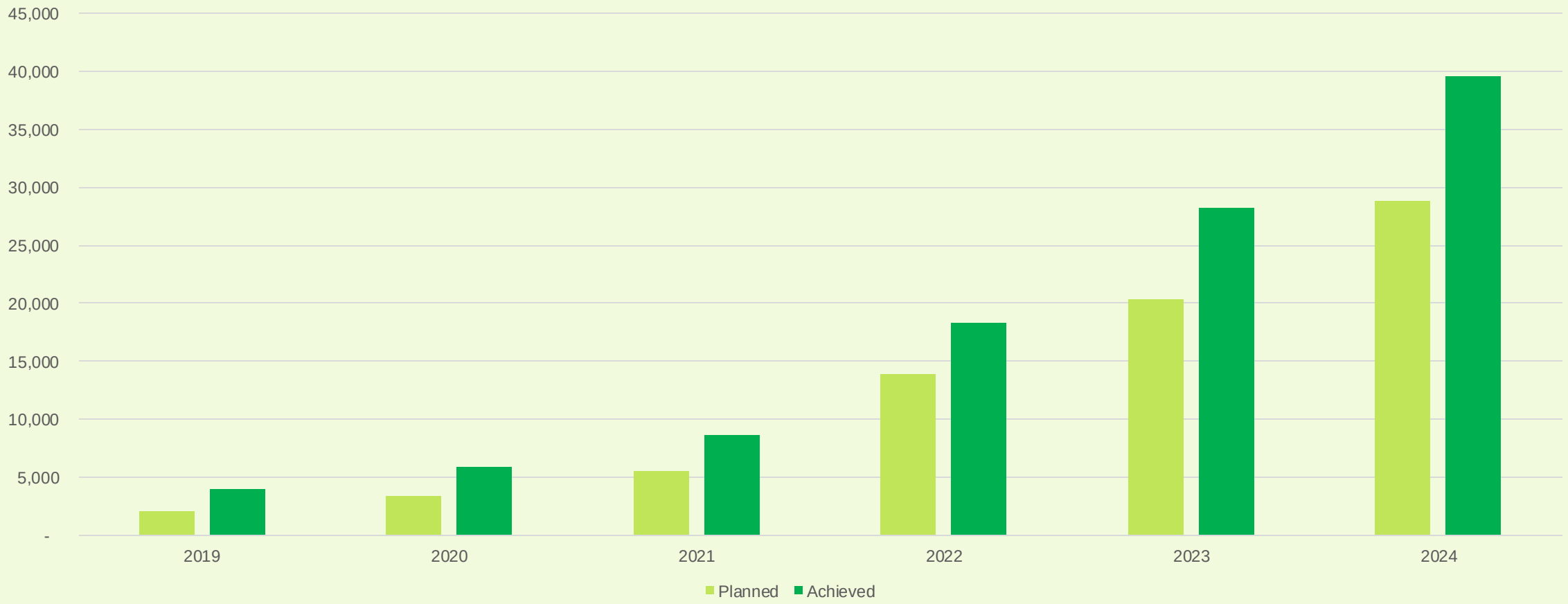
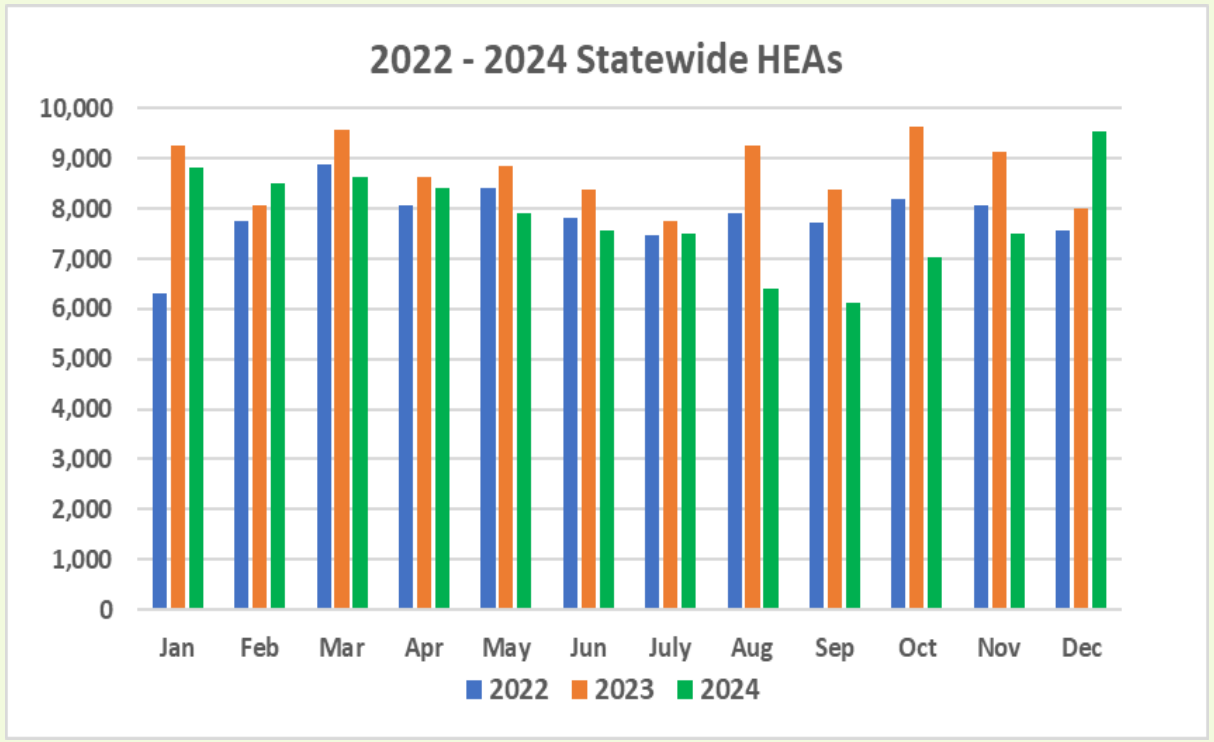
Residential Heat Pump Installations (including low-income)



