



## **Energy Efficiency Board Annual Retreat**

Wednesday, June 25, 2014, 9:00 AM – 4:00 PM  
The Lyceum, Hartford, CT

### **MINUTES<sup>1</sup>**

#### In Attendance

- Board members (voting and non-voting): Jamie Howland (Chair), Pat McDonnell, Matt Gibbs, Ron Araujo, Joel Gordes, Vicky Hackett, Tracy Babbidge, Diane Duva, Shirley Bergert, Amy Thompson, Amanda Fargo-Johnson, Eric Brown, Mike Casella, Neil Beup
- Utility staff: Donna Wells, Tilak Subrahmanian, Tim Simmonds, Pam Penna, Amy Mclean-Salls, Roy Haller, Ellen Rosenfeld, Geoff Phillips, Violette Radomski, Justin Marmaras, Marissa Westbrook
- Board and evaluation consultants: Glenn Reed, Let Tumidaj, Jeff Schlegel, Craig Diamond, Lisa Skumatz
- Others: Eric Winkler, Dave Lis, Damon Esposito, Jeffrey Seigel, Bill Gianeto, Michael Vigeant, Cal Vinal, Lynn Stoddard, Bill Dornbos, Kate Boucher, Cindy Jacobs

The meeting was called to order at 9:10 am.

#### Update on DEEP Priorities Affecting Energy Efficiency in CT in the Coming Year

Tracy Babbidge discussed five energy priorities for DEEP in the 2014-2015 period:

- 1) 2015 Integrated Resource Plan (IRP) - focus on efficiency strategies to address summer and winter peak issues.
- 2) EPA's proposed 111(d) rule on the role of efficiency - comments are due Oct. 16. DEEP is looking at equity issues closely. In the 2nd phase the state will develop a compliance plan, and the EEB should play a role in that process.
- 3) Data collection and analyses to support the 2016 Comprehensive Energy Strategy (CES), the 2016 IRP, and the 2016-2018 C&LM plan - Ms. Babbidge said DEEP wants data to be more dynamic and transparent.
- 4) Further alignment of CT's energy programs - how to align EnergizeCT, EEB, the Green Bank, the utilities, and federal/state programs.
- 5) Continued implementation of CES strategies.

---

<sup>1</sup> All retreat presentations and the agenda can be found at Box.net: <https://app.box.com/s/j9s7krjwmi8fbtkgzubc>

Ms. Babbidge also discussed key priorities for the Residential, C&I, and Government/Institutional sectors, in addition to energy efficiency standards. Mr. Araujo asked about the role of water efficiency. Ms. Babbidge said that water efficiency is in the CES, and it is something DEEP will be addressing.

### Energy Efficiency in Energy Planning

Eric Winkler of ISO New England delivered a presentation entitled "Energy Efficiency in Resource Planning at ISO New England." His presentation covered several topics, including growth in energy demand, forward capacity market results, and an analysis of CT's energy use trends and peak issues. Mr. Winkler said that UI numbers were probably similar to CL&P's numbers (only CL&P data were used in presentation).

Mr. Araujo said that you need to consider LED lighting (cool lighting), which will have an impact on load reduction. Mr. Winkler said that you need to consider capacity charges when considering the best path to pursue. Mr. Schlegel recommended continuing some of the good practices the Residential and C&I programs are employing now and increasing the emphasis on them. He offered four specifics: (1) whole-building approaches with multi-measure and comprehensive packages (more than just lighting) to increase peak demand savings; (2) enabling technology for demand response when appropriate, so that the tools are in place when they are needed; (3) some increased attention to demand response and load management resources, supported with regional system funding where appropriate; and (4) better forecasting and analysis in the regional avoided cost study, without being overly constrained by the prices of the past, to more accurately forecast future avoided costs.

### Evaluation

Ms. Skumatz of SERA, Inc. delivered a presentation that provided an overview of the importance of evaluation, the EEB's evaluation process (with a focus on independent expert analysis), and the key factors for an effective evaluation approach. Ms. Skumatz emphasized the importance of evaluation in giving ratepayers and regulators confidence that EE savings are being achieved as planned. She also discussed several key findings from impact and process evaluations, and market assessments, conducted over the past 1-2 years of residential and C&I programs.

### Customer Engagement and Big Data

Geoff Phillips and Matt Gibbs of NU delivered a presentation that provided an overview of NU's customer engagement platform (CEP) that is currently being designed. Mr. Phillips and Mr. Gibbs said that the CEP would enable customers to: 1) receive actionable insights; 2) personalize inbound interactions; and 3) personalize outbound communications. They said this would result in increased participation, deeper savings, and continuous customer engagement. Mr. Gordes asked if NU is incorporating behavioral issues/concepts into the CEP. Mr. Phillips said that the preliminary model has categories of customers, which could address behavioral

traits. Mr. Schlegel mentioned that C3, the company that will be developing the platform, has a lot of capabilities, including IT, analytics, interest in customer engagement, etc. They have developed a customer engagement platform at other utilities. Mr. Bergert said that certain concepts should be considered, such as "aging in place." Mr. Gibbs said that NU would be providing the Board with a timeline and focus areas for implementation. Mr. Simmonds asked how would customers initially find the platform. Mr. Phillips said that it depends on the customer type.

