

Income Eligible Services Energy Efficiency Program

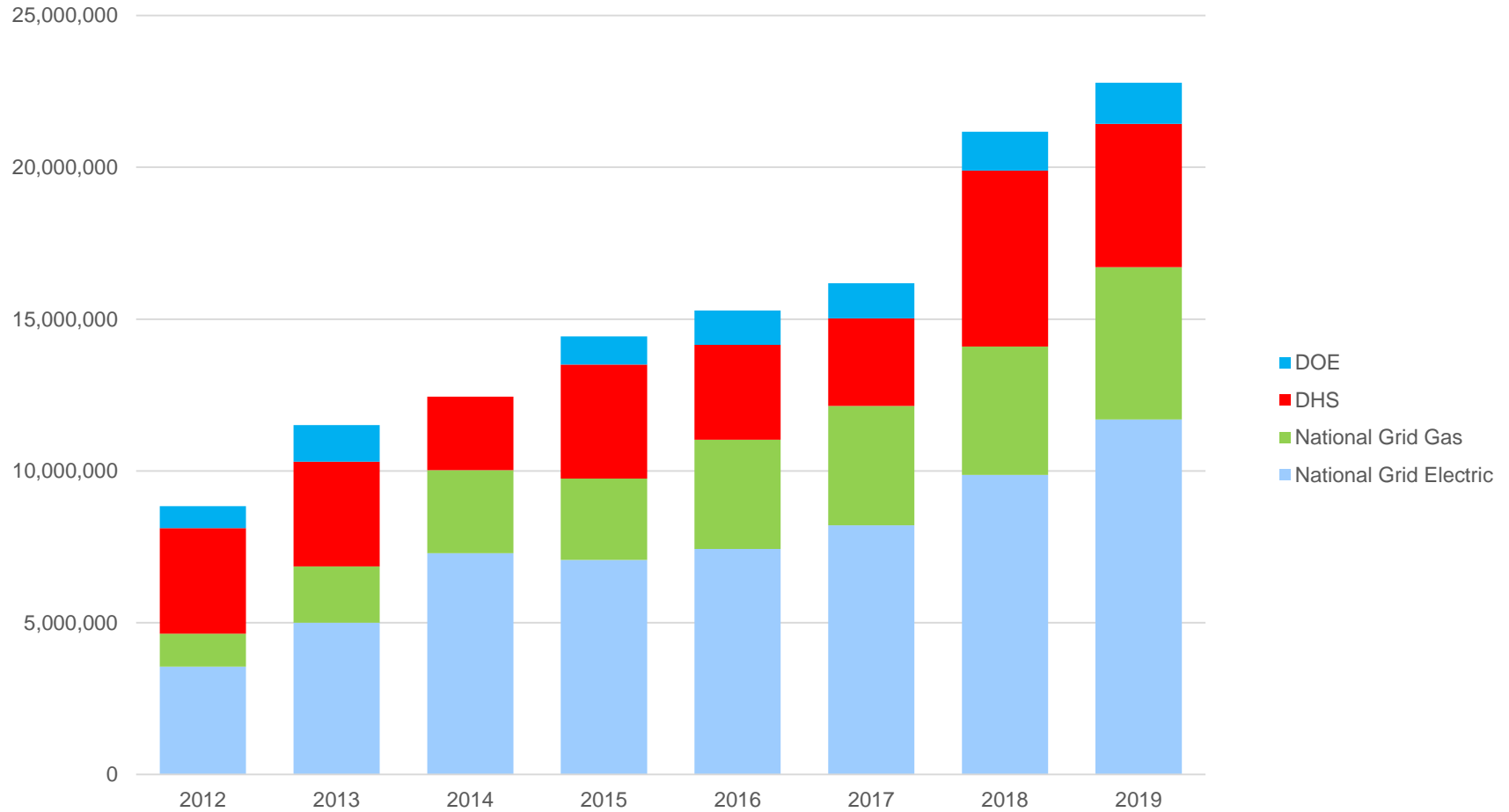


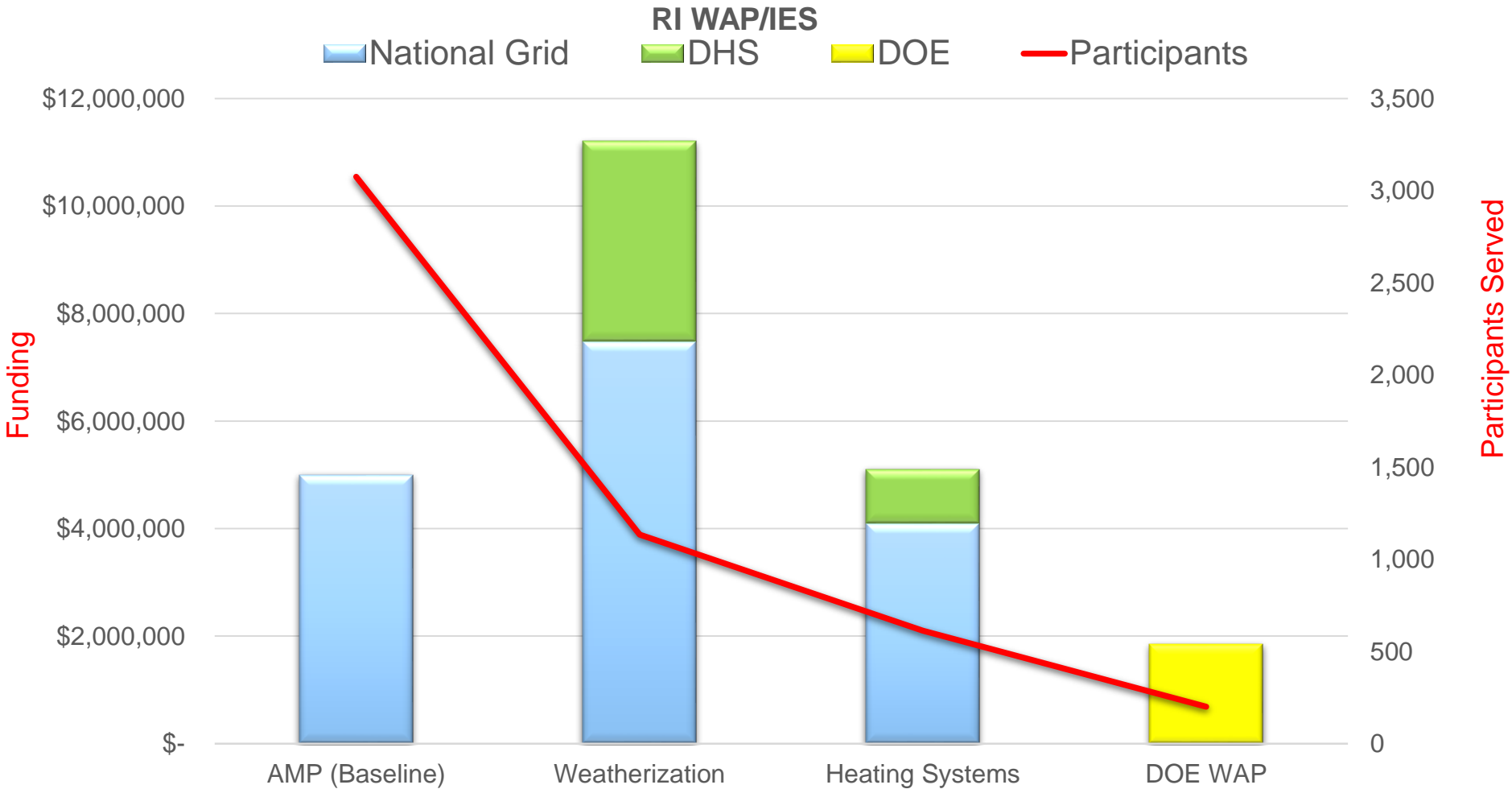
June 20, 2019

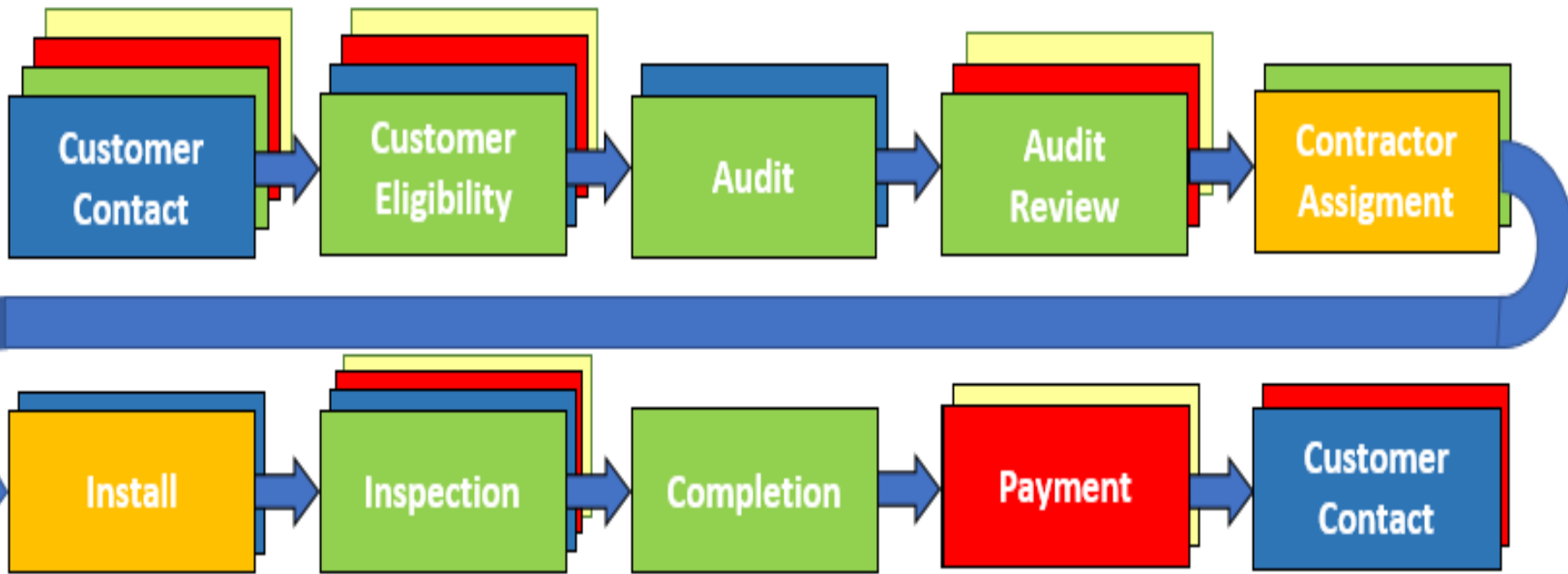
1. IES/WAP Collaborative Overview
2. Program Delivery
3. Evaluation
4. Activities to support more discount rate enrollment

- IES/WAP Collaborative – successful 5+ years
- IES/WAP Collaborative - Three funding sources:
 - National Grid + HHS funds = leveraged to provide services to our customers. DOE has traditionally not been leveraged with National Grid.
