

2024 Residential and Income Eligible Energy Efficiency Solutions and Programs

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1. Overview

The goal of the 2024 Plan is to deliver optimized, tailored programs in an equitable manner to make Rhode Island homes energy efficient through weatherization, advanced building standards, efficient appliances, smart thermostats, and high-efficiency heating, cooling and hot water systems. To attain its energy efficiency savings goals will require the Company to make a concerted, sustained effort to ensure the workforce is well trained and that customers are aware of and participate in programs. The 2024 vision is to support the residential new construction industry's transition to a Zero Net Energy market, address pre-weatherization barriers in homes, replace inefficient heating, cooling and hot water systems with high-efficiency units, and to implement a comprehensive approach to the next generation of efficiency measures.

The 2024 Residential Portfolio's programs have been intentionally designed to broaden access to energy efficiency for all Rhode Island residents, specifically customer segments who have previously been underserved (including low-and-moderate income, non-native English-speaking, and gender, racially and ethnically diverse customers). As noted in the [2021 Rhode Island Energy Efficiency Equity Working Group \(EWG\) Report](#), "equity is historical parity, not just current equality, which means that equity should be viewed as an ongoing process and not a single goal with an endpoint."¹ In 2024, flexibility is an inherent design component of the Company's planned strategies to engage different customer classes or groups in energy efficiency. While some strategies will be successful, others will need modification to generate the desired equitable outcomes.

The detailed program descriptions provided in Attachment 1 offer a snapshot of how the Residential Portfolio's programs are modified from one Annual Plan year to the next, allowing for continuous improvement in the Company's energy efficiency offerings. While the Annual Plan's main text describes the high-level strategies planned for the upcoming program year, this Attachment 1 includes the specific actions and activities that will engage customers. This document also includes the strategies that will be used to attain energy savings for customers and provides a detailed overview of individual program design, implementation, and new strategies planned for 2024.

[1.1 What to Look For in 2024](#)

The Company will focus on equitable access to efficiency programs, decarbonizing the building sector and reducing greenhouse gas emissions, addressing pre-weatherization barriers, ensuring the workforce is well trained to install efficiency measures and leveraging energy efficiency with other funding sources to increase program participation. The focus on these priority areas reflects stakeholder priorities and recommendations identified during the planning process. To develop the Annual Plan, the Company worked closely with the Energy Efficiency & Resource Management Council (EERMC) and its consulting team, the Office of Energy Resources (OER), the Division of Public Utilities and Carriers (the Division),

¹ The Narragansett Electric Company d/b/a National Grid. 2022 Energy Efficiency Program Plan, Attachment 11, p. 11.

Energy Efficiency Technical Working Group stakeholders, the Company's vendors, and customer feedback. Additionally, the EWG's report recommendations and ongoing work to increase outreach and participation equitably in the state were integral in the design and implementation of the programs detailed below.

In 2024, there will be a reduction in natural gas incentives. The Company understands the trendline is moving toward this gradual decrease in natural gas incentives but remains aware of customer and vendor reception to this approach. Currently, the Company's Energy Efficiency team is waiting on the results of the Future of Gas working group and docket to inform this and subsequent efficiency plans.

In acknowledgement of the broad adoption of energy efficient lighting in the residential market, lighting will no longer be offered as a measure across residential programs beginning in 2024.

Deliver Programs Equitably

A top priority for the Company is to develop an equity-driven approach to the design, implementation, and marketing of energy efficiency programs. This approach includes allocating budgets to increase marketing to underserved populations and partnering with community-based organizations, as detailed below.

Rhode Island is not the only state working towards equity in energy efficiency. Many utilities, program administrators and stakeholders are learning that the customers who could benefit the most from energy efficiency are not engaged due to a number of circumstances including lack of awareness, barriers to participation such as language or culture, and limited access to financing and resources to help address pre-weatherization barriers. While the newly implemented strategies will take time to develop and gain momentum, the Company will build on equity-driven tactics deployed in 2023, such as increased equity mailings to the five target communities, mailings to income eligible electric heat customers for no-cost Air Source Heat Pumps, and in person education at Customer Assistance Expos, as every additional customer engaged will realize reduced energy bills and increased comfort in the homes they occupy or own.

The Company plans to allocate program budgets to increase marketing to underserved populations. An assessment is being developed where the Company would partner with community-based organizations that have the experience and established relationships with neighborhoods and municipalities to promote programs and the benefits of energy efficiency. The Company is working with the EWG to design this assessment. For additional detail, please see Attachment 8.

On January 27, 2021, President Joseph Biden issued [Executive Order 14008](#) setting a goal that a minimum of 40 percent of the certain benefits of federal investments must flow to disadvantaged communities that are marginalized, underserved and overburdened by pollution. As federal funding for clean energy projects flows to state energy offices, it is critical that the Rhode Island energy efficiency programs are designed to equitably serve all customers. This will ensure disadvantaged and historically

marginalized communities are able to access and benefit from federal funding. Rhode Island Energy will work in 2024 to provide reporting report on Justice40 customers served.

Reduce Greenhouse Gas Emissions

Energy efficiency reduces carbon dioxide and other greenhouse gas emissions, such as nitrous oxides, sulfur oxides and chlorofluorocarbons (from refrigerants). On April 14, 2021, Governor Dan McKee signed into law the [2021 Act on Climate](#), which established enforceable climate emissions reduction mandates of 45 percent below 1990 levels by 2030, 80 percent below 1990 levels by 2040, and net-zero emissions by 2050. Energy efficiency in buildings is a key strategy to achieving the legislation's mandates of reducing greenhouse gas emissions in the state and the Company plans to pursue a number of strategies to decarbonize the building sector including weatherization and the installation of efficient heating, cooling and hot water systems. The Company is waiting on some clarification from related Act on Climate dockets to determine if there are program changes needed for the 2024-2026 term.

The Company plans to expand outreach to its electric resistance heating customers to encourage them to upgrade to an air source heat pump system that significantly reduces annual energy expenditures and decreases reliance on fossil fuels. The Company outlined their plan to target electric heat resistance customers for heat pump upgrades in its *Electric Resistance Heating to Air Source Heat Pumps: Implementation Plan for the Income Eligible Sector* (Heat Pump Plan). The Company was directed by the Public Utilities Commission to develop the Heat Pump Plan to achieve 750 conversions annually by 2025 with 25 percent of those customers served classified as income eligible. In 2024, the Company will make a concerted effort to upgrade income-eligible customers.

The Rhode Island Strategic Electrification Study² cites the main barriers preventing customers from moving to air source heat pumps as being: (1) a lack of awareness and (2) the high initial cost of system installations. The Company believes that awareness is being raised through a variety of mechanisms, including ongoing marketing, RIE's heat pump efforts, OER's [Clean Heat RI](#) heat pump program (which encourages fuel switching and electrification), and general market evolution. Furthermore, the high initial cost is being addressed through RIE incentives, OER's heat pump program, and through federal funding by way of the Inflation Reduction Act and the Bipartisan Infrastructure Law.

Address Pre-Weatherization Barriers

Weatherization (insulation and air sealing) is an essential component of the Company's Residential Portfolio, and it plays an important role as we electrify heating sources. Weatherization services offered through the EnergyWise Single Family, Multifamily, and the Income Eligible Services Programs help improve the comfort of homes for occupants, save money for residents and building owners, and reduce energy consumption. Pre-weatherization barriers (PWBs) such as asbestos, knob-and-tube wiring, mold,

² Cadmus, *Electric Resistance Heating to Air Source Heat Pumps: Implementation Plan for the Income Eligible Sector* Dec. 23, 2020.

mildew, and vermiculite can prevent weatherization projects from moving forward and are particularly prominent health and safety issues in Rhode Island, which has one of the oldest housing stocks in the nation.

The Company plans to continue our work on pre-weatherization barriers to ensure the equitable distribution of program benefits to households with high energy burdens. Many barriered homes are occupied or owned by low-and-moderate income customers who may not have the funds or resources needed to address weatherization barriers. The Company has been collecting data and performing analysis on barriers across the EnergyWise and Income Eligible programs over the last several years. We plan to use the results of this analysis to better inform our approach to addressing PWBs. Furthermore, the Company will collaborate with stakeholders and other groups to assess best practices and new strategies to address pre-weatherization barriers.

Enhance Financing Options and Leverage Other Funding Sources

A key strategy in increasing the Residential Portfolio's program reach is to leverage other funding sources. The Company plans to coordinate with OER to leverage additional funding opportunities for energy efficiency measures and projects through the American Rescue Plan Act and the Inflation Reduction Act, including HOMES and HEEHRA and OER's Clean Heat RI. Currently, the Company is launching an assessment that would provide a new financing option to multifamily properties. See Attachment 8 for more information. Another possible financing change would be to re-examine the structure of the HEAT loan. For example, whether to buy down the HEAT Loan's full interest amount, given the high current interest rate, or whether the Company should buy down a flat percent amount (e.g., 5 percent). The plan for the company to buy down a flat percentage rate is currently underway. The HEAT Loan agreement with banks is being updated and meetings with participating banks will be scheduled in the 4th quarter of 2023. The Company plans to have the flat interest rate buy down in place by Jan 2024.

Increase Workforce Capacity to Serve Customers

A well-trained workforce is imperative to the successful implementation of programs and to achieve energy savings goals. Increasing workforce capacity is a top priority as highly skilled weatherization, HVAC, and new construction professionals are needed to install energy efficiency measures, promote the benefits of energy efficiency and to decarbonize the building sector. Increasing workforce capacity creates additional opportunities for the Company to pursue equity-driven strategies by supporting and recruiting new workers from marginalized communities. The company remains committed to increasing workforce capacity. In 2023, for example, Rhode Island Energy provided \$40,000 to the Rhode Island Builder's Association and Residential Construction Workforce Partnership to develop future assessors and contractors. This support will continue in 2024.

