

2021 Residential and Income Eligible Energy Efficiency Solutions and Programs

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1. Overview

2021 is a pivotal year for residential energy efficiency programming. It marks the completion of the transformation of the residential lighting market and the final year incentives will be offered for residential lighting at the retail level. This shift is the culmination of years of innovation and intentional program design resulting in the successful evolution of the residential lighting market. The first year of the 2021-2023 Three-Year Energy Efficiency Plan seeks to initiate a similar transformation in the way Rhode Island homes use energy for heating, cooling, and hot water. The vision is to support the creation of super-efficient homes that help customers maximize their use of efficiency and expand the range of clean energy options. This vision is for all homes to be effectively insulated, have safe and efficient heating, cooling and hot water systems, encourage customers to see their home as a comprehensive system, and transform the residential new construction industry to a Zero Net Energy market.

The detailed program descriptions provided in the attachments to each Annual Plan offer snapshots and evidence of how programs are continuously evolving, building from one Plan year to the next. They show how high-level strategies are translated into specific actions and activities that secure savings for customers; help to contextualize specific program innovations and enhancements described only briefly in the main text of the Annual Plan; and demonstrate how key strategies cross multiple program designs and end use targets.

The detail in this attachment is designed to allow stakeholders, the Public Utilities Commissioners and staff, and other interested parties to delve deep into and fully explore the complex interplay between specific customer and building types, program implementation and delivery, incentive design, and high efficiency technologies.

What to look for in 2021

The Company has focused heavily across all residential programs to supercharge weatherization, efficient heating, and hot water. The elevation of these three critical areas reflect stakeholder priorities and opportunities highlighted in the Market Potential Study. The innovations and enhancements also reflect many ideas and insights that have evolved from the close collaboration with the EERMC and the EERMC consulting team, OER, the Division, our vendors, and customer feedback. There are new bundled incentive designs, enhancements that make participation in multiple programs easier or more attractive, and reduced barriers to adoption of comprehensive measures.

Equity and workforce development objectives have been applied across all residential programs, resulting in program design shifts and investment prioritization to ensure all Rhode Islanders have access to program opportunities and that we succeed in building the workforce infrastructure that can deliver on the vision of transitioning to high performing technologies while also creating robust jobs and economic development opportunities for Rhode Islanders. Of particular note, the EnergyWise program

is expanding the 100% incentive design for moderate income customers and the Income Eligible Services (IES) program is working closely with the company discount rate program to actively bring more customers into the income eligible program where 100% of costs are covered. To support development of high growth long term energy jobs that support the shift to high performance homes and technologies, ASHP installation and design training and Zero Net Energy New Construction trainings are planned to rebuild and expand the workforce to support the emphasis on deeper home energy upgrades.

Residential and Income Eligible Programs

The Company offers the below overarching programs to provide comprehensive services to two regulatorily defined sectors, market rate and income eligible:

Table 1. Residential and Income Eligible Programs

EnergyWise Single Family	Income Eligible Single Family
Multifamily	Income Eligible Multifamily
Residential New Construction	
Home Energy Reports	
ENERGY STAR® Lighting	
Residential Consumer Products	
Residential High Efficiency Heating and Hot Water	
Residential Connected Solutions	

This attachment provides detailed descriptions of the residential energy efficiency and active demand programs, including detail on the market (customer/building types) targeted, eligibility requirements, offers, the implementation and delivery design, and new items for 2021, along with the rationale for changes in a table format.

The Company will continue to focus on pilots, demonstrations, and assessments; please refer to Attachment 8 for a detailed scope and list for each pilot, demonstration, and assessment proposed for the 2021 Energy Efficiency Plan.

Program Description Structure

In order to streamline PUC, stakeholder, and reader access to the most pertinent program information in the 2021 Annual Plan, the Company has adopted the following structure for each of the programs:

Eligibility Criteria (i.e. Customer/Building Type)	This section describes which customers and/or building types are eligible for participation in the program or initiatives.
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Offerings	This section describes the offers available to customers under the program or initiative. It can include technical assistance, incentives, design support, verification services and financial offerings. This section also describes the various pathways by which a customer or building can participate in a program or initiative.
Implementation and Delivery	This section describes the process by which the Company engages the customer with energy efficiency programs and offerings.
Customer Feedback	Customer feedback can be received by the Company in various ways; via an implementation vendor, direct feedback from the customer, via surveys conducted by the Company.
Changes for 2021	The section captures the changes proposed in the year stated.
Rationale for Changes	Captures the rationale for the changes proposed in the planning year.
Proposed Upcoming Evaluations	Evaluation information can be found in this section at the program level. Initiatives like the Grocery Initiative or the Industrial Initiative are typically not evaluated. The measures included in these initiatives are evaluated as part of larger evaluations for the programs. Hence at the initiative-level tables you will not see this “Proposed Upcoming Evaluations” section.
Notes	Additional notes related to the program, customer, offerings etc.

Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane ¹)	Budget (\$000)	Participation ²
Electric						

¹ For a breakdown of program level energy savings goals see Attachment 5, table E6-A and Attachment 6, table G6-A for more details.

² For information on the metric used to measure participation by program, please reference the main text, section 4.5.

Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas				

The below Figures 1 – 8 compare the distribution of the residential and income eligible sectors’ energy savings goals when measured in annual savings compared to lifetime savings. The lifetime metric captures the long-term energy savings whereas the annual metric shows the first year savings only.

Figure 1: 2020 Planned Distribution of Lifetime MWh Goals for Residential Electric Sector

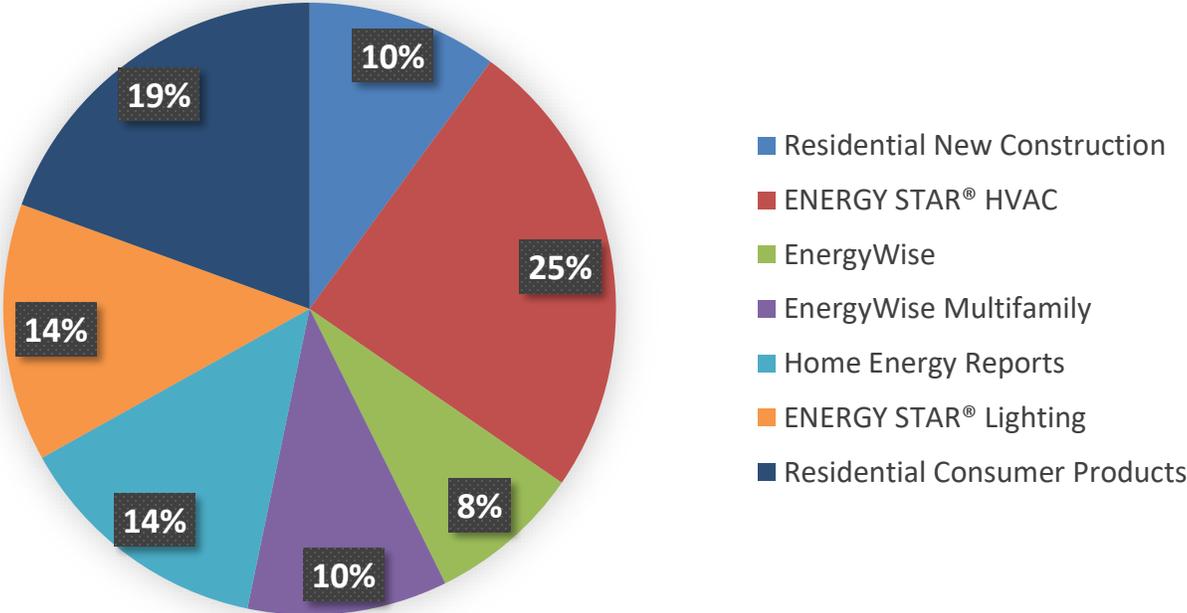


Figure 2. 2021 Planned Distribution of Annual MWh Goals for Residential Electric Sector

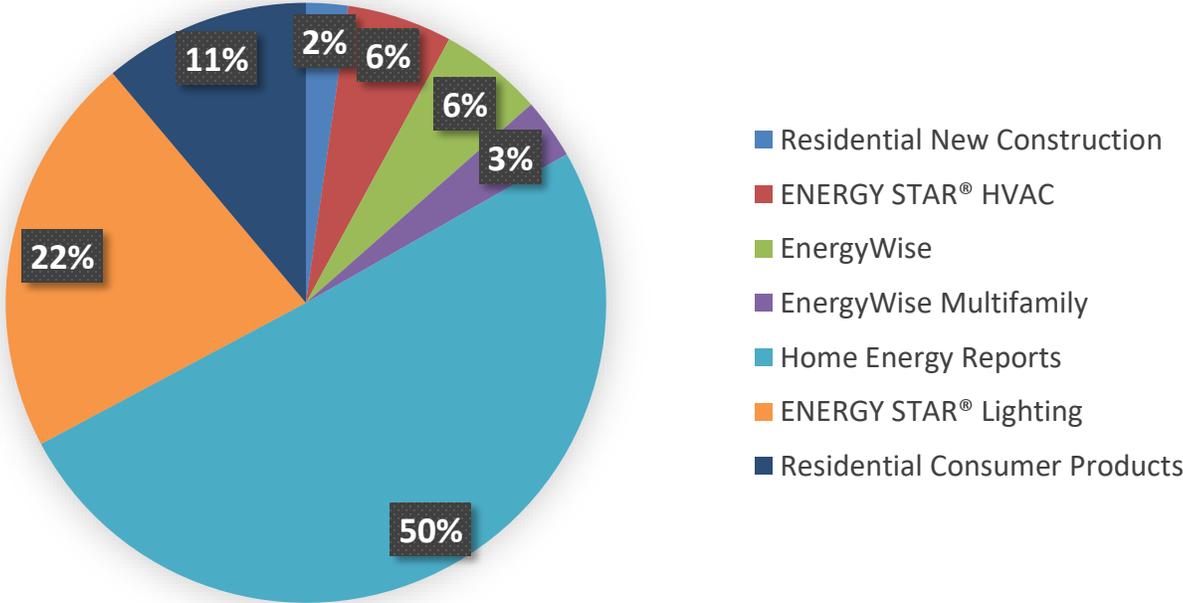


Figure 3. 2021 Planned Distribution of Lifetime MMBtu Goals for Residential Gas Sector

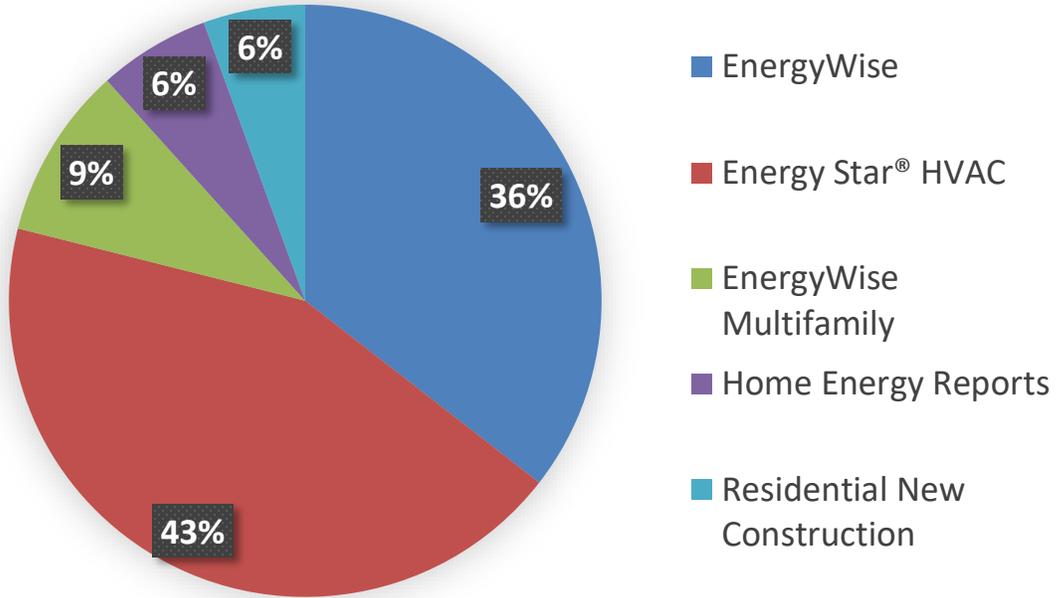


Figure 4. 2021 Planned Distribution of Annual MMBtu Goals for Residential Gas Sector

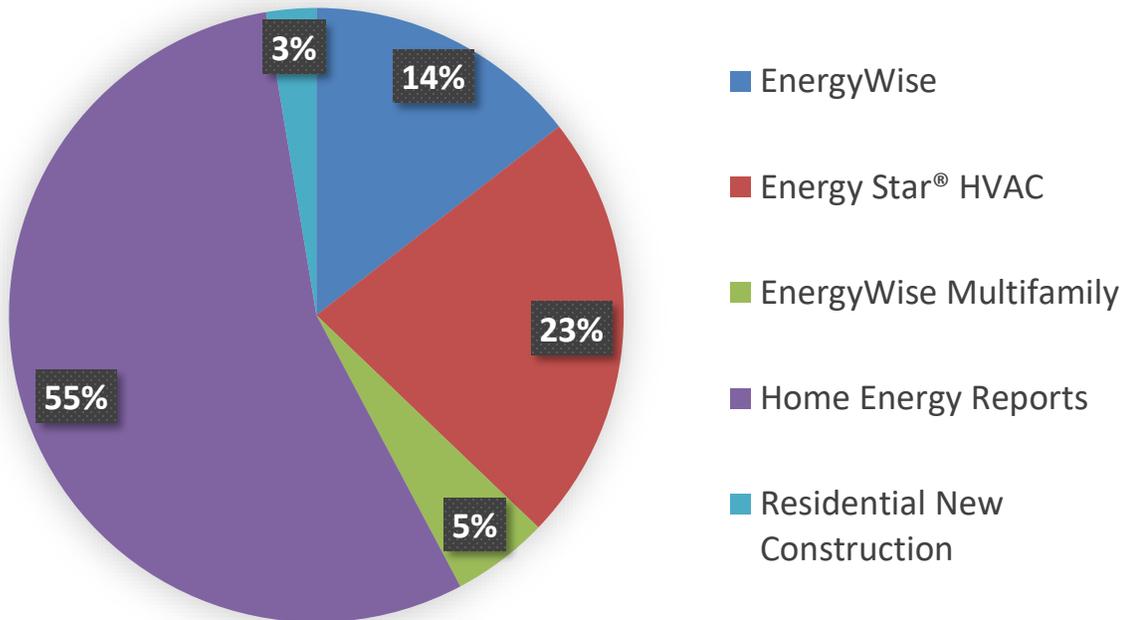


Figure 5. 2020 Planned Distribution of Lifetime MWh Goals for Income Eligible Electric Sector