 - National Grid @ \$11M+
 - Health & Human Services (HHS) (from LIHEAP) @ \$3.5M
 - DOE @ <\$2M
- Collaborative utilizes the DOE technical standards for all funding sources.

RI WAP/IES



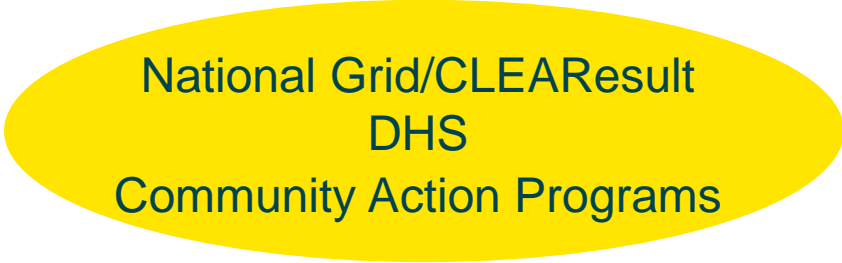




- Customer
- Community Action Agency
- Contractor
- CLEARResult
- RI Dept. of Humann Services

Goal: Assess current operations and identify areas for improvement in order to meet respective goals and to improve the lives of more people.

Strategy: Working Group to develop improved/new processes to balance the need to do more jobs with the need to maintain high quality audits, work, and inspections.



National Grid/CLEAResult
DHS
Community Action Programs

Increasing demand for production

- How do we grow the capacity of the WAP system to meet anticipated demand?

Aging population of auditors

- How do we identify, train and deploy a competent workforce?
 - Required certifications

Program improvement

- How do we improve the process?
 - Auditing homes > doing the work > inspecting the work