1.2 Residential and Income Eligible Programs

The Company offers the following programs listed in [Table 1](#) to provide comprehensive services to two regulatorily defined sectors, market rate and income eligible.

Table 1. Residential and Income Eligible Programs

Market Rate Residential Sector ³	Income Eligible Sector
EnergyWise Single Family	Income Eligible Single Family
Multifamily	Income Eligible Multifamily
Residential New Construction	
Home Energy Reports	
Residential Consumer Products	
Residential High Efficiency Heating and Hot Water	

This attachment provides detailed descriptions of the Residential Portfolio, including information regarding the markets (customer/building types) targeted, eligibility requirements, offerings, implementation and delivery, and changes for 2024. There are several market rate Residential Portfolio programs where market rate and income eligible customers can participate, although the program is listed under market rate residential. These programs include Residential New Construction, Residential Consumer Products, Residential High Efficiency Heating and Hot Water, and Home Energy Reports.

Program Description Structure

To streamline review of program information in the Annual Plan, the Company has adopted the following structure for each of the programs:

- a. Description of offering,
- b. Eligibility criteria,
- c. Delivery,
- d. Changes for 2024

³ The ConnectedSolutions program is no longer being reported under the Energy Efficiency portfolio; it is anticipated that it will be part of the System Reliability Procurement filing.

2. EnergyWise Single Family (Electric and Gas)

2.1 Offerings

The EnergyWise program offers comprehensive energy efficiency services using a whole-house approach to identify energy saving opportunities in all major energy systems and end uses, including heating, cooling, water heating systems, water saving measures, plug loads, and building envelope leaks. In 2024, the Company plans to provide 13,125 home energy assessments. EnergyWise provides in-home services in two phases: home energy assessment and weatherization.

Home Energy Assessment

Continuing in 2024, customers will be able to choose whether to have an in-person assessment or a virtual home energy assessment⁴. In 2023, only a small percentage of customers have selected a virtual assessment over the in-person assessment. Although this is a small percentage, the virtual home energy assessment is an excellent option for customers who are hesitant to commit to an in-person appointment.

During the in-home assessment, an energy specialist(s) (a Building Performance Institute certified building analyst) will look for immediate energy saving opportunities that can quickly be addressed during the visit including aerators, showerheads, pipe insulation, refrigerator brushes, smart strips and thermostats as well as identify deeper energy saving opportunities. Applying a comprehensive, whole-house approach, the energy specialist will evaluate all major energy systems including the heating, cooling and water heating systems, appliances, water fixtures, plug loads, and the tightness of the building envelope.

An Energy Action Plan is presented to the customer at the end of the assessment and reviewed with the customer. The Energy Action Plan gives the customer a clear roadmap for upgrading their home, including a recommended plan for weatherization (air sealing, insulation, and duct sealing) and associated costs, including available incentives and customer costs. The Energy Action Plan also provides the customer with a streamlined path to engage a qualified independent insulation contractor to perform the weatherization work. The Energy Action Plan details additional potential energy upgrades and incentives the customer may be eligible for, including high-efficiency heating, cooling, and hot water

⁴ Virtual assessments were introduced in 2020 and provide multiple options to communicate energy savings information depending on customer familiarity with smart phone and video calling technologies. A video call can be used to guide the customer around their home so an energy specialist can assess the home's energy use. If the customer is not able to use video, the energy specialist will ask the customer send in pictures (before or after the virtual assessment) of important areas such as the attic, heating and water heating system, and basement crawl spaces while walking through the assessment by phone.

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 for HER.⁵ The work will then be assigned to a weatherization contractor who will contact the customer directly to schedule a date for weatherization work.

Weatherization

The energy specialist's primary focus during an in-home assessment is to examine the opportunity to improve the home's building envelope through air sealing (decreasing air leaks), duct sealing, and increasing insulation, collectively referred to as "weatherization." Weatherization is a cost-effective 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. The standard EnergyWise incentive currently covers 50 percent or more of the project cost depending on the customer's primary heating fuel. EnergyWise will continue to offer the 100 percent 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. The EnergyWise program will also continue offering 100 percent moderate income incentives for customers with a household income up of 60 to 80 percent of State Median Income.

One of the largest impediments to customers proceeding with weatherization are pre-existing health and safety issues or physical barriers, which prevent the continuation of weatherization until remediated; collectively these issues are referred to as pre-weatherization barriers (PWBs). At this time, EnergyWise does not substantially 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 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 disheartened. Therefore, the program provides a \$250 incentive to customers who certify that pre-weatherization barriers have been remediated by appropriate licensed professionals. Some of the lower cost barriers can be addressed with the \$250 incentive such as cleaning and tuning of the heating system. Pre-weatherization costs for knob-and-tube wiring, vermiculite, and asbestos can be included in the HEAT Loan.

Additionally, in 2022, the Lead Vendor began including more information on addressing pre-weatherization barriers for customers who face these constraints. This includes information on types of contractors to call (with a list of contractors for some barriers) and information on available grants and loans. The information packet also emphasizes the importance of addressing pre-weatherization barriers

⁵ RIE's Lead Vendors are determined through an RFP process and administer the program selected for.

for reasons other than continuing with the weatherization process to further persuade customers to move forward with the process.

2.2 Eligibility Criteria

EnergyWise is the flagship in-home comprehensive energy efficiency offering for all Rhode Islanders in single family residences (defined as one to four units) who are not candidates for the Income Eligible Services Program. All market rate customers with either an electric or natural gas Rhode Island Energy account can participate. Homeowners, renters, and landlords are all encouraged to participate. Customers with any heating fuel type, including delivered fuels, are served if they have a Rhode Island Energy account.

2.3 Implementation and Delivery

EnergyWise is delivered through a Lead Vendor model where the Lead Vendor provides assessments and schedules weatherization projects with the Independent Insulation Contractors who provide weatherization services. The Lead Vendor provides program oversight of all weatherization work. Before the Independent Insulation Contractor closes the job, the Lead Vendor verifies the completion of all contracted work. This process minimizes return visits and complaints from customers. Spanish and Portuguese speaking energy specialists are available by request and a translation service is available for other languages.

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. EnergyWise's program design has been consistently recognized as best-in-class for the past eight years by ENERGY STAR® Partner of the Year awards for program implementation.

Customers can apply for low-cost 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 lower credit scores, there is a lender that specializes in financial coaching and approves HEAT Loans for energy upgrades.

An independent third-party company provides quality control and quality assurance to at least 5 percent of all assessments and weatherization projects.

2.4 2024 Program Enhancements and Changes

The EnergyWise Program offers several weatherization services to customers, including insulation and air sealing. However, due to the older housing stock in Rhode Island, a number of homes have pre-weatherization barriers (e.g., asbestos, knob-and-tube wiring, and vermiculite) that prevent customers from moving forward with weatherization projects. Addressing these pre-weatherization barriers will help to ensure the equitable distribution of program benefits to households with high energy burdens.

The Company is considering using energy efficiency funds to address pre-weatherization barriers on a project-by-project basis or program-by-program basis so long as the project or program remains cost effective. Additionally, the Company plans to improve data collection efforts around pre-weatherization barriers to better understand their impact on energy efficiency progress.

In 2024, the Company plans to continue coordinating with OER and other stakeholders to leverage additional federal funding opportunities such as ARPA and IRA. Any additional funding for energy efficiency will enable the Company to conduct more outreach, increase program participation and drive energy savings.

Lastly, in acknowledgement of the broad adoption of energy efficient lighting in the residential market, lighting will no longer be offered as a measure in the EnergyWise Single Family program beginning in 2024.

3. Multifamily (Electric and Gas)

3.1 Offerings

The Multifamily Program offers comprehensive energy services for multifamily customers including:

- Energy assessments.
- Incentives for efficient electricity, natural gas, or delivered fuels equipment including heating, cooling and domestic hot water systems, cooling equipment, thermostats, smart strips, water saving measures, and eligible air source heat pumps.
- Coordination for all services will be offered for multifamily properties that participate in the Market-Rate and Income Eligible Multifamily Programs.

3.2 Eligibility Criteria

Eligible multifamily program participants are defined as the following:

- 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:

- Are within a reasonable geographical distance⁶ from each other, or to a five plus unit building, and
- Are owned by the same individual or firm.

Both market-rate and income-eligible multifamily properties are subject to the above multifamily eligibility requirements for coordinated services. Customers with any heating fuel type, including delivered fuels, are served if they have a Rhode Island Energy account.

For income-eligible properties, co-payments for energy efficiency services and measures will be waived. The income-eligible multifamily sector is defined by properties that meet one of the following criteria:

- Owned by public housing authorities or community development corporations.
- Receive affordable housing tax credits or other types of low-income funds/subsidies from the state or federal government; or
- Consist of building units where 50 percent or more of occupants receive utility service on the A-60 Low-Income rate.)

Moderate-income customers (customers that are at 80 percent or below the State Median Income) may receive services through the Income Eligible Multifamily Program as they are represented in other units of an income-eligible multifamily property that may not meet the eligibility criteria for low-income customers. For example, if a multifamily property has a total of 20 units, and 12 of which qualify as income eligible, the moderate-income customers could make up the remaining 8 units of the property and therefore be eligible to participate in the Income Eligible Multifamily Program offerings.

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 incentives through both Multifamily and the Commercial & Industrial Multifamily Programs (see section 6 of Attachment 2). 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 projects through the energy efficiency program charge. In contrast, customers do not experience this added layer of complexity and receive a consolidated incentive for all efficiency work completed at the site. The Program's Lead Vendor is well versed in managing projects with multiple types of multifamily designations and can help the customer navigate the process of participating in both programs.

⁶ "Reasonable geographic 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.