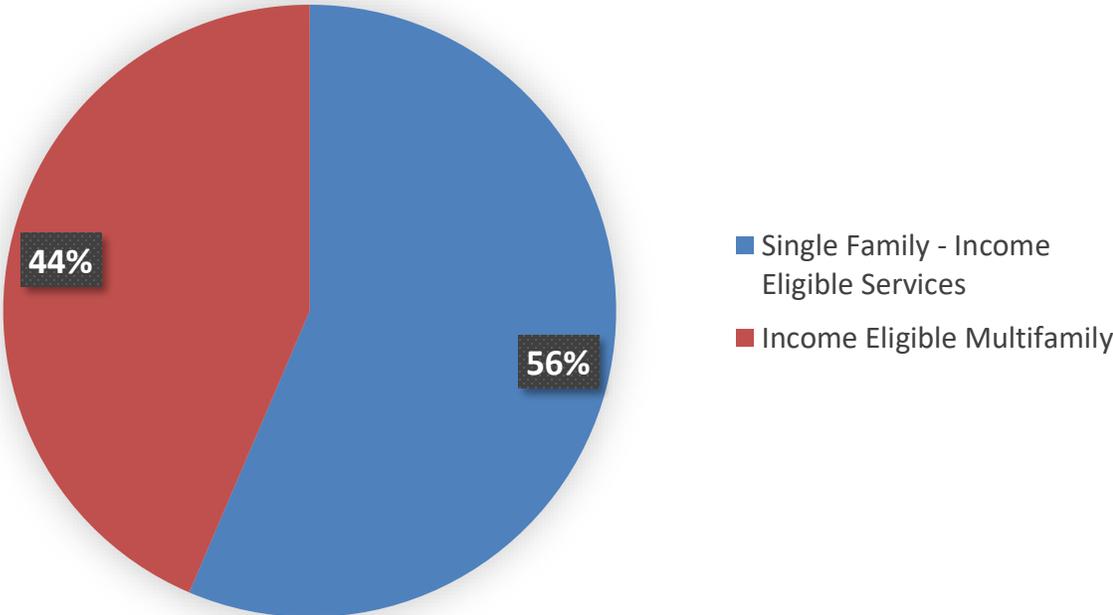


Figure 6. 2021 Planned Distribution of Annual MWh Savings for Income Eligible Electric Sector

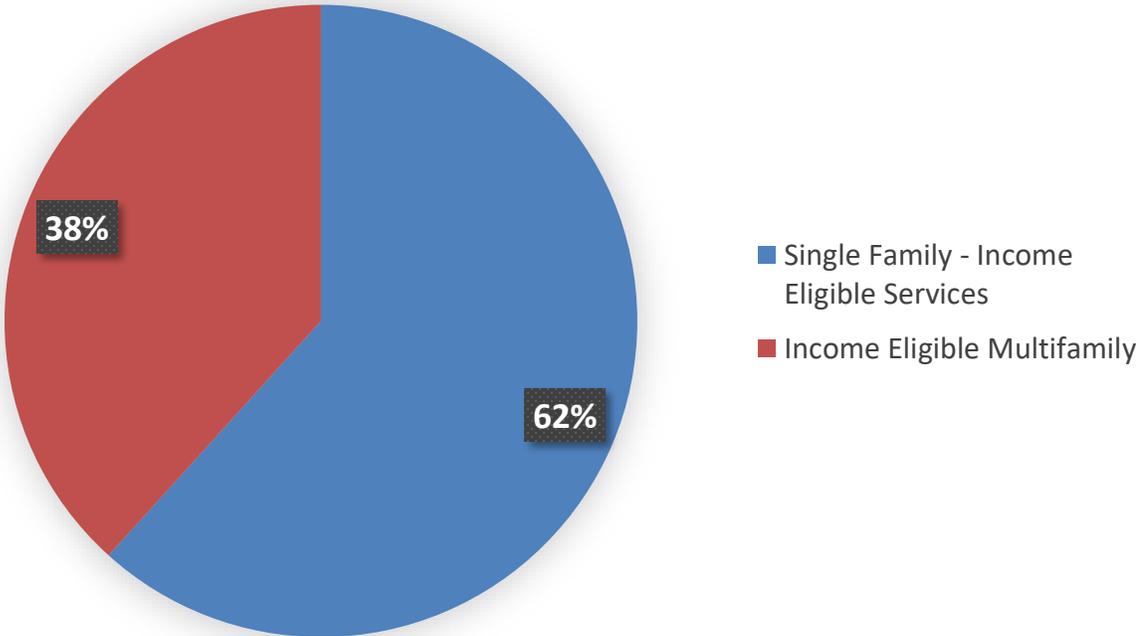


Figure 7. 2021 Planned Distribution of Lifetime MMBtu Goals for Income Eligible Gas Sector

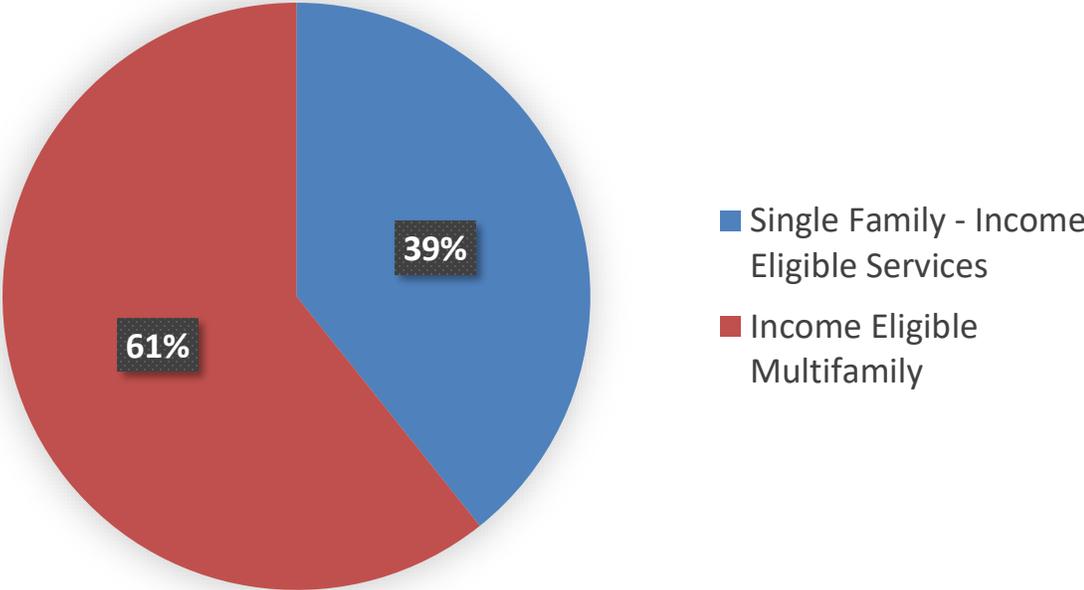
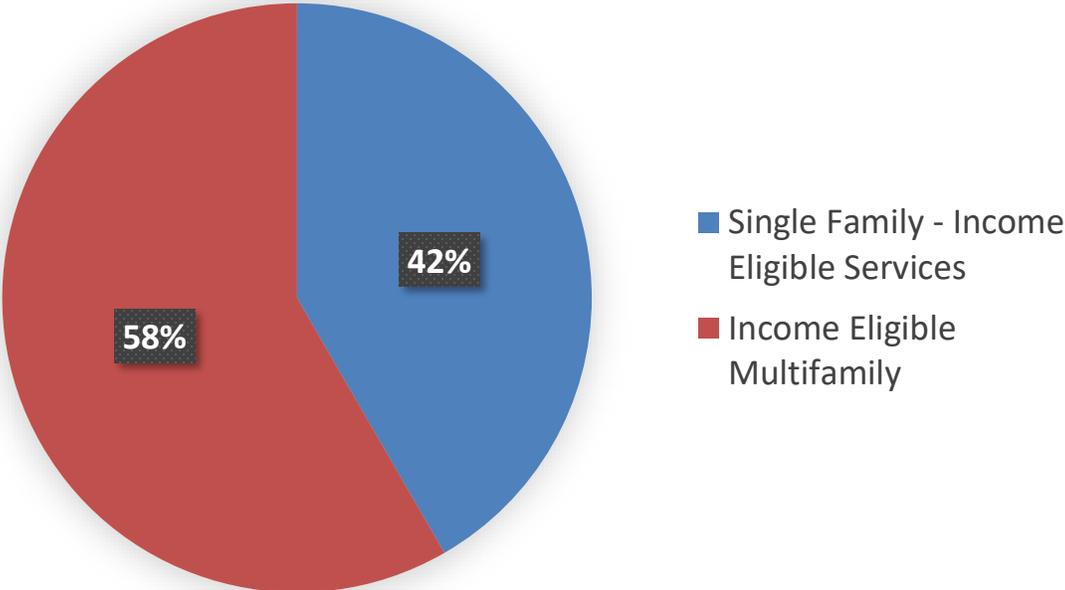


Figure 8: 2021 Planned Distribution of Annual MMBtu Goals for Income Eligible Gas Sector



2. EnergyWise Single Family (Electric and Gas)

<p>Eligibility Criteria</p>	<p>EnergyWise is the flagship in-home comprehensive energy efficiency offering for all Rhode Islanders in single family residences (defined as one to four units) that are not candidates for Income Eligible Services. All market rate customers with either an electric or gas National Grid account can participate. Homeowners, renters, and landlords are all encouraged to participate. Customers with any heating fuel type, including delivered fuels, are served as long as they have a National Grid account. Delivered fuel customers can receive services through their electric account.</p>
<p>Offerings</p>	<p>EnergyWise offers comprehensive energy efficiency services using a whole-house approach to identify energy saving opportunities in all major energy systems and uses, including heating and water heating systems, appliances, lighting, water saving measures, plug loads, and building envelope leaks. In 2020, EnergyWise was awarded an ENERGY STAR® Partner of the Year, Sustained Excellence in Energy Efficiency Program Delivery for the fifth consecutive year. 11,750 home energy assessments are planned for 2021. EnergyWise provides in-home services in two phases: home assessment and weatherization.</p> <p>Home Energy Assessment</p> <p>Historically, an in-home, no cost energy assessment was the entry point for customers into the EnergyWise whole home suite of energy efficiency services. The in-home assessment has been refined over many years to focus on helping educate participants on the home’s energy use and providing them a comprehensive roadmap of opportunities for energy upgrades. During the in-home assessment, an energy specialist(s) will upgrade lighting, provide advanced power strips, and look for water saving opportunities. Applying a comprehensive, whole-house approach, the energy specialist will evaluate all major energy systems including the heating and water heating systems, appliances, lighting, water saving measures, plug loads, and tightness of the building envelope (the roof, the basement, and the walls).</p> <p>Virtual Home Energy Assessment (VHEA)</p> <p>In 2020, the COVID-19 pandemic prompted innovation with in-home energy assessments transitioning to a virtual experience (Virtual Home Energy Assessment, VHEA). Customers participating in the VHEA receive the energy saving devices traditionally installed by the energy specialist during the in-</p>

	<p>home visit through the mail. Customers are able to self-install the products or they can be installed when contractors are present during the weatherization process.</p> <p>As 2020 energy efficiency work evolves, the Company is continuously assessing how VHEAs may continue to fit within the EnergyWise offerings. The program is assessing how closely the weatherization scopes developed from a VHEA match conditions, needs of contractors implementing the weatherization work, and the cost implications. The Company is also closely observing customer satisfaction and acceptance of the VHEA as reported on email or postcard customer feedback surveys after each assessment and completed weatherization.</p> <p>For customers beginning their energy education journey or those who may not have time for or are reluctant to have an in-home assessment, the online home energy assessment captures the current state of the customer’s energy usage and identifies opportunities for energy efficiency upgrades. If a customer takes the online assessment and determines they are interested in a virtual or in-person assessment, those opportunities are available to the customer.</p> <p>Weatherization</p> <p>The energy specialist’s primary focus during an in-home assessment is to examine the opportunity to increase the home’s building envelope through air sealing (decreasing air leaks) and increasing insulation, collectively referred to as “weatherization.” Weatherization is the most cost-efficient way to improve a building’s performance. It also offers customers a healthier and more comfortable home that will passively remain cooler in the summer and warmer in the winter, helping reduce energy bills for customers. Many health and safety considerations are addressed when weatherizing, such as adding attic ventilation or using mechanical fans to ensure a healthy air exchange rate.</p> <p>The recently completed EnergyWise evaluation, as well as additional research from prior assessments, identified a number of pre-weatherization barriers, generally health and safety or physical barriers, which prevent the continuation of weatherization until remediated. At this time, EnergyWise does not pay for remediation of the pre-weatherization barriers, nor are they included in the weatherization scope of work to be implemented by program contractors. The Company does not manage the process of hiring</p>
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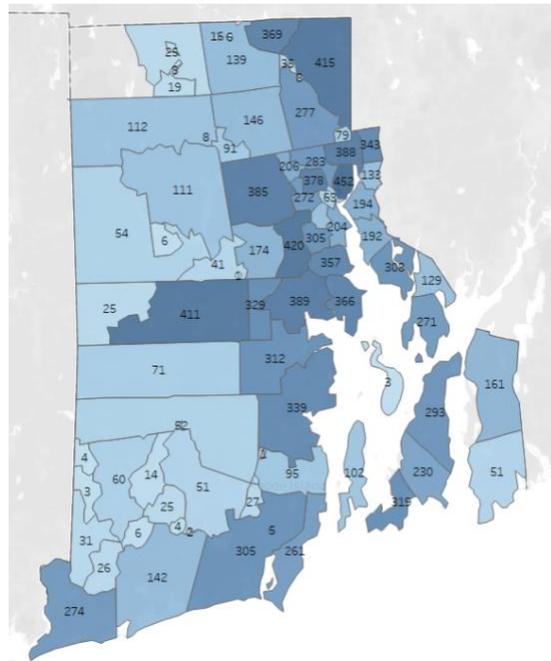
	<p>contractors to complete remediation. The Company recognizes, however, that if a customer learns that additional work not included in the weatherization scope is required before weatherization can proceed, customers may become confused or irritated. Therefore, the program provides a \$250 incentive to certify that pre-weatherization barriers have been remediated. Additionally, some pre-weatherization costs can be included in the HEAT Loan. Additional research into solutions for pre-weatherization barriers will continue in 2021. National Grid and interested stakeholders are researching external organizations that may offer assistance or funding to remediate some pre-weatherization concerns. The Company will coordinate with these organizations to see if there are opportunities to coordinate efforts to make a more seamless process for customers.</p> <p>Energy Action Plan</p> <p>An Energy Action Plan is presented to the customer at the end of the assessment. The Energy Action Plan gives the customer a clear roadmap for upgrading their home, including a recommended path to weatherization (air-sealing, insulation, and duct sealing) and associated costs, including the company incentive and customer costs. The Energy Action Plan also provides the customer a streamlined path to engage a qualified independent insulation contractor to perform the weatherization work. The Energy Action Plan also details other potential energy upgrades and additional incentives the customer may be eligible for, including heating and hot water systems. Opportunities for financing the customer share of the weatherization (as well as other upgrades) are also provided at this time. If a customer accepts the Energy Action Plan recommendations and wants to move forward with weatherization, the customer signs a contract with the Lead Vendor and schedules a date for weatherization work.</p> <p>Connecting Customers with Additional Opportunities</p> <p>The EnergyWise assessment process also identifies opportunities to engage the customer in additional energy saving programs including HVAC, Consumer Products, and Connected Solutions. During home visits, energy specialists capture the age and condition of heating systems, the heating fuel type, and verify the number of stories in the home. This data is used to identify if homes are good candidates for high efficiency heating, cooling, and hot water systems such as air source heat pumps and hot water heat pumps. Homes meeting optimal building design with current electric</p>
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	<p>heating and/or water heating systems are provided information about enhanced incentives for air source heat pump systems and automatically referred to the HVAC program for follow up.</p> <p>The EnergyWise assessment can identify if a home has central air conditioning and a smart thermostat, which allows the Company to offer these customers the opportunity to participate in the ConnectedSolutions program. To provide customers a full picture of all their clean energy opportunities, the energy specialist also performs a quick assessment survey to determine whether the home is a good candidate for solar. Additionally, the National Grid marketplace offers Energy Sage solar quotes at https://ri.home.marketplace.nationalgridus.com/content_solar_energy.html.</p> <p>Moderate Income Customers</p> <p>EnergyWise supports moderate income customers and renters with a 100% landlord weatherization incentive, which encourages landlords to weatherize homes by removing any direct costs for the landlord. Renters then benefit with lower energy bills and a more comfortable home. In 2021, the Company will also expand the 100% weatherization incentive to moderate income customers directly, described further in 'Changes for 2021' below.</p> <p>Homeowners with less than perfect credit scores can take advantage of the lender of last resort, which makes 0% Heat Loans available to these customers.</p>
<p>Implementation and Delivery</p>	<p>EnergyWise is delivered through a Lead Vendor model where the Lead Vendor provides assessments and schedules weatherization projects with the Independent Insulation Contractors that provide weatherization services (air sealing and insulation). The Lead Vendor provides 100% quality control for all weatherization work. The Lead Vendor model facilitates consistent assessments for customers and allows the program to incorporate testing of new concepts as well as generating leads for other programs. The RI program design has consistently been recognized as best in class with five years of ENERGY STAR® Partner of the Year awards for program implementation.</p> <p>A customer begins the home energy assessment process by either calling, emailing, or mailing an expression of interest and the initial in-home</p>

