



EEB Residential Committee Meeting
Wednesday, August 11, 2021 10AM - 12PM (Webinar Only)

Meeting Materials: <https://app.box.com/s/zdlq44hm4j8104wkbytcnv3b20i082bg>

Minutes

1. Welcome – Amy McLean

- a. Roll Call of Committee and Board Members: Amy McLean, Brenda Watson, Joel Kopylec, Kate Donatelli

Other attendees: Bernard Pelletier, Charles Rothenberger, Devan Willemsen, Diane Del Rosso, Giulia Bambara, Kyle Huston, Larry Rush, Peter Klint, Richard Faesy, Rose Croog, Art St. Armand, Brendan Thomas, Damaris Velez, Danielle Poulin, Donald Mauritz, Eric de Lacoste, Glenn Reed, Jerry Graham, Jesus Pernia, John Karyczak, Joseph Roy, Julia Dumaine, Madeline, Marriott Dowden, Michael Cresta, Michelle Long, Patrice Gillespie, Patti Rice, Pete Carlson, Sharon Guarino, Shubha Jaishankar, Tammy Wilson, Tanya Mulholland, Tasha Perreault, Violette Radomski

- b. Meeting procedures and process update

Ms. Amy McLean did not review meeting procedures due to a late start.

2. Approve 7/14/2021 Residential Committee Meeting Minutes

Ms. Brenda Watson indicated a few typos in the July minutes: (1) Mr. Bernard Pelletier's last name needs corrected throughout, (2) section three, first paragraph "realized" needs changed to "weatherized, and (3) section five, second paragraph "LIHEAP" should not be hyphenated. Ms. Watson made a motion to approve the minutes with these corrections. Ms. Amy McLean seconded the motion. There was no discussion and the motion to approve the July minutes with the corrections passed 2-0.

3. Public Input/Comments (limit to 3 min./person)

Due to a typo in the Residential meeting agenda, some participants had trouble accessing the meeting at the start. Given this confusion and the delayed start it caused, Ms. McLean decided to continue to item four without public comment.

After Item 5, Ms. Amy McLean returned to public comments. Mr. Bernie Pelletier asked if the deadline to submit comments to the C&LM draft Plan are due on Wednesday August 18. Ms. McLean indicated that she wasn't sure what the deadline for comments was, but said that she would like to ensure stakeholders had enough time to review and provide comment in a meaningful way. Ms. McLean suggested closing comments on Aug 23 may allow more time.

4. DEEP Legislative and Regulatory Updates

- a. Expansion of EEB Membership

Ms. Kate Donatelli announced an expansion of EEB membership, legislated by Public Act 21-139: two seats, one representing low-income residential customers and the other

municipalities, have been added to the Board. Additionally, two Board vacancies representing (1) a state-wide business association and (2) a chamber of commerce needs to be filled. DEEP is accepting applications and nominations for all four open seats now through August 27, 2021. Ms. Donatelli indicated DEEP's preference is for people to apply directly; however if you'd like to submit a nomination on someone's behalf, please notify DEEP so they can reach out to the prospective applicant. More information and how to apply can be found on [DEEP's website](#).

Mr. Bernie Pelletier noted that the statewide business association and chamber of commerce represent similar groups and asked for clarification on the distinction between them that DEEP is looking for. Ms. Donatelli shared that the exact membership is laid out in the statute but offered here understanding. The chamber of commerce is associated more with a geographic area while a statewide business association may be focused on a particular industry. Ms. Donatelli indicated that she could get more clarity and get back to Mr. Pelletier.

Ms. Amy McLean added that there were also associations for small chambers of commerce, like the chambers for innovation. Ms. McLean noted that stakeholders shouldn't limit nominations based on these nuances too much given that DEEP will take care of the qualifications. Ms. McLean added that this nomination process will also be used by DEEP for other commissions and appointments; this will build a pipeline for the general public to get involved. Ms. Donatelli said that DEEP intends to cast a wide net during the initial round.