3.3 Implementation and Delivery

The Rhode Island Multifamily Program has a single Lead Vendor that utilizes a network of Rhode Island subcontractors to serve all customers, including income-eligible customers. A customer can learn about the Company's Multifamily Program offerings in a myriad of ways ranging from communicating directly with the Lead Vendor, accessing the Rhode Island Energy website, direct mail and print marketing, and digital marketing campaigns. The Lead Vendor also conducts direct outreach to help enroll customers in the programs and increase participation.

If the customer or landlord is interested in starting the process, the Lead Vendor would perform an eligibility assessment and then schedule a home energy assessment. 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. Projects may participate in the Multifamily Program as long as the overall program remains cost effective.

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 the customer is done. A completion report is then created and presented to the site's authorized representative and signed off on. A customer survey is also conducted once work is complete.

Individual condo owners within the Multifamily Program are eligible for financing under the HEAT Loan. An on-bill financing offer to multifamily commercial and industrial gas customers will be offered during the 2024 program year.

An independent third-party company provides quality control and quality assurance to at least 5 percent of all assessments and weatherization projects.

3.4 2024 Program Enhancements and Changes

Based on the recent Heat Pump Market research study's results, including the landlord interviews, the Company plans to heavily promote heat pump upgrades, through both the RIE program and encouragement for customers to take advantage of the OER heat pump program, and other applicable energy efficiency measures to building owners and landlords.

The Company will look to facilitate multi-family building owners' access to alternative funding and incentive options for projects where the building owner wishes to install heat pumps, but which would require fuel switching.

In 2024, the Company is working to establish an assessment to bring on a new multifamily financing option.

Additionally, in 2024 the Company plans to continue to rely on the newly updated participant/nonparticipant dashboard to better understand the customer profiles of nonparticipants to encourage participation in the multifamily programs.

The Company will incorporate a multi-family component into the assessment project where the Company partners with community-based organizations that have experience and established relationships with neighborhoods and municipalities to promote the multi-family program and the benefits of energy efficiency. Through this assessment the Company looks to strengthen communication channels and build trust with multi-family building owners. For additional detail, please see Attachment 8.

In terms of outreach efforts, the Company will bolster its regular marketing efforts with a more proactive approach where the multi-family program engages directly with multi-family building owners at community events, industry meetings, as well as targeted one on one engagement.

The Multi-family program will leverage the work being done to address pre-weatherization barriers in the single-family sector and offer an aligned set of incentives tailored to the multi-family sector.

In upcoming contract extensions for the Multi-family Lead Vendor, the Company will incorporate key performance indicators and performance metrics tied to goal achievement.

In acknowledgement of the broad adoption of energy efficient lighting in the residential market, only controlled common area lighting will be offered as a measure in the Multifamily market rate and income eligible programs beginning in 2024.

4. Income Eligible Services (Electric and Gas)

4.1 Offerings

In 2024 the Income Eligible Services (IES) Program will offer a comprehensive, no-cost⁷, in-home (or virtual) home energy assessment services to increase comfort in the home and decrease a customer's energy costs.

⁷ 100 percent incentive via the systems benefit charge (SBC) that funds all Rhode Island Energy's energy efficiency programs. Customer incurs no cost for audit, weatherization, or equipment replacement.

Home Energy Assessment (HEA)

The IES Program will move to offering a comprehensive Home Energy Assessment for the customer. In the past, the program offered the Appliance Management Program Assessment and a Weatherization and Heating System Assessment in two separate visits. The elements of these two offerings will be streamlined into one (HEA), thereby increasing the services offered to the customer with a smaller time commitment than in the past. The HEA will offer:

- 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.
- Upgrades of instant energy savings measures such as advanced power strips, water saving measures (e.g., faucet aerators and low-flow showerheads) and Wi-Fi (Smart) or programmable thermostats.
- Evaluation of existing appliances including refrigerators, freezers, window air conditioning unit(s), clothes washers, and dehumidifiers to determine energy efficiency and eligibility for a no-cost replacement with an energy-efficient appliance model (including delivery and installation).⁸ An industry BPI-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, and combustion safety testing of heating and water heating systems.
- Air sealing, duct sealing, and insulation upgrades in attics, walls, and basements.
- 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, natural gas, oil, and propane.
- If a home has existing electric resistance heat, the customer will be offered a no-cost replacement to energy-efficient air source heat pumps that provide both heating and cooling.

⁸ All appliances are purchased/supplied through a central organization (SMOC, a nonprofit agency) to ensure that all delivery personnel meet the Company's security and liability criteria, and all appliances meet Income Eligible Services Program requirements. Warranty calls are handled expeditiously, and properly documented and non-efficient appliances are removed and recycled safely and properly.

4.2 Eligibility Criteria

The IES Program serves Rhode Island homeowners, renters, and landlords, who have a Rhode Island Energy account and meet any of the following criteria:

- Household income equal to, or less than, 60 percent of State Median Income levels which are set each program year⁹ or enrolled in Rhode Island Energy’s fuel discount rate plans, Electric A-60 rate and/or Gas 11, 13 rates.¹⁰
- Customers enrolled in the federal Low-Income Home Energy Assistance Program (LIHEAP)¹¹, also known as “fuel assistance”.
- Homeowners and renters who live in a one-to-four unit building with either an electric or gas Rhode Island Energy Discount Rate account can participate, including customers with delivered fuel heat (oil, propane, wood, or coal) if they have an electric account.

Additional eligibility criteria, including the 50 percent rule,¹² shelter and group home eligibility, renter eligibility and repair or replacement eligibility are available in the Rhode Island Weatherization Assistance Program (WAP/IES) Operations Manual. All criteria adhere to 10 CFR 440¹³ requirements.

4.3 Implementation and Delivery

Program Delivery

The IES Program is administered through a Lead Vendor that is responsible for managing the implementation of program work through the six Rhode Island geographically based Community Action Program (CAP) agencies. In addition, the Lead Vendor is engaged with all customers as they conduct post-inspections when jobs are complete for 100 percent of the customers. The CAP agencies serve as a trusted entity where income-eligible customers can obtain essential resources within their respective community.

The IES Program is marketed through a marketing specialist, as well as cross marketed at community expos, via the Customer Advocates dedicated to the Rhode Island Income Eligible Services consumers, social media outreach, coordination with other non-profits in Rhode Island, and the Company’s call

⁹ <http://www.dhs.ri.gov/Programs/LowIncomeGuidelines.php>.

¹⁰ <https://www.nationalgridus.com/RI-Home/Bill-Help/Payment-Assistance-Programs>

¹¹ <https://www.benefits.gov/benefit/1572>

¹² Customers that are not on the income-eligible rate but live in a two-to-four-unit building where more than 50 percent 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 percent rule”.

¹³ <https://www.ecfr.gov/current/title-10/chapter-II/subchapter-D/part-440>

center. 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.

The Lead Vendor monitors the work of the CAP agencies. If a CAP agency determines they cannot complete their pipeline of weatherization jobs, then they will refer the job to either another CAP agency who can or to a third-party entity to perform the weatherization. The Lead Vendor works closely with the CAP agencies to regularly review weatherization pipeline and timeliness of job completion. The referred jobs will be accounted for in the referring CAP agency's participation and job completion goals.

Key Performance indicators are tracked to measure and improve consistency of program delivery as well as drive performance of the CAP agencies and include timeliness of administrative reporting, monthly/year to date spending compared to goals, participation numbers for the Appliance Management Program assessment, electric and natural gas weatherization and heating system installations and cost.

Quarterly IES Program Best Practices meetings are held with the Company, the Lead Vendor, the CAP agencies, DHS, program vendors), or speakers to address a pertinent topic.

Monthly engagement of the Company, the Lead Vendor, Executive Directors of the CAP agencies, and the State of Rhode Island's Department of Human Services (DHS) to review the overall performance of the IES Program and coordination of best practices across the CAP agencies.

The Lead Vendor also coordinates with home performance, HVAC contractors and appliance vendors responsible for installing weatherization, heating (space and hot water), window air conditioners, and appliance measures.

Customer Journey

- A customer begins the process for a no-cost home energy assessment by contacting (call/in-person) their local CAP agency to submit their information to determine if they meet the income eligibility requirements for participation in the IES Program. Customers learn about the program through outreach from their local CAP agency or from Rhode Island Energy.
- After the CAP agency verifies income eligibility, the CAP will schedule a no-cost Appliance Management Program or virtual Appliance Management Program and/or Weatherization and Heating System assessment.
- CAPs provide the full suite of energy efficiency services including:
 - Income-eligibility verification.
 - Customer education regarding energy and cost savings opportunities.

- Energy assessments.
- Installation of instant energy savings measures.
- Recommendations for further energy savings measures.
- 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.
- If needed, health and safety services will be provided including replacing smoke and carbon monoxide detectors if non-functioning or expired, clean and tune heating systems, and address conditions such as mold before the energy efficiency work is able to be completed. The program leverages funding sources from LIHEAP and others to help reduce pre-weatherization expenses that customers face.
- The CAP agency will schedule all necessary follow-up services for insulation, air sealing, appliance, and heating/cooling and hot water system replacements. Funding for weatherization and heating system replacements are leveraged with WAP and LIHEAP. All services and appliance and heating/cooling system replacement are provided at no cost to the customer.
- Customer receives a “comment card” to provide their feedback on all aspects of their journey through the IES Program.

An independent third-party company provides quality control and quality assurance to at least 5 percent of all assessments and weatherization projects.

4.4 2024 Program Enhancements and Changes

The Company is committed to an equity-driven approach to the design, implementation, and marketing of the IES Program. In 2024, the Company plans to implement several strategies, with the input and guidance of the Equity Working Group, to make customers aware of the program and remove barriers to participation such as language and culture.

