

Wednesday, December 17, 2025 | 10:00 AM– 11:30 AM

Contractor Technical Advisory Committee (CTAC) Meeting Minutes

[Meeting Recording](#)

Discussion

1. Department of Energy and Environmental Protection (DEEP) Introduction

DEEP reviewed the meeting objectives and agenda which focused on Residential topics.

2. Public Comment 00:05:13

No public comments.

3. [DEEP Updates](#) 00:06:22

DEEP provided updates on federal funding, a work scope for a Contractor Ombudsperson position, and the 2026 Conservation and Load Management (C&LM) Plan Technical meeting. DEEP reviewed the CTAC question & answer tracker for outstanding and resolved questions.

a. Federal Funding

DEEP continues to work on all federally funded programs that have been contractually obligated to CT DEEP as required under the terms of awards.

Inflation Reduction Act (IRA) Rebates

- DEEP Blueprint Plans for the Home Electrification and Appliance Rebates (HEAR) program were accepted by U.S. Department of Energy (DOE) staff on July 30, 2025.
- DOE leadership has been made aware that CT is ready to launch HEAR. DEEP is currently waiting for DOE authorization to launch.
- HEAR Contracts have been executed with both companies. DEEP is continuing to work to execute the Home Efficiency Rebates (HER) contracts with both of the companies.
- Once HER contracts are signed, DEEP will work to submit the HER blueprints as soon as possible, with an estimated HER launch several months after HEAR launches.
- DEEP plans on conducting a public process to determine how to deliver these programs to municipal electric territories.

Comment 09:44:62

- Richard Faesy, Energy Efficiency Board (EEB) technical consultant, asked whether there is a contingency plan if the DOE continues to delay authorization for the launch of the IRA rebate programs. He expressed concern about how prolonged delays could affect utility planning assumptions for the upcoming year.
- Ben McMillan, DEEP, responded that, at present, the situation remains a waiting process. DEEP is continuing to move forward as quickly as possible within its control and is meeting all required deadlines but cannot proceed without DOE authorization.
- Becca Trietch, DEEP, agreed with Mr. McMillan's assessment, noting that DOE approval is required to access launch funds and that, until approval is granted, DEEP is limited in its ability to take further action. DEEP acknowledged that continued delays compress the timeline for deploying funds and could eventually pose implementation challenges but stated that DEEP is not yet at that point. DEEP concluded they are monitoring the situation and hope for timely DOE approval.

New England Heat Pump Accelerator

- An implementer (VEIC) is now under contract to begin the launch process for the Accelerator.
- The goal is to launch midstream heat pump incentives in early 2026. The implementer team has connected with utility heat pump program administrators in CT to coordinate.
- In parallel, DEEP issued a Request for Information (RFI) to solicit stakeholder feedback on potential Accelerator-funded, state heat pump innovation pilot ideas. A public meeting was also held on November 13, 2025, at 10:00 a.m. ET. Written public comments were due on December 5, 2025. DEEP is actively reviewing these comments to inform an RFP for a pilot program implementer.

Energy Efficiency Request for Proposals (RFP)

- DEEP issued an RFP for energy efficiency and demand response offerings that are additive and complementary to existing C&LM offerings on Oct 1st.
- Electric or natural gas efficiency or demand response measures in residential, commercial, or industrial settings were eligible.
- Bids were due November 21, 2025, at 12:00 p.m. (noon) ET. A review team is actively reviewing proposals and is aiming to finish the review sometime in January.

Clean Energy, Sustainability, & Connectivity Incentives Tool (not federally funded)

- RFP proposals for a vendor were due on July 11, 2025. DEEP is currently working to select a vendor as quickly as possible.

b. Contractor Ombudsperson

On November 10, 2025, DEEP issued a letter to the EEB's consultant committee containing a proposed scope for the ombudsperson position.

