

EEB Residential Committee Meeting
Wednesday, June 14, 2023 | 9:00 – 11:30 AM

[Meeting Materials](#)

[Meeting Minutes](#)

Minutes

1. Welcome – Melissa Kops

a. Roll Call of Committee Members

Board Members: Shubhada Kambli (DEEP), Melissa Kops, Kathy Fay, Walt Szymanski

Board Consultants: James Williamson (ES-in-training), Emily Rice (ES), Richard Faesy (Lead Res Consultant), Bahareh van Boekhold (DEI Consultant), Leigh Michael (DEI Consultant), Stacy Sherwood (Lead Technical Consultant)

b. Meeting procedures and process update

Mr. Richard Faesy reviewed the [Meeting Procedures](#).

2. Approve May Residential Committee Meeting Minutes

Ms. Kathy Fay motioned to approve the [May Meeting Minutes](#). Ms. Melissa Kops seconded the motion and the motion passed 3-0.

3. Public Comments

Doug Presley, Dandelion Energy, shared that Dandelion Energy is waiting for approximately \$1 million in rebate payments and \$650,000 of that is over 45 days since application submittal. Dandelion Energy is working with the Companies to resolve this, and Eversource is reporting these rebates are processing, but the implementation for heat pump installations, both technical and administrative, continues to have issues. Mr. Presley went on to say that these delays are difficult for many companies. Mr. Presley believes there have been a lot of challenges for heat pump installs and as the programs are scaled up, these problems will only get worse. Ms. Kathy Fay asked how long the situation has been going on? Mr. Presley indicated that one application has been outstanding for 9 months and noted that some challenges were experienced before the heat pump scale-up but added that the issues seem to be getting worse recently. Ms. Fay asked if this was across all Companies and Mr. Presley noted that most of Dandelion's projects are in Eversource territory but has heard secondhand of issues in Avangrid's territories as well.

Ms. Leticia Colon de Mejias said that this issue has been communicated in the CTAC meetings and asserted that information provided at CTAC does not reach the Res Committee. Ms. Colon de Mejias shared that some companies are floating monies for contractors for up to 90 days and this has been reported to DEEP.

Ms. Colon de Mejias shared that contractors are reporting having to shut down in CNG

territory. Ms. Colon de Mejias explained this will leave a gap and will disproportionately impact customers in the New Haven territory despite the program's requirements to remain equitable and accessible to all customers. Ms. Colon de Mejias noted that EFI will no longer be the rebate processing company as of July. Ms. Colon de Mejias asked that this transition be handled carefully so as not to negatively affect contractors and customers. Ms. Colon de Mejias asked if DEEP would respond to this and address these comments. Ms. Kops suggested this topic be added to the agenda at the next Residential Committee meeting in August.

Ms. Colon de Mejias pressed DEEP to comment on the shutdowns of service in CNG territory and asked what steps could be taken to communicate with customers. Ms. Sherwood explained that the Technical Consultants are set to discuss the shutdowns with Avangrid and added the Consultants are meeting with the Companies on Monday to discuss the EFI transition. An update on these items could be provided at the next Res meeting. Ms. Kops said that ad hoc meetings will be scheduled to address Ms. Colon de Mejias concerns. Mr. Faesy reminded attendees that there is not a Res meeting in July.

4. Energy Code Impact on C&LM Measures – Kathy Fay

Ms. Kathy Fay posed the following questions to the Companies:

- a. When the building code is updated, as it recently was in October 2022, what is the process for adjusting recommendations such that they meet current code? How and when is this communicated to contractors? Were vendors notified that they needed to adjust insulation scope developed prior to the new code changes came into effect for installations completed after the new code came into effect?
- b. A specific example (not the only instance) was forwarded to me where existing attic insulation was noted to be R3, and then the recommendation was for R38. Is this what the Utilities are using to calculate effectiveness, costs, and energy savings? Is this what we can expect residents to receive? Is there any reason that the Utilities are not making recommendations to meet current code R60?