The Company will continue outreach with community-based organizations to promote the IES Program and its benefits. There will also be some funding set aside for community organizations to work on engagement with landlords (a currently underserved customer segment). Ideas for the best way to promote the engagement opportunity and funding stream will be discussed with the EWG.

The Company will target homes with electric resistance heat for heat pump upgrades as outlined in the Company’s *Electric Resistance Heating to Air Source Heat Pumps: Implementation Plan for the Income Eligible Sector*. The Company was directed by the Public Utilities Commission to develop the Heat Pump

Plan to achieve 750 conversions annually by 2025, with 25 percent of the customers served classified as income eligible.

Similar to its EnergyWise Program efforts, the Company plans to address the deferrals and pre-weatherization barriers that stand in the way of many low-and-moderate income customers receiving IES Program services. Many barriered homes are occupied or owned by low-and-moderate income customers who may not have the funds or resources needed to address weatherization barriers. Please refer to the PWB section earlier in this document for more information.

The Company will continue to collaborate with the Rhode Island Department of Human Services (DHS), the federal [Weatherization Assistance Program](#) (WAP) and the federal [Low Income Home Energy Assistance program](#) (LIHEAP) to create synergy and improve the outcomes of all the programs. The IES Program benefits from leveraging LIHEAP funds, resulting in more customers being served. The amount of funds leveraged is approximately 25 percent 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 (i.e., pre-weatherization barriers or deferred projects), that if not remediated, would prevent a customer from receiving weatherization and/or heating system upgrades. This will allow the Company to coordinate resources and serve more customers. The challenge will still exist with finding commensurate funding to overcome pre-weatherization barriers that allow weatherization work to proceed.

5. Residential New Construction (Electric and Gas)

5.1 Offerings

Design and Construction Assistance

- Energy modeling and design assistance to verify compliance with the Residential New Construction (RNC) Program's requirements and determination of respective incentives.
- In-field training and inspections to verify compliance with the RNC Program requirements and promote efficiency in subsequent projects.

Market Development

- Technical training on high-efficiency and Net (?) 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 Rhode Island Residential Stretch Code.

Incentives

- Whole-home efficiency incentives for buildings based on achieved level of efficiency and number of units.
 - Path to Energy Efficiency incentives ranging from \$200 to \$4,000 per home.
 - Three efficiency tiers, with an entry threshold of 15 percent more efficient than baseline and progressive maximum air leakage requirements.
 - Additional incentive options of \$250-\$1,000 per home for all-electric homes and \$100-\$200 per home for ENERGY STAR certification.
- Path to Zero Energy Ready incentives ranging from \$500-\$1,500 per home in addition to Path to Energy Efficiency.
 - 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 >75 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 are provided to support third-party verification of energy efficiency measures.
- Equipment rebates for qualifying high-efficiency heating, cooling, and hot water equipment.
- Complimentary WaterSense showerheads.

5.2 Eligibility Criteria

The RNC Program is designed to advance the Rhode Island housing market toward Net (?) 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.

5.3 Implementation and Delivery

Design and Construction Assistance, Incentives

The RNC project pipeline is developed primarily through coordination with Rhode Island 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 the RNC Program team (led by a Lead Vendor) 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.

Market Development

The RNC Program identifies opportunities to build necessary market capacities to advance toward Zero Energy Homes and delivers education and outreach programming designed to achieve this goal.

5.4 2024 Program Enhancements and Changes

The RNC Program is designed to advance the Rhode Island housing market toward Zero Energy Homes. In 2024, the Company plans to increase the number of projects achieving advanced building standards and certifications including Zero Net Energy and Passive House. Additional training for builders, homeowners and code officials will be held to make them aware of these certifications and advanced building standards.

Based on the Residential New Construction and Code Compliance Study, the Company will make revisions to the 2024 RNC Program's guidelines to reflect changing baseline assumptions, since meeting the percentage savings targets will become more difficult with these higher baselines. The implementation changes will be determined based on the ongoing User Defined Reference Home study. In order to determine how best to revise the program in response to the updated baseline, RIE is exploring several options for program design that will be modeled, including a pay-for-performance case to encourage all incremental savings and/or an all-electric case.

The Company will continue sponsoring code trainings through the Code Compliance Enhancement Initiative (CCEI) and will claim savings based on the most recent evaluation of this initiative. While code trainings will focus on preparing the workforce for IECC 2024 adoption, the current evaluation of the CCEI is based on prior code versions, and so the Company believes that there is still reasonable justification for claiming the current savings attribution level through this initiative. The CCEI evaluation will be refreshed in future years once IECC 2024 is adopted to update the savings claim accordingly.

In the 2022 Annual Plan, the Company detailed its ongoing research regarding all-electric new construction called “Closing the Gas Gap for All-Electric Homes”. The objective of the assessment was to identify how the Company can promote new construction of all-electric buildings (without a gas connection) through incentives and technical support. The assessment examined high efficiency options for electric appliances. The Company is continuing to review the results of this assessment, together with the Residential New Construction and Code Compliance Study to consider a gradual transition to an all-electric construction offering.

6. Home Energy Reports (Electric and Gas)

6.1 Offerings

The HER Program is a statewide energy efficiency offering that provides benefits for Rhode Island residential customers through the mailing and emailing 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 insights into their energy consumption via the web tools located on the Company’s 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.

6.2 Eligibility Criteria

Most Rhode Island residential Electric and Gas customers are eligible for the 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).

6.3 Implementation and Delivery

The HER Program is administered by a Lead Vendor, a company with subject matter expertise selected by the Company to deliver the program. The Lead Vendor is responsible for maintaining HER distribution groups, tracking data, managing the online portal, and documenting energy savings. The Lead Vendor works with the Company to craft the messaging and delivery of the HERs and works with the Company to introduce additional program enhancements, aligning with the Company’s state-wide comprehensive marketing efforts.

All eligible customers will receive up to six printed versions of the report a year and up to four gas specific reports in the winter season. All customers with email on record will receive up to 12 eHERs a year. The 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.

6.4 2024 Program Enhancements and Changes

In 2024, the HER Program's communications will continue to target specific audiences, such as high energy users and customers with home solar photovoltaic installations.

7. Residential Consumer Products (Electric)

7.1 Offerings

The Residential Consumer Products Program incorporates the Environmental Protection Agency (EPA) ENERGY STAR categories of consumer appliances, select building products, and some energy-saving items not included by the federal agency. The largest savings elements of the Consumer Products Program come from recycling older refrigerators, dehumidifiers, and freezers.

In 2024, the Residential Consumer Products Program will - support:

- Advanced power strips
- Most Efficient Electric Clothes dryers
- Most Efficient Dehumidifiers
- Efficient shower heads
- Most efficient clothes washers and refrigerators
- Low-emissivity storm windows
- Pool pumps
- Recycling (dehumidifiers, freezers, and refrigerators)
- Room air cleaners

- Most Efficient Room Air Conditioners

Consumers can purchase products at a local retailer, online at the [RI Energy Marketplace](#), or through any online retailer (if the product meets product specifications, and there is a receipt). The RI Energy Marketplace is a streamlined portal through which customers can buy efficient products with the rebate already applied, eliminating the need for the customer to apply for the rebate post-sale. Only products that can be installed by the customer (e.g., room air cleaners, water fixtures, dehumidifiers, and advanced power strips) are available on the marketplace.

7.2 Eligibility Criteria

The Residential Consumer Products Program serves all residential customers.

7.3 Implementation and Delivery

There is a Lead Vendor that works with retailers, so that they are knowledgeable about the products and ensure proper signage within the retail stores. The Lead Vendor also helps staff customer outreach events and customer information tables at retailer locations. The program supports a combination of upstream and midstream incentives as well as post-purchase consumer incentives.

The upstream incentive is negotiated with major retailers, manufacturers, and distributors while the midstream incentives are typically offered to distributors who are working with smaller retailers. The incentives encourage retailers, manufacturers, and distributors to support ENERGY STAR products by increasing the on-site stocking levels of highly efficient products. By increasing the availability of the products, providing information on the advantages of ENERGY STAR products, and the offer (or promise) of an incentive, the consumer is more likely to acquire products that they might not normally have purchased.

In 2024, measures offered upstream and midstream are advanced power strips, pool pumps, most efficient refrigerators, and clothes washers and dryers, dehumidifiers, and room air conditioners. Consumer incentives are designed to bring efficient product costs in line with less efficient equipment, thereby encouraging the adoption of the more efficient items.

A rebate processing vendor verifies and processes post-consumer incentives which can be submitted electronically or by traditional mail. This vendor also processes upstream, midstream, and recycling incentives.

The recycling vendor collects refrigerators, freezers and dehumidifiers from customer residences or central recycling locations and transports them to the recycling facility in compliance with the EPA's Responsible Appliance Disposal Program.

7.4 2024 Program Enhancements and Changes

In 2024, the Company will offer most efficient clothes dryers, dehumidifiers, and room air conditioners.

8. Residential High-Efficiency HVAC and Hot Water Programs (Electric and Gas)

8.1 Offerings

The High-Efficiency Heating, Cooling, Ventilation and Hot Water Programs (HVAC and Hot Water Program) promotes and incentivizes the installation of high-efficiency electric and gas equipment through the following rebates and services:

Customer rebates on energy-efficient equipment:

- Boilers
- Combined condensing boilers
- Furnaces
- Triple-paned windows
- Hot water heaters
- Air source heat pumps (central and ductless)
- Air source heat pump water heaters
- Central air conditioners
- Smart thermostats
- Water saving devices
- ECM pumps

Contractor services:

- Quality installation verification
- Contractor training
- Contractor incentives
- Upstream incentives (discount taken at the distributor level)

The HVAC and Hot Water Program is cross promoted through the following programs: EnergyWise, Multifamily, Residential New Construction, and Home Energy Reports Programs. Training elements and best practices of the program are also provided to the IES Program to maintain consistency in contractor skills for accurate sizing, design, installation, and performance verification of high-efficiency HVAC systems.

