

Public Comments

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I appreciate the opportunity to provide public comments. First, we all recognize that we face extraordinary challenges addressing the pandemic and not losing momentum on efforts to address climate change and improve all aspects of our energy system.

Second, I want to recognize the efforts of Eversource and National Grid in quickly rolling out a training program for efficiency program workers who are forced to stay at home. This multi-state effort in support of added skills for residential EE directly helps workers. We hope that a large number will participate. I am also proud to recognize the Building Performance Association for providing \$50 stipends for the first 300 participants.

Third, that being said, I support additional custom training efforts requested by participating HPCs and participating Mass Save companies using a customized request form--to be reviewed and approved by the program sponsors--using a funding cap per participant and overall plan. We will also recommend this in RI, CT, and NY.

Fourth, our industry is in a very difficult time due to the many small businesses participating; even some larger ones that may have contracts for services but also a substantial number of field workers who are laid off--whose customers need services but are without funding for those services in many cases. Our proposal that was submitted to DOER and several PAs is to provide a fixed per-month administrative services fee of \$1,375 per laid off/furloughed worker for those services. This will help maintain the energy efficiency program infrastructure to facilitate quick return to the field when the lockdown is over.

Fifth, organizational participants in the Mass Save program; EEAC and DOER must develop guidelines for safe delivery of services once in-home field work is allowed, to ensure customers safety and confidence. Obtaining agreement on

guidelines should be prioritized as soon as possible, to enable marketing teams time to develop and message-test customer-facing materials

Sixth, although 'remote audits' can be a valuable service we should be clear that they do not replace in-home testing and preparation of a scope of work. They can reduce the time and costs of such in-home work when staff return to the field; their value can be in identifying the most needy customers and prioritizing follow-up work. I would suggest the term 'remote data analytics and assistance' rather than 'remote audits' to avoid confusion.

Lastly, I wish all parties the best of luck and safety in these difficult times.