Ms. Diane del Rosso explained what the Companies are doing for the program now. Ms. Del Rosso explained how energy code changes and requirements impact certain retrofit projects as it relates to the program. The Companies are offering incentives to help customers meet energy code requirements, but currently rely on insulation contractors to assess needs in the home. With the upcoming Qualified Installer Network, the Companies will have more influence on project scope through training and program requirement changes.

5. DEEP Updates

[Mr. Rick Olisky](#) asked if DEEP could share an update on HB05634; Ms. Kambli said DEEP would circulate an update after the meeting.

Ms. Kambli addressed budget concerns and contractor cashflow. Ms. Kambli said DEEP recognizes this is a serious issue and shared that DEEP is working on pathways to stability with partners and stakeholders. Ms. Kambli said there will always be fluctuations in budgets and spending. Ms. Kambli asked for input on how the Programs can better support contractors through these fluctuations. Ms. Kambli asked for comments in the chat or the public comment period later in the meeting.

a. 2023 Plan Update Approval

Ms. Kambli noted that the DEEP team has drafted the Plan Update Determination and it is currently being reviewed. DEEP anticipates sharing the Determination by the EEB's Annual Planning Meeting on June 28. The DEEP team has completed the review of outstanding Conditions of Approval and will issue a letter addressing these conditions shortly.

b. Environmental Board Position

A [Notice of Vacancy and Request for Applications](#) for the vacant EEB position has been reissued. DEEP found it necessary to expand the pool of applicants for this role. DEEP encouraged attendees to share this opening with contacts.

c. Residential Energy Preparation Service (REPS)

An update was [provided on slide 3](#) that provides an overview of progress; including the location of homes served, completed units and units in progress, etc. There are 133 residential units in the pipeline. Ms. Kops asked if Multifamily was included in the pipeline. Ms. Kambli noted she would need to check and follow up.

d. Federal Funding Progress

- HES-IE & WAP Coordination Efforts

Ms. Kambli announced three deliverables that are in development to better coordinate these programs. Deliverable 1 is a table that includes licenses and requirements for contractors across these programs. Deliverable 2 is a slide deck describing how contractors are currently paid when delivering HES-IE services through WAP service providers. Deliverable 3 is a proposed updated cost-sharing process for jobs supporting by WAP and HES-IE funds. DEEP, Companies, and Consultants are working through the steps to create this proposal. DEEP anticipates the first two deliverables will be ready at the next contractor focus group meeting on the 21st of June and will share these deliverables at the next Res Committee meeting in August. When Deliverable 3 has been drafted it will be shared publicly for feedback.

Ms. Kops asked if there would be an announcement regarding service providers for WAP and when they would be deployed? Ms. Kambli said she would check and follow up.

- "Green Storm" Planning

The next meeting with the CT Green Bank, PURA, Companies, and EEB will be Friday, June 23rd. This meeting will review federal funding opportunities and ways to coordinate funding across programs. Prior to the meeting, DEEP will be working with program administrators to determine how the program can expand the low-income program eligibility. Ms. Kambli explained that the allowable threshold is an area being considered and discussed some of the factors. The goal is to be

more inclusive. Ms. Kambli welcomed input on this approach or topic; comments can be directed to [Ms. Kambli](#) or [Ms. Rebecca Trietch](#).

Ms. Kambli added the Green Storm team would be completing the first draft of a tool development scope of work. The general concept for the tool will be a creation of an online access point for tax credit, rebate, and finance information.

6. 2024 Plan Update Preview – Companies

Ms. Diane del Rosso provided highlights of the following preliminary program changes for 2024 under consideration:

a. Products (ERV/HRV)

The Companies are looking to add this as a stand-alone rebate in the retail products.

b. Heat Pumps

Air-to-water heat pumps will be added to the lineup.

c. Demand Response

Electric vehicle charges will no longer be offered. Thermostat enrollment and battery storage may undergo changes.

d. Behavior Programs

There will not be a budget associated with this program for Eversource, but the Company will continue to use email communications. Ms. Amy McLean indicated that Avangrid will continue its program without changes.

e. HES/HES-IE

Ms. Del Rosso indicated that several updates are anticipated related to process improvements.

