

DEEP Determination: 2023 Update to the 2022-2024 Conservation and Load Management Plan
Attachment A: Schedule of Conditions of Approval

The table below includes all Conditions of Approval for the 2022-2024 C&LM Plan term. Conditions No. 1-25 were implemented through DEEP’s June 1, 2022 Determination regarding the 2022-2024 C&LM Plan. Conditions that have been satisfied and for which there are no further obligations on behalf of the Utilities are listed as “Resolved.” Conditions that have not yet been satisfied are listed as “Open.” Some Conditions from DEEP’s 2022 Determination have been modified to reflect DEEP’s priorities for the 2023 Plan Update.

Item #	Program or Topic	Condition of Approval	Due Date	Action	Status
1	Responding to New Funding Sources	The Utilities are directed to provide regular updates regarding the Infrastructure Investment and Jobs Act (IIJA) and Inflation Reduction Act (IRA) funding opportunities that are relevant to the C&LM programs and for which they are eligible to apply. The Utilities should submit an updated list of these opportunities, new requests for information issued by the federal Department of Energy (DOE), and any proposals for how new funds could be used in C&LM programs to DEEP at least every 2 weeks, with additional updates as needed in order to meet DOE deadlines.	Ongoing	Reporting	<p>OPEN</p> <p>The utilities filed a response to this Condition on June 30.ⁱ</p> <p>DEEP filed a letter acknowledging the Utilities’ filing and modifying this Condition on December 27, 2022.ⁱⁱ</p> <p>The Utilities filed a proposal to DEEP regarding how they will institutionalize their response to new funding from IIJA and IRA on February 3, 2023.ⁱⁱⁱ</p> <p>On June 23, 2023 DEEP issued a letter regarding this condition. The condition has been</p>

Item #	Program or Topic	Condition of Approval	Due Date	Action	Status
					modified to reflect ongoing reporting requirements. ^{ivv}
2	Enhanced Residential Concierge Service	<p>Pursuant to Section III.i. of DEEP’s Determination regarding the 2022-2024 C&LM Plan, DEEP directs the Utilities to develop a Request for Information (RFI) regarding best practices for residential energy concierge services. This should be submitted to DEEP for review by July 18, 2022. Following DEEP review, the RFI should be submitted to a variety of expert parties, including those named in the Determination, no later than August 8, 2022.</p> <p>To the extent necessary, the Utilities are also directed to work with DEEP to explore potential funding sources for this service.</p>	<p>July 18, 2022</p> <p>August 8, 2022</p>	<p>Draft RFI</p> <p>Final RFI</p>	RESOLVED ^{vi}
3	Condensing Gas Equipment Incentives	<p>In the proposed 2022-2024 Plan, the Utilities committed to investigating the continued need to incentivize certain high-efficiency natural gas furnaces and boilers in the Residential and C&I portfolios. The Utilities will work with the Evaluation Administrator on this investigation and are specifically directed to apply findings from other jurisdictions, specifically Massachusetts, on this issue.</p> <p>As part of this investigation, the Utilities should also study how the programs will determine the baselines for measures with upstream market models and the potential impact on low-to-moderate income customers if such incentives were eliminated.</p> <p>The Utilities should report the findings of this investigation to the Energy Efficiency Board no later</p>	July 13, 2022	Report	RESOLVED ^{vii}

Item #	Program or Topic	Condition of Approval	Due Date	Action	Status
		than their July 2022 meeting and submit to DEEP for approval shortly thereafter.			
4	Parity Analysis	<p>The Utilities are directed to perform a parity analysis, similar to those included in Appendix E.2 of the proposed 2022-2024 C&LM Plan, that further disaggregates C&I customers by size using the four quartiles that are employed for the C&I secondary equity metric. This analysis should demonstrate budgets and revenues for each C&I customer quartile.</p> <p>The Utilities are also directed to expand the analysis for the gas sector, included as Appendix E.5 in the proposed 2022-2024 C&LM Plan. This analysis should include budgets and revenues by customer class (further disaggregated for C&I customers, as described above) over the three-year term.</p>	June 30, 2022	Report	RESOLVED ^{viii}
5	Equitable Distribution Reporting	<p>Pursuant to C.G.S. Sec. 16-245ee, each EDC must annually submit to DEEP and the Energy Efficiency Board (EEB) the prior calendar year's Equitable Distribution data on a form prescribed and provided by DEEP no later than July 1, and also submit an updated method of census tract identification and economic status that determines whether the census tract is distressed. This data shall be provided on a census tract basis, or if not available by census tract, on a town-by town basis: the amount of conservation program funds assessed and the amount of incentives expended, disaggregated as small or large customers according the 100 kW peak demand threshold, and further disaggregated by customer class (i.e. Residential and C&I). The residential data component for small customers shall be disaggregated by the HES and HES-IE programs, and identify the total number of projects participating in each program, and disaggregate those project numbers by housing stock</p>	Annually on July 1	Reporting	RESOLVED ^{ix}