- DEEP incorporated feedback obtained from contractors during the October CTAC meeting and from written comments submitted.
- The consultant committee also held an informal meeting with a professional ombuds, who is currently working at UConn, to learn more about a typical ombudsperson role. The committee gained some valuable insight during this meeting which will be incorporated into the RFP for this position.
- The process of developing an RFP for this position is currently underway in the Consultant Committee. Once the RFP is drafted, DEEP has confirmed that it will be issued for public comment. DEEP strongly encouraged contractors to weigh in on the draft RFP and committed to making stakeholders aware when the opportunity becomes available.
- DEEP is hopeful that the position will be filled and an ombuds will be under contract during the 1st quarter of next year, but recognized that contracting can at times be a lengthy process.

c. Technical Meeting Update

DEEP held a technical meeting on December 2, 2025, to review the Companies' proposed 2026 update to the 2025-2027 Plan.

- During this meeting DEEP had an extensive presentation from the Utilities on their Plan Update, which was followed by a lengthy period for DEEP and stakeholder questions.
- In addition to the Companies, the meeting also included a presentation from the EEB Technical Consultants regarding their recommendations for this upcoming 2026 program year.
- DEEP also received valuable feedback from other stakeholders, including contractors, during this technical meeting which will be taken under consideration during the determination process.
- Written comments on the Plan Update were due December 16, 2025. DEEP stated they will be reviewing submissions and thanked stakeholders for their input.
- DEEP indicated that it would issue an interim budget decision before the end of the year and will issue a final determination on all programmatic items in 2026.

- DEEP also issued a first round of data requests to the companies. DEEP also expects to be issuing additional data requests, which will likely include requests to the technical consultants and other stakeholders.
- In addition to the C&LM Plan process, DEEP asked attendees to save the date for August 19, 2026, from 10AM-3:30PM EST. DEEP will be holding a technical meeting on the Definition of Weatherization.

d. CTAC Q&A Tracker

DEEP reviewed the CTAC Tracker, which included new items resulting from questions raised during the December 2nd, Technical meeting. Remaining contractor related questions from previous stakeholder meetings included:

1. Can C&LM dollars be used to incentivize solar?
 - This question status is open- DEEP stated that DEEP legal will review and DEEP will provide an update at the next CTAC meeting.
2. What training or minimum certifications do the utilities require for reviewing and approving scopes of work and QA/QC?
 - This question status is open- QA/QC was an agenda topic at the December 2025 EEB Residential Committee meeting. DEEP will submit a data request to the Companies on this topic, and may reserve agenda time at a future CTAC meeting, as appropriate.
3. What is the funding status for barrier remediation programs?
 - This question is closed- A remediation program update was presented at the December 2025 EEB Residential Committee meeting. DEEP will continue to provide regular updates as information becomes available.
 - There is currently an active Bonding request, that if approved, could provide some financial resources to address H&S barriers.
4. Is there a place where the solar conversation is happening for renters? Is there any effort between DEEP and PURA to streamline the energy programs in a way that environmental justice communities could become aware of those conversations, or participate, or even contractors that are interested in serving?
 - This question is closed- Solar discussions occur in PURA dockets (NRES, RRES, SCEF). PURA proceedings are open to the public and more information on how to participate can be found on PURA's website – a link was provided in the tracker.

DEEP will make every effort to address open tracker items ahead of each CTAC meeting and will provide regular updates.

Comment 00:19:54

- Jordan Schellens, Eversource, asked for additional detail regarding the state bonding process related to remediation funding. Jordan Schellens inquired about how the bonding item advances through the agenda, the likelihood of the topic being discussed, and the probability that funding would ultimately be approved, noting the length of the bonding agenda.
- Ben McMillan, DEEP, responded that he was not deeply familiar with the bonding process and did not have sufficient information to provide a detailed answer at that time.
- Jordan Schellens clarified that the question was driven by concern over the likelihood that remediation funding would be approved or even considered during the bonding process in the near term.
- DEEP reiterated that they did not currently have an answer but confirmed that the question would be noted and followed up on.