IES Program Delivery – 2019 Performance – YTD May 28

YTD May 28, 2019				%	Savings/ Unit		%
Measure	2019	2018	Change	% Change	(Kwh/ Therms)	2019 Planned	% To Plan
AMP Appliance Assessment	890	792	98	12%		3,000	30%
EDUC/TLC Kit	895	794	101	13%	21 kWh	3,000	30%
AC Replacement Charges	260	317	(57)	-18%	71 kWh	1,290	20%
Freezer Replacement Charges	60	81	(21)	-26%	333 kWh	210	29%
Refrigerator Replacement Charges	606	667	(61)	-9%	467 kWh	1,950	31%
Waterbed Replacement Charges	0	0	-		872 kWh	3	0%
Weatherization Elec	10	8	2	25%	1201 kWh	24	42%
Weatherization Non-Elec	113	123	(10)	-8%	95 kWh	510	22%
Heating System Replacement	148	137	11	8%	10 kWh	360	41%
Minisplit - Electric Replacement*	7	3	4	133%	2748 kWh per job	15	47%
Minisplit - Delivered Fuel			-		126 kWh	15	0%
Gas Heating System Replacement	134	104	30	29%	79 therms	220	61%
Gas Weatherization	159	173	(14)	-8%	124 therms	600	27%
Smart Strips	1,107	1,129	(22)	-2%	75 kWh	3,900	28%
Dehumidifiers	127	190	(63)	-33%	1106 kWh	600	21%
Clothes Washers*	296	312	(16)	-5%	319 kWh	1,196	25%
Programmable Thermostat - Other			-		11.2 kWh	10	0%
Programmable Thermostat - Gas			-		11.2 kWh	10	0%
Programmable Thermostat - Oil			-		8.7 kWh	10	0%
LEDs	13,971	15,696	(1,725)	-11%	18 kWh	60,000	23%
*2018 Minisplits were completed in Dec.	16	20	LED/AMP				
*savings is average and depends on fuel type							

2019 Performance - YTD May 28

	Spend	Savings
Electric	28%	35%
Gas	33%	33%



Main Objective:

To assess elements in program delivery that are functioning as intended and any aspects that are not currently being delivered optimally

- What are the inefficiencies in the delivery?
- Barriers to participation?
- Any gaps in services?

Stakeholder Interviews

- Strategy and Implementation Managers, Lead Vendor, CAP staff and field auditors, Contractors, DHS staff

Participant and Nonparticipant Surveys

- 150 program participants
- 75 nonparticipants

Data/Materials Review

- Program tracking data
- Training/marketing materials,
- Materials provided to participants

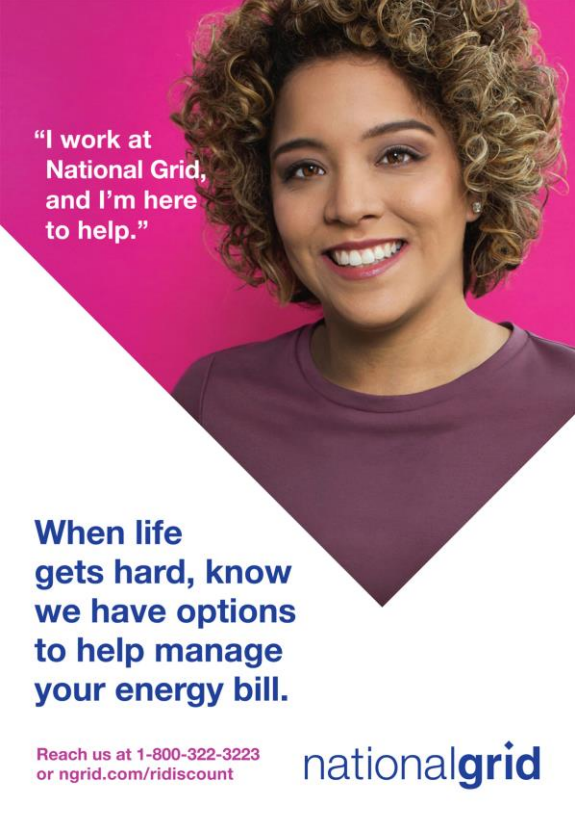
Timeline: Jan 2019 – July 2019

- 2 trainings for auditors and contractors (using the same trainers and slide decks as MA)
- Eligibility: electric heat customer and qualify for A60 or LIHEAP.
- All mini split project requirements:
 - A waiver request to document approval.
 - Heat loss calculations for the treated area.
 - Contractor bid to verify equipment and pricing. Only contractors that have attended the IES training AND are on the state approved Contractor list can submit.

Activities to Support More Discount Rate Enrollment

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- Enhanced rate amount
- Total bill discount of 25%, with 30% for customers receiving Medicaid, General Public Assistance, or Rhode Island Works Program assistance.
- Three new customer advocates embedded at community locations.
- More personalized customer call-center tools.
- Increased outreach and education




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we are here to help.

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Some restrictions may apply.

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Typical Agenda

- Q1: Mar 19
 - Q2: May 16
 - Q3: Aug 14
 - Q4: Nov 21
- Program Performance
 - Program improvements
 - Marketing
 - Community Expo
 - Guest Speakers
 - Lighting
 - Jurisdiction
 - Electric Vehicles