	<p>assessment is scheduled. The assessment generally takes 1.5 - 2.5 hours with an energy specialist(s) going through the home with the customer. This provides the customer one-on-one education about how their home is currently operating and helps them understand how recommended upgrades will improve their efficiency and comfort. At the completion of the assessment, participants decide whether to take action on recommended energy upgrades. When a customer agrees to proceed with recommended weatherization, the customer is connected with an insulation contractor and a visit is scheduled to install the weatherization upgrades. The customer can apply for 0% financing through the Heat Loan to finance the customer costs associated with the upgrade(s). Financing the energy upgrades requires selecting an approved lender and applying for the loan. For customers with less than perfect credit, there is a lender that specializes in financial coaching and approves Heat Loans for energy upgrades.</p> <p>Prior to the actual weatherization, communication occurs with the customer to ensure their home is prepared for the activity and that an adult will be at home in case questions arise. To allow the insulation contractors to efficiently air seal and insulate, customers must provide clear access and remove all personal items from the attic, basement, and exterior walls. Before the insulation contractor closes the job, the Lead Vendor provides a quality assurance check of all weatherization work to verify that all work has been completed. This process minimizes return visits and complaints from customers.</p> <p>In response to COVID-19, the Company fast tracked and implemented a Virtual Home Energy Assessment. The virtual assessment follows a similar education and information capture process as the in-home assessment with a "live" virtual energy specialist. The virtual assessment generally takes one hour and is conducted by phone or video call. The specialist may request information from the customer in advance of the virtual assessment such as pictures of their attic, lighting fixtures, the exterior of their home, and heating and hot water systems. Also in response to COVID-19, the Company increased marketing and employed innovative methods to reach customers and deliver information in response to the new conditions and challenges of the pandemic. This included developing a video and buying advertisements at drive-in movie theaters, as well as over-the-top (OTT) and connected TV (CTV) ads, which play before streamed programming.</p>
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Additionally, an online energy assessment, which is available 24-hours a day, allows a customer to learn more about their home’s energy usage at their own convenience. The online assessment takes five to ten minutes to complete and immediately provides insights on what items use the most energy in the home, energy saving tips, and opportunities for energy incentives. The customer can also decide if they would like to sign up for a virtual home energy assessment after the online assessment. The online assessment also provides the Company upgrade opportunities for heating and hot water systems.

Figure 8. Household Participation in EnergyWise by Zip Code in 2019



Customer Feedback

Customers are surveyed after both the initial assessments and subsequent weatherization work. Customers consistently rank their satisfaction at or above 97% out of 100%. Customers are generally pleased with the upgrades provided during the assessment and impressed with the professionalism and care taken by the insulation contractors. When feedback indicated customer dissatisfaction with long wait times for a home assessment, the Company responded immediately by contracting more energy specialists to reduce the wait time. An interim communication letting customers know they are still on the list to receive an assessment along with other energy saving tips were added to the customer’s experience.

	<p>Review of customer satisfaction scores during the COVID-19 pandemic shows higher customer satisfaction with in-home home energy assessments as compared to virtual assessments.</p>
<p>Changes for 2021</p>	<p>A Smart Plug assessment will be added to the suite of EnergyWise services to capture potential savings from customers who “always leave on” their appliances and to build customer engagement around more control over household products.</p> <p>EnergyWise will continue to offer Virtual Home Energy Assessments in 2021 while gathering insights on alignment of weatherization scopes and conditions, contractor needs, cost implications, and customer satisfaction. Customers will be able to elect from either an in-home or virtual assessment. In the event that in-home assessments are once again suspended related to COVID-19, VHEAs will again become the primary type of assessment.</p> <p>EnergyWise will continue the 100% weatherization incentive for moderate income customers initiated during COVID-19. Weatherization was identified by the Market Potential Study to have high savings potential and this offering will provide opportunities for more customers to participate in weatherization. Development of a moderate income definition and design of the offering will occur during the first half of 2021, with implementation beginning in Q3. Ideally the Company will work with an organization that can either income qualify customers or determine an accepted definition of moderate income that minimizes the qualification burden on the customer.</p> <p>The Company will increase marketing to encourage renter and landlord participation in EnergyWise and will continue the 100% weatherization incentive for landlords, expanding energy efficiency benefits to moderate income customers.</p> <p>The Company will design a bundled enhanced incentive that supports customers who commit to comprehensive savings by combining weatherization with another major energy system, such as heating and cooling or hot water heaters. Program design will occur in Q1 and Q2 along with beta testing and optimization and will roll out on a limited basis in Q3 and Q4 to help refine the offers and customer support systems, with full implementation planned for 2022.</p>

	<p>EnergyWise will begin facilitating connections to HVAC and/or electrical contractors if the customer does not have a preferred vendor to assist with pre-weatherization barriers.</p> <p>EnergyWise will continue to work as a source of energy information for other energy saving programs and increase customer connections to other programs. For example, energy specialists will verify the presence of central air conditioning and Smart thermostats during in-home assessments, two criteria necessary for participation in Connected Solutions. For homes meeting optimal building design and heating fuel types for the electrification of heating and hot water systems, specialists will provide information about enhanced incentives and automatically refer customers to the HVAC program.</p> <p>The Company will continue work begun in 2020 to identify companies that use publicly available information to develop initial home energy efficiency scores. In 2020, National Grid will issue a Request for Information to determine the landscape of companies that can provide an energy score based on public data/data mining. These scores can then be updated based on customer input and/or program participation, starting with the online assessment, and subsequently in-person assessments or VHEAs. This research will help inform opportunities for the program in 2022.</p> <p>EnergyWise will also research whether residential customers would be interested in an on-bill feature to spread out customer costs associated with energy efficiency upgrades. This research would ideally leverage other research opportunities such as the residential non-participant evaluation or C&I research on financing.</p> <p>Additionally, the Company is jointly sponsoring research with other utilities through ESource and ICF to advance the evolution of incentive design through the Incentive Project. This research will explore how lessons from academic research can be applied to consumer behavior, pricing, and discounting theory to influence incentive design. One aspect of the research will view incentives and financing opportunities holistically.</p>
Rationale for Changes	<p>Smart Plugs: Internal National Grid ethnographic research indicates energy savings potential for Smart Plugs when strategically placed in high use, easily forgotten use cases. For example, a customer mentioned a coffee machine that heats water all day long, ready to brew a cup of coffee, despite only being used in the morning. With a Smart Plug, the customer</p>

could turn on machine in the morning and turn off remotely from work or another part of the home, turning on again if a second cup is desired. Similarly, another customer mentioned a space heater in the basement playroom they were never sure if the children turned off. A Smart Plug would allow the customer to check on the status of space heater at any time, maximizing energy savings and convenience.

Continue the 100% weatherization incentive for moderate income customers: This supports equity priorities shared with our stakeholders by enabling consumers most likely to face financial barriers to benefit from energy efficiency. The Company saw a strong increase in weatherization in 2020 during the COVID-19 pandemic when the 100% weatherization incentive was offered, which helped increase the number of customer conversions. While conversion to weatherization is generally around 35% - 40%, conversion increased to 65% with the 100% incentive during the 2020 COVID-19 pandemic. Expanding the incentive to moderate income consumers helps to achieve both savings and equity priorities.

Increased marketing to landlords and continuation of the 100% incentive: The Massachusetts’ Energy Efficiency non-participant research indicates the renter designation as a proxy for moderate income households. Thus, increased marketing to landlords and continuation of the 100% weatherization incentive for landlords helps support energy efficiency for renters and moderate-income customers. Since the 100% landlord incentive was first offered in 2019, the Company has seen increased weatherization by landlords, as well as increased renter participation in the assessment portion of the program.

Renter Participation in EnergyWise		
Year	Renters	% of Total Participants
Assessment		
2018	996	9.4%
2019	1,361	11.0%
2020	516	11.6%
Total	2,873	
Weatherization		
2018	180	5.0%

	<table border="1"> <tr> <td>2019</td> <td>319</td> <td>6.9%</td> </tr> <tr> <td>2020</td> <td>142</td> <td>8.5%</td> </tr> <tr> <td>Total</td> <td>641</td> <td></td> </tr> </table>	2019	319	6.9%	2020	142	8.5%	Total	641	
2019	319	6.9%								
2020	142	8.5%								
Total	641									
	<p>Bundled enhanced incentive: The bundled enhanced incentive encourages comprehensive energy efficiency savings through participation in multiple programs and drives customers to invest in the deepest residential energy efficiency opportunities. At this time, the enhanced incentive will include weatherization, heating and cooling systems, and hot water heaters. Design of this offering will occur in 2021 with the enhanced incentives applicable to investments made across the 2021-2023 program years.</p> <p>Facilitating connections to HVAC and/or electrical contractors: Upwards of 45% of all home energy assessments have some type of pre-weatherization barrier that prevents the customer from moving forward with the weatherization project. If the customer does not have a contractor with whom they are comfortable working, it can take additional time to obtain multiple quotes for a remediation project. To simplify the process, the Program will facilitate connections to HVAC and electrical contractors that resolve the most common types of pre-weatherization barriers, removing one additional task for the customer. The alleviation of pre-weatherization barriers was also a recommendation from the recently completed <i>EnergyWise</i> evaluation.</p> <p>The Company is excited to participate in the Incentives Project research project. Many industries have sophisticated methodologies for incentive design and the goal is to learn from these best practices and see how they can be applied to the energy efficiency area.</p>									
Proposed Upcoming Evaluations	The Company is currently reviewing preliminary results of 2020 process and impact evaluations of the <i>EnergyWise</i> program.									
Notes										

EnergyWise Single Family – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand	Total Net Lifetime MMBtu	Budget (\$000)	Participation
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			Reduction kW (Electric)	(Electric Gas, Oil, Propane)		
Electric	14,788	2,861	452	475,370	17,033	11,750

EnergyWise Single Family – Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas	549,037	23,963	10,063	1,966

3. Multifamily (Electric and Gas)

<p>Eligibility Criteria</p>	<p>Eligible Multifamily program participants are defined as the following:³</p> <ul style="list-style-type: none"> • Buildings with five or more dwelling units • Properties consisting of four or more one- to four-unit buildings that meet both of the following requirements: <ul style="list-style-type: none"> ○ Are within a reasonable geographical distance⁴ from each other, or to a five plus unit building, and ○ Are owned by the same individual or firm. <p>Both market-rate and income-eligible multifamily properties are subject to the above multifamily eligibility requirements for coordinated services. For the income-eligible properties, co-payments for energy efficiency services and measures are waived.</p> <p>The income-eligible multifamily sector is defined by properties that meet one of the following criteria:</p> <ul style="list-style-type: none"> • Owned by public housing authorities or community development corporations; • Receive affordable housing tax credits or any type of low-income funds/subsidies from the state or federal government; or • Consist of building units where a majority of customers qualify as income-eligible customers (receive utility service on the A-60 Low-Income rate and/or have a household income of less than 60% of the Area Median Income). <p>All customers who have an electric account with the Company are eligible, regardless of their heating fuel type.</p> <p>A multifamily property may be eligible for services and incentives under both residential and commercial programs. As an example, a building with 20 dwellings that is electrically sub-metered (20 residential accounts) with a commercial electric account for common areas and one commercial gas account serving a central heating/hot water system will likely qualify for</p>
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³ Stand-alone one to four unit buildings that do not meet these requirements are considered “single-family” and are served traditionally through *EnergyWise* Single Family or Income Eligible Services Single Family programs, as appropriate.

⁴ “Reasonable geographical distance” is determined at the discretion of the vendor. The prior program guidelines required buildings to be neighboring each other. This revised guideline will allow the vendor to treat more units for a single owner where those units may be located down the street from each other.

	<p>incentives through both Multifamily and the Commercial & Industrial Multifamily programs. While this adds a layer of complexity for the Company, it is critical that the Company maintain accounting via these various program budgets to ensure equity for all customers, funding energy efficiency through the energy efficiency program charge. In contrast, the customer will not need to deal with this added layer of complexity and will instead receive a consolidated incentive for all efficiency work completed at the site.⁵</p>
Offerings	<p>The program offers comprehensive energy services for multifamily customers including energy assessments, incentives for heating and domestic hot water systems, cooling equipment, lighting, appliances and air source heat pumps. Coordinated services will be offered for all types of multifamily properties.</p>
Implementation and Delivery	<p>The Rhode Island Multifamily program has a single Lead Vendor that utilizes a network of Rhode Island sub-contractors to serve all customers, including income eligible customers.</p> <p>A customer contacts the Multifamily vendor to express interest in receiving an energy assessment. A “pre-assessment” is done over the phone or in person to determine if the customer is eligible for participation in the program based on the aforementioned criteria. An energy assessment is then scheduled with the facility’s authorized representative.</p> <p>An energy assessment is completed by an energy specialist to identify ways to conserve electricity, natural gas, or delivered fuels. The Lead Vendor then conducts post site screening to identify which measures pass a benefit/cost (B/C) screening on a project level basis. If a measure does not pass, customers can still include it in the project without an incentive.</p> <p>A final proposal is then presented to the customer that includes the scope of work, costs, available incentives, and an estimated time frame. The customer is made aware of financing options available to them as well. If the customer decides to proceed with the project, installation work is then scheduled. Once installation work is completed, a final walk through with</p>

⁵ For the past four years the vendor has offered a Multifamily Coordinator for RI customers interested in participating in the multifamily program to reduce any confusion and ensure a smooth enrollment process.