4. [Residential Utility Updates](#) 00:21:45

a. Duct sealing

- Ralph Valente, Avangrid, introduced the utilities' presentation, stating that it would focus on updates to duct testing and sealing, as well as elements of the Home Energy Solutions (HES) and Home Energy Solutions- Income Eligible (HES-IE) program redesign. Ralph Valente explained that two new training initiatives are planned for 2026 to increase the effectiveness of duct testing and sealing.
 - The first is a recorded airflow testing training developed in coordination with a third-party inspection firm and reviewed with the technical assistance group. This training will cover proper test setup, home preparation execution, and common best practices to ensure accurate results. Ralph Valente emphasized the diagnostic importance of capturing accurate CFM readings.
 - The second is duct testing. Duct leakage testing is a critical diagnostic requirement that must be passed before duct sealing can proceed. Ralph Valente described the hands-on duct sealing training. There is a focus on practical field application, troubleshooting, and interpretation of test results. This training is intended to address common challenges technicians face, such as difficulty reaching target pressures or interpreting readings, to reduce instances where ductwork remains unsealed or untested.
- Spencer Hauer, Eversource, then provided program updates related to duct sealing incentives. Spencer Hauer explained that in 2025, duct testing incentives are bundled with duct sealing requirements, but in 2026 the program will separate the duct testing setup fee from the performance-based incentive tied to airflow reduction. This change is intended to better cover contractor costs associated with testing and setup, allowing contractors to be compensated for each component independently.

- Spencer Hauer also introduced a new prescriptive pathway for duct sealing that allows contractors to receive incentives even when blower door testing cannot be conducted. This pathway is intended to address barriers encountered in certain homes and expand opportunities for duct sealing work. Enhanced desk reviews will help identify missed opportunities and support contractors and principals in improving technician decision making and communication with customers.

b. HES & HES-IE redesign rollout- status update 00:27:11

- Jordan Schellens, Eversource, covered the next portion of the utilities' presentation, focusing on the HES and HES-IE program redesign and procurement updates. Jordan Schellens reported that the RFP notification for HES and HES-IE vendors were issued on December 4th and December 15th, and that the process has moved into the contracting phase. Vendors selected through the RFP are expected to receive contracts from Eversource and Avangrid in the coming weeks. Jordan Schellens stated that no vendors are currently at risk of nonpayment due to budget constraints, and that interim arrangements will allow vendors to be paid in January and February while purchase orders are finalized.
- The Utilities provided an update on information technology (IT) readiness, noting that Hancock, TrackSys, and E-Track systems are in the final stages of implementing and testing updates required for the program redesign. The Utilities indicated that the systems are expected to be largely ready by January 1, 2026, acknowledging that minor issues may still arise. It was noted that reporting requirements identified by DEEP have been incorporated to ensure necessary data collection.
- Jordan Schellens described progress toward digitizing rebate processes. Currently, customers receive physical qualification documents, but work is underway to transition this process to a digital format. Initial planning and scoping have been completed, with full digital implementation anticipated in 2026.
- Marketing and outreach efforts were discussed. Energize Connecticut, Eversource, and Avangrid websites are being updated to reflect the redesigned programs and are expected to launch in early 2026. The Utilities also announced that the document previously referred to as the "POD" has been renamed the Home Energy Solutions Home Energy Guide (HEG) to better reflect its purpose.
- Jordan Schellens explained that the HEG will transition to a primarily digital format, allowing vendors to send materials electronically to customers, with print options still available in English and Spanish. Paper copies will be distributed to vendors for limited use. Jordan Schellens stated that this approach will reduce paper use while maintaining accessibility.
- Changes were also noted regarding the rebate forms, explaining that they will no longer be bound within the HEG. Instead, rebate forms will be provided as individual tear-off sheets, allowing vendors to leave behind only the forms relevant to each customer.
- Amy McLean, Avangrid, then provided an update on training and quality assurance/quality control (QA/QC). Amy explained that weekly trainings have been conducted for current and

prospective vendors over the past several months and that feedback has been positive. Amy emphasized the importance of ongoing communication and encouraged vendors to raise concerns or request additional support.