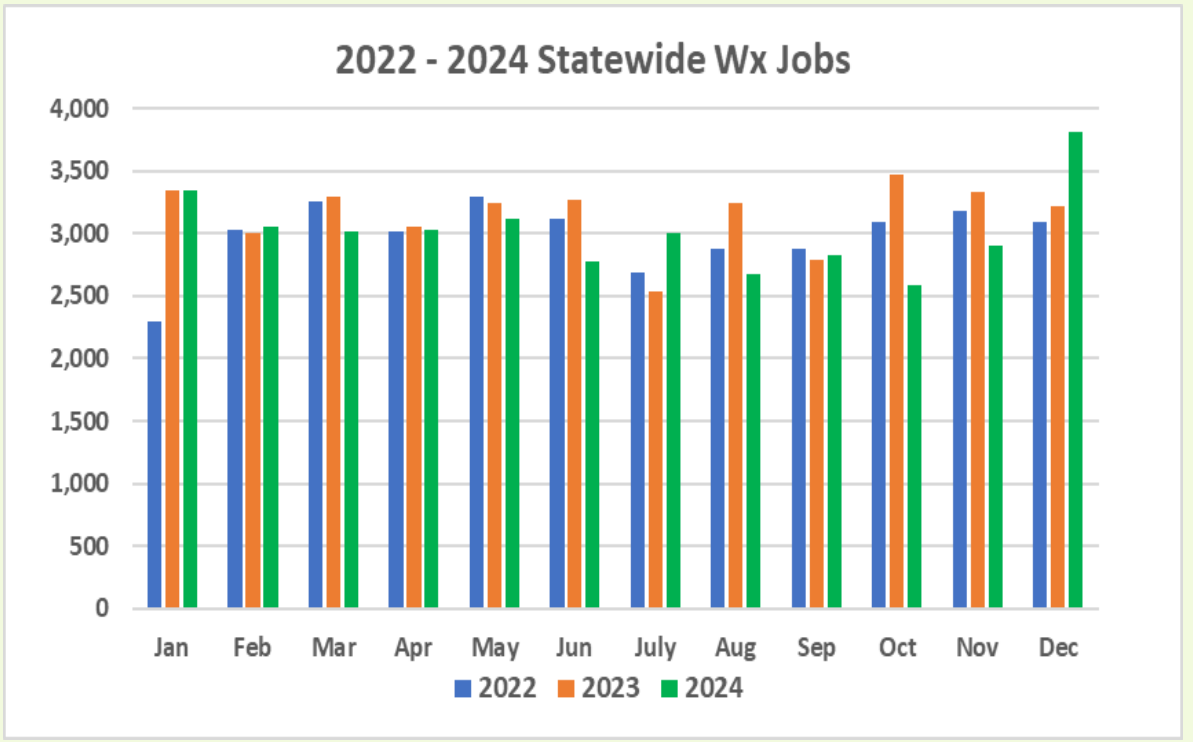
**All term values are preliminary estimates and subject to refinement and correction.*

PAs exceeded planned residential and low income heat pump installations for the term.

