

December 31, 2019

**CT GENERAL STATUTES – SECTION 16-245m(d)
2019-2021 CONSERVATION AND LOAD MANAGEMENT PLAN**

Notice of Opportunity for Public Comment

The Connecticut Department of Energy and Environmental Protection (DEEP) hosted a public informational meeting on December 12, 2019 and offered a public comment period through December 18, 2019 regarding the proposed 2020 Plan update, dated November 1, 2019 of the *2019-2021 Conservation and Load Management Plan: Connecticut's Energy Efficiency and Demand Management Plan*". This Plan was submitted by Eversource Energy (Eversource), The United Illuminating Company (UI), Connecticut Natural Gas Corporation (CNG) and The Southern Connecticut Gas Company (SCG), (collectively, the utilities) pursuant to Connecticut General Statutes section 16-245m, in consultation with the Connecticut Energy Conservation and Management Board (aka the Connecticut Energy Efficiency Board or the EEB).

The [2020 Plan Update](#), [2019-2021 Conservation and Load Management Plan](#) and related information is available at DEEP's Energy Efficiency webpage:
https://www.ct.gov/deep/cwp/view.asp?a=4405&Q=490116&deepNav_GID=2121

In follow up to the public informational meeting, DEEP requests written responses to the following questions (these questions are directed primarily to the utilities but other stakeholders are welcome to also submit comments, particularly with respect to the Evaluation and Fuel Switching questions below):

Home Energy Solutions – Income Eligible (HES-IE)

1. Provide the following data:
 - a. Number of HES-IE homes served (2017, 2018);
 - b. Number of HES-IE homes that received insulation (2017, 2018);
 - c. Percentage of homes in 2017 and 2018 that received a recommendation to improve insulation;
 - d. Percentage of homes where it was not cost-effective to pay the full cost of the insulation;
 - e. Average percentage of insulation project cost covered by incentive; and
 - f. Provide information on incentives in the region for insulation and rates of adoption (New England and New York).
 - i. Provide recommendations as to how the utilities could cover the full cost of insulation for a higher percentage of homes, and existing barriers to doing so.

2. Provide HES-IE application, eligibility guidelines, and vendor instructions
 - a. Note other ways the utilities qualify customers (i.e., food stamps, vouchers, etc.)
3. Provide a discussion regarding potential privacy concerns and consumer protection concerns related to sharing census tract data with HES-IE vendors, and how those concerns could be addressed.
4. Provide a methodology to track and report on energy efficiency measures installed through Posigen and provide costs comparisons between the two delivery mechanisms.

Home Energy Solutions (HES)

1. Provide an update on the Heat Pump Pilot, barriers to date, and recommendations for overcoming those barriers;
2. Describe issues with controls on heating systems– what are the costs and benefits of controls and barriers the Companies have encountered to including controls in heat pump incentives
3. Provide the number of electric resistance heating customers in each service territory, barriers to conversion of those customers to heat pumps, and a plan for accelerating those conversions;
4. Provide information on the heat pump incentives in the region (New England and New York) and rates of adoption at those incentive levels.
5. Discuss appropriate heat pump rebates to incentivize adoption in Connecticut, by fuel type, and barriers to adoption.
6. Provide the number of geothermal systems incentivized and summary of barriers to adoption of geothermal technology;
7. Provide HES insulation rebate levels and requirements (e.g., enhanced incentive if insulation installed by a BPI certified contractor, etc.);
8. Provide number of HES customers that received insulation recommendations and number of customers that received rebates (2017, 2018);
9. Provide the number and/or percentage of HES vendors which have in-house vs. subcontracted insulation services;
10. Provide updated barriered homes report for HES and HES-IE customers; and

Demand Response Programs

1. Provide a table for residential and commercial DR technologies including the following data:
 - a. Sector;
 - b. Technology;
 - c. Number of 2019 participants;
 - d. Rebate levels;
 - e. Program requirements;
 - f. Summer kW (Y/N);
 - g. Winter kW (Y/N);
 - h. Indicate opt-in/out;
 - i. Specify override penalty; and
 - j. Indicate if generators can participate.
2. Provide:
 - a. Number of times the utilities dispatched assets;
 - b. Opt-out rate during each dispatch events;

- c. Number of DR Wi-Fi customers that received HES/HES-IE services;
 - d. Description of the value proposition that HES vendors are communicating to HES and HES-IE customers; and
 - e. For the HES-IE customers that had smart thermostats installed, how many had their thermostats installed to also control their central A/C.
3. Describe current co-marketing between HES/HES-IE and smart thermostat customers
 - a. Describe the integration of smart thermostats with HES-IE; and
 - b. Describe how smart thermostat purchases will be leveraged to promote HES/HES-IE
 4. Describe proposed plans for electric vehicle (EV) managed charging or other incentives and methods for encouraging increased EV adoption and managed charging within the C&LM Plan.
 5. Provide a description of any proposed battery storage or EV managed charging pilot concepts.

Evaluation

1. Provide written comments on recommendations for modifying the evaluation process to improve the value of the evaluation studies.
2. Provide written comments on how changes to the evaluation process could benefit program design and implementation.
3. Provide written comments on how evaluation studies can produce more timely results and information.

Fuel Switching

1. Provide information on any legal or policy barriers to incentivizing fuel switching in the C&LM Plan.

Green Bank

1. Provide written comments on the outlook of the Residential Solar Investment Program, particularly with respect to how it may impact HES vendors.
2. Provide written comments on the number of PosiGen Solar + Efficiency jobs, the number of times additional insulation was recommended, and the number of times the recommendation was implemented.

Written comments may be submitted to DEEP at deep.energybureau@ct.gov by Jan. 15, 2020. Any queries regarding the process may be sent via electronic mail to that address as well. Stakeholders are welcome to submit responses for the January 15 deadline in lieu of — or in addition to — responses for the previously announced deadline.

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