



EEB Residential Committee Meeting
Wed, Apr 14, 2021 10AM - 12PM (Webinar Only)

Meeting Materials: <https://app.box.com/s/w441sots5x2qoxq28vzpvvisaa8fo81oa>

Minutes

1. Welcome – Amy McLean
 - a. Roll Call – Board Members – Mike Li, Amy McLean, Ron Araujo
Other Attendees – Andy Frank, Arias Starley, Art St. Armand, Bernard Pelletier, Devan Willemsen, Emily Rice, Joe Buonannata, Lawrence Rush, Leticia Colon De Mejias, Michael Li, Sheri Borrelli, Shubha Jaishankar, Stephen Cowell, Alice Martin, Anne Hulick, Augusta Miller, Augusta Miller, Brendan Thomas, Carlene Taylor, Claire Sickinger, Damaris Velez, Diane Del Rosso, Donna Wells, Erin Cosgrove, Glenn Reed, Guy West, Jerry Graham, Joe Roy, John Karyczak, Kate Donatelli, Lisa Skumatz, Lorenzo Wyatt, Mike Uhl, Michael Cresta, Michelle Long, Richard Faesy, Shubha Jaishankar, Stephanie Weiner, Tanya Mulholland, Tim Fabuien, Violette Radomski, Vivian Perez
 - b. Meeting procedures and process were clarified by Ms. McLean.
2. Approve 3/10/2021 Residential Committee Meeting Minutes
Motion from Mr. Mike Li to approve the minutes, Ms. Amy McLean seconded the motion.
Motion passed unanimously with two votes.
3. Public Input/Comments
Mr. Stephen Cowell, E for the Future, (1) encouraged consideration for those who received assessments and proposals prior to the January 31st cutoff to still get the higher incentive and (2) commended Efficiency for All team, and others, for their work on health and safety barriers and for the educational brochure. Ms. McLean echoed Mr. Cowell's commendation for those who have worked on health and safety barriers issue recently and over the years.

Mr. Joe Buonannata, CT Green Bank, provided an update on the Smart-E Loan Spring Special Offer with details presented in a slide (available in the materials folder). Health and safety measures can be included. Ms. McLean asked what criteria for health and safety measures covered in the offer. Mr. Buonannata indicated that typically these measures are included for customers that have started the energy assistance process and have a known issue. In order to get the lower financing rate under the special offer the customer would need to complete an energy assessment. Ms. McLean clarified that the health and safety measures would include those measures that inhibit the energy assessment; like mold, moisture issues, etc. and Mr. Buonannata confirmed that was true. Mr. Buonannata thanked the teams at Deakin, UI, and Eversource for helping get these measures approved by DOE.

Bernie Pelletier, People's Action for Clean Energy, offered the committee do two things as we consider weatherization: (1) work together to define weatherization so it's clear when it's done, what it is, etc. and (2) find a way to record/measure success. This will help in compliance with the state of Connecticut's goal to weatherize 80% of homes by 2030. Ms. McLean reminded the committee that New England Energy Efficiency Partnership also struggles with the definition for weatherization and agreed it's important to bring up.

4. Legislative Update – Amy McLean & DEEP

Mr. Mike Li discussed the following bills, that each made it out of committee. Ms. McLean asked for bill numbers and those were provided in the chat. Ms. McLean heard that SB 882 is having some issues, specifically codifying executive order for 0% electrification and whether that language is necessary.

- a. SB 856 Stretch Code
- b. SB 882 Climate change mitigation and energy affordability bill that includes 2040 carbon electric supply targets. On the Home Energy Score component, the bill was amended to require the home energy label be disclosed when a property is listed for rent, while other disclosure of home energy score is optional.
- c. HB6572 EEB Seats

5. Weatherization Barriers Remediation Plans – DEEP & Utilities

Mike Li provided an update. DEEP proposed to add a barrier remediation program using LIHEAP (Low-Income Home Energy Affordability Program), funded through DSS. DEEP proposed to allocate up to \$2 million from the LIHEAP allocation to be used for a program that would address health and safety barriers to weatherization; specifically, \$8K-\$15K per home, aiming to reach 200 homes per year. This is a first step and not intended to be static. Next step is for DSS to get the plan approved by Health and Human Services. DEEP plans to prepare for this program by 2022, in step with the HHS approval. Ms. McLean indicated this is a big opportunity for Connecticut. Ms. McLean is grateful for everyone's work. Mr. Mike Li also appreciates everyone's efforts. Mr. Li addressed any contractors on the call and gave an overview of how this program would work. Contractors in the field that noticed barriers to weatherization would refer the home to the program, and a representative will scope and remediate the project.