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		(i.e., single family, multi-family (2-4 units), and multi-family (>4 units)).			
6	Heat Pump Installer Network	<p>To track progress of trainings offered though the new Heat Pump Installer Network (HPIN), the Utilities are directed to:</p> <ol style="list-style-type: none"> 1. Semi-annually (by July 1 and December 31) submit a report providing an inventory of the trainings planned for the following six months related to heat pumps and how they compare to those offered by other Northeastern states. Specify what the companies are doing to ensure that building electrification training programs in Connecticut are consistent with or build upon the best practices from regional neighbors. When comparing programs, please indicate: <ol style="list-style-type: none"> a. Whether trainings are in-person vs. virtual; b. The hours required to complete the course; c. Who developed the training (e.g., a manufacturer, or utility staff); d. The purpose of the training; e. The extent to which the Connecticut-based training will diverge from the best-in-class training and why; and f. Cost to offer the training. 2. Submit a quarterly report to DEEP containing the following information: <ol style="list-style-type: none"> a. Number of contractors/installers registered on the HPIN b. Trainings completed per installer c. Results of pre- and post-knowledge assessments of participants to show how effective the offerings are 	December 31, 2022, then semi-annually and quarterly	Report	OPEN (MODIFIED)

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		<p>3. Individual contractor participation in each training</p>			
7	Evaluation Data Dictionary and Standardization	<p>With the understanding that UI is currently working to develop a new data management system, they are directed to take the following interim steps to improve the quality and timeliness of their evaluation data:</p> <ul style="list-style-type: none"> Produce an accurate data dictionary for review by the Evaluation Administrator prior to the September 12, 2022 Evaluation Committee meeting. <p>Work with the Evaluation Administrator to produce standard data requests for impact and process evaluations, with accurate variable names, suitable for every major program.</p>	September 12, 2022	<p>Data dictionary</p> <p>Standardized data requests</p>	<p>RESOLVED</p> <p>The Utilities will continue to work on this Condition of Approval with the Evaluation Administrator and provide an update on their progress by December 31, 2022.^x</p> <p>The Evaluation Administrator stated that UI satisfied the requirements of the condition during the January 9, 2023 Evaluation Committee Meeting.^{xi}</p>
8	Commercial and Industrial Project Verification	<p>The Utilities shall lead a collaborative process, working with C&I customers, EEB Technical Consultants, and the Evaluation Administrator, to develop a proposal for an alternative verification pathway in instances where the customer is able to provide reliable calculated savings. This proposal should set clear parameters for projects that are eligible for the alternative pathway and ensure that there is no undue burden on the Evaluation Administrator. This proposal should be presented to</p>	July 12, 2022	Proposal	<p>RESOLVED</p> <p>DEEP approved the Utilities’ proposal to pilot an alternative savings verification pathway and directed them to present a pilot study plan to the</p>

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		the EEB C&I Committee no later than their July 2022 meeting.			<p>EEB’s C&I Committee in January 2023.^{xii}</p> <p>The Utilities presented at the C&I meeting on January 9.^{xiiiiv}</p>
9	Residential Pay-for-Performance Pilot	In response to Condition of Approval #3 of the 2021 C&LM Plan Update, the Utilities submitted a straw proposal for a residential energy efficiency pay-for-performance pilot program. ^{xv} DEEP approved that proposal before the passage of the Inflation Reduction Act. The Utilities will update their proposal for a pay-for-performance pilot by the end of 2023 to reflect new federal funding available through the Inflation Reduction Act. ^{xvi}	December 31, 2023	Plan	OPEN (MODIFIED)
10	Workforce Development Progress Reporting	The Utilities are to develop a proposal for how they will track and report progress towards the workforce development goals and metrics identified in their March 31, 2023 ^{xvii} filing. DEEP requests that the goals of the workforce development strategy be clearly laid out in the reporting proposal, and that these goals include measurable outcomes (I.e., specific numbers corresponding to each goal).	2024 Plan Update	Proposal	<p>OPEN (MODIFIED)</p> <p>The Utilities filed a response to COA 10 on August 15, 2022.^{xviii}</p> <p>DEEP issued a letter, modifying the COA on February 14, 2023.^{xix}</p> <p>The Utilities filed a response to the modified COA on March 31, 2023.^{xx}</p>