	<p>the customer is done. A completion report is then created and presented to the site’s authorized representative and signed off on.</p>
<p>Customer Feedback</p>	<p>Post project customer surveys are conducted and have high satisfaction results. Surveys are scored on a scale of 0 to 100 with such questions as:</p> <ul style="list-style-type: none"> • On a scale of 1 to 5, how satisfied are you with the energy efficiency services you received? • On a scale of 1 to 5, would you recommend this service to family, friends, and/or colleagues? <p>The most recently available average survey score for 2019 is 90.4.</p>
<p>Changes for 2021</p>	<p>Continue to examine a tiered incentive approach. A tiered incentive approach encourages building owners and facility managers to include more residential unit owners in multifamily projects. Offering an additional incentive for the participation of additional residential units benefits the program as a whole and helps increase customer participation and energy savings. In 2021, the Company will continue to explore this opportunity to restructure incentives to increase program attractiveness to more customers.</p> <p>Provide greater customer choice to the condominium market. In 2020, the Company worked with the multifamily vendor to implement greater customer choice by allowing customers to choose their own HVAC contractor and providing a turnkey project approach. These changes make participation easier for individual condominium owners, who often have a preferred HVAC contractor through their condominium association. In 2021, the Company plans to build on this progress by assessing the impact of providing customers with the option to choose their own contractor and examine any further barriers that could be removed to make participation in energy efficiency programs simpler for condominium owners. Taking this step will provide customers with greater choice, open energy efficiency project opportunities to more contractors which may drive down project costs, and increase participation among all multifamily facilities.</p> <p>Implement recommendations from Multifamily Impact and Process Evaluations. The Company received results from the Impact and Process Evaluation of the EnergyWise Market Rate and EnergyWise Income Eligible Multifamily programs in August 2020. The process evaluation examines customer participation, vendor participation, and overall program processes. For 2021, the Company plans to utilize the results of this</p>

	<p>evaluation to make several improvements to program design of the multifamily programs. Firstly, the Company will work with its multifamily vendor to increase facilitation of health and safety barrier remediation by providing customers with more information about how to complete remediation and how to locate a local remediation contractor. The Company will also examine whether a pre-weatherization barrier incentive could help customers overcome barriers, and if so, how it should be structured. Secondly, the Company will set clearer program expectations with customers by updating language and redesigning the customer energy report and customer sign-up sheet. Thirdly, the Company will work to identify the long-term role of virtual energy assessments in multifamily buildings. The complexity of multifamily buildings makes it difficult to conduct a full and adequate virtual assessment. However, the Company plans to incorporate virtual processes to improve the overall assessment efficiency, such as initial conversations with property managers and reviewing property records and building data before arriving on-site. Results from these evaluations will also inform the Request for Proposal (RFP) for the Rhode Island multifamily program’s vendor for the upcoming three-year plan (2021-2023).</p> <p>Leverage the Multifamily Census to improve marketing. Based on the findings of the forthcoming RI Multifamily Census to be completed in 2021 (see Upcoming Evaluations below), the Company plans to implement targeted marketing efforts to newly identified five to 20 unit small- and medium-sized multifamily owners, newly identified income eligible properties, and other newly identified properties that have not been served by the program to date. In the interim, and beginning in 2020 through 2021, the company will track and report renter participation when serving condo units.</p> <p>Research the value of tax incentives. The Company will utilize customer research planned for 2021 to further explore the value of tax incentives for multi-family programs. The Company hasn’t committed to doing a separate research study solely focused on tax incentives. However, it will commit to including tax incentives in its research to understand and identify potential drivers and motivations for increasing customer participation in multi-family programs in future years.</p> <p>Coordinated Income Eligible cooling options. In response to feedback from Public Housing Authorities and the Multifamily vendor regarding the challenge of providing cooling options for occupants of income eligible</p>
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	<p>buildings during increasingly hot summers, the Company designed an integrated option for these buildings starting in summer 2020 with further roll out in 2021. The EnergyWise income eligible multifamily program is now able to offer no-cost replacement of inefficient window air conditioners with efficient models. Through coordination with the Residential Consumer Products program, the multifamily vendor can assist public housing authorities with bulk application of rebates and purchasing of new window air conditioners for tenants who previously had no air conditioner at all. Furthermore, the vendor will continue assessing income eligible properties with electric resistance heat for heat pumps and prioritize installation in time for tenants to use the cooling function on their new heat pumps. The Company will develop additional educational materials for new heat pump users to familiarize themselves with the technology and optimize their use, which is especially important in multifamily buildings.</p> <p>Improve customer financing options. Current options for financing of energy efficiency upgrades in multifamily buildings are limited to individual condo owners through the HEAT Loan program, with no option for landlords looking to finance upgrades to their renter-occupied property. In 2021, the Company will explore improvements to the HEAT Loan program that will provide financing options for landlords of both commercially and residentially metered multifamily buildings. This improvement would make it easier for owners to fund larger improvements to renter-occupied buildings, and therefore achieve deeper energy savings.</p> <p>Revisit co-branded marketing. The Company commits to internally reevaluate its current guidelines regarding co-branding with the Multifamily program vendor and assess whether these guidelines could be modified to allow wider opportunities for co-branding with the vendor currently in place. Allowing more prominent placement of the Company's logo on vehicles and staff uniforms during interactions with customers may lead to greater trust and ease and therefore greater participation in the Multifamily programs.</p> <p>Improve sales acumen of energy auditors. As the program shifts from inexpensive, direct install measures to more complex and expensive measures, energy auditors will need increased sales acumen to help customers understand the value of energy efficiency upgrades. As part of its increased focus on workforce development, the Company plans to invest in professional development for energy auditors in the Multifamily programs</p>
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	<p>by providing them with sales training in 2021, which the Company believes should increase the amount of deeper energy savings measures adopted by multifamily participants.</p>
<p>Rationale for Changes</p>	<p>From 2018 through 2020, the Multifamily program’s electric energy goals have been challenged based on vendor feedback of a more rapid decline in opportunities for lighting savings than was anticipated. In 2018 and 2019, energy savings from LED lighting made up the majority of the annual electric energy savings goals for the multifamily programs. In 2018 and 2019 this led to underperformance of the multifamily market rate electric program and the multifamily Income Eligible electric program. Halfway through 2020 there is an indication that the multifamily Income Eligible electric program will finish the year closer to its annual MWh goal, however the market rate electric program is on track to perform below 2018 and 2019 levels.</p> <p>Annual participation data for 2012-2019 also indicate that the multifamily sector programs, particularly market rate electric and gas and, to a lesser extent, income eligible electric, are approaching market saturation. From 2012-2019 in market rate multifamily, 41% of gas customers and 47% of electric customers were repeat participants, compared with 8% in gas and 13% in electric for EnergyWise single family. In Income Eligible Multifamily during the same period, 21% of gas customers and 31% of electric customers were repeat participants, compared with 6% in gas and 21% in electric for Income Eligible Single Family.</p> <p>It is in response to these program challenges that the Company has proposed a suite of changes to the Multifamily program in 2021 to ensure continued energy efficiency benefits for these customers and deliver savings going forward.</p>
<p>Proposed Upcoming Evaluations</p>	<p>Multifamily Census Study: In 2021 the Company will undertake a census of all multifamily properties in Rhode Island, using best available data to both understand where these properties are located, their ownership status, whether they are likely to be income-eligible or market rate, and whether they have already been served by the Multifamily Program. After examining best practices from the Massachusetts Multifamily Census Study, the Company determined that the building stock in Rhode Island varies enough from that of Massachusetts to merit a separate study. Moreover, the Company will improve upon the research techniques of the Massachusetts study to yield the most relevant data to both understand Multifamily</p>

	Program market penetration and identify additional targeted outreach opportunities to customers who have not yet participated in the program.
Notes	

Market Rate Multifamily – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	20,391	1,729	223	94,899	3,057	4,000

Market Rate Multifamily – Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas	148,675	8,633	1,492	4,000

4. Income Eligible Services (Electric and Gas)

<p>Eligibility Criteria</p>	<p>The Income Eligible Services (IES) Program serves the following customers:</p> <ul style="list-style-type: none"> • Household income equal to, or less than, 60% of Rhode Island's State Median Income Levels which are set each program year⁶ or enrolled in National Grid's fuel discount rate plans, Electric A-60 rate and/or Gas 11, 13 rates⁷. • Customers enrolled in the Low-Income Home Energy Assistance Program (LIHEAP)⁸, also known as "fuel assistance". • Homeowners and renters who live in a one to four unit building heated with electricity, natural gas, oil, propane, wood, or coal • Additional eligibility criteria, including the 50% rule,⁹ shelter and group home eligibility, renter eligibility and repair or replacement eligibility are available in the RI WAP/IES Operations Manual. All criteria adhere to 10 CFR 440 requirements.
<p>Offerings</p>	<p>IES consists of two, no-cost¹⁰, in-home services to increase comfort in the home and decrease a customer's energy costs.</p> <p>Appliance Management Program (AMP) Assessment</p> <ul style="list-style-type: none"> • The energy specialist educates the homeowner or tenant about their energy bill and monthly usage; assesses the home and learns about the day-to-day activities that consume energy in the home; discusses ways the customer can save energy and money, educates the customer to properly operate energy efficient equipment and how to identify signs that indicate if weatherization or heating system replacement is needed. • Installation of instant energy savings measures such as energy efficient LED bulbs, advanced power strips, water saving measures (faucet aerators and low-flow showerheads).

⁶ <http://www.dhs.ri.gov/Programs/LowIncomeGuidelines.php>.

⁷ <https://www.nationalgridus.com/RI-Home/Bill-Help/Payment-Assistance-Programs>

⁸ <https://www.benefits.gov/benefit/1572>

⁹ Customers that are not on the income eligible rate but live in a two- to four-unit building where more than 50% of the units are income eligible are also eligible to receive weatherization and health and safety services. This exception is referred to as the "50% rule".

¹⁰ 100% incentive via the systems benefit charge (SBC) that funds all National Grid's energy efficiency programs. Customer incurs no cost for audit, weatherization or equipment replacement.

	<ul style="list-style-type: none"> • Evaluation of existing appliances: refrigerator, freezer, window air conditioning unit(s), clothes washer and dehumidifier to determine energy efficiency and eligibility for a no-cost replacement with an energy efficient appliance model. <ul style="list-style-type: none"> ○ Replacement of eligible existing inefficient appliances (including delivery and installation)¹¹. <p>Weatherization and Heating System Assessment</p> <ul style="list-style-type: none"> • An industry-certified energy specialist conducts a comprehensive assessment of the building envelope and heating and cooling systems including visual and equipment-required inspections, infrared camera thermal imaging, combustion safety testing of heating system, energy efficiency testing of heating and cooling systems. • Air sealing, duct sealing and insulation upgrades in attic, walls and basement. • No-cost replacement of eligible heating or cooling systems if they are determined to be inefficient or unsafe. Applicable to all existing heating/cooling systems: electric, gas, oil and propane. • If home has existing electric resistance heat, the customer will be offered to replace it with energy efficient air source heat pumps (ASHP) that provide heating and cooling.
Implementation and Delivery	<p>Program Delivery:</p> <ul style="list-style-type: none"> • IES Program is administered through a Lead Vendor that is responsible for managing the implementation of IES work through the six Rhode Island geographically-based Community Action Program (CAP) Agencies. • The primary point for customers to enroll in the IES Program is through the CAP Agencies as they provide income verification and comprehensive resources for income eligible customers. • Other channels for enrollment are: <ul style="list-style-type: none"> ○ Low-Income Home Energy Assistance Program (LIHEAP); ○ Community Expos;

¹¹ All appliances are purchased/supplied through a central organization, SMOC, a nonprofit agency, to ensure that all delivery personnel meet National Grid’s security and liability criteria, and all appliances meet IES Program requirements, warranty calls are handled expeditiously and properly documented and non-efficient appliances are removed and recycled safely and properly.

	<ul style="list-style-type: none">○ Consumer Advocate appointments; and○ National Grid’s Customer Service Center¹².● The IES collaborates with the State of Rhode Island Department of Human Services (DHS) Weatherization Assistance Program (WAP)¹³ and the Low-Income Home Energy Assistance Program (LIHEAP)¹⁴ to create synergy between the programs, which improves outcomes of all the programs.<ul style="list-style-type: none">○ Leveraged Funding: The IES Program benefits from leveraging LIHEAP funds, resulting in more customers being served. The amount of funds leveraged is approximately 35% of total customer incentive benefits for weatherization and heating system replacements. The LIHEAP funds also help pay for the remediation of non-energy related health and safety improvements, that if not remediated, would prevent a customer from receiving weatherization and/or heating system upgrades, i.e., roof repair and/or replacement, knob and tube removal, glass repair/replacement and carpentry. See○ Figure 9,○ Figure 10,○ Table 2 below for illustrative examples that represent 2012-2020 funding sources, allocation of funding sources, and services provided with funding sources, respectively.○ WAP funding is not leveraged/integrated but WAP provides training and equipment to weatherization Auditors.● CAPs provide the full suite of energy efficiency services including:<ul style="list-style-type: none">○ Income-eligibility verification○ Customer education○ Energy assessments○ Installation of instant savings measures○ Recommendations for energy savings measures○ Coordination of home performance/HVAC contractors and appliance vendors that install weatherization and heating (space and hot water) measures
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¹² (1-800-322-3223)

¹³ overseen by the U.S. Department of Energy. <http://www.dhs.ri.gov/Programs/WAPProgramInfo.php>

¹⁴ overseen by the U.S. Department of Health and Human Services. <https://www.benefits.gov/benefit/1572>

	<ul style="list-style-type: none">○ Quality assurance/quality control (QA/QC)○ KPIs are tracked to measure/improve consistency of Program delivery as well as drive performance of the CAPs. KPIs include: timeliness of administrative reporting, monthly/year to date spending compared to goals, participation numbers for AMP, electric & gas weatherization and heating system installations and cost.● The IES Program is marketed through the Program’s marketing specialist as well as cross marketed at Community Expos, via the Consumer Advocates dedicated to the RI IES consumers, and the Company’s call center.● Quarterly IES Best Practices meetings are held with the Company, the Lead Vendor, the CAPs, DHS, program vendors (i.e., lighting vendor, appliance delivery vendor), or speakers to address a pertinent topic.● Quarterly engagement of the Company, the Lead Vendor, CAPs, and DHS to ensure consistent implementation of IES best practices across Rhode Island.● On-going customer feedback and communication. <p>Customer Journey:</p> <ul style="list-style-type: none">● A customer begins the process for a no-cost home energy assessment by going to their local CAP Agency to submit their information to determine if they meet the income eligibility requirements for participation in IES.● The CAP Agency will then schedule a no-cost AMP and/or Weatherization/Heating System assessment. In some cases, the AMP and Weatherization/Heating System assessments are separate due to the customer’s past assessments, renting vs. owning, time availability or the CAP Agency’s availability of two-person assessment teams. In 2021 the CAPs will continue a process using two-person teams where applicable to provide all energy assessment services in one visit.● Energy education is provided to the customer regarding the pre- and post-energy assessment process, opportunities to save energy, processes for receiving appliance or heating/cooling system upgrades and/or weatherization.
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	<ul style="list-style-type: none"> The CAP Agency will schedule all necessary follow-up services for insulation, air sealing, appliance and heating/cooling system replacements. All services and appliance and heating/cooling system replacement are provided at no cost to the customer.
Customer Feedback	<p>The recommendations from the 2019 Process Evaluation included the addition of a new post-installation survey for weatherization and heating system services to compliment the AMP Assessment customer survey. These surveys, in conjunction with the KPIs instituted in 2020, provide the feedback necessary to highlight successes and identify areas for improvement.</p> <p>Through a more general process and to collect timely feedback from customers, following the AMP energy assessment as well as heating system and weatherization services, customers are provided with a pre-stamped survey card. To date in 2020, 95% of customers who responded were satisfied with the IES services, 96% of customers who responded were satisfied with the improvements to their homes, and 100% of the customers who responded were satisfied with the professionalism of the CAP employees (n=79).</p> <p>The Lead Vendor provides a tabulation of the survey results, and the anonymized data is presented at the IES Quarterly Best Practices meeting. This feedback provides the Lead Vendor and the CAPs with information about how to improve the program as well as celebrate the successes. Discussing the data as a whole at the IES Best Practices meeting allows the opportunity to create solutions if problems exist, as well as celebrate the success of the collective efforts of the six CAPs.</p>
Changes for 2021	<p>In 2021, the IES Program will focus on increasing the number of participants. COVID-19 has exacerbated the number of customers who may need extra support to secure energy efficiency services and who stand to benefit from them. The Company will work to ensure applicable customers are enrolled in the discount rate program, coordinating with National Grid’s Consumer Advocacy Team to cross-promote IES offerings when customers enroll in the discount rates to support their ability to access comprehensive, no-cost energy efficiency services. As customers move to the discount rate, the Company proposes to create a welcome package to encourage participation in applicable efficiency programming.</p>