6. Concierge Services (Compliance Item #15) – Companies

Mr. Lawrence Rush and Mr. Ron Araujo covered concierge services available in the field and provided slides, which are available in the materials folder. Mr. Araujo quickly reviewed Compliance Item 15, discussed currently available concierge services, and outlined examples of concierge services that the Companies explored. Concierge services should help residential customers adopt additional EERE measures installed. These services are specialized assistance. Mr. Rush covered a couple concierge services he's familiar with, including the local I "Heart" My Home program which provides additional modeling for home owners to inform decision-making for improvements. Mr. Rush also presented on the Sealed program which is a performance contracting service for single family homes.

Mr. Mike Uhl asked whether the concierge services in the Eversource pilot were independent parties and customer advocates; were they incentivized by any number of sales closed? Mr. Araujo responded that the assessors were compensated. Massachusetts has contracted installation contractors so the training includes installation contractors as they were under contract with Eversource. Mr. Uhl also asked what the backlog of contractors was during the pilot and Mr. Araujo wasn't sure because it was six years ago and getting pilot information was already challenging. Mr. McLean asked from the chat whether the concierge pilot in MA included any considerations for health and safety, or other goals outside of energy projects, anything beyond insulation? Mr. Araujo indicated the pilot focused on insulation and didn't recall how the pilot addressed health and safety measures. He would need to follow up on that. Ms. McLean noted that the committee would like to know if and how health and safety measures were addressed as it is a focus. Mr. Glenn Reed asked in the chat if they could reconcile the unchanged measure conversion rate versus the greater depth of savings observed? Mr. Araujo said this would be difficult given that the pilot was six years ago. Mr. Araujo noted that a benefit of concierge services is to help overcome barriers to complete projects.

Mr. Mike Li asked if Mr. Araujo could articulate the difference between a concierge service and customer service line? Mr. Li also stated that in the case of the MA pilot there's a lot of onus on the vendor to have broad expertise, - and asked whether that was a reasonable

expectation. What are the other ways to structure so folks can have specialized knowledge rather than be required to have a broad expertise? Mr. Araujo said the first question is getting at the WISE Use role, which is to help the customer navigate the program(s) and answer questions on various topics, incentives, etc. They have a wide range of knowledge but not subject matter experts. Conversely the HES technicians understand building science and the impact of energy efficiency measures in the home. HES technicians are more technically savvy, though not capable of system sizing like an HVAC technician, while the WISE Use team is generally well-versed on programs and incentives. Mr. Li said this presents somewhat of a challenge in passing the customer along this chain of knowledge, and posited how to ensure we don't lose the customer along the way when their inquiries go beyond the capability of the HES technician or WISE Use representative. Mr. Li described his view on these services: HES vendor installs a measure and the customer can access the concierge service to explore best next steps.

Mr. Li asked Mr. Rush how he saw concierge fitting in with the Sealed program he discussed. Ms. McLean asked if air sealing was included in the pilot and Mr. Araujo said that air sealing was included when insulation was installed. Andy Frank, Sealed, indicated concierge is a big value added because customers don't have a deep understanding of HVAC technologies. The Sealed program handles education remotely, then schedules a home visit for testing and direct installs. Mr. Frank noted that building the relationship and educating at the onset is important.

Ms. McLean asked from the chat if it was true that a key difference between HES and concierge is that concierge can operate over multiple years whereas HES is a single point. Is that true? Mr. Araujo said the pilot only ran for a short period, but that there are no confines on the HES vendor in regards to time or number of touchpoints with the customer.

7. Report on April 1 Compliance Conditions – Companies

Mr. Araujo provided an update on the compliance items from the 2021 Plan Update: Equity Metrics, HES Vendor Scorecard, Pay-for-Performance Pilot, Home Energy Score Working Group, HES & HES-IE Renter Data Collection, Crumbling Foundation Customer Outreach, Heat Pump Pilot Increased Participation, Electric Resistance Customer Conversion to Heat Pump Reporting, Evaluation Metric, Demand Response Program Reporting, Residential EE Concierge Service Offering, HES & HES-IE Arrearage Marketing. The slides from this update can be found in the materials folder.