- b. [Energy Efficiency Retrofit Grant Program for Affordable Housing \(P.A. 21-48 / S.B. 356\)](#)
Ms. Giulia Bambara, who recently moved over to work more on DEEPS residential efficiency programs, provided an update on P.A. 21-48, formerly S.B. 356. This act gives DEEP authority to provide grants, using \$7 million of federal funds, for a wide range of measures related to energy efficiency, health and safety barrier remediations, distributed generation, etcetera. The Commissioner will prioritize local contractors paying a prevailing wage, minority business enterprises, and projects serving people that qualify for utility hardship programs or receive state or federally-funded means-tested assistance. The act also extends the residential solar tariff to multifamily housing with five or more units.

DEEP has begun to develop implementation, meeting with sister agencies and advocates to get more insight from energy efficiency program administrators and vendors. DEEP is thinking through what form this program might take, including our Custom Pathways and off-the-shelf solutions that work through existing programs.

Ms. Bambara also shared that DEEP began conversations with vendors and utilities about additional opportunities that could be delivered with support from this bill at the last CTAC meeting. Ms. Bambara shared appreciation for everyone's feedback and the advocacy that made this legislation possible. DEEP is looking forward to continued conversations around this topic.

- c. [Weatherization/Health & Safety Barriers Remediation](#)
Ms. Rose Croog shared that the FY22 LIHEAP Plan language included the transfer of \$1 million in LIHEAP funds to DEEP for the purpose of addressing health and safety barriers in eligible households. Ultimately the goal is to improve energy efficiency of these home and reduce future energy bills. The funding package also included \$100,000 for associated administrative costs.

Special Act No. 21-15 dedicates \$7 million in American Rescue Plan Act (ARPA) funding to “health and safety barriers to housing remediation”. DEEP is currently discussing the mechanics of fusing this ARPA funding with the LIHEAP funded barrier remediation program.

Ms. Croog announced DEEP’s release of the draft RFP to competitively select a statewide Program Operator. DEEP plans to serve as administrator for the program. The public can view the draft and provide comment by September 7 at 4PM before the final RFP is released. The goal is to finalize the RFP by September 17. A Public Input Session will be held August 31 at 1PM. You can visit the [DEEP website](#) for more information on how to engage with DEEP and to join the mailing list for updates. Ms. Croog thanked stakeholders who contributed as well as contractors for collecting data and utilities for streamlining the process to identify barriers.

Ms. Amy McLean voiced strong support of this work as it addresses a significant need, and helps achieve the Board’s goal to reach the most vulnerable populations and target the least performing housing stock. Mr. Richard Faesy shared that some evaluations in Pennsylvania have demonstrated greater savings by serving this population because they start off in a worse condition, adding that not only do we include the most vulnerable but we achieve greater savings. Ms. Brenda Watson added that this is a point we need to consider moving forward as we allocate resources in these communities. Ms. Watson believes that planning has previously focused on higher-income customers and commercial customers; Ms. Watson is happy the inverse is happening and is hopeful this can be more coordinated across state agencies and advocates. Ms. Croog noted that DEEP wants to make sure these points are best captured in the service expectations for the Program Operator and encouraged stakeholders to engage in the RFP draft process.

d. Weatherization Assistance Program (WAP) and HES-IE Coordination

e. CTAC & Workforce Development

Ms. Kate Donatelli shared that the last CTAC meeting was at the end of July. It covered a number of topics, including implementation of the retrofit program. The meeting covered the issue of increasing material supplies that are required for HES and HES-IE programs. DEEP is facilitating a process to collect more information from vendors to get a better idea of where price increases are occurring. An update on a new workforce development training opportunity was provided and the group will continue conversations around this topic at the next meeting August 25, which is a combined residential and commercial meeting.

f. Equitable Energy Efficiency (E3) Proceeding – Final Determination – DEEP

DEEP released the final determination on July 31 which included eight high-level goals and 19 associated action items. DEEP received comments, both major and minor, which helped refine the document and improve it’s expected effectiveness. All feedback received and changes made are summarized in an appendix to the final determination. A few major changes from the draft to final included (1) narrowing list of indicators for additional data tracking, (2) proposed definition for moderate income, and (3) maintaining current landlord approval process, pending further data collection.