HEAs



Weatherization Jobs

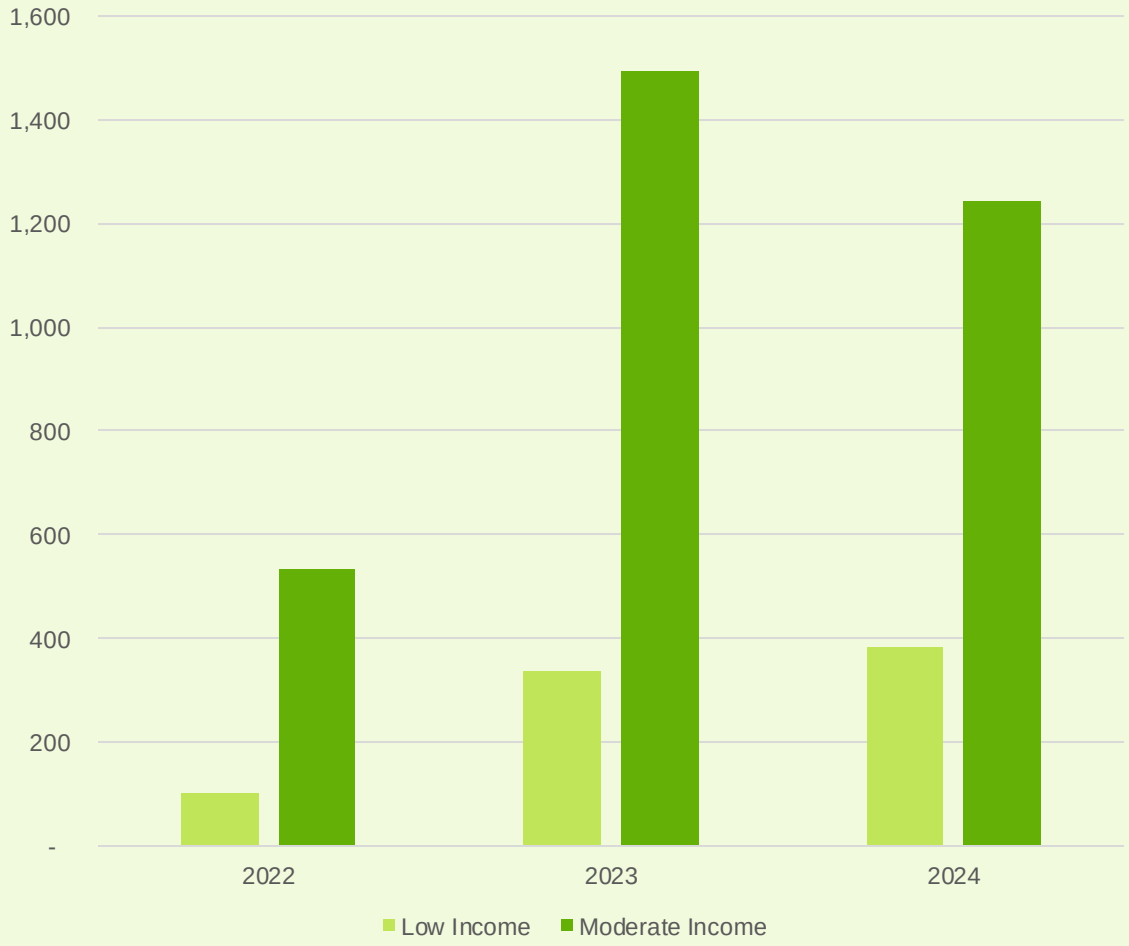


Moderate-Income Customers

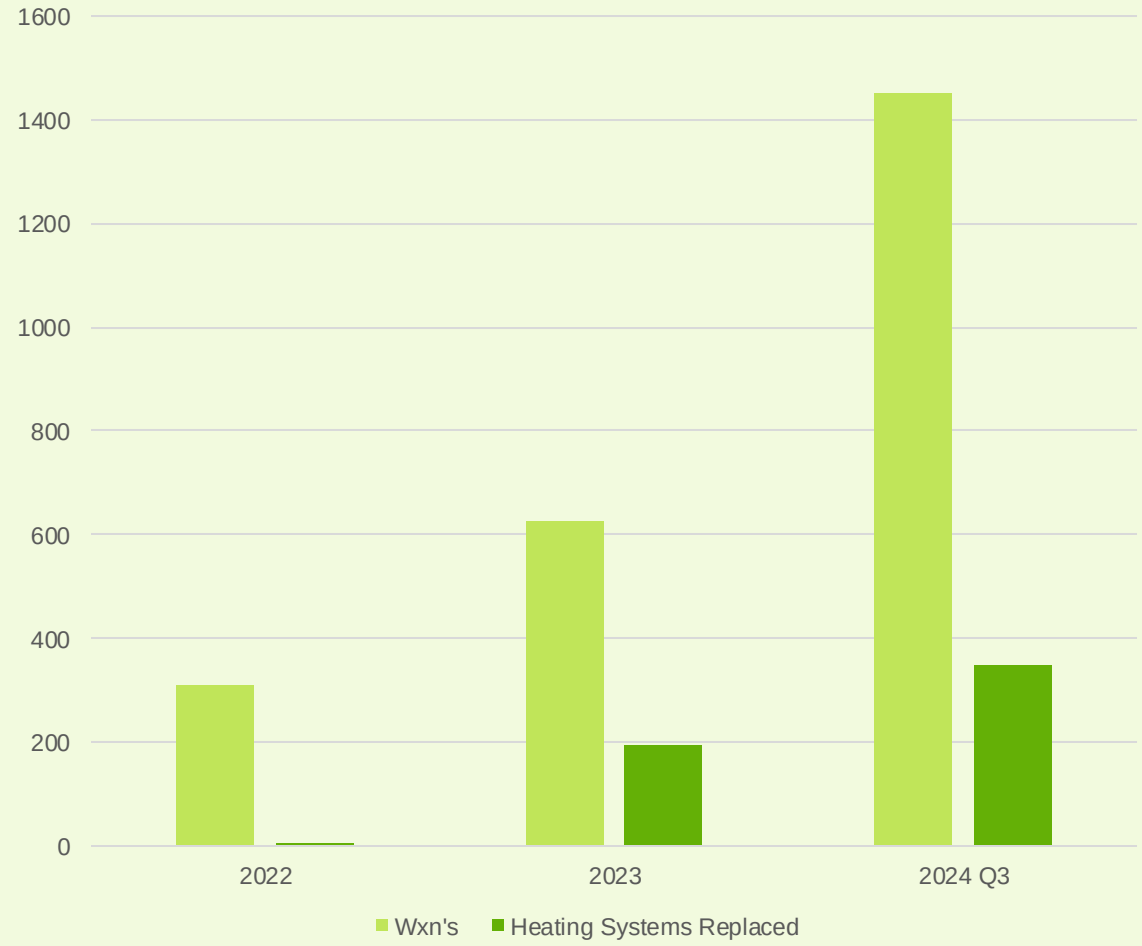
In response to under performance on moderate income throughout the term, we tried a number of efforts to increase **moderate-income customer participation**:

- **Increased marketing**
- **Expanded eligibility criteria** to consider both state and area median income and to enable qualified renters to access moderate-income offer;
- **Reduced barriers to qualification** via implementation of self-attestation for weatherization
- **Started testing turnkey delivery of** barrier mitigation and electrification in a few communities