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					<p>DEEP approved the Utility’s workforce development and education strategy in a letter issued on June 23, 2023, and modified this condition to reflect the requirement that the Utilities develop a reporting process to track progress towards the identified workforce development and education goals.^{xxi}</p>
11	Updated Incentives	<p>The Utilities are directed to submit a proposal outlining any changes to incentives resulting from DEEP’s guidance on fuel-switching, as outlined in Section III.f. of the Determination, and changes to the cost-effectiveness test, as outlined in Section III.g. and Attachment B of the Determination. This proposal should re-evaluate and propose new levels for all incentives that will be impacted by these directives.</p> <p>Where applicable, it should also indicate if there are any new measures not currently incentivized through C&LM that may now be cost-effective, given the changes made in this Determination. Specifically, the proposal should address the potential for incentivizing integrated controls and new renewable thermal measures including solar hot water.</p>	September 1, 2022	Proposal	<p>RESOLVED</p> <p>The Utilities submitted a proposal for new heat pump incentives in response to this Condition on September 1, 2022.^{xxii} DEEP approved the proposed incentivized measures and amounts, and requested more information</p>

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		<p>With respect to heat pump and heat pump water heater incentives specifically, the proposal should also explore the potential for providing enhanced incentives when these measures are paired with other measures, including weatherization, demand response, and integrated controls, as well as incentive structures that differentiate full v. partial displacement scenarios.</p> <p>In developing this proposal, the Utilities are directed to prioritize incentives that produce energy savings irrespective of fuel type, support customer choice and affordability, and align with state policy goals, including the Global Warming Solutions Act. It should also consider appropriate, fuel-neutral baselines and accounting methods to allocate costs equitably among programs, in accordance with Public Act 18-50.</p> <p>This proposal should be submitted to DEEP and the EEB for review and approval by September 1, 2022, with the intention that these new incentives will be incorporated into the 2023 Plan Update.</p>			<p>regarding heat pump specifications, efficiency tiers, and the role of weatherization.^{xxiii}</p> <p>The Utilities submitted this information on December 15, 2022.^{xxiv}</p> <p>DEEP responded with an outstanding question on January 26, 2023.^{xxv}</p> <p>The Utilities responded on February 23, 2023.^{xxvi}</p>
12	Communities RFP	<p>In its review of the 2021 C&LM Plan Update, DEEP examined the Utilities’ new community outreach strategy. Part of this strategy would become the Community Partnership Initiative. There was a second component of this strategy that involved the issuance of an RFP for targeted community outreach, which DEEP directed the Utilities to pause in its Conditional Approval.^{xxvii}</p> <p>After completing two rounds of the CPI, the Utilities will be directed to submit to DEEP a proposal for the RFP offering that applies lessons learned from the first and second rounds of CPI and targets</p>	April 30, 2024	Proposal	OPEN (MODIFIED)

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		underserved/overburdened communities, including those identified in the Equitable Energy Efficiency Proceeding. ^{xxviii} This proposal should be developed with guidance from the EEB’s Diversity, Equity, and Inclusion Consultant. To ensure that the Utilities have time to incorporate lessons learned from two rounds of the CPI into their proposal, DEEP directs the Utilities to provide this proposal by April 30, 2024.			
13	All Electric Residential New Construction	<p>The Utilities are directed to develop a proposal for transitioning the Residential New Construction program into an all-electric offering that will begin accepting projects no later than July 2023. This proposal should include:</p> <ul style="list-style-type: none"> • Interim targets for increasing the proportion of all-electric projects completed through the Residential New Construction program • Any necessary changes to incentive structures or levels <p>Any perceived barriers to an all-electric new construction offering, including workforce development, education, and customer outreach needs and proposed solutions to those barriers.</p>	October 15, 2022	Proposal	<p>RESOLVED</p> <p>The Utilities’ submitted a proposal for an all-electric Residential New Construction program on October 15, 2022.^{xxix}</p> <p>Subsequent comments from the EEB indicated a need to make further refinements to this proposal. DEEP directed the Utilities to work with the EEB and their Consultants to make these adjustments and re-file the proposal by January 20, 2023.^{xxx}</p>

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					<p>On January 20, 2023, the Utilities re-filed their proposal, which is currently under review by DEEP.^{xxxix}</p> <p>On June 23, 2023, DEEP issued a letter approving the Utility proposal.^{xxxii}</p>
14	Community Partnership Initiative	The Utilities are directed to submit to DEEP a proposal for tracking and reporting on progress towards meeting the goals and metrics described in this February 1, 2023 response. The Utilities are to provide this proposal to DEEP no later than October 1, 2023.	October 1, 2023	Proposal	<p>OPEN (MODIFIED)</p> <p>The Utilities launched Round 2 of CPI on December 15, 2022.^{xxxiii}</p> <p>On January 3, 2023, DEEP issued a letter modifying this Condition.^{xxxiv}</p> <p>On February 1, 2023 the Utilities issued a response to DEEP^{xxxv}</p> <p>On May 31, 2023 the Utilities filed a response to DEEP following their</p>