### Commercial & Industrial Topics

Tim Simmonds of CL&P and Roy Haller of UIL delivered a presentation that provided an overview of a key energy efficiency and sustainability survey that was conducted by the Manufacturers Alliance of CT. They followed with a presentation providing an overview of the strategic opportunities and challenges of CL&P's and UIL's C&I programs, with a particular focus on market segmentation. Following that, Mr. Esposito of Theis Precision Steel (a CL&P customer) and Mr. Siegel of MICA Corporation (a UIL customer) presented on their companies' experiences with participating in the EEB's C&I programs and the benefits they have incurred.

Mr. Simmonds asked Mr. Esposito and Mr. Siegel if they would have moved forward without EE incentives. Both said likely yes, but they said that their engagement with the EE program administrators was highly valuable. Mr. Esposito said that EE is now part of his company's corporate performance metrics. Mr. Siegel said that he met his company's UI representative at a CBIA event, and he said that CBIA should continue to make such networking events available. Ms. Thompson said that Theis and MICA are very good case studies for the C&I program, and that more of these types of case studies are needed. She said that both companies benefited greatly from understanding their energy costs, which helped with managing their overall costs and product prices. Ms. Hackett asked what are the key factors for getting management buy-in for EE. Mr. Siegel said that in general businesses need to demonstrate ROI. For Mica, it is important for them to conserve resources. Mr. Esposito also mentioned the need to demonstrate ROI. He also said Theis wants to be perceived as progressive. Mr. Schlegel asked Mr. Esposito and Mr. Siegel if they would have been able to move forward on the projects without engagement in the C&I program. Mr. Esposito said that his management team understands the importance of going through EE activities, and engaging with the CL&P team was an important part of that. Without the support of CL&P, he said that he would not have been able to move forward with the kinds of projects they have done. Mr. Siegel said that they would not have been able to focus nearly as much without working with UI.

### Smart grid and Connected End-Use Devices

David Lis from Northeast Energy Efficiency Partnerships (NEEP) delivered a presentation called "Smart is the New Black: What are the Opportunities for Efficiency Programs Related to Smart/Connected Devices?" His presentation covered definitions, potential benefits, market potential, and standardization efforts. Mr. Gordes asked about potential risks with cyber security. He said that when grid is made more complex, that increases grid vulnerability

because protecting the grid becomes more difficult. Mr. Lis said that those are serious concerns, and states should certainly be considering those risks. Mr. Brown asked about smart/connected devices in the C&I sector, since most of the activity has been in the residential sector. Mr. Lis said he assumes that smart/connected devices will become more prominent in the C&I sector, but he is not certain of that. Ms. Bergert asked if investment in smart appliances would benefit lower income residents who might not be able to afford smart appliances. She said that low-income ratepayers should be getting benefits from smart grid/appliances. Mr. McDonnell said that UI has run some pilots with smart thermostats, and UI's customers were not very interested in the offering. He said that it is not clear how we should move forward with the smart grid. Ms. Hackett said that it might be difficult to implement unless you require competitive electric suppliers to do it, which she said is not feasible. Mr. Araujo and Mr. McDonnell said that the biggest opportunity is to have grid-connected appliances that can save energy automatically without the customer needing to be involved. Mr. Howland noted that all PV installations must be internet connected. He then asked Ms. Skumatz if there was an evaluation needed with smart/connected devices.

### Residential Topics

Mr. Reed presented on difficult to reach and difficult to serve market segments (e.g., multi-family, renters). His presentation emphasized that there are many challenges in reaching and fully serving many segments of residential customers. He said that multiple approaches are needed to reach multi-family customers, and that more funding and better coordination is needed for addressing health and safety barriers. Ms. Hackett said that when NU and federal funding for health and safety runs out, from OCC's perspective she does not think that rate-payers should pay for those services. She said that in general rate-payers should not pay for non-EE measures. Mr. Araujo suggested looking into additional funding through a CT Housing Investment Fund (CHIF) Bridge Loan. Following a brief discussion on Mr. Reed's presentation, Ms. Westbrook discussed a successful retail effort to increase efficient light bulb purchases by elderly, bi-lingual and low-income customers, as well as the CT Efficient and Healthy Homes Initiative that was funded by a DOE grant. Mr. Vinal then provided an update on CHIF's loan products for low-income and multi-family customers.

Mr. Reed presented an overview of the Weatherization Baseline Study on single family homes recently completed by the EEB Evaluation Committee, and how CT can potentially use the results of the study to achieve more energy savings in single family homes. Mr. Reed said that a key finding was that only 26% of single family homes meet the currently proposed weatherization standard. He emphasized that the weatherization standard should be a floor not a ceiling for EE outcomes. Mr. Reed asked if we should also do a baseline study on multi-family. Following Mr. Reed's presentation, Mr. Vigeant from GreatBlue discussed the results of a recently completed survey of past participants in the HES program (it compared customers who moved forward with additional measures with customers who did not). Both he and Mr. Reed noted that the results of this study would be a valuable input for improving the HES program.

Board Process/Operations Topic

Due to time constraints, this agenda item was not covered.

The meeting adjourned at 4:00 pm.