



Empowering you to make
smart energy choices

Connecticut Technical Advisory Committee

EVERSOURCE



Part of the AVANGRID Family

Update on Energy Efficiency

Suspended in-home or on-premise service until 5/20

Vendor Communications and Support

- Created FAQs
 - COVID-19 impact on programs
 - Information on federal and state assistance program
 - Supported joint webinars which summarize these federal and state assistance programs
 - Supporting CTAC working group with DEEP
 - Supporting Public Input Sessions (DEEP CT)



Residential/Commercial

- Progress payment / partial payments for measures installed and/or percent complete
- Extended/relaxed rebate deadlines
- Still processing rebate applications
- Continue to review/approve projects in the pipeline short of in-home and on-premise services
- Developing enhanced offerings for when full program activity resumes (i.e., increased incentives for heat pumps, insulation)
- Virtual inspections (vs. on-site inspections) – videos, pictures, etc.
- Virtual assessments
- Administration fee for HES/HES-IE

Virtual Visit

- The Companies have been designing and recently began piloting a virtual Home Energy Solutions (“HES”) visit to test the designed process and capability. The Companies believe this virtual HES visit will provide an opportunity for HES vendors to engage with customers who have already expressed an interest in an on-site HES assessment while on-site assessments have been suspended due to the Covid-19 pandemic.
 - The Companies also believe that the virtual HES visit could be a useful tool to the Companies and the HES vendors once on-site HES assessments can resume. We hypothesize that these virtual visits could:
 - Provide pre-screening of the home, allowing the HES vendor and customer to be better prepared for a more efficient visit
 - Potentially identify health and safety barriers in advance of the on-site assessment, thus reducing the need for a second visit
 - Better ascertain the opportunity and scope of work so the optimum crew compliment and or the length of scheduled visit time is more precise. This could result in more efficient scheduling and perhaps more efficient utilization of existing technician resources.

Virtual Visit

- Customers participating in the virtual HES visit are eligible to receive the following:
 - Instant savings opportunities for products that can easily be installed by the customer such as LED lighting and advanced power strips.
 - The Technician will identify insulation upgrade opportunities, air sealing, duct sealing and to the extent possible health and safety barriers.
 - Customers with potential for air sealing and duct sealing will receive these direct install HES services as well as the installation of domestic hot water measures such as faucet aerators, low-flow showerheads and hot water pipe insulation during a subsequent on-site visit. Any additional lighting retrofit opportunities will also be addressed. The co-pay would be waived for this on-site service visit.
 - During the virtual HES visit, the Technician will identify potential opportunities for upgrades to mechanical equipment (heating, air conditioning, hot water, etc.) and appliances.
 - The customer will be emailed a virtual HES visit energy report that discusses the opportunities identified during the virtual HES visit
 - Upon completion of the virtual HES visit, customers who are recommended to upgrade their insulation, will receive a rebate offer for the installation of insulation of \$2.20 per square foot or 100% of the insulation installation cost, which ever is less.

Virtual Visits have been successful

- Pilot residential assessment conducted on April 8 in CT
 - Training delivered to 3 Vendors
 - Vendors contacting customers impacted by COVID-19
 - Cancelled or rescheduled



C&I Virtual Visits

- We are actively utilizing virtual and remote methods to satisfy pre and post inspection requirements.
- Planning to release virtual SBEA visit process that enables vendors to conduct virtual audits for businesses
- Participating customers will be provided with a self-installation kit of instant savings measures such as aerators, screw-in lamps, showerheads, and spray valves.
- Initially, the Companies will focus on micro businesses, which typically use less than 250,000 kWh annually



Enhanced Training & Workforce Development

Organized four state training plan for residential and commercial contractors

- On-line learning modules
- Joint with CT, MA, NH and RI and their program administrators

Training plan has been successful with many technicians registering for and completing training

Residential Training – Phase 1

AVAILABLE TO OFFICE:

- ***BPI Building Science Principles (12 BPI CEU)**

This course covers all the basics of building science as well as the business perspective to help you succeed in the home performance industry.

AVAILABLE TO FIELD STAFF:

- **OSHA Attics and Crawl Spaces (4 BPI CEU)**

This course reviews OSHA's standard for construction work in confined spaces (Subpart AA of 29 CFR 1926) in an engaging multimedia presentation

- ***BPI Building Analyst (8 BPI CEU)**

Learn how to perform a comprehensive energy audit and provide recommendations to save energy, improve comfort and increase a home's safety and durability.

- ***BPI Building Envelope (7 BPI CEU)**

Learn how to resolve problems related to the building shell, such as moisture, ice dams, mildew and drafts.

- ***BPI Infiltration and Duct Leakage (4 BPI CEU)**

Learn the principles of air movement and causes of air leaks, how ventilation relates to overall air leakage in a home, and ventilation system requirements.

- **ResCaz 3D Combustion Appliance Safety Simulation (10 BPI CEU)**

Master combustion appliance safety with an immersive, life-like training simulation. Just like playing a video game!

*On-line training and materials only.

C&I Training – Phase 1

- Phase 1 of the complimentary C&I online training platform launched in CT last week
- We launched two training opportunities
 - 8 module series on Networked Lighting Controls offered by the Design Lights Consortium
 - Access to the on-demand Building Operator Certification Technical Webinar Library offered through the Northeast Energy Efficiency Council
- CEUs are offered for successful completion of certain aspects of the training

On-line Training Next Steps

- Survey is in development
 - CT, MA, NH & RI
 - Feedback from Contractors & Participating Trainees
- Results of the Survey will Inform next Phase

Administration Fees

- **HES**
 - Based on completed and invoiced project activity from 1/1/20 to 2/29/20
 - Based on second site visit fee of \$70.67 / project
 - Average number of projects times \$70.67
 - Minimum of \$500/week
 - Companies will provide information to the Vendors based on their work with EDCs
 - Vendor can invoice bi-weekly based on their existing PO.
 - Invoices start from the 1st week of suspension and will end when the Executive Order ends and/or in-home services are no longer suspended
- **HES-IE**
 - Used same structure as above



Questions & Answers