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					receipt of round 2 applications. ^{xxxvi} DEEP issued a letter approving the February 1, 2023 and May 31, 2023 filings and modified the condition. ^{xxxvii}
15	WAP Coordination	<p>The Utilities are directed to coordinate with DEEP and other relevant stakeholders to develop approaches to braid funding between the C&LM programs and the federally funded Weatherization Assistance Program (WAP), in order to leverage increased funding available through IJJA and other sources.</p> <p>DEEP will lead these coordination efforts, which may include meetings, data requests, and the co-development of strategies with stakeholders, including the Utilities.</p>	Ongoing	Coordination	OPEN
16	Technical Meeting – Heat Pump Adoption Strategic Plan	<p>Pursuant to Section III.h.ii. of DEEP’s Determination on the 2022-2024 C&LM Plan, DEEP will be convening a Technical Meeting to collect stakeholder feedback on barriers to and best practices for heat pump adoption. The Utilities are directed to participate in the Technical Meeting and may be asked to present on or discuss any of the items listed in Section III.h.ii. Following that Technical Meeting, the Utilities are directed to produce a strategic plan for addressing barriers to heat pump adoption that incorporates findings from the Technical Meeting and the broader Comprehensive Energy Strategy (CES) development process. This strategic plan should be developed as a standalone document, be presented at both a CES and</p>	Ongoing	Technical Meeting, Strategic Plan	OPEN (MODIFIED)

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		<p>EEB public forum to gather public feedback, be aligned with CES findings and recommendations, and be completed in time for it to be incorporated into the 2024 C&LM Plan Update or submitted to DEEP as a standalone document should a 2024 C&LM Plan Update not be filed.</p> <p>DEEP will organize the Technical Meeting, coordinate with the Utilities on public meeting scheduling and presentations, and provide feedback on the strategy.</p>			
17	Technical Meeting – Demand Response	<p>Pursuant to Section III.k. of DEEP’s Determination on the 2022-2024 C&LM Plan, DEEP will be convening a Technical Meeting to collect stakeholder feedback on new opportunities to leverage advanced metering infrastructure (AMI) to optimize active demand response and pay-for-performance offerings in the C&LM Plan. The Utilities are directed to produce a strategic plan for optimizing demand response participation and available potential through the C&LM programs. This strategic plan should incorporate findings from the Technical Meeting and the broader Comprehensive Energy Strategy (CES) process. The strategic plan should be developed as a standalone document, be presented at both a CES and EEB public forum to gather public feedback, be aligned with CES findings and recommendations, and be completed in time for it to be incorporated into the 2024 C&LM Plan Update or submitted to DEEP as a standalone document.</p> <p>DEEP will organize the Technical Meeting, coordinate with the Utilities on public meeting scheduling and presentations, and provide feedback on the strategy.</p>	Ongoing	Technical Meeting, Strategic Plan	OPEN (MODIFIED)
18	Financial and Operational Audits	The Utilities will continue the annual process for conducting Operational Audits of the Conservation	Ongoing	Reporting	OPEN

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		and Load Management programs following the Agreed Upon Procedures that were established in response to Condition of Approval #3 of the 2019-2021 C&LM Plan. ^{xxxviii}			The Utilities filed 2021 Financial and Operational Audits in accordance with this Condition on September 30, 2022. ^{xxxix} This is a recurring Condition.
19	Data Coordination	The Companies shall continue to work collaboratively with the Department of Social Services and DEEP to coordinate data related to households served through energy assistance and energy conservation and weatherization programs to ensure the state is able to optimize program coordination and to fulfill its obligations to report detailed demographic and other information to federal agencies on grants received from the US Department of Health and Human Services through the Low-Income Home Energy Assistance Program and from the U.S. Department of Energy Weatherization Assistance Program for Low-Income Households.	Ongoing	N/A	OPEN
20	Program Reporting	<p>The Utilities are instructed to continue the schedule of regular program reporting established in their response to Condition of Approval No. 18 of DEEP’s Determination regarding the 2020 C&LM Plan Update.^{xl} The Utilities should continue to follow the reporting requirements and timeline outlined in that response. In addition to the items listed in that response, DEEP may direct the Utilities to include additional items in these reports as needed during the 2022-2024 Plan term.</p> <p>Starting with the 2022 Q2 report, the Utilities are directed to report on the percentage of HES and HES-IE projects that accept and install each category of</p>	<p>Ongoing</p> <p>December 31, 2023</p>	<p>Reporting</p> <p>Assessment</p>	OPEN (MODIFIED)

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		<p>add-on measures under their respective programs, broken out by single-family and multifamily projects.</p> <p>In 2023, the Utilities are directed to work with the EEB to assess the effectiveness of all current reporting practices and make written recommendations for improvements to those practices, including, but not limited to:</p> <ul style="list-style-type: none"> • The addition of new metrics and data points • Changes to the structure and formatting of reports • Changes to report frequency and delivery mechanisms <p>This assessment should summarize all existing reporting practices, including a review of quarterly reports to the EEB, the Statewide Energy Dashboard, and other regular reporting channels. The assessment should also include detailed recommendations for areas of improvement. Where appropriate, the Utilities should draw from best practices of energy efficiency programs in other jurisdictions, including other New England States, such as:</p> <ul style="list-style-type: none"> • Comparisons to past years (5 years) to gauge progress and to provide multiple reference points • Detailed worksheets of each program, but rolled up into a sector (“portfolio”) summary of savings and costs, all in a single file for easy reference • Detailed numbers of costs, savings, and participation, accompanied by data visualization • A compiled record of each year (and comparisons to previous years) in one single 			