8.2 Eligibility Criteria

The HVAC and Hot Water Program serves all residential customers. Energy-efficient equipment must be installed by a licensed heating or cooling contractor or plumber.

8.3 Implementation and Delivery

The HVAC and Hot Water 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 and Hot Water Program and provides strategic insight for program improvements.

Contractor training and education is a primary component of the HVAC and Hot Water Program to ensure accurate sizing, design, installation and performance verification of heating, cooling, and hot water equipment and results in energy savings and customer satisfaction.

The Lead Vendor provides regular communication and in-store visits with distributors to provide training and information on the equipment and solicit feedback on customer interactions. The Lead Vendor also ensures distributors have proper promotions and marketing signage within the distribution stores.

The Company and Lead Vendor work with manufacturers to develop special offers, or “flash sales”, to further incentivize customers to participate in the HVAC and Hot Water Program to gain the benefit of the energy savings.

Product channels for ease of customer use and for product adoption:

- HVAC contractors during routine maintenance service, emergency service, or contractors’ marketing communications
- Residential New Construction/Major Renovation energy advisors during project design consultation.
- Upstream and midstream incentives.
- Comprehensive RI Energy marketing channels including emails, HERs, bill inserts, and radio and media advertisements.
- RI Online Marketplace (www.RIEnergyMarketplace.com) offers customers the ability to purchase instant discount rebates on energy-efficient thermostats and water fixtures.
- The program supports a combination of upstream and midstream incentives as well as post-purchase consumer incentives. The upstream and midstream incentives encourage retailers,

distributors, and manufacturers to support ENERGY STAR products 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.

- The HER Program sends communications to electric customers promoting air source heat pumps as an energy efficiency solution.
- The Company markets to all residential customers to make them aware of incentives available for heat pump water heaters and updates HVAC contractors on the offering.

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.

Customers who complete a Home Energy Assessment through the EnergyWise Program can apply for 0 percent HEAT Loan financing for qualified high-efficiency space heating and hot water equipment upgrades.

8.4 2024 Program Enhancements and Changes

The Company plans to coordinate with OER to leverage additional funding opportunities for energy efficiency measures and projects funded through the American Rescue Plan Act (ARPA) and the Inflation Reduction Act (IRA), such as [Clean Heat Rhode Island](#). This program is administered by OER and received \$25 million in ARPA funds to provide financial incentives to residential and C&I customers for the purchase and installation of high efficiency electric heat pumps.

The Company will target electric resistance heat to heat pump upgrades as outlined in the Company's *Electric Resistance Heating to Air Source Heat Pumps: Implementation Plan for the Income Eligible Sector*. The Company was directed by the Public Utilities Commission to develop the Heat Pump Plan to achieve 750 conversions annually by 2025 with 25 percent of those customers served classified as income eligible. In 2024, the Company will make a concerted effort to upgrade income-eligible customers.

In 2024, the Company will add Electronically Commutated Motor (ECM) pumps to the ENERGY STAR HVAC Program. Additionally, the Company plans to retire heat recovery ventilators (a gas measure) and combined condensing boilers from the program.

9. Marketing to Residential Customers

In 2024, the Company will continue to drive participation through two main pathways – targeted programs and broad-based programs. Targeted programs include the Company's retrofit, new construction, and product rebate programs. These programs serve to drive deeper savings to targeted

customer segments and offer a wide array of energy efficiency measures. The Company also reaches broad participation by promoting products upstream and through Home Energy Reports. These broader based programs provide value by reaching a wide and diverse set of customers, helping to provide more customers with access to energy savings, as well as acting as a gateway to drive participation in other Company energy efficiency programs. See the 2022 Year-end Report for further details on participation through 2022.

In 2024, the Company will continue its efforts to reach customers that have never participated in its energy efficiency programs. The residential non-participant study indicated lower awareness of the energy efficiency programs among non-participants. A comprehensive marketing campaign will be deployed in English and Spanish that will educate customers on the availability of the programs. The Company will be specifically focused on five communities with lower participation rates (some towns have participation rates at fewer than 5% of accounts, while other communities have participation rates upward of 30%) and will conduct additional outreach and engagement in those communities. The Company will continue to deliver innovative strategies to increase customer participation and reach customer segments that are historically underrepresented. In 2023, the marketing team promoted equity offerings in the five communities by direct mail. The response rate was robust and allowed the Company to deplete RGGI funds used for no cost moderate income weatherization. This mailing also provided a good pipeline of customers for continue moderate income weatherization with energy efficiency funding. Also, the Company will continue to track participation trends and will again provide a detailed analysis in its 2023 Year-End Report showing additive and cumulative portfolio participation. The Year-End Report also captures energy efficiency spending by zip code where additional spending on programs can be tracked.

Each program described in this Plan seeks to drive customer participation to deliver the benefits of energy efficiency to customers throughout Rhode Island. The Plan is designed to provide equitable access to savings and programs across sectors and market segments. For 2024, the Company will continue to plan and report participation in 'net' terms, which considers free-ridership and spillover, which are commonly referred to as net-to-gross factors. This method of accounting for participants aligns participation numbers with energy savings numbers, which are already recorded in net terms. This approach provides a more accurate connection between energy savings and the number of customers who benefit from efficiency programs. Planned participation estimates are included in Attachment 5 Electric EE Program Tables, Table E-7 and Attachment 6 Gas EE Program Tables, Table G-7.

Table 2 describes the definitions for how Rhode Island Energy projects, tracks, and reports participation in the efficiency programs.

Table 2. Participation Definitions

Fuel	Sector	Program	Participation Unit	
Gas	Commercial & Industrial	Large Commercial New Construction	Unique Billing Account	
		Large Commercial Retrofit	Unique Billing Account	
		Small Business Direct Install	Unique Billing Account	
		C&I Multifamily	Housing Units	
	Income Eligible Residential	Single Family – Income Eligible Services	Unique Billing Account	
		Income Eligible Multifamily	Housing Units	
	Residential	ENERGY STAR® HVAC	Unique Billing Account	
		EnergyWise	Unique Billing Account	
		Multifamily	Housing Units	
		Home Energy Reports	Unique Billing Account	
		Residential New Construction	Housing Units	
	Electric	Commercial & Industrial	Large Commercial New Construction	Unique Billing Account
			Large Commercial Retrofit	Unique Billing Account + Unique Customer names from Upstream Lighting
Small Business Direct Install			Unique Billing Account	
Income Eligible Residential		Single Family – Income Eligible Services	Unique Billing Account	
		Income Eligible Multifamily	Housing Units	
Residential		ENERGY STAR® HVAC	Unique Billing Account	
		EnergyWise	Unique Billing Account	
		Multifamily	Housing Units	
		Home Energy Reports	Unique Billing Account	
		Residential New Construction	Housing Units	
		ENERGY STAR® Products	Number of Rebates	

The Company will estimate the number of unique participants for each program. For some programs such as ENERGY STAR® HVAC, one measure does not necessarily equal one participant. This is because a customer can purchase more than one measure. Therefore, the Company also considers the previous year’s unique accounts to savings ratio to estimate the planned unique participants in 2024. This method allows for a better estimation of unique participants but can make it more difficult to compare planned numbers across years.

The Company plans to introduce a new marketing campaign in 2024, with different visuals and messaging. The concept will be tested with customers before introducing it into the market.

10. Residential Measures and Incentives

Table 3 below lists the planned measures for the electric Residential programs, by program, along with the planned quantities, incentives per quantity, total incentives, and annual and lifetime savings. Table 4 shows planned costs in non-incentive cost categories for each program that are not allocated at the measure level. Table 5 and Table 6 show the same information for the planned Gas program, respectively.