	<p>The program will implement a third-party support model to expand CAP capacity to serve customers and ensure greater equity across CAP territories. To support the CAPs in increasing participation, in an equitable manner, a third-party service provider will be made available to seamlessly conduct assessments and complete weatherization projects. The third-party support model will be developed with the CAP partners and possible formats will be tested in 2020. The Company will take the lessons learned from 2020 to develop an RFP for these services in 2021 and third-party support will continue to evolve to fit the needs of IES Program.</p> <p>Determination of success will include:</p> <ul style="list-style-type: none">• CAPs meeting/exceeding year end goals. Goals in 2020 were based on the total goals for the State of RI divided by the number of eligible customers in the agency territory. Both numerical goals and spending goals are promulgated, measured and communicated throughout the year.• CAPs utilizing the service to stay above a yet to be determined percentage of quarterly goals.• Improved timeliness for completion of weatherization services. <p>The Company will focus on the recommended improvements from the 2019 Process Evaluation, specifically the following key areas.</p> <ul style="list-style-type: none">• Prioritize rebuilding and stabilizing the number of qualified AMP/weatherization and heating assessors. National Grid will prioritize the focus on supporting CAPs to promote assessor retention and will regularly track the number of assessors, as well as assessor turnover, as indicators of success. This process will complement the addition of the third-party service provider as outlined above.• Increase the number of customers who complete weatherization. Weatherization data will be collected and utilized to further improve the percentage of customers who weatherize their home. Areas of focus will be the timeline from recommendation to completion of installation and customer satisfaction.• Continue to review the effectiveness of the new non-Standard Work Specification (non-SWS) for all non-AMP projects to continue to improve consistency, rigor, cost, and efficiency. As one measure of National Grid’s success identifying an expedited solution, the
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	<p>Company will track the amount of time assessors spend on each type of assessment (AMP, weatherization, and comprehensive).</p> <ul style="list-style-type: none"> Engagement with landlords on behalf of interested tenants, as CAP staff are best positioned to explain IES and successfully enlist their participation. The Company aims to increase renter participation to effectively improve the equitable share of program resources. <p>National Grid will work to increase awareness of the IES Program through coordination and partnership. The Company will coordinate with State and market-based organizations to determine the need and/or benefit of hosting a consortium to continue to find ways to serve IES customers. If determined to be beneficial, the Company will work with stakeholders to organize and host the consortium with a goal of increasing the success of the IES program as well as the many other services available to the community.</p> <p>The IES Program will work with CAPs on utilizing two-person energy assessment teams to streamline the assessment process, conducting both AMP and weatherization/heating system services at the same time.</p> <p>The program will develop a protocol for offering smart thermostats to homes with central AC to improve efficiency and operability and align with ConnectedSolutions when possible.</p> <p>The program will develop a new, holistic email marketing strategy that leverages personalization to promote IES, displaying the regionally appropriate CAP agency based on the customer’s service address. IES will also benefit from personalization’s promotion of non-energy efficiency solutions, such as discount rate enrollments and forgiveness program enrollments.</p>
<p>Rationale for Changes</p>	<p>Increase participation and enroll in discount rate: The number of customers eligible for Income Eligible Services is expected to increase as a result of the COVID-19 pandemic and a robust IES program is critical to ensure equitable access to comprehensive energy efficiency services at no cost. The IES Program is working to ensure there are resources in place to serve the customers that are in utmost need of the no-cost energy efficiency services.</p> <p>Develop a third-party support system to expand CAP capacity to serve customers: Due to the pause and reduction in workforce at the six CAP Agencies during the COVID-19 pandemic, National Grid will remain focused</p>

	<p>on the availability of skilled energy professionals to deliver the rate-payer program equitably across Rhode Island. Adding third-party support will ensure CAPs have capacity to reach additional customers resulting from the COVID-19 pandemic, regardless of their size.</p> <p>Recommended improvements from the 2019 Process Evaluation: The 2019 Process Evaluation clearly outlined opportunities to improve the delivery model for improved performance and stakeholder and customer satisfaction including expediated assessments, transition to a mobile app for field work, and landlord engagement. However, the pause in field work during the COVID-19 pandemic did not provide the opportunity to fully develop, implement, and assess all of the Process Evaluation results, therefore improvements and analysis will continue into 2021. Continued implementation of recommended improvements will enhance program delivery, efficiency, and customer satisfaction.</p>
Proposed Upcoming Evaluations	None planned for 2021. In 2019, Cadeo conducted a Process Evaluation for the Income Eligible Services Program which built off a report conducted by The Cadmus Group in 2014.
Notes	

Income Eligible Services – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	39,378	3,325	486	365,693	13,759	3,630

Income Eligible Services – Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas	226,500	11,325	6,739	1,161

Figure 9. 2012-2020 Funding Sources - Single Family Income Eligible EE Services

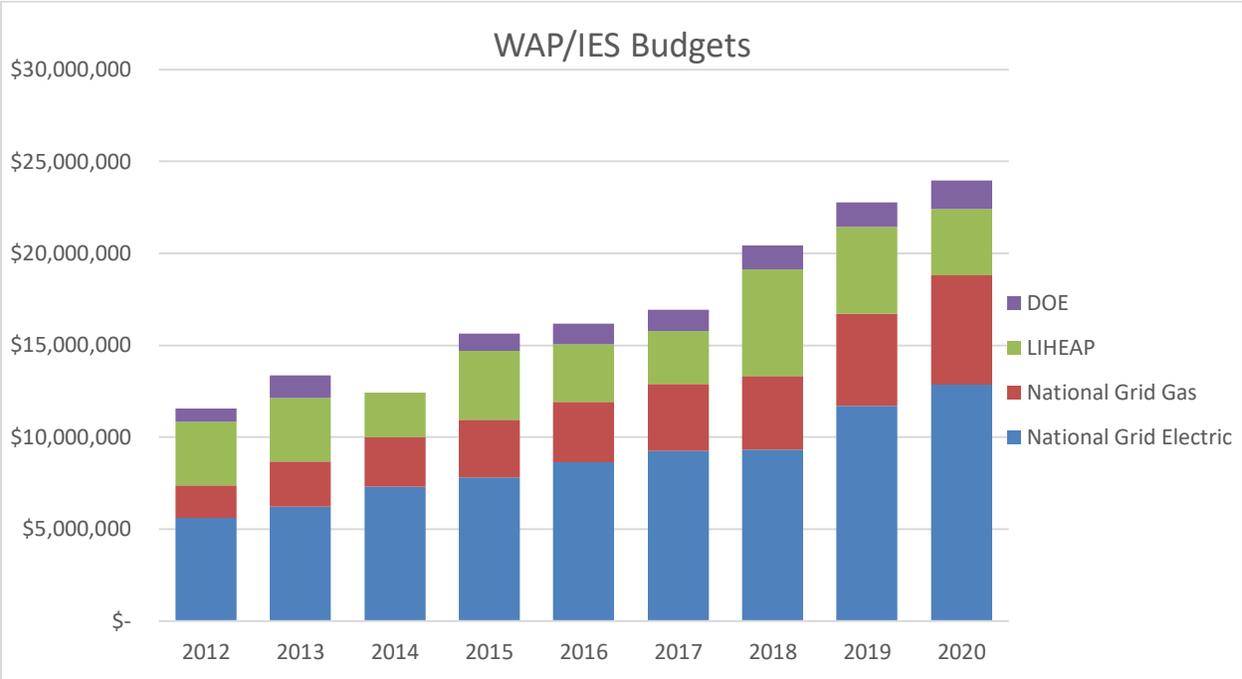
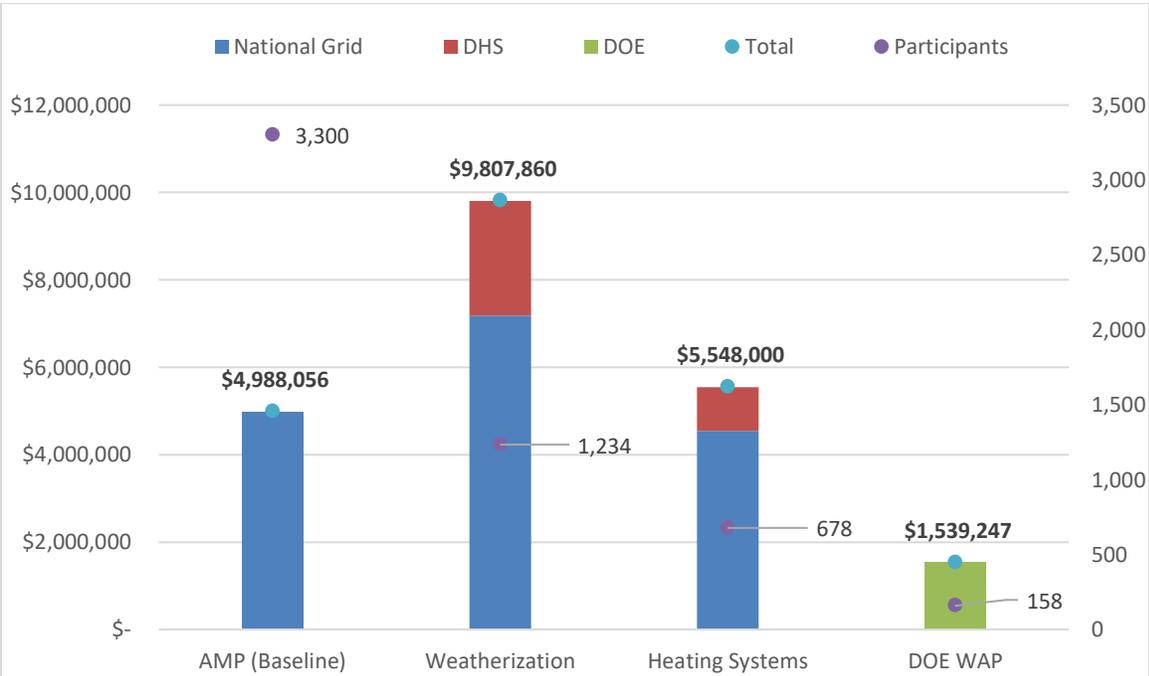


Figure 10. Allocation of Funding Sources - Single Family Income Eligible EE Services



Income Eligible Services (Electric and Gas)

Table 2: Services Provided – IES Program and Low-Income Home Energy Assistance Program

Single-Family Income Eligible Services (IES) Program*	Low-Income Home Energy Assistance Program (LIHEAP)*
<ul style="list-style-type: none"> • Conduct whole house Energy Assessment and provide customer education <ul style="list-style-type: none"> ○ Lighting and Appliance (AMP) Assessment ○ Heating and Weatherization Assessment • Review utility bills • Replace incandescent and halogen bulbs with LED bulbs • Install smart power strips and domestic hot water savings measures • Talk with homeowner about opportunities to save energy and money through upgrading appliances and mechanical equipment and weatherizing the home. • Coordinate the installation of weatherization measures and/or space/water heating system and air conditioning replacements if needed • Install weatherization measures if needed • Replace eligible appliances • Conduct field inspections and testing, i.e., quality assurance/quality control. 	<ul style="list-style-type: none"> • Conduct whole house audit/ energy efficiency evaluation for Heating Systems and Weatherization (not appliances) • Install weatherization measures (insulation, air sealing, duct sealing) • Replace inefficient heating equipment if deemed eligible • Improve minor health and safety issues that are barriers to energy efficiency measures • Conduct field inspections and testing, i.e., quality assurance / quality control.

*Both IES and LIHEAP offer all services and products at no-cost to the customer.

5. Residential New Construction (Electric and Gas)

<p>Eligibility Criteria</p>	<p>The Residential New Construction (RNC) program is designed to advance the Rhode Island housing market toward Zero Energy homes. The program provides technical services, inspection services, and project incentives for new construction, additions, and major renovations to both one to four unit and five plus unit buildings. The program also supports major renovation of adaptive reuse projects (e.g. mill building conversions). The RNC program supports both market rate and income eligible housing units.</p>
<p>Offerings</p>	<p>Design and Construction Assistance</p> <ul style="list-style-type: none"> • Energy modeling and design assistance to verify compliance with the RNC requirements and justify the respective incentives. • In-field training and inspections to verify compliance with the RNC requirements and promote efficiency in subsequent projects. <p>Market Development</p> <ul style="list-style-type: none"> • Technical training on high efficiency and Zero Energy building practices, as well as energy code compliance, to build necessary market capacities. • Training and certifying Home Energy Rating System (HERS) raters to increase the number of qualified raters based in RI. • Rating and certification services, including HERS, DOE Zero Energy Ready Home, Passive House, and ENERGY STAR, to promote visibility of energy efficiency in the marketplace and support increased use of the RI Residential Stretch Code. <p>Incentives</p> <ul style="list-style-type: none"> • Whole-home efficiency incentives for 1-50 unit buildings based on achieved level of efficiency and number of units. <ul style="list-style-type: none"> ○ Path to Energy Efficiency incentives ranging from \$200 to \$4,000 per home. <ul style="list-style-type: none"> □ Four efficiency tiers, with an entry threshold of 15% more efficient than baseline and progressive maximum air leakage requirements. □ Additional incentive options of \$250-\$1,000 per home for all-electric home and \$100-\$200 per home for ENERGY STAR® certification.

	<ul style="list-style-type: none"> ○ Path to Zero Energy Ready incentives ranging from \$500-\$1,500 per home in addition to Path to Energy Efficiency. <ul style="list-style-type: none"> □ Projects must meet a minimum base efficiency level, be all-electric, and achieve DOE Zero Energy Ready Home, Passive House, or equivalent certification. ○ Projects with >50 units are eligible for custom incentives. ○ Adaptive Reuse projects are incentivized based on a separate set of prescriptive measures tailored to mill conversion projects. ● Certification incentives provided to support third-party verification of energy efficiency measures. ● Equipment rebates for qualifying high efficiency heating, cooling, and hot water equipment. ● Complimentary ENERGY STAR LED bulbs and WaterSense showerheads.
Implementation and Delivery	<p>Design and Construction Assistance, Incentives: The RNC project pipeline is developed primarily through coordination with RI permitting departments, engagement of the building industry, and referrals from EnergyWise and Rhode Island Housing. A participating customer/project team begins the process by calling or emailing the RNC program. The project team meets with RNC staff to discuss the project design, learn how to modify design or mechanical systems to improve energy efficiency, and initiate energy modeling of the project to determine the potential for incentives. Once construction has begun, RNC staff provides on-site training as needed and conducts inspections of the completed project to determine energy efficiency and respective incentives. When the project is complete and has met program requirements, the performance and equipment incentives are issued.</p> <p>Market Development: RNC identifies opportunities to build necessary market capacities to advance toward Zero Energy Homes and delivers programming designed to achieve this goal.</p>
Customer Feedback	A survey will be conducted annually to program participants and/or the broader market targeted by this program to collect feedback.