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		<p>file, instead of having to search in Box for multiple PowerPoint presentations.</p> <p>This assessment should be filed with DEEP by December 31, 2023.</p>			
21	Equitable Modern Grid Decisions	The Utilities are instructed to propose updates to DEEP for review and approval, as needed, to align the Plan programs with the Distribution System Planning and Grid Modernization actions described in PURA dockets on those topics.	Ongoing	N/A	OPEN
22	Heat Pump Pilot	<p>In their comments on DEEP's Draft Determination regarding the 2022-2024 C&LM Plan, the Utilities indicated that they planned to transition the Heat Pump Pilot into a standard program offering by December 31, 2022.^{xli} Pursuant to Condition of Approval #17 of the 2020 C&LM Plan Update, the Utilities should continue quarterly reporting to DEEP regarding the Heat Pump Pilot program for any quarters in the 2022-2024 C&LM Plan term during which the Pilot was operational.^{xliii}</p> <p>The Utilities should provide a report of any findings resulting from the Heat Pump Pilot program to the Energy Efficiency Board and DEEP by December 31, 2022.</p>	Ongoing	Reporting	RESOLVED ^{xliii}
23	Electric Resistance Conversions	Pursuant to Condition of Approval #9 of the 2021 C&LM Plan Update, the Utilities should continue quarterly reporting at Residential Committee Meetings regarding the conversion of electric resistance customers to heat pumps. ^{xliv}	Ongoing/ Quarterly	Reporting	OPEN
24	Targeted Outreach for Arrearage/Shutoff Customers	Pursuant to Condition of Approval #18 of the 2021 C&LM Plan Update, the Utilities are instructed to prioritize the targeting of HES and HES-IE programs to those with the largest arrearages and the most frequent shut-offs. ^{xlv} The Utilities shall continue quarterly reporting on these targeted outreach efforts.	Ongoing/Quarterly	Reporting	OPEN

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25	Ongoing Evaluation Data Improvements	<p>The Evaluation Administrator's memo to DEEP identified specific areas of improvement that would bring Eversource and Avangrid's data into alignment with industry standards. Throughout the 2022-2024 Plan term, the Utilities are directed to work with the Evaluation Administrator to address these issues, with the expectation that they will make significant progress by the end of the Plan term.</p> <p>The Evaluation Administrator and Utilities should report bi-annually to the Evaluation Committee on their progress, beginning at their July 11, 2022 meeting.</p>	Ongoing/ biannually	Reporting	OPEN
26	MMBtu Savings	The Utilities are directed to develop a detailed proposal, in coordination with the Energy Efficiency Board, on funding sources that could be used to cover the \$65-75 million gap identified in the 2023 Plan Update and specific programs, initiatives, or other strategies through which these funds could be channeled to meet the 1.6 million MMBtu target while serving the Plan's three key objectives of equity, decarbonization, and affordability.	Should be included in the 2024 plan update	Proposal	OPEN
27	REPS Coordination	<p>The Utilities are directed to coordinate with DEEP and other relevant stakeholders to develop approaches to braid funding between the C&LM programs and the Residential Energy Preparation Service (REPS), in order to leverage increased funding available through IJA, IRA, and other sources.</p> <p>DEEP will lead these coordination efforts, which may include meetings, data requests, and the co-development of strategies with stakeholders, including the Utilities.</p>	Ongoing	Coordination	OPEN

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28	C&I Benchmarking	<p>The Utilities are directed to develop a plan to promote benchmarking of commercial and industrial (C&I) buildings/ facilities, building on the required Condition of Approval 5 from DEEP’s Determination on the 2021 Plan Update by May 31, 2023.^{xlvi} The plan should include starting with a pilot followed by a full benchmarking program. The pilot must recruit a cohort of 15-20 C&I customers in year 1 who voluntarily agree to participate in the benchmarking of their buildings/facilities using Portfolio Manager.</p> <p>The work would be done through the University of Connecticut. Students from the University would support the C&I Customers in setting up their accounts in Portfolio Manager as well as the initial entry of their past utility cost data and other relevant features of their buildings/facilities. University faculty would supervise and audit the account setup and data entry. This service, at no cost to the customer, would be an incentive to benchmark their buildings and develop an awareness of their energy utilization and the potential benefits, means and methods of improving their energy efficiency. The proposed approach should be designed to meet the principles of Equity, Affordability and Decarbonization. The Utilities’ plan must align with their contract with the University of Connecticut.</p> <p>DEEP also requires a monthly report from the Utilities with updates on the progress of this pilot and directs the Utilities to report on the progress of the pilot and the full program in each subsequent 3-year plan and plan updates.</p>	<p>Should be included in the 2024 plan update</p> <p>Ongoing/monthly</p>	<p>Plan</p> <p>Reporting</p>	OPEN
29	E-Track	<p>In 2022, Avangrid began implementing a new data tracking system, known as E-Track, which serves to</p>	<p>August 4, 2023</p> <p>Ongoing/monthly</p>	<p>Plan</p> <p>Reporting</p>	OPEN