DEEP will be adding reporting on participation among communities of color,

communities with energy burden above 6%, and communities that have high rates of arrearages or shutoffs. DEEP will be relying on equitable distribution data and its own analysis to achieve this.

Ms. Donatelli noted that the low-income definition aims to better align with existing definitions of moderate income across the state. The definition is just being used for assessment purposes at this time in order to track how people from this customer class are participating in programs.

Ms. Donatelli stated that utilities recently applied enhanced data collection around the issue of renters turned aware due to lack of landlord approval, which will help DEEP better characterize this issue. While DEEP did put forward possible approval pathways, feedback from stakeholders indicated they may not be viable at this time.

DEEP's views this as a multi-phase process and anticipate future determinations. Ms. Donatelli shared DEEP's intent to provide progress reports, updated quarterly, so stakeholders can follow along with how DEEP is delivering on these goals. All of the documentation, and future progress reports, can be found on DEEP's website.

5. Community Engagement Initiative – Companies

Ms. Devan Williamsen said that the community partnership application announcement went out through Energize Connecticut e-mail to more than 350 contacts on July 20, and a reminder went out six days later. The reminder drove participation for webinars that were held at noon and 6Pm on July 29. Nearly 30 attendees representing several municipalities, energy committees, and organizations across the state were in attendance. Ms. Williamsen indicated the Companies heard from several stakeholders that the deadline was too soon, so the deadline was extended to Friday, October 1 at 5 o'clock. Questions will close on September 29 at noon and the Companies encourage applicants to reach out. Applicants are encouraged to submit applications early, if possible. Ms. Williamsen shared that since the launch of the application period on July 20th, the Companies have had a steady stream of potential applicants reaching out with questions or clarifications.

Companies continue to finalize their partnership participant materials and prepare for the application review period. Yesterday, Companies received their first application. Ms. Brenda Watson asked if there was a limit on accepted applications and Ms. Williamsen responded that applications will be accepted until the closing date. Ms. Williamsen suggested that interested applicants, or entities assisting applicants, notify Companies of their intent to apply. This will give Companies time to prepare.

Ms. Amy McLean stated that new initiatives take time to understand and the sessions held on July 29 were helpful.

6. Q2 Report (Program Updates and Equity Metric Performance) – Companies

Ms. Diane del Rosso and Mr. Larry Rush provided a presentation with Q2 performance metrics and program updates. Ms. Del Rosso indicated Eversource electric residential sector is seeing very strong performance in all five areas (residential new constructions, retail products, HES, core services, and rebates) so far this year, through June 30th and beyond. This includes achieving annual and lifetimes savings goals. Mr. Glenn Reed noted that it's good Eversource is getting higher savings relative to expenditures in HES, but asked if they were seeing deeper savings with each visit and whether they knew what was driving higher savings. Ms. Del Rosso predicted there's greater insulation rebates, but would need to dive further.

Ms. Del Rosso noted that the results for percent of goal exclude participants that enrolled before November 1 2020.

Ms. Amy McLean asked for clarification on the end date for the HES/HES-IE single-family customers enrolled in the Matching Payment Program and if the Companies anticipated meeting the target. Ms. Del Rosso said December 31 and they are hopeful they will achieve the goal, adding they are slightly under halfway. Ms. Del Rosso added that marketing campaigns are underway. Ms. McLean asked if the automated calling center can track callers with payment issues. Ms. Del Rosso said that it's not necessarily meant for direct advertising. Ms. McLean asked if the Companies could help customers be connecting them from one program to another, based on their needs. Ms. Del Rosso indicated there is cross-marketing connecting customers applying for energy assistance to get information on energy efficiency programs. Ms. Del Rosso added that there is also cross training for the call centers which helps identify candidates for EE programs. Direct mailing will begin in August and continue through 2022.