And we started to see some modest improvements…

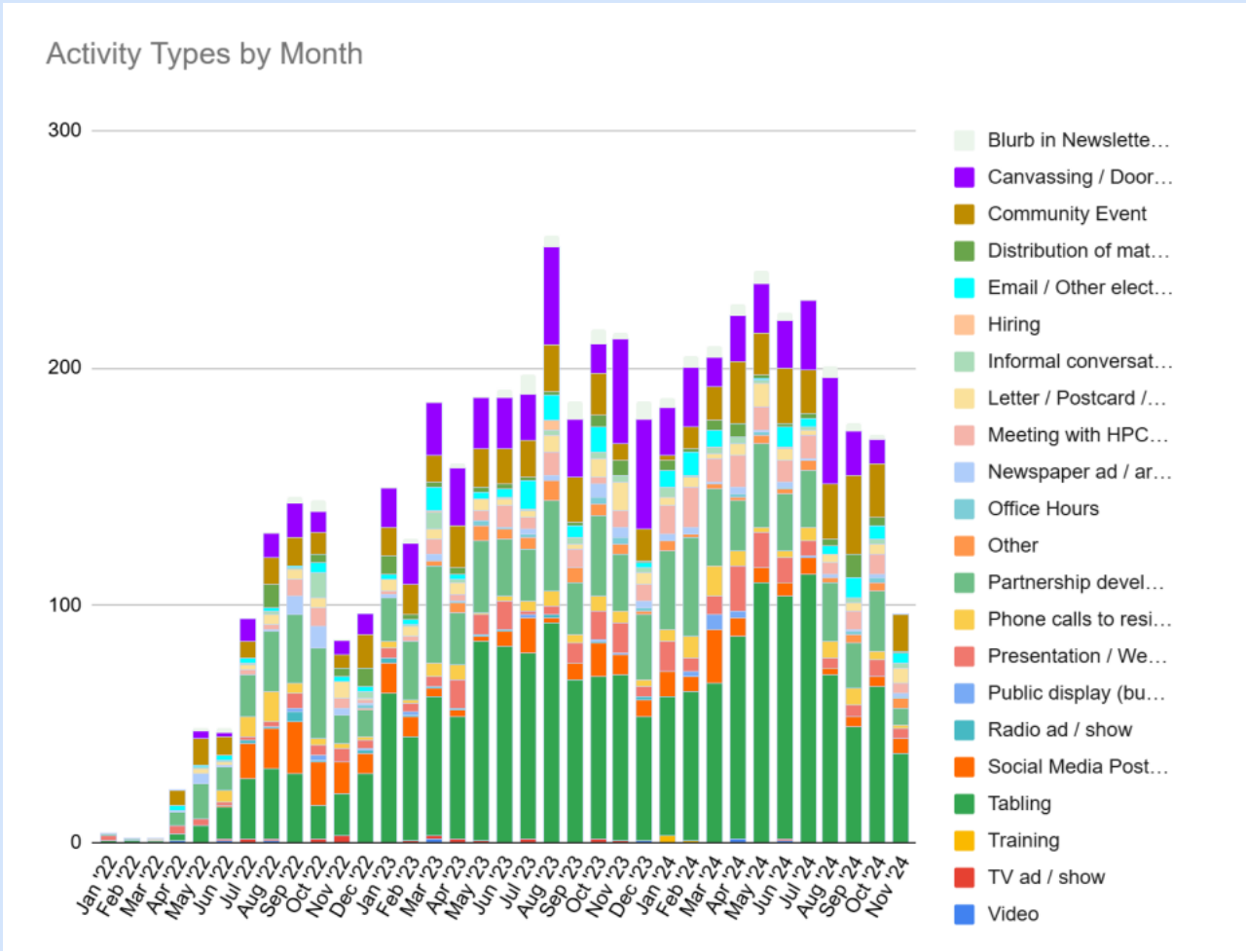


Moderate Income Term Progress



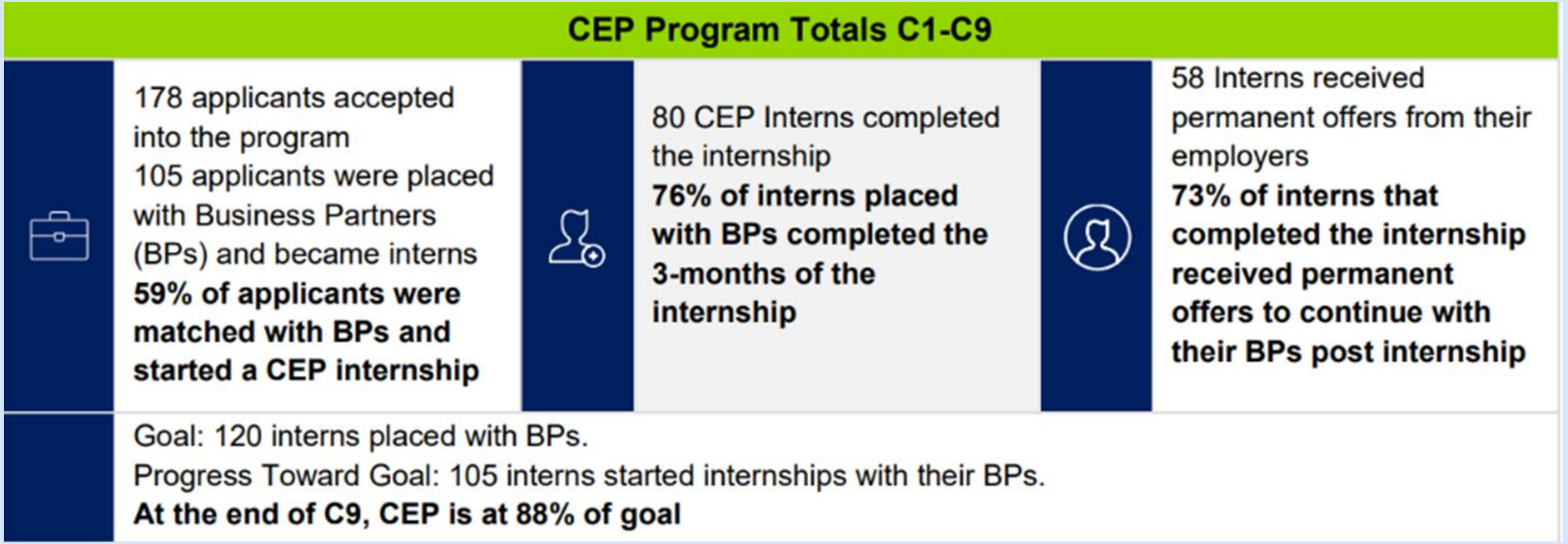
**2024 values are presented through Q3.*

Community First Partner Activities, 2022-2024 Term



- 26 Community First Partnerships, representing 58 Communities
- CFPs undertook over 5,000 activities over the term

Clean Energy Pathways Internship Program



Other Community Efforts

- **Community Education Grants:** Awarded grants to 42 community groups

- **Workforce Training Grants:** Total of 14 grantees, some of which extend into 2025, and 11 individuals

Commercial & Industrial

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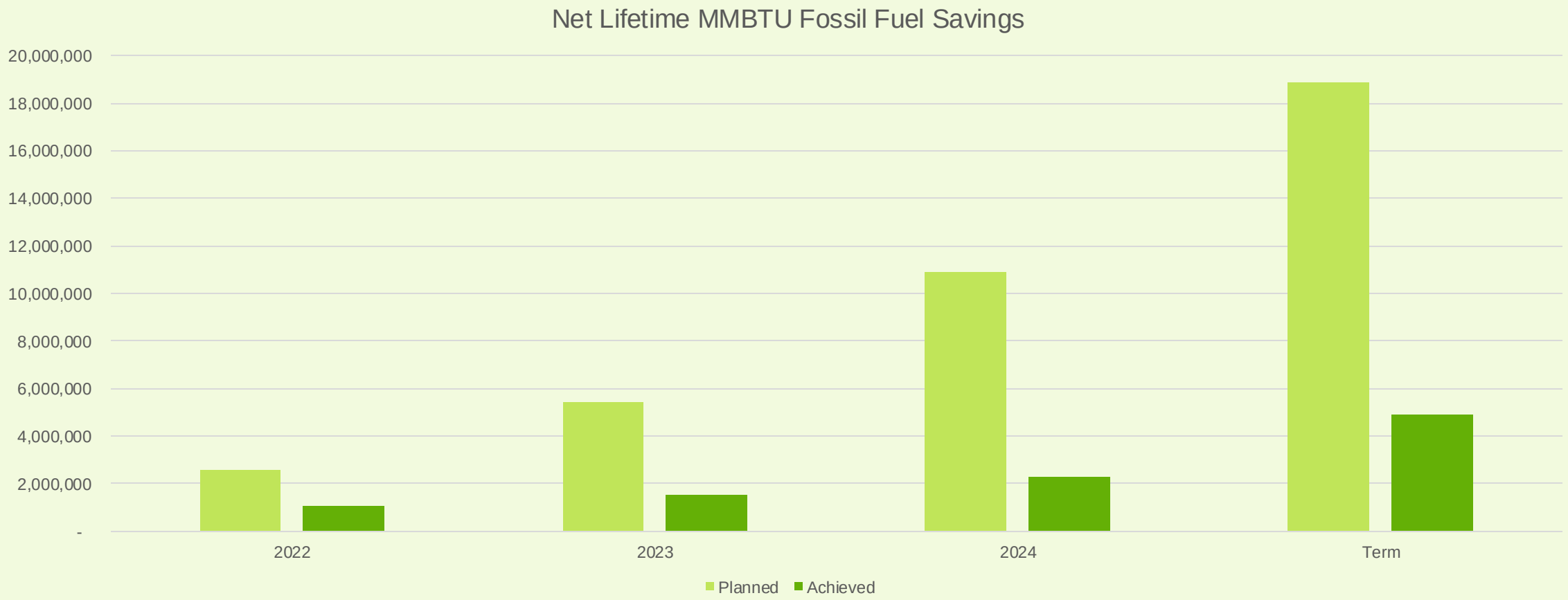
C&I Electrification



**All term values are preliminary estimates and subject to refinement and corrections.*

2022-2024: Retool for Electrification

- 2022: Prescriptive offers for fuel switching
- 2022: HPIN network, channel/trade ally outreach
- 2023: Electrification feasibility process
- New Small Business vendors selected (2023: Eversource, 2024: NGrid)
- Ongoing:
    - Upskilling vendors and internal staff
    - Marketing/awareness
    - New municipal/open market vendors