Table 3. Planned Measures for Electric Residential Programs

Table 3. Planned Measures for Electric Residential Programs

Program	Measure	Quantity	Incentive / Quantity	Total Incentives	Net Annual Energy Savings (MWh)	Net Lifetime Energy Savings (MWh)	Net Annual Summer Capacity Savings (kW)	Net Annual Winter Capacity Savings (kW)	Annual Carbon Reductions (Short Tons)	Lifetime Carbon Reductions (Short Tons)
EnergyWise Multifamily	Aerator - Elec	200	\$5.00	\$1,000	6.36	44.53	0.47	1.24	2.51	17.55
	Aerator - Oil	60	\$5.00	\$300	0.00	0.00	0.00	0.00	0.81	5.66
	Aerator - Other	48	\$5.00	\$240	0.00	0.00	0.00	0.00	0.56	3.91
	Air Sealing - Elec	800	\$178.00	\$142,400	18.77	375.36	1.58	1.05	7.40	147.94
	Air Sealing - Elec w/AC	20	\$178.00	\$3,560	1.37	27.46	0.76	0.00	0.54	10.82
	Air Sealing - Oil	35	\$178.00	\$6,230	0.00	0.00	0.00	0.00	5.79	115.72
	CUSTOM CIRCULATOR	2	\$4,800.00	\$9,600	3.61	54.08	0.00	0.00	1.42	21.31
	Heat Pumps	14	\$19,500.00	\$273,000	100.20	2003.96	0.00	0.00	39.49	789.81
	Insulation - Elec w/AC	1150	\$52.50	\$60,375	37.83	945.78	0.00	0.00	14.91	372.75
	Insulation - Oil	100	\$52.50	\$5,250	0.00	0.00	0.00	0.00	39.25	981.21
	Insulation - Other	10	\$52.50	\$525	0.07	1.79	0.00	0.00	0.50	12.52
	Pipe Wrap DHW - Elec	200	\$3.00	\$600	4.17	62.52	0.31	0.81	1.64	24.64
	Pipe Wrap DHW - Oil	30	\$3.00	\$90	0.00	0.00	0.00	0.00	0.30	4.55
	Pipe Wrap DHW - Other	2	\$3.00	\$6	0.00	0.00	0.00	0.00	0.02	0.26
	Programmable Thermostat - Elec w/ AC	850	\$125.00	\$106,250	118.98	2260.56	34.38	17.19	46.89	890.94
	Programmable Thermostat - Oil	20	\$125.00	\$2,500	0.29	5.55	0.08	0.04	1.41	26.83
	Showerhead - Elec	130	\$25.00	\$3,250	26.77	401.51	1.99	5.20	10.55	158.24
	Showerhead - Oil	55	\$25.00	\$1,375	0.00	0.00	0.00	0.00	5.19	77.82
	Showerhead - Other	20	\$25.00	\$500	0.00	0.00	0.00	0.00	1.63	24.43
	Smart Strips	1000	\$23.00	\$23,000	56.80	284.00	5.93	8.79	22.39	111.93
	TSV Showerhead - Elec	30	\$40.00	\$1,200	7.91	118.64	0.59	1.54	3.12	46.76
	TSV Showerhead - Oil	10	\$40.00	\$400	0.00	0.00	0.00	0.00	1.08	16.17
	VFD	9	\$12,000.00	\$108,000	130.77	1699.96	0.00	0.00	51.54	670.00
	EnergyWise Single Family	Aerator, Electric	200	\$7.00	\$1,400	3.76	26.30	0.28	0.73	1.48
Aerator, Oil		220	\$7.00	\$1,540	0.00	0.00	0.00	0.00	1.78	12.47
Aerator, Others		32	\$7.00	\$224	0.00	0.00	0.00	0.00	0.21	1.46
Electric Resistance to MSHP Participant		10	\$4,200.00	\$42,000	61.89	1052.10	0.00	16.58	24.39	414.66
Pipe Insulation, Electric		12750	\$375.00	\$4,781,250	0.00	0.00	0.00	0.00	0.00	0.00
Pipe Insulation, Oil		1260	\$7.00	\$8,820	44.30	664.57	3.30	8.61	17.46	261.92
Pipe Insulation, Others		2310	\$7.00	\$16,170	0.00	0.00	0.00	0.00	42.64	639.65
Pre-weatherization		630	\$7.00	\$4,410	0.00	0.00	0.00	0.00	10.04	150.61
Programmable Thermostat - Elec		650	\$250.00	\$162,500	0.00	0.00	0.00	0.00	0.00	0.00
Programmable Thermostat - Oil		700	\$100.00	\$70,000	79.53	1511.08	20.55	12.69	31.34	595.55
Programmable Thermostat, Oil		2768	\$100.00	\$276,800	38.15	724.76	21.23	0.00	250.45	4758.62
Programmable Thermostat, Others		70	\$100.00	\$7,000	0.96	18.33	0.54	0.00	5.52	104.88
Refrigerator Brush		5250	\$5.00	\$26,250	59.51	297.57	8.46	6.96	23.46	117.28
Showerhead - Elec		800	\$30.00	\$24,000	112.98	1694.63	9.47	0.00	44.53	667.90
Showerhead - Oil		1250	\$30.00	\$37,500	0.00	0.00	0.00	0.00	80.06	1200.86
Showerhead - Other		63	\$30.00	\$1,890	0.00	0.00	0.00	0.00	3.19	47.90
Smart Strip		8925	\$22.00	\$196,350	535.92	2679.58	55.95	82.96	211.22	1056.09
Weatherization, Electric		263	\$3,200.00	\$841,600	183.09	3661.75	51.95	32.09	72.16	1443.19
Weatherization, Oil		1836	\$3,050.00	\$5,599,800	106.93	2138.57	44.63	0.00	1709.90	34197.92
Weatherization, Others		220	\$3,050.00	\$671,000	12.81	256.26	5.35	0.00	177.58	3551.64
WiFi Thermostat - AC Only		10	\$200.00	\$2,000	0.26	2.86	0.14	0.00	0.10	1.13
WiFi Thermostat - Electric		200	\$200.00	\$40,000	22.72	249.95	5.87	3.63	8.96	98.51
WiFi Thermostat - Oil		63	\$200.00	\$12,600	0.87	9.55	0.48	0.00	7.56	83.20
WiFi Thermostat - Others		21	\$200.00	\$4,200	0.29	3.18	0.16	0.00	2.19	24.12
Home Energy Reports	Existing Dual Fuel	155680	\$0.00	\$0.00	15044.83	15044.83	2068.66	3197.03	5929.55	5929.55
	Existing Electric	94515	\$0.00	\$0.00	5815.18	5815.18	799.59	1235.73	2291.91	2291.91