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		<p>track its C&LM programs. This system is required to track jobs, savings, and determine rebate and payment amounts among other things. This system is not fully implemented and is causing delays in accessing data and payment to contractors. Until the E-Track system, including all system functions, are fully operational as designed and specified, Avangrid shall provide an update on the progress of the implementation on the 15th of each month until the system is fully implemented. As part of the monthly progress update, Avangrid shall detail:</p> <ol style="list-style-type: none"> 1. Timeline projection for project completion, including major milestones and explanations for changes in timing of the E-Track implementation. 2. Percentage of vendor invoices paid for the prior month 3. Summary of any issues raised by vendors utilizing the system, the status, and resolution 4. Ability to obtain data from E-Track for quarterly reporting 5. Status of the integration of PSD savings into E-Track 6. Identification of any issues that arise <p>On or before August 4, 2023, Avangrid shall provide a back up plan for addressing savings and payment issues if they have not yet been resolved. The back up plan shall outline how Avangrid will provide 100% of payments to vendors in a timely manner, allow vendors to input data without multiple follow up requests, and to access the data needed to report quarterly to the EEB and monthly within the statewide dashboard. If alternative systems are in place already, those should be detailed as part of these plans.</p>			

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		DEEP also directs the Utilities to consider, in coordination with the EEB and its consultants and with input from program contractors, whether to institute a cap on the number of program contractors accepted into the HES and HES-IE programs in future RFPs, in order to preserve the business opportunities and funding predictability of existing contractors. This analysis should be provided to DEEP no later than August 4, 2023.			
30	EFI Rebates	<p>The Companies have been slow to process rebates processed by Energy Federation Incorporated (EFI). These delays have resulted in some customers and vendors waiting several months to receive payment. Until each Company has all rebates received through June 30, 2023 processed, the Companies shall report, by the fifteenth day of each month, the:</p> <ol style="list-style-type: none"> 1. Average number of days for outstanding rebates 2. Number of rebates are outstanding for: <ol style="list-style-type: none"> i. Customers ii. Vendors 3. Provide the date of the oldest outstanding rebate 4. Detail the number customers have inquired about the late rebates 5. Identify ways the utilities have communicated delays to customers and vendors 	Ongoing/Monthly	Reporting	OPEN

ⁱ See Utilities' response to Condition of Approval No. 1 of the 2022-2024 C&LM Plan, June 30, 2022, available at <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/929d74fc827eedee8525888a006c0b4d?OpenDocument>.

ⁱⁱ See DEEP Letter Regarding Condition 1, December 27, 2022, available at <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/c801379704c8be8185258925006a4c72?OpenDocument>.