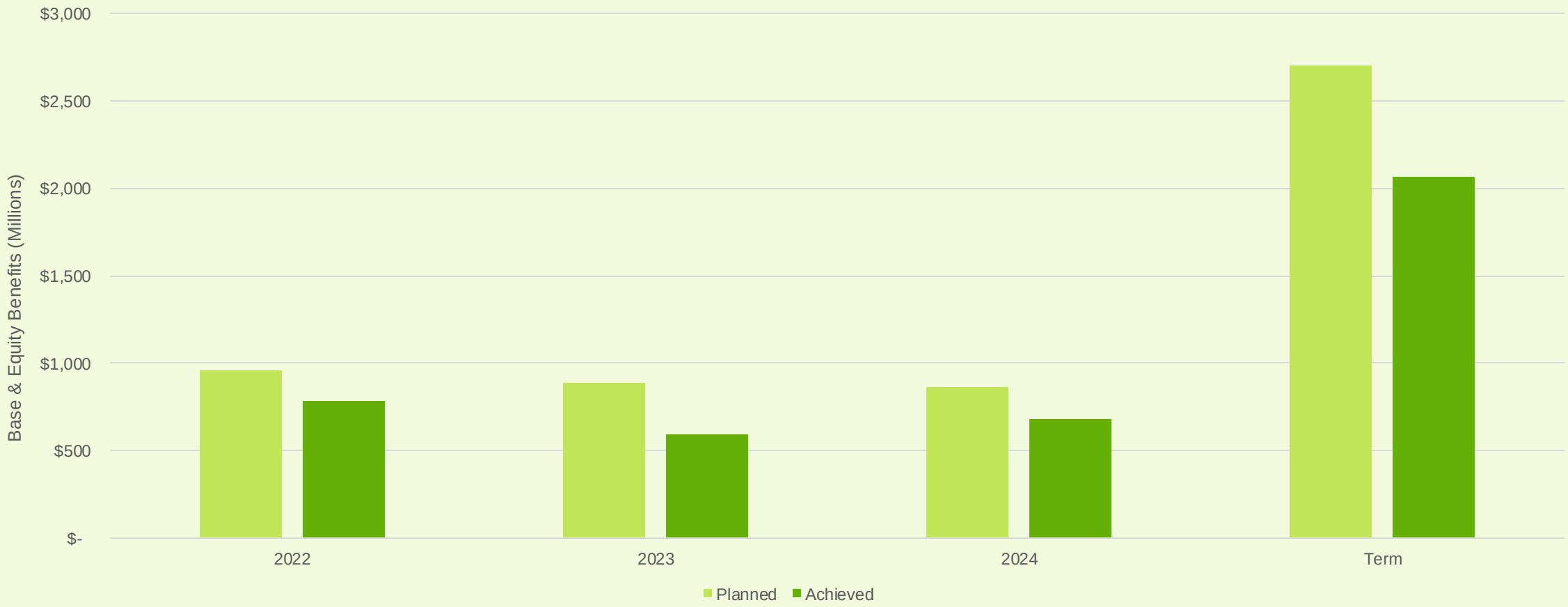
Notes:

- Rapid growth in prescriptive HP pathway
- C&I heat pump awareness increased 26%-42% across all categories

2025-2027: Build on Foundation

- Statewide delivery model (electric PA leads engagement)
- New Technical Assistance vendors
- Electrification Studies*
    - Comprehensive Building Assessment (default study = EE + electrification)
    - Portfolio Prioritization Studies
    - Decarbonization Roadmaps
- Standardized tracking system*
- Enhanced collaboration with distribution planning teams

C&I Energy Efficiency Benefits (non-electrification)



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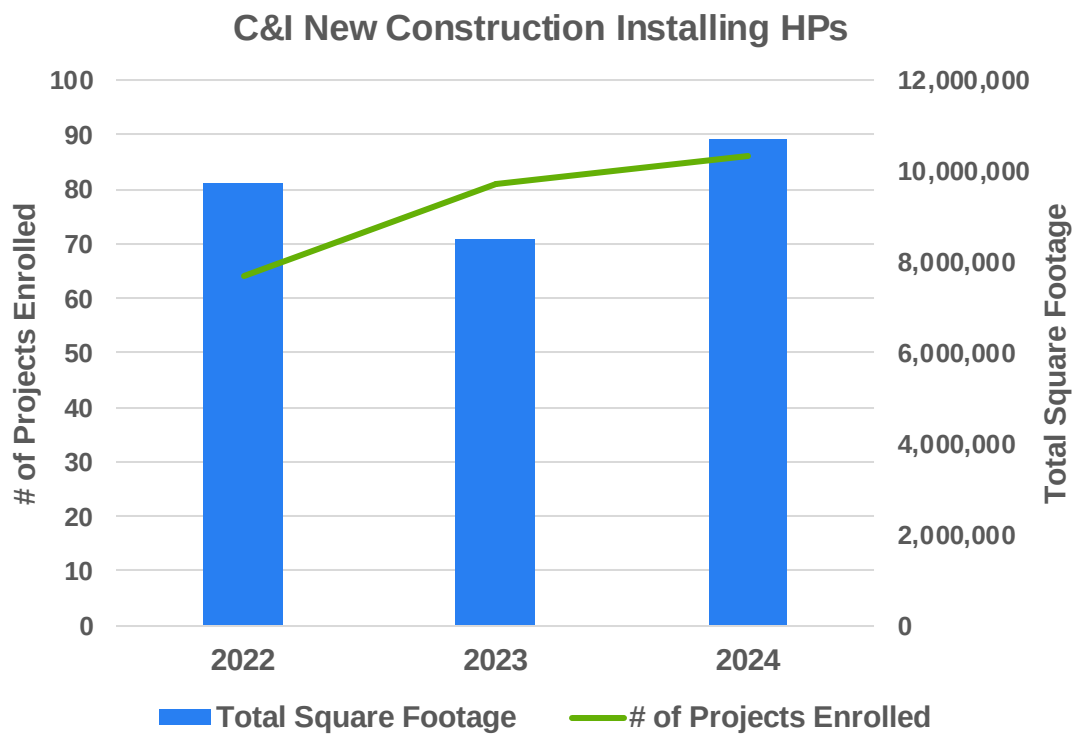
New Construction



Small Business

Pivoted to support **weatherization** of small businesses by increasing **access**, improving **customer experience**, and expanding the **workforce**

- Launched **weatherization** offer
- Expanded **Main Streets** initiative, earning ACEEE Leader of the Pack award.
- **Language** access enhancements.
- **Customer experience** improvements

Existing Building Commissioning (EBCx)

EBCx is an intensive process to optimize performance of building systems.