Mr. Bernie Pelletier asked about the Clean Energy Communities Dashboard, specifically whether or not the HVAC rebates can be broken out to better track heat pump adoption, which is desirable. Ms. Del Rosso responded that she would forward this request.

Ms. Brenda Watson asked if a copy of the weatherization direct mail letter targeting low-income customers can be shared. Ms. Watson also noted that she has received calls from solar vendors claiming they have a partnership with Eversource to replace or repair roofs and install solar. Ms. Watson said she found out this was illegitimate and filed a complaint with the Office of Consumer Council and PURA. Ms. Watson suggested that the letters will cause less confusion, given these other calls that are occurring. Ms. Del Rosso said she would get a copy of the letter to the Board.

Ms. Del Rosso, moving on, shared that Eversource is behind goals on the multifamily side, but that low-income MF will achieve goal by end of year. Mr. Glenn Reed asked if the multifamily buildings are mostly ducted systems, and Ms. Del Rosso believes so but said she could share more details. Ms. Del Rosso shared metrics on heat pump replacement and Mr. Faesy asked if this represented the pilot program. Ms. Del Rosso said yes, but the 39 geothermal heat pump projects are not considered part of the pilot. Ms. Del Rosso noted she did have numbers distinct for the pilot.

Mr. Larry Rush shared an update for UIL. Mr. Rush noted that UIL is lagging in savings, but this is less due to performance and more due to UIL catching up on tracking updates. Some of the savings are behind. HES is performing well and the insulation rebate has been successful in terms of adoption and installation. The Income-eligible program is behind but due to active marketing, UIL is confident this will meet 100%. UIL is in conversations with contractors and vendors to ensure targets are hit across the portfolio. Mr. Richard Faesy asked if UIL expected not to meet goal for any program, and Mr. Rush indicated that residential behavior could fall short, but UIL has been actively making adjustments to mitigate that. Mr. Rush noted that with HVAC and water heaters there is a delay in getting materials, which could have an impact. In the Multifamily sector, there have been a number of projects and HES is already at 98% for the year. UIL is confident they will spend 100% on residential side and is 56% through June. UIL continues to push IE programs and is 34% for the year.

Mr. Rush focused on the equity metrics and shared that there were a few mailers and a lag of projects as vendors get back up and running. Mr. Rush said UIL is still working to get the low-

income qualification tool and anticipates releasing that early next month. Mr. Rush shared that heat pump water heaters appear to be trending and the Company has noticed an uptick in geothermal projects.

Mr. Rush provided an update on the Heat Pump Pilot. Only 20 projects are needed to complete the pilot, but there are 24 in the pipeline; 6 are in review stages, 11 approved, and 4 completed. The pilot has seen ductless and hybrid systems primarily. Ms. Amy McLean confirmed this is the Fuel Optimization Pilot approved for the current Three-Year Plan and Mr. Rush confirmed. Over three years, the goal was to include 20 projects. Mr. Rush noted that updates to the program were made in 2020 to improve participation. Ms. McLean noted the Board's desire to remove barriers for heat pump adoption, particularly given the public's consistent advocacy for the technology. Ms. McLean supports modifying marketing and education around the technology, and other efforts to increase adoption for heat pumps. Mr. Richard Faesy asked if both propane and oil displacement are a target and Mr. Rush said they were. The Companies are tracking what the savings would look like if heat pumps are used during colder months, which is different than heat pumps incentive outside of the pilot.

Ms. Brenda Watson asked if there were any applications in the heat pump pilot were denied. Mr. Rush noted that there were not any he could think of that were denied, but there are steps that can delay a project like getting manual Js and Ds, eligibility of equipment and controls. Mr. Rush shared a desire for the pilot to include some low-income projects. Ms. Watson asked if the Companies were collecting testimonials from customers that could be used for outreach and education. Mr. Rush said they were not currently, but this is a great idea. Mr. Rush added that case studies would be best served with a full year. Mr. Faesy suggested that the third-party evaluator could run with the testimonial aspect during the review.

