

January 16, 2014

Craig Diamond
Executive Secretary, CT Energy Efficiency Board
10 Franklin Square
New Britain, CT 06051

RE: CL&P Review of Barriers to C&I Program Participation (C11)

Dear Mr. Diamond,

The Connecticut Light and Power Company (CL&P) is pleased to submit these written comments with regard to a draft evaluation report: *Barriers to C&I Program Participation (C11)*, (“study”), November 3, 2014, Apprise, Inc. (“Evaluator”). CL&P received the study on November 3, 2014 with a request to provide comments by January 16, 2015.

CL&P found the results of the study helpful and will consider its findings when revising program offerings. Rather than simply interpreting comments by interviewees as recommendations for the program, the study provides detail on what interventions are most valued and on possible impediments to their implementation. While the study’s finding that many customers face multiple barriers that cannot be easily resolved is sobering, CL&P looks forward to tackling this challenge and finding ways to reach these customers.

CL&P appreciates the opportunity to comment on this draft report and awaits the final evaluation.

Very Truly Yours,

A handwritten signature in cursive script that reads "Joseph Swift".

Joseph Swift
Connecticut Light and Power
107 Selden Street
Berlin, CT 06037