- Finalizing RFP for program implementation vendor, who will coordinate initiative and ensure consistent statewide approach
- Compiling list of potential EBCx service providers. Targeting 10+ providers in 2025
- Developing streamlined savings calculation approach
- Launch still anticipated mid year

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C&I Strategic Imperatives

Continued Focus on Prescriptive Electrification

Working to Scale Existing Building Commissioning

Significant Focus on Small Business, including renters and charitable orgs

Standing up development of decarbonization planning to drive long-term market transformation

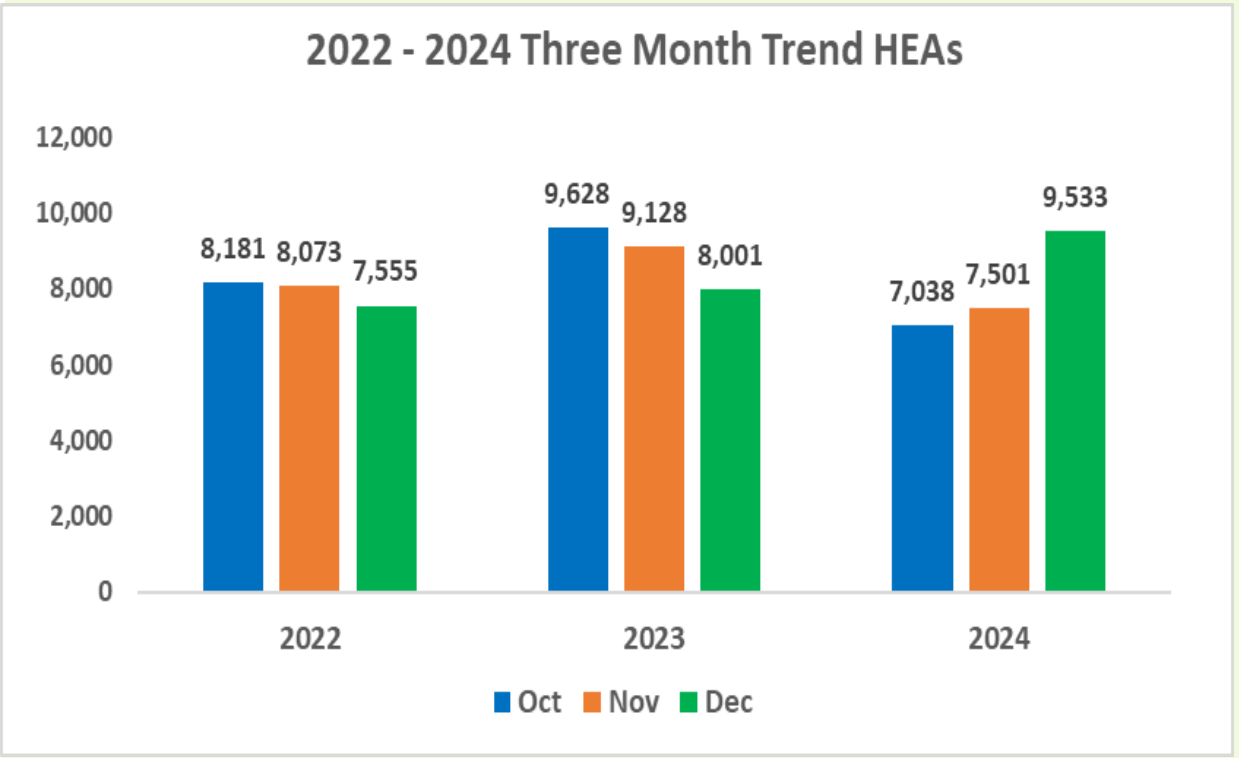
Interim Period

Updates on Key Offerings

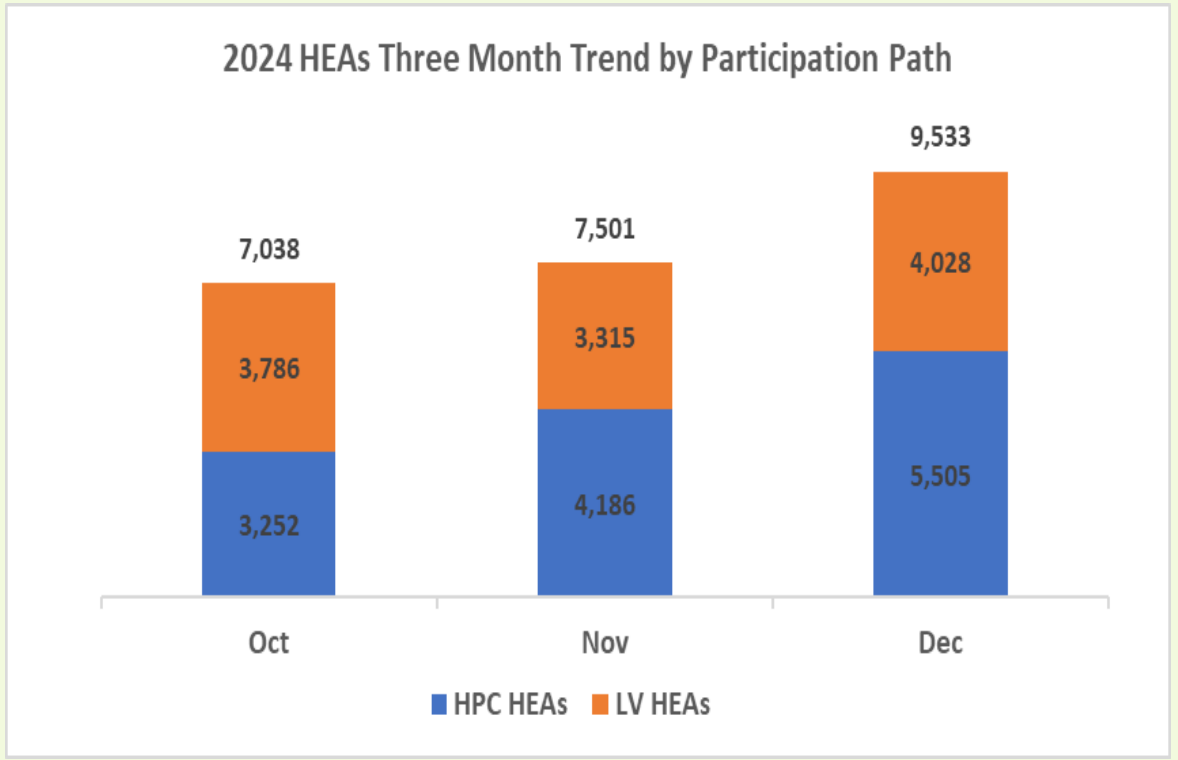
- Community First Partnerships
- Statewide Contact Center
- Moderate Income no-cost barrier mitigation and electrification delivered via turnkey model
- New renter offers in the Designated Equity Communities

