

Updated: 10/15/2025

Date Asked	Asker	Subject	Question	Directed To For Follow Up	Answerer	Date Answered	Status	Answer/Action Item
12/18/2024	Melissa Kops	Building Code	What construction code is being used? [Diane suggested a presentation on the ASHRAE Standard 62-1989 at the next Residential Committee meeting].	Utilities	DEEP		Open	DEEP as directed for follow up. DEEP will forward to the Residential Committee as a potential agenda item.
12/18/2024	Melissa Kops	Air Quality Data	Is there a study or document on the actual air pollution generated from electrification? Where is there low air quality attainment and who are the priority populations? With the grid we have right now, what are the impacts [to these populations]?	DEEP	DEEP		Open	DEEP is currently reviewing materials from various sources and will provide a report out at a future EEB/Committee meeting.
12/18/2024	Mike Uhl	Data Collection	Is the data collection methodologies going to align with the energy data standards used throughout the industry and tested to match those protocols? (i.e. HPXML, Green Button) Will the data standards and field collection remain current with the versions approved by the standards?	Utilities	Jordan Schellens	6/13/2025	Closed	The Hancock tool does use the standard HPXML protocol when sharing data for the home energy score via the DOE API.
12/18/2024	Edgardo Mejias	Weatherization	Can we get a breakdown on how many homes the weatherization budget served versus the number of installed heat pumps?	Utilities	Jordan Schellens	4/28/2025	Closed	The presentation that has this information can be found <a href="#">here</a> .
12/18/2024	Edgardo Mejias	Insulation Savings	Can savings be compared by insulation level and then separated by air sealing? Is it beneficial to dense pack even at higher existing R-values? [The PSD uses combined heating and cooling losses], can air sealing be separated out from this? Is not capturing additional savings a systematic issue?	Utilities	Jordan Schellens	4/28/2025	Closed	Currently we are claiming savings for insulation itself, not the potential air sealing impacts of insulation. Evaluations also didn't show savings for air sealing for insulation. Quality of installation of dense packing a cavity with existing insulation plays a strong role in savings opportunities.
12/18/2024	Melissa Kops	Insulation Savings	[HES-IE contractors have the pre and post blower door test. It is not claiming additional savings; it is strictly a health and safety measure to ensure there is no over sealing or under sealing]. What data indicates how much air sealing is changing?	Utilities	Jordan Schellens	4/28/2025	Closed	The blow door is for health and safety only to look at CFM in the house. The energy savings are claimed through insulation install.
12/18/2024	Edgardo Mejias	HP Data	What is the average cost for heat pump installs?	Utilities	Jordan Schellens	4/28/2025	Closed	The average cost per ton for ASHP is ~\$6,600. To give context to this number this is data from 2024 installs, air source heat pumps only (ducted & non-ducted), and customers who have 1 or more of the same size unit installed in the same project.
12/18/2024	Michael Frownfelter	Wall Insulation Survey	[In reference to Utility presentation]. Slide 14 says "2 inches," yet the recommendation of space says "3 inches," which is it?	Utilities	DEEP	2/5/2025	Closed	Insulation requirements were revisited at the 2/6/25 CTAC meeting. "After surveying the Connecticut Insulation Installers Network, the Companies found that on average, enclosed cavities require about 3 inches of available cavity space between any existing old insulation and the exterior part of the walls in order to properly dense pack."
10/28/2024	Edgardo Mejias	HP Data	[Since 2023], how many were [HES and HES-IE] barriered homes? How many heat pumps were installed in barriered homes? How many HES-IE customers were red-tagged customers?	Utilities	Ghani Ramdani	12/11/2024	Closed	HES had 6,158 barriered homes, 257 hp were installed in HES barriered homes HES IE had 2,358 barriered homes, 4 HP were installed in HES IE barriered homes, out of 2358 barriered homes Majority had mold and PACM 1,856, red tagged is not being labeled in our tracking system but vendors would use "Other" as category which can be include red tagged HVAC, for "Other" we 246 Homes