Mr. Rush noted that there have not been many heat pump conversions from other electric heating technology. Mr. Rush anticipates a bigger jump, hopefully in the multifamily sector. Mr. Rush noted a trend in the multifamily sector, where spend is a little low but savings are trending high.

Full copies of Q2 Update presentations can be found in the materials folder.

7. 2022-2024 Plan – Companies

a. Residential Budgets and Savings Overview

Ms. Diane del Rosso shared upcoming steps regarding the 2022-2024 Plan development. During August the focus will be on initial revenue, savings and budget projections and PMI values. In September the Board will vote on the Plan text and then Plan tables in October. The Plan should be ready to file with DEEP in November. Ms. Del Rosso reminded attendees that there is a Public Input Session today at 12PM and another Public Input Session on August 18. Final Plan text will be provided to the Board by August 31, in advance of the vote September 8.

Ms. Del Rosso also provided an overview of revenues and budgets. Total revenues and budget are expected to be \$189.1 million, a 5% decrease. Total revenues and budgets on the gas side are expected to be \$54.2 million, a 3% overall increase. Ms. Del Rosso shared 2022 parity charts for electric and gas. Ms. Del Rosso indicated electric revenues are expected to decrease over time, which will be reflected in the portfolio budget. On the gas side, the opposite is expected. Ms. Del Rosso said the expected statewide 2022 revenue for the residential EE portfolio is \$97.6 million.

Budget dollars from sunseting lighting programs will be allocated to HVAC, domestic hot water, and other activities.

A more detailed update will be provided in the EEB meeting later today and a copy of Ms. Del Rosso's presentation is located in the materials folder. Ms. Del Rosso noted that the 2022 Residential Budget breakout charts may be difficult to see. If anyone has trouble, please contact the Companies.

b. Compliance Items

Due to time constraints Mr. Larry Rush suggested pushing the CEE Super-Efficient Home Appliances initiative (#17) update to the next meeting. Mr. Richard Faesy noted that DEEP would need to approve this extension. Ms. Kate Donatelli provided support for an update in September.

Mr. Larry Rush provided an updated on the 2021 condition of approval for the Home Energy Score (#4). There are five conditions:

- (1) Establish a working group to identify barriers to increase adoption and recommended actions;
- (2) Design metrics to ensure success, both initial and final scores;
- (3) Design and deploy Final Score plan;
- (4) Update Android tool to correct the interface;
- (5) Offer all customers the Home Energy Score, decline in writing

Mr. Rush indicated it is mandatory for Companies to offer the Home Energy Score through vendors when they are in the home. The Companies have observed an uptick in the number of scores and are still working with vendors to ensure compliance. Mr. Rush indicated the Companies have identified barriers to success, but are working through those issues. For example, Companies are offering final scores through vendors through a 12-month period and through inspection companies through 24-months. Companies are rolling out HES-IE energy scores and are working with vendors to make sure technicians are certified for the Department of Energy (DOE) energy score.

Companies have set a goal of 40% of homes that have received blower door air sealing. Companies have identified vendors that are not offering the score and are working to bridge those gaps. Mr. Rush shared that the Companies will report on initial and final scores quarterly at the Residential meetings.

8. Proceedings Updates: Solar (20-07-01), Battery Storage (17-12-03.RE03) and EV Charging (17-12-03RE04) – Companies

The Committee did not have time to cover this agenda item.

9. Agenda items for future Residential Committee meetings

The Committee did not have time to cover this during the meeting.

- a. 2022-2024 Plan
- b. Secondary Metrics
- c. Weatherization/Health & Safety Barriers Remediation Plans
- d. Low Income Deep Dive
- e. Renovations & Additions
- f. Regulatory Updates

10. Public Comments

The Committee did not have time to address public comments during the meeting.

11. Adjourn

Ms. Brenda Watson motioned to adjourn and Ms. Amy McLean seconded the motion. The meeting was adjourned.