Appendix

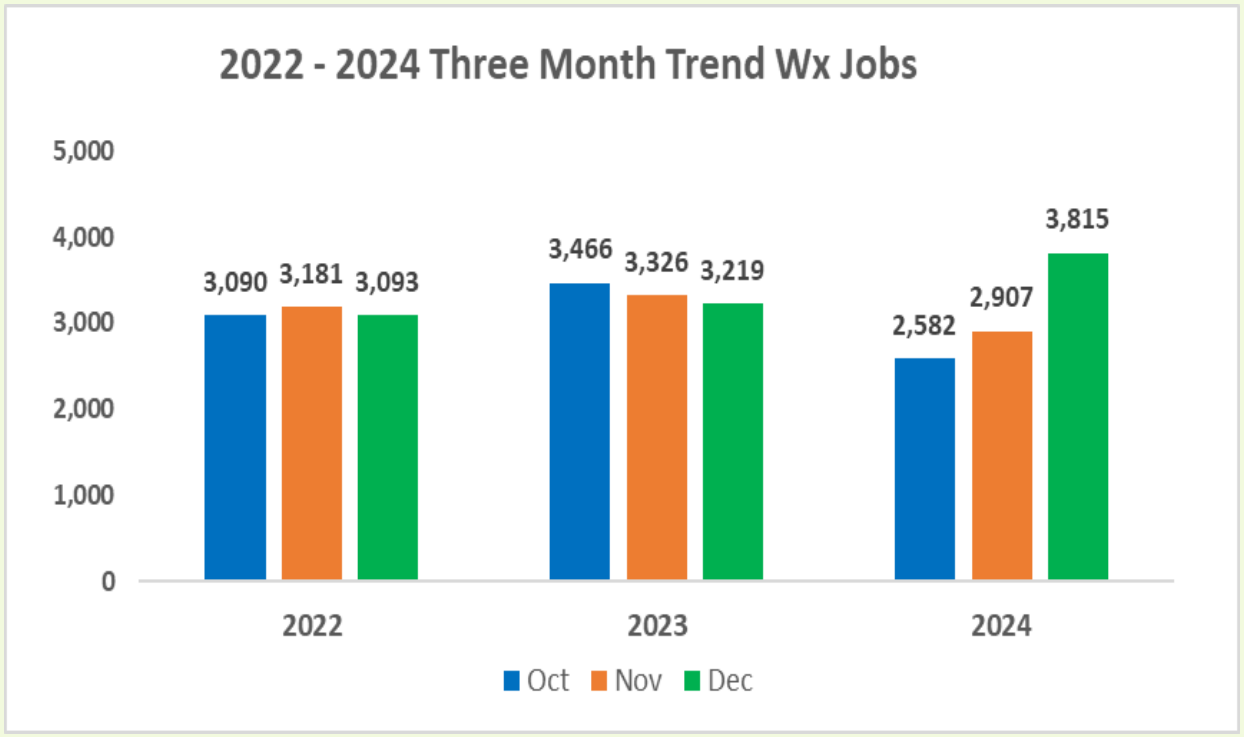
HEAs



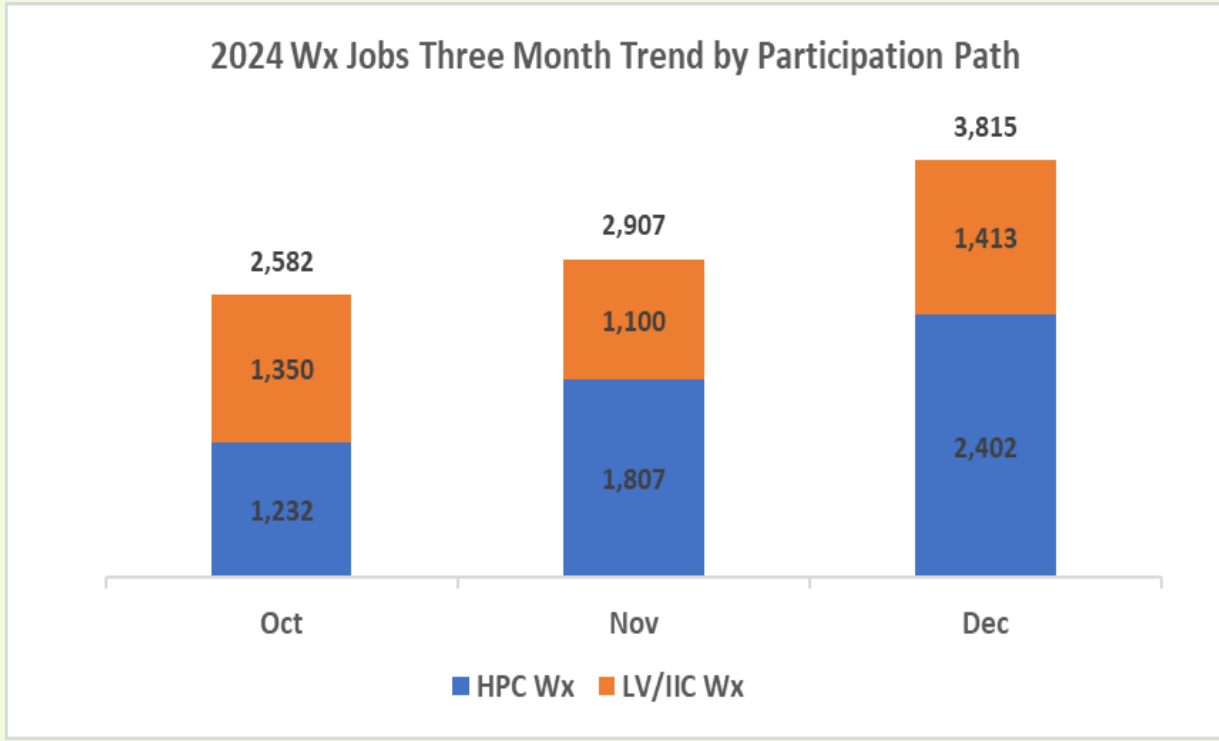
HEAs by Participation Path



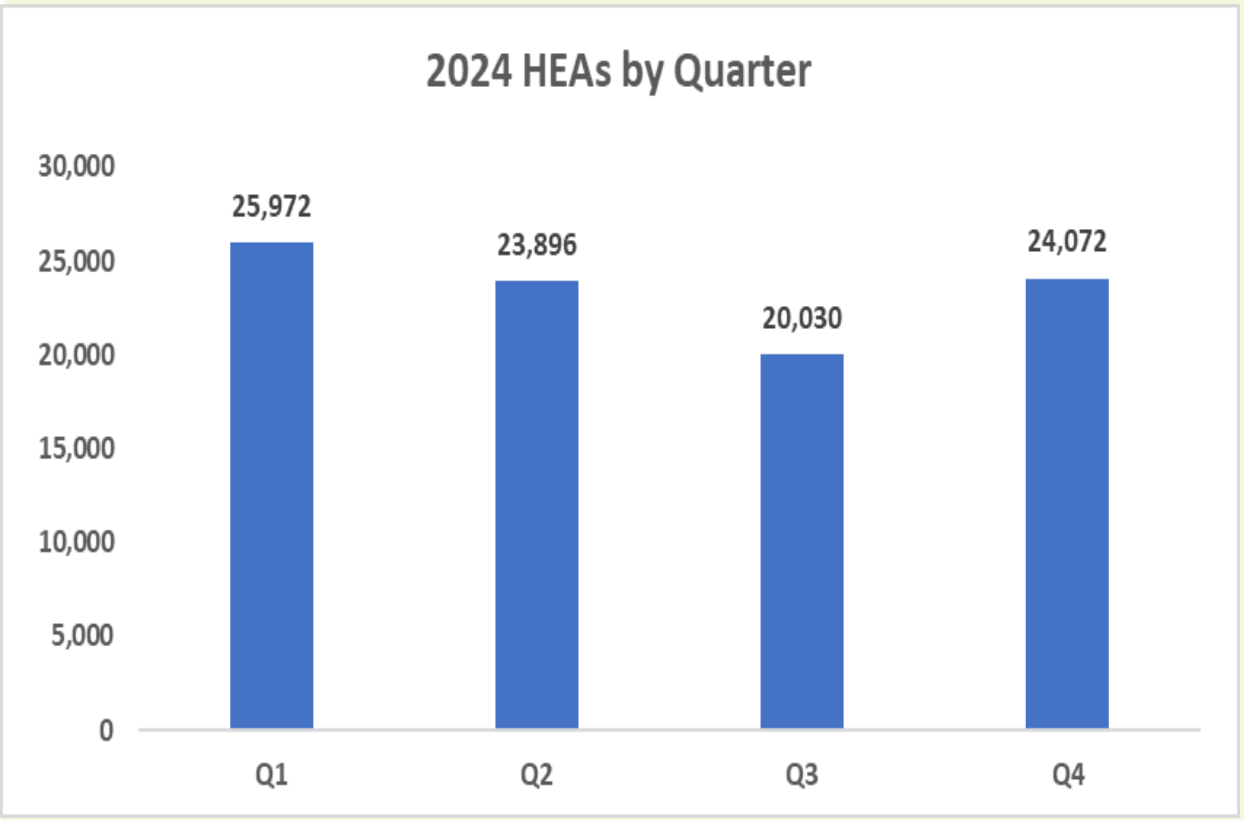
Weatherization Jobs



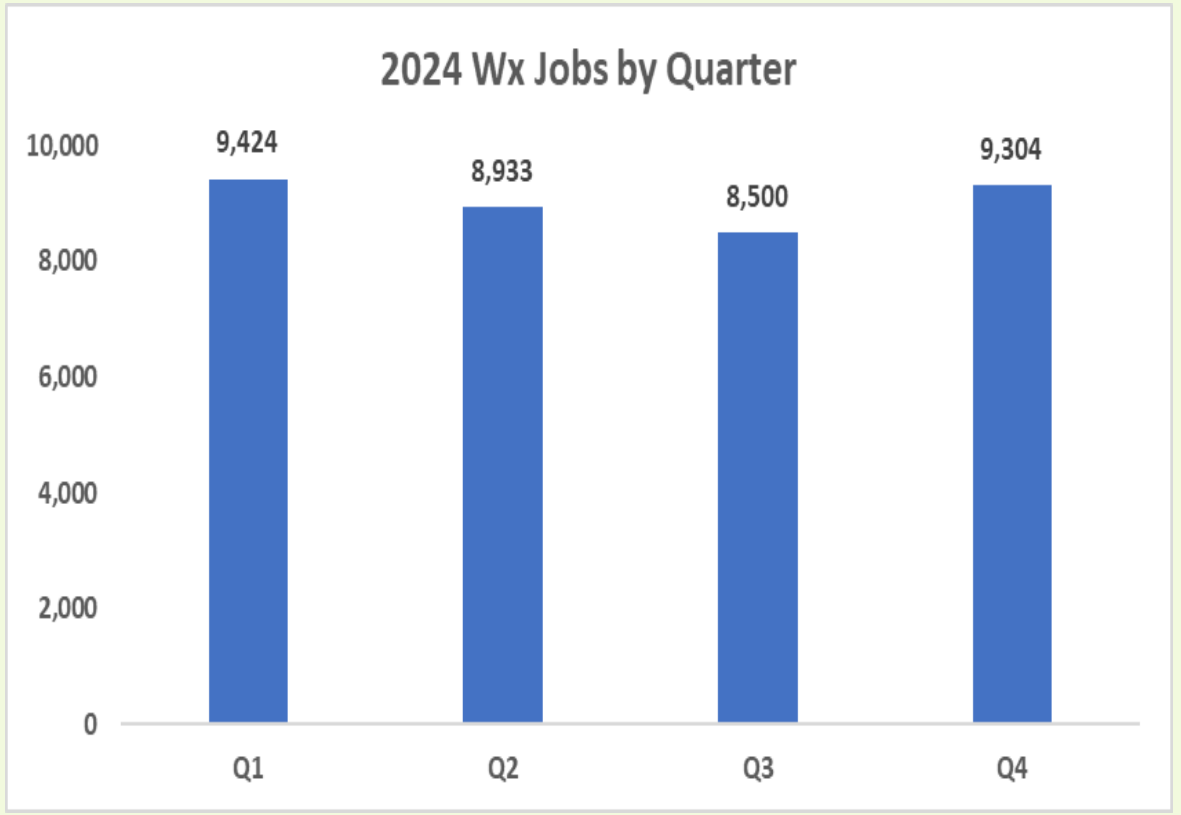
Weatherization by Participation Path



HEAs by Quarter



Weatherization by Quarter



Rebate Processing Update

Snapshot thru 12/31

Call Center

Average Call Center wait time dropped from >6 min in November 2023 to <1 min since December 2023.

Maintaining enhanced staffing levels to align with increased customer demand

PAs have invested in internal QA/QC capacity and customer escalation support

Heat Pumps

~42k heat pump applications received since July 2023 (~2.4k applications per month).

Volume of incentives paid in Q4 exceeds submitted applications (~$56 million rebates paid vs. ~$53 million rebates submitted during that time)

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

All Rebate Applications

~126k rebate applications received since July 2023 (~7k applications per month).

Volume of incentives paid in Q4 exceeds submitted applications (over $59 million rebates paid vs. ~$55 million rebates submitted)

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

37% of projects were applications with previous "Missing Information" -- a direct result of proactive customer outreach efforts