10/28/2024	Stephanie Weiner	BPI Consultant	Why don't we bring in a third party expert from BPI and they can advise us, for [3-hole drilling, R4 rule, proper dense packing and any other BPI issues]?	Utilities	Diane Del Rosso	11/18/2024	Closed	The Companies have utilized CET as their partner for insulation installation training since 2023. Training materials include these topics.
10/28/2024	Ryan Behling	QA/QC	What is the reasoning for requiring the photo of a water heater? There is no market rate rebate that's specific to HES that pertains to a water heater upgrade.	Utilities	Diane Del Rosso	11/18/2024	Closed	The Companies are requiring pictures to verify the recommendations or the lack of recommendations for equipment upgrades. Customers should be given recommendations for all qualifying equipment/measures in their homes.
10/4/2024	Edgardo Mejias	HP Data	How many total heat pumps have been installed, how many homes received insulation and no HP, how many homes received HP installation and no insulation?	Utilities	Diane Del Rosso	11/18/2024	Closed	Eversource provided information to DEEP, In general 2024 through Sept 4,038 HP were installed: 288 had Insulation, 923 had HES Assessment.
10/4/2024	Tim Fabien	Budget	What are the ballpark numbers comparing the current CFM model to the TM model? What is the pricing benefit cost analysis between these two models?	Utilities	Diane Del Rosso	11/18/2024	Closed	Current CFM Model has not been compared to a time and material cost benefit analysis as a RFI for Pricing has not been released to contractors yet. Contractors would need to provide their costs first, the Companies would need to prepare pricing before it can be provided to the Companies planners for the BCR analysis.
10/4/2024	Leticia Colon de Mejias	Equity	What part of the 2025-2027 Plan is going to focus on Environmental Justice Communities in CT? How will this be implemented?	Utilities	Diane Del Rosso	11/18/2024	Closed	The current 2024 Plan includes a metric calculating a baseline of customers (including program participants) to the EJC and census block groups. New metrics are to be established by EEB with DEEP approval in January, 2025.
10/4/2024	Edgar Encarnacion	Budget	Can the budget sustain the additional cost to add ventilation?	Utilities	Diane Del Rosso	11/18/2024	Closed	Yes, attic ventilation is an important requirement for the installation of insulation to meet building code. The HES-IE has non-energy impact benefits that are added to the savings calculations for BCR testing and covers these costs.

10/4/2024	Lamar Sola	Cost	What is the added cost of maintenance or repair associated with heat pump systems? What is the solution for HES-IE customers who cannot afford these added costs?	Utilities	Brent MILARDO	12/11/2024	Closed	<p>Heat pump maintenance includes cleaning indoor and outdoor refrigerant coils, fans, and drains to keep them clear from debris, dust, and clogs.</p> <p>1-As needed maintenance is comparable to legacy HVAC systems and includes light cleaning or replacement of filters, changing batteries, cleaning drains, correcting noise or vibrations that have developed, and are often DIY friendly.</p> <p>2-A biennial deep cleaning maintenance is recommended. Based on the equipment configuration, a service charge of \$150-175 with each additional indoor or outdoor unit of \$50-\$100 is expected, and is comparable to the annual maintenance costs of legacy systems (\$400-\$800 biannually vs. \$250-500 annually respectively).</p>
10/4/2024	Lloyd Munroe III	R1983 Study	What were the house ages and sizes included in the randomized study sample?	Evaluation Administrator	Doug Bruchs, Cadeo	12/11/2024	Closed	<p>The average square footage of homes in the natural gas weatherization billing analysis was 1,910 square feet with an average age of 57 years. Note the Companies did not provide information regarding the home size and age for all homes included in the billing analysis. Consequently, the averages above are Eversource and HES-specific</p>
10/4/2024	Lorenzo Wyatt	R1983 Study	How was air sealing isolated from insulation within the modeling to determine air sealing savings was 17%? What were the algorithms used to determine average consumption data, realized savings, and projected savings?	Evaluation Administrator/NMR	Doug Bruchs, Cadeo	12/11/2024	Closed	<p>The evaluation team used program tracking data to identify and differentiate between participants that only received air sealing during their assessment and those that went on to also install recommendation insulation measures. As described in the report, the evaluation team then used regression modeling to develop separate savings for air sealing only and air sealing + insulation participant groups.</p> <p>The team did not use algorithms to determine average consumption, realized savings, or project savings. In preparation for the billing analysis, the team did calendarize and weather normalize the actual energy consumption data provided by the Companies. Project savings were included in the provided program tracking data and realized savings – or evaluated or ex post savings – were determined via the billing analysis regression modeling. The 17% value cited in the question reflects the ratio of the realized and expected savings for the average air sealing-only participant as determined by the evaluation team.</p>