Ms. Del Rosso shared more changes related to these programs:

- The Companies will issue an RFP for a HES-IE coordinator to assist with add-on measures and potentially to help develop a licensed contractor network specifically for income-eligible customer needs. This coordinator would focus on “back office” work.
 - Mr. Edgardo Mejias asked why is this not a staff position for the utilities instead of an RFP? Mr. Mejias added that the RFP was created for vendors to coordinate finding add-on measure licensed vendors/contractors and not back-end support. What would the process flow look like for vendors?
- HES-IE lighting ends at the end of 2023.
- There is a new RFP through DEEP to coordinate WAP and HES-IE services. Participation rule changes are anticipated.
- A Qualified Installer Network is under development for insulation measures like advanced duct sealing.
- New quality assurance focus for 2024; an RFP for quality assurance inspectors is to be issued and payment criteria changes.
- Virtual assessments may be curtailed.
- Heat pump rebate caps.
- Adding Department of Energy Home Energy Score assistance and

- completion of a field tool for auditors.
- The Companies will be reviewing IRA funding guidance to determine a path forward.
- The New Construction will need to have a new all-electric metric.
- The DEI Consultant's recommendation for a DEI metric will also be integrated.

Mr. Faesy asked if Eversource and Avangrid are doing the same thing for the RFP HES-IE coordinator and the DOE Home Energy Score. Ms. McLean noted that the Companies are working together for the HES-IE coordinator though there will be slight difference for each territory. Ms. McLean indicated that the Companies are taking the same steps for the DOE Home Energy Score Program. Ms. Kops asked when Avangrid's Home Energy Score launch will occur; Ms. McLean noted that the launch started with the Hancock tool and Avangrid is continuing to move through the process. When the Hancock tool is updated to include the field tool and DOE site updated, a full launch is anticipated. Ms. Del Rosso believes this should be possible later this year.

Ms. Del Rosso explained that these changes are under consideration and that the Companies will be working closely with the Technical Consultants and the Committee to prioritize and finalize these changes. Mr. Faesy added that some decisions will also be informed by the results of the Evaluation Studies.

Ms. Kops asked what details were included in the behavioral programs and Ms. McLean suggested providing more information in a future meeting. Mr. Faesy will add this to the agenda for a future meeting and will confirm what evaluation studies are applicable.

Ms. Fay asked for more details regarding the scope of the HES-IE coordinator. Ms. Kops shared a concern that this would be carried out by a third party. Ms. Del Rosso explained that the HES-IE program is customized and generates thousands of projects. The Companies need assistance providing a technical review for these projects. Ms. Del Rosso and Ms. McLean discussed the existing process and how a coordinator could improve turnaround time and customer service.

Ms. Fay asked what portion of the budget would fund the HES-IE coordinator. Ms. Del Rosso explained it would come from the HES-IE budget. Ms. Kops asked for a list of benefits for this approach and an accounting for the cost effectiveness of hiring a third-party vendor. Mr. Edgardo Mejias expressed a concern from a contractor point of view to this approach and wants to make sure the impact on contractors is minimized.

Mike Murray, Aiello Home Services, asked what happens to customers that are scheduled into 2024 for Aeroseal due to budget constraints in 2023?

Mr. Murray also asked why the Advanced Duct Dealing Aeroseal rebate would be moved to heating and cooling combo units only. Is this based on SIR or data we

can be shared? Mr. Murray would like more clarity as to the reason for this change. Ms. Del Rosso shared that the achieved savings are different when heating is involved versus cooling; the changes were made to improve savings impacts. Ms. Del Rosso explained that AeroSeal will be moved to standalone to give everyone access to the rebate.

Regarding the Federal tools for income qualification, Ms. Kops said that the Greenstorm Committee would like to understand more about the tools being considered to avoid duplication of efforts.

Regarding post inspections, Ms. Kops said that it is important post inspections are done in a timely manner. Ms. Del Rosso indicated this is the intent and the Companies will be monitoring for rebate delay issues.