	Project teams are offered an opportunity to highlight their project in a case study for further promotions. Case studies have proven a good channel for customers to express satisfaction with the Program.
Changes for 2021	In 2021, the Company will integrate the 2020 Zero Energy Pilot components into the primary delivery and incentive offerings of the RNC program. Program content related to codes and standards will be refreshed to reflect the State’s code update expected in early 2021.
Rationale for Changes	The RNC program has helped to drive market transformation, as demonstrated by a steady increase in the number of homes that achieve high levels of energy efficiency. Zero energy and passive house projects are no longer just for early adopters. The changes for 2021 will continue to increase the visibility and effectiveness of all electric homes and significantly improving thermal performance, both resulting in further reduction of energy use. These changes also contribute to advancing the State’s greenhouse gas emissions reduction goals.
Proposed Upcoming Evaluations	Residential New Construction Baseline and Code Compliance Study (RI-21-RX-CSNC)
Notes	

Residential New Construction – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	18,088	979	66	116,554	1,544	417

Residential New Construction – Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas	85,272	4,445	675	323

6. Home Energy Reports (Electric and Gas)

Eligibility Criteria	<p>The majority of Rhode Island residential Electric and Gas customers are eligible for the Home Energy Reports (HER) program. Customers with an email address on record will also receive an electronic version of the report (eHER). All customers have access to the online home energy assessment and related insights. Randomly compiled control and treatment groups are necessary for accurate savings reporting. Thus, some customers will not receive print or electronic reports (control group), while others receive both print and electronic HERs (treatment group). Based on the impact evaluation conducted in 2020, some treatment groups that have not shown appreciable savings will be removed from the portfolio resulting in program cost efficiencies.</p>
Offerings	<p>The HER program is a state-wide energy efficiency program that provides benefits for Rhode Island residential customers through the mailing of customer-specific energy usage reports and insights. While over 300,000 customers receive HERs (i.e., the treatment group) by way of direct mail and/or e-mail, all account holders have access to insight into their energy consumption via the web tools located on the National Grid website. The program has evolved since 2013 from offering only mailed insights to now being integrated into the Company’s website with online assessment tools, sending Non-Advanced Metering Infrastructure (AMI) High Usage Alerts, and utilizing segmentation to target different populations with relevant messaging.</p>
Implementation and Delivery	<p>The program is administered by a Lead Vendor, a company with subject matter expertise selected by the Company to deliver the program. This Lead Vendor also developed and launched the first HERs in the country. Since 2013, the Company has employed the Lead Vendor to implement the HERs in all three of its jurisdictions (Massachusetts, New York, and Rhode Island). The Lead Vendor is responsible for maintaining HER distribution groups, tracking data, managing the Web Portal, and documenting energy savings. The Lead Vendor works with the Company to craft the messaging and delivery of the HERs, and also works with the Company to introduce additional program enhancements, aligning with the Company’s state-wide comprehensive marketing efforts.</p> <p>All eligible customers will receive a minimum of 6 print versions of the report a year and up to 4 gas specific reports in the winter season. All customers with email on record will receive up to 12 reports a year. The</p>

	<p>reports include marketing messages informing customers of other program opportunities so that they may be made aware of the most current and relevant energy efficiency offerings. For customers interested in learning more about energy saving tips and their home’s energy consumption, they may log into the online portal and use the available tools.</p>
Customer Feedback	<p>The Company’s Customer Energy Management team overseeing program strategy continues to work with the Customer Contact Center to ensure customer complaints are addressed. In each report there are multiple options for the customer to contact the Company to learn more or opt-out of the reports. In 2020, HERs were revised in response to customer feedback expressing that a customer’s energy situation did not match that of their neighbor. In the fall of 2020, new neighborhood comparison groups will be calibrated for customers with solar systems. The Company is also looking to collect electric vehicle information to customize an offering for EV owners.</p> <p>The Lead Vendor completes a Customer Engagement Tracker (CET) annually to assess customer perception of the program. Additionally, a new user feedback module will be used in reports to solicit feedback from the customers on the usefulness of these reports. This will help to further evaluate how customer experience can be optimized for the best outcome.</p>
Changes for 2021	<p>The Company will adopt 2020 evaluation recommendations to optimize savings, potentially removing new mover cohorts from the program with historically lower energy savings over several years and increasing opportunities to collect email addresses so that eHERs are available and used by more customers.</p> <p>HER 3.0 will be rolled out in 2021 with several enhancements including new energy insights, new behavioral techniques, and increased “moments of pride” to encourage behavior modification and engagement. HERs will continue to support solar-specific neighbor comparisons introduced in late 2020. The Company will use this as an opportunity to promote battery storage and ConnectedSolutions to solar customers.</p>
Rationale for Changes	<p>The current HER has been used since the program first rolled out in 2013. HER 3.0 will encourage continued customer engagement, better customization, and faster transitions to other program opportunities to drive comprehensive adoption of energy efficiency solutions while encouraging passive demand reduction through behavior change.</p>

Proposed Upcoming Evaluations	None are planned for 2021 as the program recently completed an impact evaluation in 2020.
Notes	

Home Energy Reports – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	26,852	26,852	3,692	91,619	2,642	323,248

Home Energy Reports – Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas	93,548	93,548	451	152,324

7. ENERGY STAR® Lighting (Electric)

Eligibility Criteria	ENERGY STAR Lighting serves all residential customers in Rhode Island. Special areas of focus are food banks, schools, and designated hard to reach areas.
Offerings	ENERGY STAR® Lighting reduces the cost of energy efficient lighting to all residential RI customers. Pricing of efficient lighting is automatically discounted at the retail level to facilitate the consumer transaction. Any ENERGY STAR qualified lighting product can apply for an incentive through this program. 2021 product offerings include standard LED bulbs, specialty bulbs, fixtures, and linear LEDs.
Implementation and Delivery	<p>ENERGY STAR Lighting products are promoted in retail stores, offered at no cost in RI food banks (two bulbs per customer with a pamphlet indicating other income eligible energy efficiency services), at RI schools as a fundraising activity along with an educational energy efficiency orientation, online through the National Grid marketplace at ngrid.com/shop, and through a pop-up retailer that brings lighting sale opportunities to non-traditional retail locations.</p> <p>The Program brings down LED lighting products pricing through a negotiated cooperative promotion (NCP) process. The NCPs require manufacturers and retailers to work together and present proposals for products and quantities that will be sold for either short promotional periods or for the calendar year. Customers pay the final incentivized price and are not required to apply external coupons or rebates. The Lead Vendor organizes the NCPs and conducts retailer support and training through in-store visits, online training, and customer outreach events. A rebate processor manages tracking of sales and incentives to the parties entered in the NCP. A pop-up retailer works with businesses and provides staff for special events where lighting and product sales can be offered. Finally, there is a vendor that manages National Grid’s online marketplace where customers receive instant incentives and the convenience of online shopping. National Grid will continue to offer short term flash sales of specially priced products to customers throughout the year on the marketplace. In addition to working with the RI food banks, there is a focus on hard-to-reach areas defined by the following criteria:</p> <ul style="list-style-type: none"> • Income Level: 60% - 120% of the state’s median income • Primary Language: Non-English • Ethnicity: Non-Caucasian, Ethnic Minorities • Education Level: Below 4-year college degree

Customer Feedback	<p>Much of the customer feedback for this program comes from our Lead Vendor as they work with retailers and staff customer educational events at the retail locations and through the pop-ups. In general, Lead Vendors report customers are pleased with the quality of lighting produced from LEDs. One initial concern was a desire to purchase lighting with a similar color as incandescent lighting. The pop-up retailer offers both bright white and daylight options at all events, and retailers now carry a range of color options.</p> <p>In 2020, the National Grid marketplace had an average Net Promoter Score of 77, which is considered world-class. The Net Promoter Score is a measurement of customer experience, in this case based on a customer’s likelihood of recommending the National Grid Marketplace to a friend or colleague.</p>
Changes for 2021	<p>In 2021, the Company will continue to support lighting products with the exception of reflectors, which have been widely adopted according to recent evaluation studies. However, the incentives will be lower for select products including standard LED bulbs, specialty bulbs, reflectors, fixtures, and linear LEDs.</p>
Rationale for Changes	<p>ENERGY STAR® Lighting reduces the cost of energy efficient lighting to all residential RI customers and provides immediate savings to customers with nominal customer investment. Because of the effective transformation of the lighting market in Rhode Island, the Company, supported by the findings of the Market Potential Study, have reduced the number of eligible bulbs and bulb types in order to target the savings that remain in the lighting market amidst this successful transformation.</p>
Proposed Upcoming Evaluations	<p>None planned for 2021. Completed shelf stocking survey and sales data report in 2020.</p>
Notes	

ENERGY STAR® Lighting – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	26,801	11,533	1,872	46,854	5,275	68,164

8. Residential Consumer Products (Electric)

Eligibility Criteria	Residential Consumer Products serves all residential customers by offering incentives on electronics, ENERGY STAR® consumer appliances, and other high use energy saving devices.
Offerings	Residential Consumer Products incorporates both the federal Environmental Protection Agency (EPA) ENERGY STAR and Department of Energy (DOE) categories of consumer appliances, select building products, and some energy saving items not included by the federal agencies. The largest savings elements of the Consumer Products program comes from recycling older refrigerators and freezers and the sale of new advanced power strips that assist in removing the standby power load from devices that are plugged into wall sockets. In 2021 the program will also support dehumidifiers, dehumidifier recycling, dryers, refrigerator and freezer recycling, room air cleaners, room air conditioners, efficient shower heads, pool pumps, and low-emissivity storm windows. Consumers can purchase products at a local retailer, online through any online retailer as long as the product meets product specifications and there is a receipt, or at the National Grid marketplace (ngrid.com/shop).
Implementation and Delivery	<p>Similar to the ENERGY STAR Lighting program, there is a Lead Vendor for this program that works with retailers, so they are knowledgeable about the products and ensure proper signage within the stores. The Lead Vendor also jointly provides staff at customer outreach events at retailer locations. The program supports a combination of upstream and midstream incentives as well as post-purchase consumer incentives. The upstream and midstream incentives encourage retailers and manufacturers to support ENERGY STAR with increased production and availability of products. Consumer incentives are designed to bring efficient product costs in line with less efficient equipment, thereby encouraging the adoption of the more efficient item.</p> <p>A rebate processing vendor verifies and processes post-consumer incentives which can be submitted electronically or by traditional mail. This vendor also processes upstream and midstream incentives.</p>
Customer Feedback	Much of the customer feedback for this program comes from our Lead Vendor, as they work with retailers and staff customer educational events at the retail location and through the pop-ups. Lead Vendors report general customer interest in learning which products have incentives.

<p>Changes for 2021</p>	<p>The Company will assess the cost effectiveness of joining the ENERGY STAR Retail Products Platform (ESRPP) in 2021 and join if cost effective. ESRPP is a midstream initiative of energy efficiency program sponsors, retailers, and other key ENERGY STAR program partners and stakeholders. ESRPP aims to transform markets by streamlining and harmonizing energy efficiency programs with retailers, making them less complex and more cost-effective. The program reviewed the ESRPP in 2018, at which time there were limited products yielding savings opportunities for RI, with the cost of data reporting exceeding the benefits. The minimum cost of entry was greater than possible savings. Since then, more products have been added to the ESRPP, which may improve the savings and economics of this offering.</p> <p>Relatedly, the recent Market Potential Study identified products such as clothes washers and refrigerators, which are not currently offered by the program. These products were removed from the program in prior years, as high free ridership values meant they were not cost effective. The ESRPP offers an opportunity to reduce costs from a traditional downstream approach and perhaps once again include these offers in the program.</p> <p>In 2021, the program will develop a baseline of renter information and participation, collecting whether customers are renters on customer mail-in or online rebates. Rental reporting contributes to equity insights, as renters are a customer demographic that stakeholders have expressed an interest in prioritizing the assurance of equitable delivery of service to. However, a consequence of adopting the ESRPP would be a loss of renter insights from the midstream approach.</p> <p>The consumer products program will collaborate with the Multifamily Residential Program and Public Housing Authorities on cooling opportunities for income eligible customers. The multifamily vendor will assist housing authorities with bulk application of rebates and purchasing of new window air conditioners to streamline energy efficiency offerings for the customer.</p>
<p>Rationale for Changes</p>	<p>ESRPP: The ESRPP would allow the program to include more products within the program portfolio, provide incentives to more customers, potentially allow the program to reduce incentive costs, and increase savings, thus exploration of joining the platform is warranted.</p> <p>Renter Information/Participation: Developing a baseline on renter participation will allow for improved insights into equitable participation in</p>

	<p>the energy efficiency programs, as renters are a customer demographic that stakeholders have expressed an interest in prioritizing the assurance of equitable delivery of service to.</p> <p>Multifamily Program Collaboration: Working in conjunction with the multifamily residential program to facilitate cooling opportunities through Public Housing Authorities is one way to streamline energy efficiency offerings for the customer. The Company reviewed multiple options to support Public Housing Authorities, selecting the most cost-effective solutions first while including other options for residents that had varying needs and requirements.</p>
Proposed Upcoming Evaluations	The refrigerator and freezer recycling savings will be evaluated in 2021.
Notes	

Residential Consumer Products – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	38,130	5,926	1,019	133,476	2,681	33,111

9. Residential High-Efficiency Heating, Cooling, and Hot Water (ENERGY STAR® HVAC) (Electric and Gas)

Eligibility Criteria	Residential High-Efficiency Heating, Cooling, and Hot Water (ENERGY STAR® HVAC) serves all residential customers by offering incentives on high-efficiency equipment, and equipment maintenance. Energy efficient equipment must be installed by a licensed heating contractor or plumber.
Offerings	<p>The High-Efficiency Heating, Ventilation, Air Conditioning and Hot Water Programs (HVAC Programs) promote and incentivize the installation of high efficiency electric and gas equipment through:</p> <ul style="list-style-type: none"> • Customer rebates on energy efficient equipment <ul style="list-style-type: none"> ○ Boilers ○ Combined condensing boiler with on-demand water heating unit ○ Furnaces ○ Heat recovery ventilators ○ Air source heat pumps (space and water heating) ○ Air Conditioners ○ Hot water heaters ○ Smart thermostats <ul style="list-style-type: none"> □ Ability to enroll in the Demand Response program for additional energy savings • Quality Installation Verification • Contractor training • Contractor incentives • Upstream incentives (discount taken at the distributor level) <p>Customers who complete a Home Energy Assessment through the EnergyWise Program can apply for 0% Heat Loan financing for qualified high-efficiency space heating and cooling and hot water equipment upgrades.</p> <p>The HVAC Electric and Gas Program is cross-promoted through the EnergyWise Home Energy Assessment, Multifamily, Community and Home Energy Reports Programs. Training elements and best practices of the program are also provided to the Income Eligible Services Program to maintain consistency in the sizing, design, installation and performance of the high efficiency systems.</p>