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- iii See Utilities' response to Condition of Approval No. 1 of the 2022-2024 C&LM Plan, February 3, 2023, available at <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f468525894b0057db1a?OpenDocument>.
- iv See DEEP Letter Regarding Conditions 1,10,13,14, June 23, 2023, available at: [DEEP Letter COA 1 10 13 14 \(1\).pdf \(state.ct.us\)](#)
- v See DEEP Letter Regarding Conditions 1,10,13,14, June 23, 2023, available at: [DEEP Letter COA 1 10 13 14 \(1\).pdf \(state.ct.us\)](#)
- vi See DEEP Letter regarding Condition of Approval No. 2 of the 2022-202 C&LM Plan, December 16, 2022, available at <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/9321339fa5bb54a98525891a004be443?OpenDocument>.
- vii See DEEP Letter Approving Condition of Approval No. 3 of the 2022-2024 C&LM Plan, October 21, 2022, available at [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/dab0067ffd1cb890852588e200724cfd/\\$FILE/DEEP%20Letter%20Approving%202022%20Condition%203.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/dab0067ffd1cb890852588e200724cfd/$FILE/DEEP%20Letter%20Approving%202022%20Condition%203.pdf).
- viii See DEEP Letter Approving Condition of Approval No. 4 of the 2022-2024 C&LM Plan, August 5, 2022 available at [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/ad6cd531112bd5ef852588950049bca5/\\$FILE/DEEP%20Letter%20Approving%202022%20Condition%204.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/ad6cd531112bd5ef852588950049bca5/$FILE/DEEP%20Letter%20Approving%202022%20Condition%204.pdf).
- ix See DEEP Letter Approving Condition of Approval No. 5 of the 2022-2024 C&LM Plan, August 5, 2022, available at [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/9ecce1cf9a1af62e8525889500499d07/\\$FILE/DEEP%20Letter%20Approving%202022%20Condition%205.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/9ecce1cf9a1af62e8525889500499d07/$FILE/DEEP%20Letter%20Approving%202022%20Condition%205.pdf).
- x See DEEP letter regarding Condition of Approval No. 7 of the 2022-2024 C&LM Plan, November 22, 2022, available at [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/adbd489097dab7018525890200645e73/\\$FILE/DEEP%20Letter%20Regarding%202022%20Condition%207.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/adbd489097dab7018525890200645e73/$FILE/DEEP%20Letter%20Regarding%202022%20Condition%207.pdf).
- xi See EEB Evaluation Committee Monthly Meeting Minutes, January 9, 2023, available at <https://energizect.com/eeb/evaluation-committee>.
- xii See Utilities' response to Condition of Approval No. 8 of the 2022-2024 C&LM Plan, November 17, 2022, available at <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f46852588fd0068edfc?OpenDocument>.
- xiv See Utilities' presentation to the Commercial and Industrial Committee of the Energy Efficiency Board, *Condition of Approval #8 Update*, January 9, 2023, available at <https://app.box.com/s/6q27qvibaaovj3uvz1fn494bn5i3jor1>.
- xv See Utilities' response to Condition of Approval No. 3 of the 2021 C&LM Plan Update, March 25, 2021, available at <http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8525797c00471adb852586a30069e413?OpenDocument>.
- xvi See DEEP letter regarding Condition of Approval No. 9 of the 2022-2024 C&LM Plan, October 21, 2022, available at [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/6638ca3a908ac7c7852588e20072c797/\\$FILE/DEEP%20Letter%20Regarding%202022%20Condition%209.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/6638ca3a908ac7c7852588e20072c797/$FILE/DEEP%20Letter%20Regarding%202022%20Condition%209.pdf).
- xvii See Utilities' response to Condition of Approval No. 10 of the 2022-2024 C&LM Plan, March 31, 2023, available at DEEP COA 10 Workforce Dev Progress Reporting (3-31-23).pdf (state.ct.us).
- xviii See Utilities' response to Condition of Approval No. 10 of the 2022-2024 C&LM Plan, August 15, 2022, available at [DEEP COA 10 Workforce Dev Progress Reporting \(8-15-22\).docx \(live.com\)](#).
- xix See DEEP Letter Regarding Condition 10, February 14, 2023, available at [DEEP letter regarding condition 10.pdf \(state.ct.us\)](#)
- xx See Utilities' response to Condition of Approval No. 10 of the 2022-2024 C&LM Plan, March 31, 2023, available at: [DEEP COA 10 Workforce Dev Progress Reporting \(3-31-23\).pdf \(state.ct.us\)](#).
- xxi See DEEP Letter Regarding Conditions 1,10,13,14, June 23, 2023, available at: [DEEP Letter COA 1 10 13 14 \(1\).pdf \(state.ct.us\)](#)
- xxii See Utilities' response to Condition of Approval No. 11 of the 2022-2024 C&LM Plan, September 1, 2022, available at <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f46852588b50070e1db?OpenDocument>.