Ms. Kops asked for details on outreach regarding tax credit availability. Ms. Del Rosso said some information is available on the website and there will be more information communicated via email campaign, and in the summary packet given to program participants.

f. Pay for Performance

Demand for HES services continues to be strong. The IRA funding includes a measured savings program, and the Companies will be reviewing guidance to determine a path forward.

g. Metrics

A new 2024 metric will be needed for the Res New Construction program. The upcoming study on greenhouse gas accounting will help inform a potential carbon metric. It's anticipated that the DEI Consultant's recommendations for DEI PMI metrics will have an impact.

Ms. McLean suggested providing an update at a future meeting.

7. Equity Metric Development– DEI Consultants

a. Review of proposed equity metrics options

The Board's DEI Consultants, Ms. Leigh Michael and Ms. Bahareh van Boekhold, led the Committee in a discussion around the [draft Equity Vision and PMI metrics](#) to get feedback. The next step will be to propose the Equity Vision and PMI metrics to the Board for feedback and then ultimate approval.

Ms. Kops [shared a study](#) that demonstrates individuals facing energy burden pay more per square foot than others.

Mr. Mejias asked whether businesses in underserved areas are being treated the same as underserved individuals. Ms. Fay said she appreciated Mr. Mejias' input and indicated this was discussed in the C&I Committee meeting yesterday. Ms. Michael explained that how the Programs will define and address businesses in underserved areas still needs to be determined.

Ms. Kambli asked whether the term “underserved” is used intentionally and whether there are specific definitions and references the Committee should be aware of. Ms. Michael noted that the term underserved is pulled from the E3 vision. Ms. Michael suggested that the DEI Consultants work with DEEP to clarify the definition of the term and ensure appropriate terms are being used. Ms. Kops agrees the terms underserved and under resourced should be defined.

Mr. Faesy suggested including goals that are significant, even if they are already being addressed. Ms. Kops suggested that transparency and reporting out should be included in the equity goals on slide 5. Ms. Fay said that goals 5 and 6 are incredibly important based on feedback she has received and should be prioritized. Ms. Van Boekhold and Ms. Michael explained that the DEI Consultants will be working further with the Board and stakeholders to shape the Board’s Equity Goals over the next year and a half, but noted the PMI metric recommendations are due to the Board for deliberation by June 26.

Regarding the PMI Metric recommendation on slide 7, the Committee discussed existing studies and data that may be available. Mr. Faesy said he would track down some results for Ms. Michael. Mr. Mejias commented that the Board should be careful to spend further resources on another study without tapping into existing resources. Ms. Van Boekhold suggested that even with existing studies, the Board would benefit by synthesizing the information so that it’s actionable for the Board’s goals.

Ms. Kops motioned to recommend the creation of a publicly accessible repository of studies related to equity to the Board. Ms. Fay seconded the motion and the motion passed 3-0. [In the chat Ms. Rice suggested to the Technical Consultants that a formal memo be drafted outlining this recommendation for the Board, adding that specifics like timeline, how this would be funded, etc. could be helpful for the Board to make a decision or as a jumping off point for discussion. Ms. Sherwood shared that she would connect with the Res Committee offline.]

Regarding the recommended PMI metric to increase participation in environmental justice communities (EJCs). **Mr. Faesy asked if the location would be defined by zip code or address.** Ms. Michael said she would follow up. Ms. Kops suggested that the level of participation in EJCs (which would require tracking by address) and some sort of customer feedback mechanism could be useful. Ms. Fay added that tracking participation and project completion are both important. Ms. Fay also suggested that other non-customer programs be measured for impact in EJCs, like education and outreach.

8. Future Agenda Topics – Consultants

Mr. Faesy reviewed [upcoming topics](#) for the next Res Committee meeting in August. The Board will not hold EEB, C&I or Res Committee meetings in July. The Board’s Annual Planning Meeting will be June 28th in Manchester, CT.

9. Public Comments

There were no public comments.

10. Adjourn

Ms. Kops motioned to adjourn the meeting. Ms. Fay seconded the motion. The motion passed 3-0. The meeting was adjourned at 3:30PM.