<p>Implementation and Delivery</p>	<p>The program is administered by a Lead Vendor that is responsible for contractor training, maintaining distributor relationships, tracking data, providing content for marketing and documenting monthly, quarterly and annual energy savings. The Lead Vendor works closely with the Company to deliver the HVAC Program and provide strategic insight for program improvements.</p> <p>Contractor training and education is a primary component of the program to ensure accurate sizing, design, installation and verification of heating, cooling, and hot water equipment and results in energy savings and customer satisfaction.</p> <p>The Lead Vendor provides regular communication and in-store time with distributors to provide training and information on the equipment and gain feedback on customer interactions. The Lead Vendor also ensures distributors have proper promotions and marketing signage within the distribution stores.</p> <p>The Company and Lead Vendor work with manufacturers to develop special offers, or “flash sales”, if production numbers are low.</p> <p>Product channels for ease of customer use and for product adoption:</p> <ul style="list-style-type: none">• Customers are informed of the HVAC program when they participate in the EnergyWise single family or multifamily Home Energy Assessment Program; through HVAC contractors during routine maintenance or emergency services or their regular marketing communications; or through Residential New Construction energy advisors during project design consultation. In addition, customers receive marketing information through various National Grid Energy Efficiency channels including marketing emails, Home Energy Reports, bill inserts and radio and media advertisements. The RI Online Marketplace at https://ri.home.marketplace.nationalgridus.com offers customers the ability to purchase instant discount rebates on energy efficient equipment through National Grid’s website.• The program supports a combination of upstream and midstream incentives as well as post purchase consumer incentives. The upstream and midstream incentives encourage retailers and manufacturers to support ENERGY STAR with increased production and availability of products. Consumer incentives are designed to
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	<p>bring efficient product costs in line with less efficient equipment, thereby encouraging the adoption of the more efficient item.</p> <ul style="list-style-type: none"> • Implement a customer optimization strategy to identify electric resistance heated homes where air source heat pumps would be an ideal solution. <p>A rebate processing vendor verifies and processes post-consumer incentives which can be submitted electronically or by traditional mail. This vendor also processes upstream and midstream incentives.</p>
Customer Feedback	<p>The Company’s HVAC quality assurance (QA)/quality control (QC) staff meet with every customer when they perform an onsite inspection and ask them for feedback or questions. Staff often have extended discussions with customers about their new system and how to best operate and maintain it for optimal performance. The QA/QC staff also frequently meet with HVAC service technicians and installation crews on project sites. The purposes of these visits are to perform QA/QC inspections, test the equipment and installation, capture customer feedback, and provide additional 1:1 training. The QA/QC staff frequently meet with HVAC distributors at their distribution centers to share new program information and provide feedback from contractors, customers, and the utility program administrators. Finally, these same staff lead larger HVAC contractor trainings and annual contractor meetings where the lessons learned from field visits are shared. The program’s central focus is on these frequent direct interactions with customers, contractors, and distributors to obtain feedback and share lessons learned from the field, while mentoring and training HVAC service providers.</p>
Changes for 2021	<p>The HVAC Program will develop a lead generation process in conjunction with the EnergyWise Program. The EnergyWise Lead Vendor will provide regular reports with customer information with respective HVAC recommendations as a way to create lead generation for the HVAC Lead Vendor. The Company will also work with HVAC contractors to educate them around how to further promote incentives to customers.</p> <p>In 2021, the Company will develop HVAC equipment rebate bundles. Examples of bundles could include a boiler/furnace + WiFi thermostat or weatherization + heating and/or cooling system.</p>

	<p>Through enhanced and targeted marketing, the Company will target relevant electric customers with messaging encouraging them to convert to heat pumps.</p> <p>Develop a comprehensive program to increase participation in energy efficiency, including training, marketing and approved contractor list.</p> <p>Through the HVAC Contractor taskforce, develop strategies for increasing energy efficiency participation.</p>
Rationale for Changes	<p>Collaborative lead generation and incentive promotion: The <i>EnergyWise</i> Program generates heating, cooling, and hot water system replacement recommendations during the Home Energy Assessment service. It is then up to the customer to proceed with equipment replacement. Providing a list of HVAC system recommendations to the HVAC Lead Vendor will create a strategic communication and technical support channel to assist customers to move forward with the HVAC system recommendations.</p> <p>HVAC equipment rebate bundles: Bundled incentives are expected to help customers to make decisions to move forward with system upgrades, and to do comprehensive upgrades at one time.</p> <p>Targeted Marketing: Optimizing marketing efforts will aim to provide customer awareness of the EE incentives near the time when they may need to replace their equipment.</p> <p>Increased participation: Training contractors with technical training as well as comprehensive EE Program training will qualify them for an approved contractor list. Intention is to incentivize contractors to offer EE equipment at all times in order to help increase customer participation.</p>
Proposed Upcoming Evaluations	<p>RI-21-RG-GasHPDemo – Gas Heat Pump Demonstration Evaluation. This study will assess the savings potential for a possible new measure offering, gas heat pumps. The savings will be used to determine if the measure is cost effective. Furthermore, the study will review and determine if this technology is market ready and should be considered as a measure to be included as a full program offering. Some key questions will be how efficient these units work at different temperatures, if they perform close to their rated efficiency, and whether they can be a home’s sole heating source.</p>
Notes	

High-Efficiency Heating, Cooling and Hot Water – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Passive Demand Reduction kW (Electric)	Total Net Lifetime MMBtu (Electric Gas, Oil, Propane)	Budget (\$000)	Participation
Electric	51,309	3,181	204	239,549	3,488	5,022

High-Efficiency Heating, Cooling and Hot Water – Gas Program Goals, Metrics, Budgets, Participation for 2021

	Lifetime MMBtu (Gas)	Annual MMBtu (Gas)	Budget (\$000)	Participation
Gas	667,485	38,345	3,673	4,348

10. Residential ConnectedSolutions

<p>Eligibility Criteria</p>	<p>ConnectedSolutions is National Grid’s active demand reduction program that focuses on electric demand reduction during peak demand periods during the year. Consumers with eligible controllable equipment can enroll to participate in active demand reduction.</p>
<p>Offerings</p>	<p>Thermostats</p> <p>The Company has offered a Smart thermostat-based demand response program since the summer of 2016. There are nine different smart thermostat manufacturers supported in the program.</p> <p>This program precools the customers’ home before the grid peak and then sets back the thermostat setting during peak periods. This lowers the chance of customers’ central air conditioning units running during grid peaks. A customer may opt out of the program or events at any time. Customers receive an initial enrollment incentive and an annual incentive for staying in the program.</p> <p>Batteries</p> <p>The Company has offered a battery-enabled demand response program since 2019. There are four different smart inverter manufacturers supported in the program. The Company hopes to add two more inverter manufacturers before the end of 2020. The inverters control the battery systems.</p> <p>This program sets batteries to discharge during grid peaks. Often, this means that power is being exported to the grid during peak times, which reduces the load on the grid. This export is now supported in both the Net Metering and RE-Growth programs.</p> <p>Customers may apply for a seven-year, 0% interest Heat Loan for the cost of the battery system. Customers receive no other upfront incentives. Customers are incentivized based on the average performance (kW) of their battery system over the 30 to 60 summer events each year.</p> <p>Electric Vehicles</p> <p>Starting in 2021, the Company will offer an electric vehicle (EV) based demand response program. This program will use the on-board telematics included in virtually all new EV and PHEV (plug-in hybrid electric vehicles) to automatically stop vehicles from charging when the electric grid is at or</p>

	<p>near its annual peak. These peak events will be called on the same dates and times as the battery-based demand response program. Customers will receive an enrollment incentive for joining the program, and a participation incentive for each event they participate in. The participation incentive for customers using level 2 charging (typically 5kW power draw) will be higher than customers using level 1 charging (typically 1.4 kW power draw).</p> <p>The purpose of this measure, as with all electric demand response measures, is to cost-effectively reduce peak electric load on the grid. The Company’s Off-Peak Charging Rebate Pilot, which pays customers an incentive for charging their vehicles at night, aims to understand customer responsiveness to time-differentiated price signals. The Company’s Off-Peak Charging Rebate Pilot is set to end in 2021. The Company will run both programs concurrently in 2021 without negatively effecting either program. Customers in the Off-Peak Charging Rebate Pilot will not be eligible to participate in the EV Demand Response program. The EV Demand Response program will not open for enrollments until 2021, at which point the Off-Peak Charging Rebate Pilot will not be accepting new enrollments. In designing the EV demand response program, the Company applied lessons learned from the Company’s Off-Peak Charging Rebate Pilot, including the need to focus incentives and participation on peak days and times, and the need to make the participation incentive dependent on a grid benefit (the stopping of EV charging at peak times) to prevent free-ridership.</p>
<p>Implementation and Delivery</p>	<p>Thermostats</p> <p>In this BYOD (Bring-Your-Own-Device) program, customers are free to purchase a thermostat from any of the nine supported manufacturers. After purchase, thermostat manufacturers send emails and in-app notifications to customers inviting them to enroll in the ConnectedSolutions program. Enrollments in smart thermostat-based demand response options have historically exceeded expectations. In 2019, the program planned to enroll 2,479 thermostats, but enrolled 3,936. This overachievement was largely the result of a coordinated marketing effort with the largest thermostat vendor, enrolling their existing customers. In 2021, the program plans for an enrollment increase of 42% and the Company develops new initiatives to further increase enrollments. This includes integrating the demand response incentive into the National Grid marketplace and integrating</p>

enrollment in ConnectedSolutions into the setup process for some thermostats.

Number of Thermostats	Historic Numbers					Proposed Number
	2016	2017	2018	2019	2020	2021
	96	813	1,674	3,936 (vs. 2,479 planned)	4,526 (15% increase)	6,409 (42% increase)

Batteries

In this BYOD program, customers are free to purchase an inverter from any of the four supported inverter manufacturers and have it installed by the customer’s preferred installer. Inverters control the battery systems. Enrollments in the residential battery-enabled demand response program have been lower than expected. This is the result of several factors including longer than expected negotiations with additional inverter manufacturers and the reluctance of some inverter manufacturers and installers to invest in the program until the demonstration finished in the Company’s Massachusetts service area. On July 28, 2020, Massachusetts regulators approved an identical program for full implementation. Despite these challenges, the Company observes increased interest in this program from inverter manufacturers, installers, and customers and projects a 1.2 times increase in enrollments for 2021, or 300 batteries.

Number of Batteries	Historic Numbers		Proposed Number
	2019	2020	2021
	24 (vs. 50 planned)	100 (4.12x increase)	300 (3x increase)

Electric Vehicles Demonstration

The EV-based demand response measure will be new in 2021. In this BYOD program, customers will receive emails and/or in-app notifications from their automobile manufacturer after the purchase of their EV inviting them

	to enroll in ConnectedSolutions. The Company has set the goal of enrolling 145 vehicles into the program in the first year. As with other demand response measures, marketing will be a coordinated effort between the Company and the device manufacturers, in this case auto manufacturers.
Customer Feedback	Feedback from customers and vendors is used to continuously improve all of the Company’s programs. This is especially important for new measures such as the EV-enabled demand response measure.
Changes for 2021	In 2021, the Company will offer an electric vehicle-based demand response program to demonstrate cost-effective peak load reduction from EVs for the first time. The goal is to enroll 280 vehicles into the program in the first year. Additional detail about this new offering is described in Offerings above. In 2021, the program will develop new initiatives to increase enrollment in smart thermostat-based demand response . This includes integrating the demand response incentive into the National Grid marketplace and integrating enrollment in ConnectedSolutions into the setup process for qualifying thermostats.
Rationale for Changes	Rhode Island is seeing an increase in the adoption of electric vehicles. Although most EV charging does not happen during peak times, there is still an opportunity to cost-effectively further decrease the peak loads from EV charging.
Proposed Upcoming Evaluations	The Company will conduct a third-party evaluation of the Electric Vehicle Demonstration in 2021, in conjunction with an identical program and evaluation in the Company’s Massachusetts service area.
Notes	The program is planning to achieve demand reductions above the set Targets for Active demand response (i.e. the maximum scenario in the Market Potential Study).

Residential Connected Solutions – Electric Program Goals, Metrics, Budgets, Participation for 2021

Fuel	Lifetime MWh (Electric)	Annual MWh (Electric)	Annual Active Demand Reduction kW (Electric)	Budget (\$000)	Participation
Electric	0	0	5,739	1,960	4,178

11. Marketing, Outreach & Education

11.1 Overview

The goals of the Company's marketing efforts are to build awareness of and drive participation in the Company's efficiency offerings and services, while providing a positive customer experience. The Company uses an integrated, multichannel approach featuring consistent messaging and visual design elements (as appropriate) across communications. General awareness tactics (i.e. print ads and radio) as well as digital and direct one-to-one tactics (such as e-mail, online banner ads, social media, and direct mail) generate customer interest and program participation. All ratepayers receive bill inserts and quarterly 'We Connect' printed newsletters and can access www.nationalgridus.com at any time (provided they have internet access). Face-to-face interactions at events provide an opportunity to educate customers at a personal level.

The Company promotes energy education to private and public schools and youth groups through the National Energy Education Development (N.E.E.D) Program. This program provides curriculum materials on www.need.org, as well as training to students and teachers in grades K-12.

11.2 Delivery and 2020 Successes

Familiarity of energy efficiency programs among RI customers remained strong and stable with respect to 2019 levels, per the Company's monthly online survey of a representative sample of National Grid customers. 65.9% of the customers surveyed between April 2019 and June 2019 were "very familiar" or "somewhat familiar" with "energy savings or rebate programs from National Grid that help you with ways to use less gas or electricity." Other response options include "not very familiar," "not at all familiar," and "not sure."

National Grid uses a multichannel marketing approach to generate interest and drive adoption of solutions across the portfolio, as well the use of residential segmentation to enable personalization and optimize a channel strategy based on customers' preferred communication channels. The Company continued to align marketing efforts with residential customer research, customer segmentation, propensity modeling, media habits research, and behavior data. Due to COVID-19 pandemic, initial marketing plans were adjusted and new campaigns were developed to reflect changes to energy efficiency programs, strategies to engage customers during this time, and customer communications.

New campaign launches included the virtual home energy assessment and contactless fridge recycling pickups. While marketing for point of sale programs paused and then resumed per state reopening guidelines, National Grid continued to help customers save energy and money during these challenging times with enhanced online product sale offers through vendors and the Company's ecommerce Marketplace at www.ngrid.com/shop. Additionally, The National Grid website, www.ngrid.com/save, remained an important resource for information on products and services as well as rebates available to customers. As part of an augmented ongoing communication strategy during the COVID-19 pandemic

designed to help customers with their bills, National Grid embedded seasonal energy efficiency tips and videos, which linked to websites to learn more about energy saving programs. A new portfolio level awareness campaign will be launched in the fall of 2020 to support education and value of energy efficiency, along with simple and easy steps customers can take.

Messaging continued to focus on the benefits of energy efficiency products and programs while aligning with overall Company communications and demonstrating an understanding of current customer sentiment and needs based on internal research. Given customer concerns regarding finances, core to our messaging was helping customers save energy and money while spending more time at home and potentially using more energy. Where appropriate, messaging around safety was incorporated into marketing materials given health and safety concerns. Overall message tone was helpful, empathetic, and informative to ensure the Company reflected our role as a trusted advisor who truly cares about customers' needs.

Due to the pandemic, the annual Rhode Island Home Show – a key residential customer event in which National Grid participates and sponsors the Energy Expo – was cancelled and will be re-evaluated for 2021. National Grid will continue to support these efforts in future years and look at new ways to engage RI residential customers safely through online and virtual formats in the current environment.

12. Residential Measures and Incentives

The following tables list the groups of measures offered in the residential programs, their planned quantities and incentives. Each group may be comprised of many measures.