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	New Movers Dual Fuel New Movers Electric	16745 9635	\$0.00 \$0.00	\$0.00 \$0.00	1649.89 848.89	1649.89 848.89	226.86 116.72	350.60 180.39	650.26 334.57	650.26 334.57
Residential Consumer Products	Advanced Power Strips - Tier 2	100	\$35.00	\$3,500	14.09	70.46	1.47	2.18	5.55	27.77
	Clothes Washer Most Efficient	125	\$25.00	\$3,125	29.86	418.08	2.01	2.25	11.77	164.78
	Dehumidifier	1200	\$40.00	\$48,000	47.91	814.44	9.04	1.87	18.88	320.99
	Dehumidifier Recycling	1200	\$35.00	\$42,000	200.29	801.17	14.12	2.93	78.94	315.76
	Dryer Most Efficient	125	\$25.00	\$3,125	13.69	219.09	1.77	2.28	5.40	86.35
	EnergyStar Dryer	700	\$60.00	\$42,000	57.66	922.52	7.52	9.70	22.72	363.59
	Freezer Recycling	350	\$50.00	\$17,500	109.52	876.15	13.95	10.43	43.16	345.31
	Low E Storm Windows, electric heat	40	\$25.00	\$1,000	8.79	175.87	2.33	1.37	3.47	69.32
	Low E Storm Windows, other heat	40	\$25.00	\$1,000	0.19	3.84	0.05	0.03	2.42	48.50
	Low Flow Showerhead w/ TSV - Elec	55	\$15.00	\$825	10.60	158.94	0.79	2.06	4.18	62.64
	Low Flow Showerhead w/ TSV - Oil	55	\$15.00	\$825	0.00	0.00	0.00	0.00	4.56	68.38
	Low Flow Showerhead w/ TSV - Other	55	\$15.00	\$825	0.00	0.00	0.00	0.00	3.53	52.93
	Pool pump (variable)	500	\$500.00	\$250,000	571.38	3428.28	330.41	0.00	225.20	1351.17
	Refrigerator Most Efficient	425	\$25.00	\$10,625	30.50	366.05	4.34	3.57	12.02	144.27
	Refrigerator Recycling	3100	\$95.00	\$294,500	1261.58	5046.33	179.40	147.61	497.22	1988.88
	Room AC (10.8)	450	\$40.00	\$18,000	9.07	108.86	4.73	0.00	3.58	42.91
	Room air cleaners	800	\$45.00	\$36,000	191.15	1720.37	36.05	7.47	75.34	678.04
	Smart Strips	4500	\$10.00	\$45,000	352.11	1760.54	36.76	54.51	138.77	693.87
	Thermostatic Shutoff Valve - Elec	50	\$11.50	\$575	2.88	43.13	0.21	0.56	1.13	17.00
	Thermostatic Shut-off Valve - Oil	50	\$11.50	\$575	0.00	0.00	0.00	0.00	1.31	19.64
Thermostatic Shut-off Valve - Other	50	\$11.50	\$575	0.00	0.00	0.00	0.00	1.00	14.99	
Tricklestar Keyboard	50	\$25.00	\$1,250	2.74	13.69	1.01	1.50	1.08	5.40	
Residential HVAC	CENTRAL AC	125	\$50.00	\$6,250	24.41	366.19	13.59	0.00	9.62	144.32
	Central Heat Pump	125	\$350.00	\$43,750	167.69	3353.88	21.95	33.88	66.09	1321.85
	CoolSmart AC QIV ES	40	\$0.00	\$0.00	1.47	26.40	0.82	0.00	0.58	10.41
	CoolSmart HP Digital Check	75	\$175.00	\$13,125	21.80	108.98	2.06	4.90	8.59	42.95
	CoolSmart HP QIV ES	60	\$0.00	\$0.00	14.50	261.03	1.30	3.28	5.72	102.88
	ECM Pumps	4100	\$100.00	\$410,000	308.32	6166.40	0.00	89.88	121.52	2430.33
	Electric Resistance to MSHP	858	\$4,000.00	\$3,432,000	5085.23	86448.96	0.00	1362.43	2004.22	34071.70
	HPWH, Electric - <55 gallon	25	\$600.00	\$15,000	39.90	518.65	3.25	5.94	14.54	188.98
	HPWH, Electric - >55 gallon, UEF 2.70	195	\$150.00	\$29,250	65.45	850.85	2.98	5.45	25.80	335.34
	Mini Split Heat Pump QIV	370	\$100.00	\$37,000	30.45	517.67	2.47	6.65	12.00	204.03
	MiniSplit HP	1335	\$350.00	\$467,250	682.42	11601.12	52.99	121.67	268.96	4572.29
	WiFi programmable thermostat with cooling (oil)	1500	\$75.00	\$112,500	95.63	1051.97	25.99	0.00	371.22	4083.37
	Window -Electric Resistance	25	\$75.00	\$1,875	3.14	53.45	1.03	1.34	1.24	21.07
	Window -Heat Pump	25	\$75.00	\$1,875	1.66	28.15	0.44	0.26	0.65	11.10
	Window -Oil	25	\$75.00	\$1,875	0.17	2.86	0.09	0.00	1.23	20.83
Window -Propane	25	\$75.00	\$1,875	0.17	2.86	0.09	0.00	1.07	18.14	
Residential New Construction	Clothes Washer	130	\$0.00	\$0.00	4.21	46.35	1.63	1.82	1.66	18.27
	CODES AND STANDARDS	1	\$0.00	\$0.00	248.40	2980.76	0.00	0.00	97.90	1174.79
	Cooling - Tier 1	106	\$0.00	\$0.00	10.17	254.20	0.46	0.00	4.01	100.19
	Cooling - Tier 2	102	\$0.00	\$0.00	10.58	264.50	0.49	0.00	4.17	104.25
	Cooling - Tier 3	13	\$0.00	\$0.00	1.66	41.41	0.14	0.00	0.65	16.32
	CP - Cooling	13	\$0.00	\$0.00	1.94	48.46	0.51	0.00	0.76	19.10
	CP - DHW	13	\$0.00	\$0.00	4.88	73.22	0.00	0.00	1.92	28.86
	CP - Heating	13	\$380.00	\$4,940	17.11	427.73	0.00	5.51	15.15	378.79
	DHW - Tier 1	106	\$0.00	\$0.00	3.39	50.92	0.80	0.00	1.34	20.07
	DHW - Tier 2	102	\$0.00	\$0.00	3.34	50.03	2.30	0.00	1.31	19.72
	DHW - Tier 3	13	\$0.00	\$0.00	0.46	6.83	0.32	0.00	0.18	2.69
	Dishwasher	358	\$0.00	\$0.00	1.26	13.82	0.14	0.15	0.50	5.45
	Heating - Tier 1	106	\$974.00	\$103,244	54.23	1355.65	0.00	3.03	36.53	913.18
	Heating - Tier 2	102	\$1,678.00	\$171,156	115.62	2890.55	0.00	6.63	78.84	1970.99
	Heating - Tier 3	13	\$4,090.00	\$53,170	21.71	542.75	0.00	2.30	15.67	391.70
	Refrigerators	488	\$0.00	\$0.00	22.76	273.15	2.61	2.92	8.97	107.65
	Renovation Rehab - Cooling Tier 1, Elec	26	\$0.00	\$0.00	10.00	250.08	1.05	3.91	43.59	1089.81
	Renovation Rehab - Cooling Tier 2, Elec	33	\$0.00	\$0.00	51.60	1289.92	1.00	3.71	35.25	881.37
	Renovation Rehab - Cooling Tier 3, Elec	3	\$0.00	\$0.00	6.28	157.02	0.47	1.75	2.48	61.88
	Renovation Rehab - DHW Tier 1, Elec	26	\$0.00	\$0.00	10.00	150.05	1.05	3.91	43.60	654.07
	Renovation Rehab - DHW Tier 2, Elec	33	\$0.00	\$0.00	51.60	773.95	1.00	3.71	35.26	528.89
	Renovation Rehab - DHW Tier 3, Elec	3	\$0.00	\$0.00	6.28	94.21	0.47	1.75	2.48	37.13
	Renovation Rehab - Heating Tier 1, Elec	26	\$990.00	\$25,740	10.00	250.08	1.05	3.91	43.74	1093.53
	Renovation Rehab - Heating Tier 2, Elec	33	\$1,672.00	\$55,176	51.60	1289.90	1.00	3.71	35.31	882.76
	Renovation Rehab - Heating Tier 3, Elec	3	\$2,907.00	\$8,721	6.28	157.01	0.47	1.75	2.48	61.88
Renovation Rehab CP - Cooling, Elec	3	\$0.00	\$0.00	2.11	52.67	0.04	0.14	0.83	20.76	
Renovation Rehab CP - DHW, Elec	3	\$0.00	\$0.00	2.11	52.67	0.04	0.14	0.83	20.76	
Renovation Rehab CP - Heating, Elec	3	\$380.00	\$1,140	2.11	52.67	0.04	0.14	0.83	20.76	
Showerheads	13	\$0.00	\$0.00	3.13	46.92	0.45	0.77	1.23	18.49	
Income Eligible Single Family	Basic Educational Measures	2000	\$180.00	\$360,000	42.00	210.00	4.38	6.50	16.55	82.77
	Dehumidifier Rebate	475	\$375.00	\$178,125	232.47	3951.91	43.84	9.09	91.62	1557.54
	Domestic Hot Water Measure, Oil	15	\$20.00	\$300	0.00	0.00	0.00	0.00	1.09	14.13
	Early Retirement Clothes Washer Elec DHW & Elec Dryer	120	\$870.00	\$104,400	70.56	987.84	9.34	9.91	27.81	389.33
	Early Retirement Clothes Washer Elec DHW & Gas Dryer	5	\$870.00	\$4,350	1.54	21.49	0.20	0.22	0.89	12.40
	Early Retirement Clothes Washer Gas DHW & Elec Dryer	200	\$870.00	\$174,000	65.40	915.60	8.65	9.18	40.75	570.52
	Early Retirement Clothes Washer Gas DHW & Gas Dryer	120	\$870.00	\$104,400	5.52	77.28	0.73	0.78	17.90	250.61
	Early Retirement Clothes Washer Oil DHW & Elec Dryer	180	\$870.00	\$156,600	58.86	824.04	7.79	8.26	41.75	584.44
	Early Retirement Clothes Washer Propane DHW & Elec Dryer	15	\$870.00	\$13,050	4.91	68.67	0.65	0.69	3.27	45.75

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	Heating System Retrofit - Boiler, Oil	150	\$7,300.00	\$1,095,000	1.50	34.50	0.00	0.34	94.78	2179.85
	Heating System Retrofit - Boiler, Other	3	\$7,300.00	\$21,900	0.05	1.10	0.00	0.01	1.67	38.32
	Heating System Retrofit - Furnace, Oil	25	\$7,300.00	\$182,500	0.25	4.25	0.00	0.06	15.80	268.53
	Heating System Retrofit - Furnace, Other	6	\$7,300.00	\$43,800	0.10	1.63	0.00	0.02	3.33	56.65
	HP Water Heaters	3	\$2,131.00	\$6,393	5.14	77.04	0.15	0.28	2.15	32.26
	MSHP - Electric Resistance	120	\$17,500.00	\$2,100,000	785.88	13359.96	0.00	210.55	309.73	5265.49
	Replacement Freezer	150	\$615.00	\$92,250	49.95	599.40	6.36	4.76	19.69	236.24
	Replacement Refrigerator	1350	\$1,260.00	\$1,701,000	630.45	9456.75	89.65	73.76	248.48	3727.14
	Smart Strips	2300	\$20.00	\$46,000	179.97	899.83	18.79	27.86	70.93	354.65
	Weatherization, Del Fuel	230	\$5,500.00	\$1,265,000	21.85	437.00	5.71	3.53	249.31	4986.13
	Weatherization, Electric	120	\$5,500.00	\$660,000	147.72	2954.40	38.76	23.94	58.22	1164.40
	Weatherization, Other	20	\$5,500.00	\$110,000	1.86	37.20	1.07	0.50	17.41	348.26
	Wi-Fi Thermostat - AC Only	25	\$275.00	\$6,875	1.61	17.71	0.79	0.00	0.63	6.98
	Wi-Fi Thermostat - Oil	30	\$275.00	\$8,250	0.54	5.94	0.32	0.00	6.95	76.46
	Wi-Fi Thermostat - Other	5	\$275.00	\$1,375	0.09	0.99	0.05	0.00	1.00	11.05
	Window AC Replacements	2225	\$480.00	\$1,068,000	157.98	1895.70	82.37	0.00	62.26	747.14
Income Eligible Multifamily	Aerator - Electric	120	\$5.00	\$600	4.10	28.73	0.31	0.80	1.62	11.32
	Aerator - Oil	70	\$5.00	\$350	0.00	0.00	0.00	0.00	1.01	7.10
	Air Sealing - Elec	50	\$70.00	\$3,500	5.05	100.90	0.00	0.00	1.99	39.77
	Air Sealing - Elec w/AC	50	\$70.00	\$3,500	5.05	100.94	1.25	0.83	1.99	39.78
	Air Sealing - Oil	11	\$70.00	\$770	0.00	0.00	0.00	0.00	2.67	53.48
	Air Sealing - Other	6	\$70.00	\$420	0.00	0.00	0.00	0.00	0.00	0.00
	Custom	2	\$300,000.0	\$600,000	121.70	1825.50	0.00	0.00	47.97	719.48
	CUSTOM CIRCULATOR	3	\$8,000.00	\$24,000	8.32	124.74	0.00	0.00	3.28	49.16
	Heat Pumps	6	\$300,000.0	\$1,800,000	658.11	13162.20	0.00	0.00	259.38	5187.55
	Insulation - Elec with AC	100	\$230.00	\$23,000	13.23	330.75	0.00	0.00	5.21	130.36
	Insulation - Oil	112	\$230.00	\$25,760	0.00	0.00	0.00	0.00	64.64	1616.12
	Insulation - Other	11	\$230.00	\$2,530	0.00	0.00	0.00	0.00	0.76	19.11
	Programmable Thermostat - Elec with AC	74	\$125.00	\$9,250	19.54	371.32	4.84	3.22	7.70	146.35
	Showerhead - Elec	130	\$25.00	\$3,250	28.78	431.73	2.14	5.60	11.34	170.16
	Showerhead - Oil	30	\$25.00	\$750	0.00	0.00	0.00	0.00	3.04	45.64
	Showerhead - Other	20	\$25.00	\$500	0.00	0.00	0.00	0.00	1.75	26.27
	Smart Strips	196	\$23.00	\$4,508	15.90	79.52	1.66	2.46	6.27	31.34
	TSV Showerhead - Elec	15	\$40.00	\$600	4.25	63.79	0.32	0.83	1.68	25.14
	TSV Showerhead - Oil	5	\$40.00	\$200	0.00	0.00	0.00	0.00	0.58	8.69
	TSV Showerhead - Other	5	\$40.00	\$200	0.00	0.00	0.00	0.00	0.53	7.98
	VFD	13	\$28,000.00	\$364,000	170.17	2552.51	0.00	0.00	67.07	1006.01