An attendee asked why can't participation of heat pump adoption focus on customers we already know have done insulation? Mr. Araujo said those customers are eligible but the focus is on capitalizing on the customers already installing AC systems so they understand the heat pump option. Mr. Araujo and Ms. McLean discussed the option of leveraging contractors, the implication of training, and how incentives aren't the only factor to consider.

8. Community Engagement Initiative Update – Companies

Ms. Devan Willemsen provided a slide presentation to update the group on the community engagement initiative. This presentation can be found in the materials folder. The March 19th roundtable and one-on-ones with stakeholders informed a survey to get at barriers to participation in programs. Companies are reviewing responses and input from the stakeholder meetings and are reviewing the application with an expectation to release in late spring. Ms. McLean asked if the survey responses were going to be released? Ms. Willemsen didn't directly answer the question but reiterated that the survey was to inform the application.

9. 2022-2024 Plan – Consultants and Companies Mr. Richard Faesy presented an outline of the 2022-2024 Plan which includes Residential New Construction, HVAC and water heating, and Avoided Cost Study. The Residential Plan focus areas include weatherization, equity, strategic electrification, and other items like demand response, financing, co-delivery, workforce development, community engagement, and codes, standards, and appliances. Mr. Faesy welcomed input and comments from stakeholders, which can be forwarded to any of the

Consultants. While this presentation focuses on a few topics, the Consultants will be taking deeper dives on further topics in May and June.

Ms. McLean asked a question from the chat: is there a central place to provide comments and see drafts? Mr. Araujo said at this time to submit input to the Companies or Consultants now and they will consider them during the planning process between committee meetings. Mr. Araujo also noted that the Companies are leveraging knowledge from other states and programs for the next plan iteration. Massachusetts just finished their three-year planning. Mr. Araujo noted that folks shouldn't wait if they have input or ideas, that this process should be continuous. Stakeholders can provide input at the CTAC meetings, during the committee meetings, and directly to Company and Consultant representatives. Mr. Faesy noted that it's clear people want to provide input, so the group needs to figure out the best way to do that. Mr. Araujo noted that the EEB public input process is the best way because it's public and there's an established feedback loop. Ms. McLean asked when the next public input meeting was and what the timeline looks like. Mr. Faesy stated a first draft is due in June. Mr. Araujo stated that input can be provided now, and after the first draft is shared as it becomes more challenging to integrate changes later in the design.

10. CTAC & Workforce Update – DEEP

Mr. Starley Arias informed that DEEP is working with the Office of Workforce Strategies and collaborating with them as well as Companies to coordinate workforce development activities.

11. Secondary Metrics/ Performance Management Incentives (PMIs) – Consultants

Mr. Richard Faesy presented slides, which can be found in the materials folder, that outlined the performance metrics for both electric and natural gas by program. Mr. Faesy covered existing metrics and some suggested metrics or changes for the next Three-Year Plan. Ms. McLean suggested more time be spent covering metrics to inform the committee, especially because the time was limited during this meeting.

12. Agenda items for future Residential Committee Meetings – Consultants

Ms. McLean noted that much of these topics are going to keep coming up given that this is a planning year.

- a. 2022-2024 Plan
 - i. RNC
 - ii. HVAC
 - iii. Code Compliance
 - iv. HES/HES-IE
 - v. Products
- b. Secondary Metrics/ Performance Management Incentives
- c. Weatherization Barriers Remediation Plans
- d. Community Engagement Initiative Update
- e. The Integration of Solar and CL&M Programs

13. Public Comments

Ms. McLean opened up the conversation. Ms. Emily Rice noted a question posed by Efficiency for All, Ms. Leticia Colon de Mejias, regarding the lack of access to insulation materials, plywood and backlogged contractors which has all impacted construction costs and schedules. Ms. Colon de Mejias noted that the pandemic has impacted construction projects and is asking whether customers will get an extension on their rebate due to these extenuating circumstances. Mr. Araujo noted the Companies have discussed the issue and the companies will be flexible, though indicated that a cutoff date will still be established. Ms. McLean suggested that the Companies provide more clarity on flexibility and cutoff date soon, particularly as the current deadline in June approaches. Ms. McLean asked who makes this decision regarding deadlines, DEEP, EEB or Companies? Mr. Araujo stated that the decision falls on Companies due to the budgets. He stated the Companies are aware this is a challenge and they plan on being flexible.

14. Adjourn

Amy motioned to adjourn, seconded, and the motion passed unanimously with one vote.