May 8, 2023

Lisa A. Skumatz, Ph.D.

Skumatz Economic Research Associates (SERA)

762 Eldorado Drive

Superior, CO 80027

**RE: C1906 Phase 2: SEM Process Evaluation**

Dear Dr. Skumatz,

Eversource Energy (“Eversource”) is pleased to submit these written comments regarding the Review Draft Report: *C1906 Phase 2: SEM Process Evaluation* (“Draft Report”), by DNV (“Evaluator”). Eversource received the Draft Report on April 24, 2023 with a request to provide comments on May 8, 2023. Per the Energy Efficiency Board Evaluation Road Map Process, these comments are in response to the Draft Report for consideration for inclusion in the Final Report.

The objective of this phase of the study is to assess the Strategic Energy Management (SEM) program design, implementation, customer awareness, communication, barriers, and outcomes. The Evaluator reviewed program documentation, conducted program staff interviews, and fielded in-depth interviews to gather perspectives about the SEM program from a variety of program actors (e.g., implementation vendors, program participants, program partial participants).

**Comments on Findings and Recommendations**

Eversource appreciates the Evaluator’s detailed review of the SEM program. Eversource has a few comments and requests for clarification:

1. We have heard no issues about the incentive level offered from the 15 SEM program participants to date. The cost of delivering SEM has to be taken into account when calculating the incentive for the customer since it is 100% funded by Eversource.
2. Interviews were completed prior to any participants being recruited with the new SEM providers. It would be helpful to include a note about that and the significant SEM provider change in the summary sections of the report.
3. One of the recommendations states that there is no independent review of implementer modeling being done by the utilities, but that is not accurate. DMI has been contracted to review implementation models.
4. COVID impacted many of the barriers noted in this study. Site access is one, but it also created labor shortages for manufacturers and the uncertainty of how long the impacts would last impacted customer commitment of resources and staff. It may be worth mentioning in the summary sections that COVID added a level of uncertainty to the impacts of some of the barriers identified and those barriers may subside over time as COVID subsides.

We have also included some additional questions, comments, and edits in a redline version of the Draft Report for your review and consideration.

Thank you for the opportunity to provide comments.

Sincerely,

Megan Errichetti

Analyst, Evaluation | Energy Efficiency | Eversource

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