Table 4. Shared and Other Costs for Electric Residential Programs

Table 4. Shared and Other Costs for Electric Residential Programs

Program	Program Planning & Administration	Marketing	Sales, Tech Assist & Training	Evaluation & Market Research
Residential New Construction	\$122,271	\$24,339	\$590,485	\$48,330
Residential HVAC	\$357,506	\$282,065	\$846,162	\$59,173
EnergyWise Single Family	\$449,347	\$362,405	\$1,810,692	\$178,295
EnergyWise Multifamily	\$116,110	\$68,719	\$165,744	\$16,265
Home Energy Reports	\$28,116	\$13,412	\$2,053,174	\$19,824
Residential Consumer Products	\$113,882	\$432,019	\$696,672	\$24,935
Income Eligible Single Family	\$360,750	\$135,739	\$1,903,670	\$127,395
Income Eligible Multifamily	\$231,587	\$15,057	\$549,050	\$56,328

Table 5. Planned Measures for Gas Residential Programs

Table 5. Planned Measures for Gas Residential Programs

Program	Measure	Quantity	Incentive / Quantity	Total Incentives	Total Annual Gas Savings (MWh)	Total Lifetime Gas Savings (MWh)	Annual Carbon Reductions (Short Tons)	Lifetime Carbon Reductions (Short Tons)
EnergyWise Multifamily	Air Sealing	1330	\$355.00	\$472,150.00	1356.60	27132.00	79.36	1587.22
	Demand Circulator	1	\$1,800.00	\$1,800.00	116.50	1747.50	6.82	102.23
	Duct Insulation, MF	95	\$3.00	\$285.00	3.41	85.15	0.20	4.98
	Duct Sealing	190	\$84.00	\$15,960.00	0.14	2.87	0.01	0.17
	Faucet aerator	475	\$7.00	\$3,325.00	79.52	556.61	4.65	32.56
	Heating, Custom	3	\$28,200.00	\$84,600.00	740.70	11110.50	43.33	649.96
	Low Flow Showerhead - Showerhead	190	\$25.00	\$4,750.00	206.74	3101.09	12.09	181.41
	Low Flow Showerhead - w/TSV	33	\$40.00	\$1,320.00	38.95	584.18	2.28	34.17
	MF Shell Insulation	3420	\$138.00	\$471,960.00	2093.04	52326.00	122.44	3061.07
	Pipe Wrap (Water Heating)	95	\$3.00	\$285.00	11.93	178.91	0.70	10.47
	Programmable thermostat	475	\$125.00	\$59,375.00	358.74	6816.13	23.72	450.68
	Wi-Fi programmable thermostat (controls gas heat only)	47	\$295.00	\$13,865.00	54.43	598.71	3.47	38.21

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EnergyWise Single Family	Aerator	725	\$7.00	\$5,075.00	77.59	543.11	4.54	31.77	
	Participants (Unique Account Numbers)	2200	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
	Pipe Wrap	5150	\$7.00	\$36,050.00	1181.00	8266.99	69.09	483.62	
	Programmable thermostat	1850	\$100.00	\$185,000.00	2221.11	42201.09	141.35	2685.71	
	Showerhead	1000	\$30.00	\$30,000.00	848.48	12727.26	49.64	744.54	
	Weatherization	2250	\$3,900.00	\$8,775,000.00	27436.50	548730.00	1661.52	33230.46	
	WiFi thermostat	75	\$200.00	\$15,000.00	106.80	1174.81	6.66	73.21	
Home Energy Reports	Existing Dual Fuel	112021	\$0.00	\$0.00	69049.74	69049.74	4039.41	4039.41	
	Existing Gas	17470	\$0.00	\$0.00	11089.96	11089.96	648.76	648.76	
	New Movers Dual Fuel	10042	\$0.00	\$0.00	5523.10	5523.10	323.10	323.10	
Residential HVAC	Combo Condensing Boiler/Water Heater - 95% AFUE	600	\$1,000.00	\$600,000.00	5356.26	123193.98	313.34	7206.85	
	ENERGY STAR ON DEMAND WATER HEATER 0.87 UEF	290	\$600.00	\$174,000.00	1571.22	29853.18	88.11	1674.13	
	ENERGY STAR STORAGE WATER HEATER .64 UEF (med draw)	20	\$75.00	\$1,500.00	38.70	348.30	2.00	18.01	
	Forced Hot Water Boiler - >=95% AFUE	240	\$800.00	\$192,000.00	1959.38	35268.91	114.62	2063.23	
	Furnace w/ ECM - 97% AFUE	150	\$550.00	\$82,500.00	492.14	8366.30	28.79	489.43	
	Low Flow Showerhead	300	\$7.00	\$2,100.00	305.79	4586.87	17.89	268.33	
	Programmable Thermostat	120	\$25.00	\$3,000.00	215.36	4091.89	12.60	239.38	
	Thermostatic Shut-Off Valve	40	\$11.00	\$440.00	12.91	193.67	0.76	11.33	
	Triple Pane Windows	10	\$75.00	\$750.00	5.76	97.92	0.36	6.18	
	TSV Showerhead	40	\$15.00	\$600.00	41.45	621.78	2.42	36.37	
	WiFi Thermostat, Gas - Cooling and Heating	125	\$75.00	\$9,375.00	302.37	3326.03	18.46	203.03	
	WiFi Thermostat, Gas - Heat Only	425	\$75.00	\$31,875.00	1028.05	11308.50	60.14	661.55	
	Residential New Construction	CODES AND STANDARDS	1	\$0.00	\$0.00	1507.21	16579.36	88.17	969.89
		Cooling - Tier 1	70	\$0.00	\$0.00	0.00	0.00	0.00	0.00
Cooling - Tier 2		88	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
Cooling - Tier 3		9	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
CP - Cooling		9	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
CP - Heating		9	\$310.00	\$2,790.00	78.03	1950.75	4.56	114.12	
Heating - Tier 1		70	\$1,050.00	\$73,500.00	459.38	11484.38	26.87	671.84	
Heating - Tier 2		88	\$1,975.00	\$173,800.00	728.64	18216.00	42.63	1065.64	
Heating - Tier 3		9	\$2,300.00	\$20,700.00	99.77	2494.13	5.84	145.91	
Renovation Rehab - Cooling Tier 1, Gas		18	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
Renovation Rehab - Cooling Tier 2, Gas		22	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
Renovation Rehab - Cooling Tier 3, Gas		2	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
Renovation Rehab - Heating Tier 1, Gas		18	\$1,050.00	\$18,900.00	96.88	2421.90	5.67	141.68	
Renovation Rehab - Heating Tier 2, Gas		22	\$1,450.00	\$31,900.00	219.40	5485.04	12.83	320.87	
Renovation Rehab - Heating Tier 3, Gas		2	\$2,535.00	\$5,070.00	26.72	667.92	1.56	39.07	
Renovation Rehab CP - Cooling, Gas		2	\$0.00	\$0.00	0.00	0.00	0.00	0.00	
Renovation Rehab CP - DHW, Gas		2	\$50.00	\$100.00	1.03	15.46	0.06	0.90	
Renovation Rehab CP - Heating, Gas		2	\$310.00	\$620.00	12.51	312.80	0.73	18.30	
Showerhead		25	\$0.00	\$0.00	8.98	134.73	0.53	7.88	
Income Eligible Single Family		Boiler	150	\$6,127.00	\$919,050.00	1185.00	27255.00	70.27	1616.17
	Furnace	45	\$6,127.00	\$275,715.00	355.50	6043.50	21.08	358.37	
	Weatherization	350	\$6,127.00	\$2,144,450.00	4340.00	86800.00	266.72	5334.38	
	Wi-Fi Thermostat, Gas	40	\$265.00	\$10,600.00	111.60	1227.60	6.84	75.28	
Income Eligible Multifamily	Air Sealing	49	\$785.00	\$38,465.00	160.37	3207.43	9.38	187.63	
	Custom	44	\$15,900.00	\$699,600.00	2594.17	38912.48	151.76	2276.38	
	Faucet aerator	392	\$5.00	\$1,960.00	70.56	493.92	4.13	28.89	
	HEATING_Custom_LI	11	\$135,000.00	\$1,485,000.00	5956.50	89347.50	348.46	5226.83	
	Insulation	637	\$325.00	\$207,025.00	750.55	18763.83	43.91	1097.68	
	Low Flow Showerhead - Showerhead	112	\$25.00	\$2,800.00	131.04	1965.60	7.67	114.99	
	Pipe Wrap (Water Heating)	98	\$3.00	\$294.00	13.23	198.45	0.77	11.61	
	Programmable thermostat	490	\$125.00	\$61,250.00	698.25	13266.75	46.17	877.19	

Table 6. Shared and Other Costs for Gas Residential Programs

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Program	Program Planning & Administration	Marketing	Sales, Tech Assist & Training	Evaluation & Market Research
Residential New Construction	\$57,899	\$2,239	\$174,560	\$16,987
Residential HVAC	\$83,066	\$209,495	\$104,257	\$19,290
EnergyWise Single Family	\$270,881	\$64,507	\$1,390,827	\$93,336
EnergyWise Multifamily	\$66,432	\$51,497	\$183,264	\$7,214
Home Energy Reports	\$4,413	\$0	\$347,289	\$2,296
Income Eligible Single Family	\$166,499	\$22,824	\$840,157	\$56,787
Income Eligible Multifamily	\$111,162	\$9,264	\$415,663	\$40,435

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