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- xxiii See DEEP letter regarding Condition of Approval No. 11 of the 2022-2024 C&LM Plan, November 30, 2022, *available at* <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/6d15a76f43ee7f448525890a005873a3?OpenDocument>.
- xxiv See Utilities' response to Condition of Approval No. 11 of the 2022-2024 C&LM Plan, December 15, 2022, *available at* <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f468525891900695c44?OpenDocument>.
- xxv See DEEP letter regarding Condition of Approval No. 11 of the 2022-2024 C&LM Plan, January 26, 2023, *available at* [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f34fe00f0fcb5ec18525894300746cf5/\\$FILE/DEEP%20letter%20regarding%20Condition%2011%20January%202023.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f34fe00f0fcb5ec18525894300746cf5/$FILE/DEEP%20letter%20regarding%20Condition%2011%20January%202023.pdf).
- xxvi See Utilities' response to Condition of Approval No. 11 of the 2022-2024 C&LM Plan, February 23, 2023, *available at* <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/98b4eaf118918a9d85258960004f3fca?OpenDocument>.
- xxvii See DEEP Determination: Approval with Conditions of the 2021 Plan Update to the 2019-2021 Conservation and Load Management Plan, March 4, 2021, *available at* [http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d80f7ae5059c5efc8525868e00598e40/\\$FILE/Determination%20Approval%20with%20Conditions%202021%20Plan%20Update%202020%20PMI%20Adjustment%20\(002\).pdf](http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d80f7ae5059c5efc8525868e00598e40/$FILE/Determination%20Approval%20with%20Conditions%202021%20Plan%20Update%202020%20PMI%20Adjustment%20(002).pdf).
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- xxix See Utilities' response to Condition of Approval No. 13 of the 2022-2024 C&LM Plan, October 15, 2022, *available at* <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f46852588db0054e2bd?OpenDocument>.
- xxx See DEEP's Letter Regarding Condition of Approval No. 13 of the 2022-2024 C&LM Plan, December 20, 2022, *available at* [www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/e7f3569187a653528525891e004f71f4/\\$FILE/DEEP%20Letter%20Regarding%202022%20Condition%2013.pdf](http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/e7f3569187a653528525891e004f71f4/$FILE/DEEP%20Letter%20Regarding%202022%20Condition%2013.pdf).
- xxxi See Utilities' response to Condition of Approval No. 13 of the 2022-2024 C&LM Plan, January 20, 2023, *available at* <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f468525893d0068f2aa?OpenDocument>.
- xxxii See DEEP Letter Regarding Conditions 1,10,13,14, June 23, 2023, *available at*: [DEEP Letter COA 1 10 13 14 \(1\).pdf \(state.ct.us\)](#)
- xxxiii See Energize Connecticut Community Partnership Initiative Round 2 Application for Interested Parties, December 15, 2022, *available at* https://energizect.com/sites/default/files/2022-11/20221215%20Community%20Partnership%20Initiative%20Round%202%20Application%20FINAL_2.pdf.
- xxxiv See DEEP Letter Regarding Condition #14 of the 2022-2024 C&LM Plan, January 3, 2023, *available at* [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/9b0f077dd8226f098525892c0067ed4c/\\$FILE/DEEP%20Letter%20Regarding%20Condition%2014.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/9b0f077dd8226f098525892c0067ed4c/$FILE/DEEP%20Letter%20Regarding%20Condition%2014.pdf).
- xxxv See Utilities' response to Condition of Approval No. 14 of the 2022-2024 C&LM Plan, February 1, 2023, *available at* [DEEP COA #14 CPI.docx \(live.com\)](#).
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- xxxvii See DEEP Letter Regarding Conditions 1,10,13,14, June 23, 2023, *available at*: [DEEP Letter COA 1 10 13 14 \(1\).pdf \(state.ct.us\)](#)
- xxxviii See DEEP Conditional Approval of the 2019-2021 C&LM Plan, Attachment A: Schedule of Conditions of Approval, December 20, 2018, *available at* <https://portal.ct.gov/-/media/DEEP/energy/ConserLoadMgmt/AttachmentAScheduleofComplianceConditionsofApprovalof20192021CLMPlanFinal121918pdf.pdf?la=en&hash=BF8647A8C1BE168FA7C93619D7171469>.
- xxxix See Utilities' response to Condition of Approval No. 18 of the 2022-2024 C&LM Plan, September 30, 2022, *available at* <https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8825883d00757f46852588cd00462d20?OpenDocument>.
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- xli See Eversource Energy and Avangrid Networks, Inc. comments in response to DEEP's Draft Determination regarding the 2022-2024 C&LM Plan, April 27, 2022, *available at* <http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/a3a4beb1919a550d8525883e006e1a87?OpenDocument>.
- xlii See DEEP's Conditional Approval of the 2020 C&LM Plan Update (Appendix A), February 11, 2020, *available at* <http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/16d2e80a4a780ab78525850b0057ec6a?OpenDocument>.

^{xliii} See DEEP Letter Approving Condition of Approval No. 22 of the 2022-2024 C&LM Plan, October 26, 2022, *available at* [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8e796fdcc4826779852588e7004585b9/\\$FILE/DEEP%20Letter%20Approving%202022%20Condition%2022.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/8e796fdcc4826779852588e7004585b9/$FILE/DEEP%20Letter%20Approving%202022%20Condition%2022.pdf).

^{xliv} See DEEP Determination: Approval with Conditions of the 2021 Plan Update to the 2019-2021 Conservation and Load Management Plan, March 4, 2021, *available at*: [http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d80f7ae5059c5efc8525868e00598e40/\\$FILE/Determination_Approval%20with%20Conditions%202021%20Plan%20Update%20%202020%20PMI%20Adjustment%20\(002\).pdf](http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d80f7ae5059c5efc8525868e00598e40/$FILE/Determination_Approval%20with%20Conditions%202021%20Plan%20Update%20%202020%20PMI%20Adjustment%20(002).pdf).

^{xlv} See *Id.*

^{xlvi} See DEEP Determination: Approval with Conditions of the 2021 Plan Update to the 2019-2021 Conservation and Load Management Plan, March 4, 2021, *available at*: [http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d80f7ae5059c5efc8525868e00598e40/\\$FILE/Determination_Approval%20with%20Conditions%202021%20Plan%20Update%20%202020%20PMI%20Adjustment%20\(002\).pdf](http://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d80f7ae5059c5efc8525868e00598e40/$FILE/Determination_Approval%20with%20Conditions%202021%20Plan%20Update%20%202020%20PMI%20Adjustment%20(002).pdf).