Table 3. Electric Programs

Electric Programs					
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs
EnergyWise Single Family	Air Sealing Kit - Electric	10	Average Incentive based on measure mix and is applied per participant (see line below)		
	Air Sealing Kit - Oil	25			
	Air Sealing Kit - Others	10			
	Pipe Insulation - Electric	385			
	Pipe Insulation - Oil	3,300			
	Pipe Insulation - Others	110			
	Pre-Wx	591			
	Wx - OIL	1,870			
	Wx Elec - Elec Heat only	220			
	AERATOR - Electric	40			
	AERATOR - Oil	10			
	AERATOR - Others	10			
	Showerhead - Electric	26			
	Showerhead - Oil	176			
	Showerhead - Others	17			
	Programmable thermostat - Electric	750			
	Programmable thermostat - Oil	2,500			
	Programmable thermostat - Other	100			
	Wifi thermostat - Electric	11			
	Wifi thermostat - Oil	330			
	Wifi thermostat - Others	55			
	LED Bulbs	78,540			
	LED Bulbs (EISA Exempt)	4,620			
	LED Bulbs Reflectors	9,240			
	LED Indoor Fixture	600			
	LED Outdoor Fixture	6			
	Smart Strip	12,000			
Refrigerator Brush	9,900				
Participant	11750	\$1,142	\$13,422,222		
Heat Loans			\$1,350,000		
Program Planning & Administration				\$381,819	
Marketing				\$406,513	
Sales, Technical Assistance & Training				\$1,247,392	
Evaluation & Market Research				\$225,394	

EnergyWise Multi Family	Custom	25			
	AIR SEALING ELEC WITH AC	1,400			
	AIR SEALING OIL	10			
	INSULATION ELEC WITH AC	1,800			
	INSULATION OIL	200			
	AERATOR	300			
	AERATOR Oil	50			
	Pipe Wrap DHW Elec	225			
	SHOWERHEAD Elec	100			
	SHOWERHEAD Oil	10			
	TSV Showerhead Elec	65			
	TSV Showerhead Oil	10			
	THERMOSTAT Elec with AC	1,200			
	THERMOSTAT OIL	20			
	Common Ext LED Bulbs	597			
	Common Ext LED Fixture	264			
	Common Ext Reflector	53			
	Common Int EISA Exempt	23			
	Common Int LED Bulbs	1,370			
	Common Int LED Fixture	860			
	Common Int Reflector	44			
	Dwelling Ext LED Fixture	52			
	Dwelling Ext Reflector	46			
	Dwelling Int EISA Exempt	689			
	Dwelling Int LED Bulbs	2,511			
	Dwelling Int Reflector	918			
	Smart Strip	1,000			
	Refrig rebate	25			
	Vending Miser	5			
	Participant	4000	\$608	\$2,432,000	
	Heat Loans			\$50,000	
Program Planning & Administration				\$88,750	
Marketing				\$48,029	
Sales, Technical Assistance & Training				\$406,591	
Evaluation & Market Research				\$31,466	

Average Incentive based on
measure mix and is applied per
participant (see line below)

Electric Programs						
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs	
Residential New Construction	Adaptive Reuse	110				
	CODES AND STANDARDS	1				
	Renovation Rehab CP	5				
	Renovation Rehab Tier 1 Home	20				
	Renovation Rehab Tier 2 Home	15				
	Renovation Rehab Tier 3 Home	4				
	Tier 4 Home	15				
	CWASHER	111				
	DISHWASH	480				
	SHOWERHEAD	20				
	LED Bulbs	8,129				
	Refrig rebate	554				
	CP Home - Heating	2		Average Incentive based on measure mix and is applied per participant (see line below)		
	CP Home - Cooling	2				
	CP Home - Water Heating	2				
	Tier 1 Home - Heating	75				
	Tier 1 Home - Cooling	75				
	Tier 1 Home - Water Heating	75				
	Tier 2 Home - Heating	90				
	Tier 2 Home - Cooling	90				
	Tier 2 Home - Water Heating	90				
	Tier 3 Home - Heating	80				
	Tier 3 Home - Cooling	80				
	Tier 3 Home - Water Heating	80				
	Participants	417		\$1,995	\$831,825	
	Program Planning & Administration					\$64,488
Marketing					\$24,014	
Sales, Technical Assistance & Training					\$458,631	
Evaluation & Market Research					\$165,377	
ENERGY STAR® HVAC	ACQIVES	15	\$175	\$2,625		
	ACS16SEER13EER	165	\$50	\$8,250		
	Central Heat Pump	49	\$350	\$17,150		
	DOWNSIZE	44	\$250	\$11,000		
	ECM Pumps	6,105	\$100	\$610,500		
	Elec Res to MSHP	186	\$3,230	\$600,000		
	HP Mini-split QIV	485	\$175	\$84,875		
	HPQIVES	26	\$175	\$4,550		
	HP TUNE	11	\$175	\$1,925		
	HPWH < 55 gallon UEF 2.7	450	\$600	\$270,000		
	HPWH >=55 gallon UEF 2.0	11	\$150	\$1,650		
	Mini-Split Heat Pump	1,805	\$350	\$631,750		
	WiFi Tstat-cool only,Elec	132	\$75	\$9,900		
	WiFi Tstat-heat and cool,Gas	1,320	\$75	\$99,000		
	HVAC Financing				\$231,300	
	Program Planning & Administration					\$83,811
	Marketing					\$278,321
	Sales, Technical Assistance & Training					\$480,271
	Evaluation & Market Research					\$60,921

Electric Programs						
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs	
ENERGY STAR® Products	Energy Star ProductsThermostatic Shutoff Valve, Elec	20	\$11	\$220		
	Energy Star ProductsThermostatic Shutoff Valve, Oil	5	\$11	\$55		
	Energy Star ProductsThermostatic Shutoff Valve, Other	5	\$11	\$55		
	Energy Star ProductsLow-Flow Showerhead with TSV, Electric	88	\$15	\$1,320		
	Energy Star ProductsLow-Flow Showerhead with TSV, Other	25	\$15	\$375		
	Energy Star ProductsRoom Air Conditioner 10.8	800	\$40	\$32,000		
	ES Storm Windows	105	\$25	\$2,625		
	ES Storm Windows - Elec heating	105	\$25	\$2,625		
	ES Storm Windows - Others	105	\$25	\$2,625		
	Energy Star ProductsDehumidifier Rebate	2,000	\$30	\$60,000		
	Energy Star ProductsDehumidifier Recycling	450	\$30	\$13,500		
	Energy Star ProductsEnergy Star Dryer	950	\$50	\$47,500		
	Energy Star ProductsPool Pump - variable	500	\$500	\$250,000		
	Energy Star ProductsRoom Air Cleaners	395	\$40	\$15,800		
	Energy Star ProductsSmart Strip	11,250	\$10	\$112,500		
	Energy Star ProductsTier 2 APS	8,750	\$35	\$306,250		
	Energy Star ProductsTier 2 APS OS	7,500	\$35	\$262,500		
	Energy Star ProductsFreezer Recycling	325	\$85	\$27,625		
	Energy Star ProductsREFRIG RECYCLING	4,100	\$85	\$348,500		
		Program Planning & Administration				\$71,767
	Marketing				\$531,536	
	Sales, Technical Assistance & Training				\$542,513	
	Evaluation & Market Research				\$49,345	
ENERGY STAR® Lighting	LED Bulb	242,500	\$1.80	\$436,500		
	LED Bulb (Fixture)	231,500	\$6.75	\$1,562,625		
	LED Bulb (Food Pantries)	80,000	\$3.75	\$300,000		
	LED Bulb (Hard to Reach)	240,000	\$2.63	\$631,200		
	LED Bulb (Linear LED)	93,550	\$9.00	\$841,950		
	LED Bulb (School Fundraiser)	4,250	\$3.75	\$15,938		
	LED Bulb (Specialty)	105,500	\$2.55	\$269,025		
		Program Planning & Administration				\$237,648
		Marketing				\$560,399
		Sales, Technical Assistance & Training				\$231,630
	Evaluation & Market Research				\$187,838	
Home Energy Reports	New Mover electric	18,428	\$0	\$0		
	New movers dual fuel	10,342	\$0	\$0		
	Opt-out dual fuel	123,401	\$0	\$0		
	Opt-Out electric	171,077	\$0	\$0		
		Program Planning & Administration				\$44,801
		Marketing				\$10,469
		Sales, Technical Assistance & Training				\$2,550,803
	Evaluation & Market Research				\$35,608	

Electric Programs					
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs
Single Family - Income Eligible Services	AMPEDUC - TLC	3,630	\$180	\$653,400	
	AMPWx DelFuel	581	\$5,000	\$2,904,000	
	AMPWx Elec	36	\$5,000	\$181,500	
	AMPDHWELEC	20	\$10	\$200	
	AMPDHWGAS	20	\$10	\$200	
	AMPDHWOIL	20	\$10	\$200	
	AMPWATERBED	2	\$650	\$1,300	
	Early Retirement CW Elec DHW & Elec Dryer	109	\$700	\$76,137	
	Early Retirement CW Elec DHW & Gas Dryer	346	\$700	\$241,945	
	AMPACREPLACE	1,900	\$350	\$665,000	
	AMPHEATSYSTEM	436	\$5,000	\$2,178,000	
	AMPMinisplit Heat Pumps - Electric Resistance	50	\$15,000	\$750,000	
	AMPProgrammable Thermostat, Gas	25	\$125	\$3,125	
	AMPProgrammable Thermostat, Oil	25	\$125	\$3,125	
	AMPProgrammable Thermostat, Other	25	\$125	\$3,125	
	AMP THERMOSTAT, Electric	25	\$125	\$3,125	
	AMPLED Bulbs	47,190	\$9	\$401,115	
	AMPAPREMOV	7	\$51	\$337	
	AMPDehumidifier Rebate	634	\$250	\$158,400	
	AMP Smart Strip	4,356	\$20	\$87,120	
	Early Retirement CW Gas DHW & Elec Dryer	5	\$700	\$3,384	
	Early Retirement CW Gas DHW & Gas Dryer	232	\$700	\$162,425	
	Early Retirement CW Oil DHW & Elec Dryer	137	\$700	\$95,876	
	Early Retirement CW Propane DHW & Elec Dryer	9	\$700	\$6,204	
	AMP FREEZER	250	\$550	\$137,500	
	AMP Refrig rebate	1,891	\$1,050	\$1,985,156	
		Program Planning & Administration			
	Marketing				\$141,044
	Sales, Technical Assistance & Training				\$2,126,183
	Evaluation & Market Research				\$152,080
EnergyWise Income Eligible Multifamily Retrofit	Participant (NEB)	4,800			
	Custom	59			
	AIR SEALING ELEC WITH AC	100			
	AIR SEALING OIL	100			
	INSULATION ELEC WITH AC	100			
	INSULATION OIL	100			
	AERATOR Elec	100			
	AERATOR Oil	100			
	SHOWERHEAD Elec	100			
	SHOWERHEAD Oil	100			
	TSV Showerhead Elec	100			
	THERMOSTAT Elec with AC	200			
	THERMOSTAT OIL	50			
	Common Ext LED Bulbs	136			
	Common Ext LED Fixture	136			
	Common Ext Reflector	5			
	Common Int LED Bulbs	136			
	Common Int LED Fixture	782			
	Common Int Reflector	10			
	Dwelling Ext Reflector	10			
	Dwelling Int EISA Exempt	25			
	Dwelling Int LED Bulbs	340			
	Dwelling Int Reflector	10			
	Smart Strip	200			
	Refrig rebate	50			
	Vending Miser	4			
		Participants	5,000	\$849	\$4,243,200
	Program Planning & Administration				\$116,223
	Marketing				\$9,890
	Sales, Technical Assistance & Training				\$406,335
	Evaluation & Market Research				\$55,152

Electric Programs					
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs
Residential ConnectedSolutions	Thermostats New	1,479	\$45	\$66,555	
	Thermostats Existing	4,930	\$20	\$98,600	
	Battery Daily (number of unit)	300	\$2,200	\$660,000	
	Evs Peak (customers) New	145	\$73	\$10,585	
	Program Planning & Administration				\$37,224
	Marketing				\$12,674
	Sales, Technical Assistance & Training				\$350,659
Evaluation & Market Research				\$190,000	

Table 4. Natural Gas Programs

Gas Programs						
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs	
EnergyStar® HVAC	BOILER RESET	33	\$225	\$7,425		
	Boiler90	65	\$450	\$29,250		
	Boiler95	358	\$1,000	\$357,500		
	COMBO CONDENSING	35	\$600	\$21,000		
	COMBO CONDENSING 95	1430	\$1,200	\$1,716,000		
	ENERGY STAR COND WATER HEATER 0.80 UEF	5	\$250	\$1,250		
	Furnace95ECM	390	\$500	\$195,000		
	Furnace97ECM	70	\$600	\$42,000		
	HEAT RECOVERY VENT	22	\$500	\$11,000		
	ENERGY STAR STORAGE WATER HEATER .64 UEF	44	\$100	\$4,400		
	ENERGY STAR STORAGE WATER HEATER .68 UEF	50	\$100	\$4,950		
	ENERGY STAR ON DEMAND WATER HEATER 0.87	320	\$600	\$192,000		
	LOW_FLOW_SHOWERHEAD	250	\$7	\$1,625		
	TSV	15	\$12	\$173		
	TSV_SHOWERHEAD	185	\$15	\$2,775		
	WiFi Thermostat - cooling and htg	510	\$75	\$38,250		
	WiFi Thermostat - gas ht only	3025	\$75	\$226,875		
	Programmable Thermostat	440	\$25	\$11,000		
	Combo Furnace	15	\$700	\$10,500		
	Water Heater, Indirect, Gas	150	\$400	\$60,000		
	Program Planning & Administration				\$142,292	
	Marketing				\$213,843	
	Sales, Technical Assistance & Training				\$167,326	
	Evaluation & Market Research				\$136,614	
EnergyWise	Aerator	110	Average Incentive based on measure mix and is applied per participant (see line below)			
	Weatherization	2260				
	Air Sealing Kit (Gas)	633				
	Showerhead	358				
	Pipe Wrap	5500				
	THERMOSTAT	1650				
	WiFi THERMOSTAT	275				
	Participants	1,966	\$4,251.73	\$8,359,746		
		Program Planning & Administration				\$260,463
		Marketing				\$85,024
	Sales, Technical Assistance & Training				\$1,140,166	
	Evaluation & Market Research				\$217,830	

Gas Programs							
Program	Measure	Units	Incentive / Unit	Total Incentives	Shared Costs		
EnergyWise Multifamily	Air Sealing_MF	3900	Average Incentive based on measure mix and is applied per participant (see line below)				
	CUST NON-LGT_MF	20					
	Duct Sealing_MF	140					
	Faucet Aerator_MF	1200					
	INSULATION_MF	3600					
	Pipe Wrap (Water Heating)_MF	882					
	Programmable Thermostat_MF	600					
	TSV Showerhead_MF	250					
	WiFi thermostat gas_MF	300					
	Participant_MF	4000				\$304	\$1,216,000
	Program Planning & Administration						
	Marketing				\$35,584		
	Sales, Technical Assistance & Training				\$154,375		
Evaluation & Market Research				\$28,988			
Home Energy Reports	New movers dual fuel	10342	\$0	\$0			
	Opt-out dual fuel	123401	\$0	\$0			
	Opt-out gas only	18581	\$0	\$0			
	Program Planning & Administration				\$11,037		
	Marketing				\$55		
	Sales, Technical Assistance & Training				\$428,489		
Evaluation & Market Research				\$11,283			
Residential New Construciton	CODES AND STANDARDS	1	Average Incentive based on measure mix and is applied per participant (see line below)				
	CP	10					
	CP-DHW	10					
	RR CP	5					
	RR CP-DHW	5					
	RR Tier 1	10					
	RR Tier 1 - DHW	10					
	RR Tier 2	20					
	RR Tier 2 - DHW	20					
	RR Tier 3	5					
	RR Tier 3 - DHW	5					
	RR Tier 4	1					
	RR Tier 4 - DHW	1					
	SHOWERHEAD	20					
	Tier 1	40					
	Tier 1 - DHW	40					
	Tier 2	100					
	Tier 2 - DHW	100					
	Tier 3	30					
	Tier 3 - DHW	30					
	Tier 4	2					
	Tier 4 - DHW	2					
	Adaptive Reuse	100					
Participants	323	\$1,521	\$491,175				
Program Planning & Administration				\$37,939			
Marketing				\$2,363			
Sales, Technical Assistance & Training				\$125,200			
Evaluation & Market Research				\$18,149			