- Amy McLean, announced that open weekly “office hours” will be offered in January and February to allow vendors to ask questions, seek clarification, and provide recommendations related to the program redesign.
- Updates to QA/QC inspection processes were also described, noting that DEEP and the utilities have refined their approaches based on experience and feedback. Avangrid stated that QA/QC processes are functioning well overall, despite expected adjustments during implementation.
- Amy McLean explained that while one utility has not yet fully transitioned to desk reviews due to procurement timelines, both utilities are applying consistent QA/QC criteria. A full transition to desk reviews is expected by January 1, 2026.
- Jordan Schellens added that a grace period will be applied for assessments already scheduled in January and February. Vendors will not be required to reschedule previously booked appointments to align immediately with the new two-visit model. It was emphasized that mentorship and collaboration will be prioritized during the transition period to support vendors and minimize disruption.

c. DEEP Facilitated Questions and Discussion 00:35:16

- Ben McMillan, DEEP, opened the discussion by confirming that procurement notifications were sent electronically through the same system that the vendors use to apply, as well as the program used for contracting. He also asked whether vendors had expressed common concerns about the redesign.
 - Jordan Schellens, Eversource, noted that many vendors feel uncertain because they “don’t know what they don’t know” until implementation begins, which led to the creation of weekly open support sessions. Spencer Hauer, Eversource, added that the volume of simultaneous changes is the primary challenge vendors are facing.
- Richard Faesy asked about the number of contractors continuing into the new program versus new entrants.
 - The Utilities explained that procurement rules prevent sharing those details publicly until contracts and purchase orders are fully executed, though drafts will be available within weeks.
- Becky Pelton, EcoSmart Home Services, expressed concern about the January 1st transition, noting uncertainty about scheduling, staffing, and equipment needs. She expressed appreciation for the flexibility to ease into the new model.
 - DEEP acknowledged the scale of the change and emphasized that DEEP, the Energy Efficiency Board, and the Utilities expect some growing pains. DEEP reiterated that extensive reporting requirements were designed to allow for timely adjustments.

- Edgardo Mejias, Efficiency for All, raised concerns about the financial impact of QA/QC rework requests, stating that contractors sometimes must return to homes even when no real issue exists. He asked for balance during the transition.
 - Eversource responded that utilities are open to reviewing specific cases and encouraged vendors to meet regularly with their EECs to resolve disagreements.
- Vivian Perez, Handyman Express Energy Solutions LLC, requested clarification on technician credential requirements under the new two-visit model. Eversource explained that the 2026 implementation manual outlines required certifications: energy advisors must hold BPI BAT or BAP credentials, while second visit lead technicians may hold BAT or BPI IDL certification.
 - Ralph Valente, Avangrid, confirmed the focus of the IDL credential. Jordan Schellens suggested adding a certification column to the two-visit model table to make requirements clearer.
- The discussion then turned to the transition timeline. DEEP clarified that appointments scheduled before January 1 may follow the old model, while new appointments should follow the redesigned structure. The Utilities added that customer facing materials, such as websites, are not yet updated, and a transition period is necessary to avoid confusion. The Utilities estimated that early February is a reasonable target for full consistency.
 - Becca Trietch, DEEP, emphasized that DEEP expects contractors to move to the new model as early as possible in 2026, while still acknowledging the need for flexibility.
- Edgardo Mejias demonstrated an understanding that all system updates and forms will go live January 1st, but utilities will provide operational flexibility as vendors adjust. The Utilities confirmed this interpretation and advised vendors not to schedule new IE or 2–4 customers under the one-visit model.
- Michelle Long, Energy Management Authority, LLC, asked when vendors would receive new forms and digital materials. Eversource clarified that digital rebate processing will not begin in January; only backend IT work will start. Physical materials—including redesigned Home Energy Guides (HEGs), folders, and tear-off rebate sheets—have already been ordered and will be shipped to vendors soon.
 - Jordan Schellens explained that technicians will no longer assemble folders in advance; instead, the vendors will bring tear-off sheets and provide only the relevant rebates to customers, with options for digital or paper copies in English or Spanish.
- DEEP asked about the relationship between the HEG and the updated customer report. Eversource confirmed that the HEG is standardized (with separate versions for HES and HES-IE), while the customer report is individualized and nearing completion, with plans to present it at the January Residential EEB meeting.

5. Public Comment 01:04:49

- Leticia Colon, Efficiency for All, provided a public comment raising concerns about accessibility, representation, and coordination across state energy-related processes. Leticia

Colon stated that participation in meetings and processes can be inaccessible for individuals with disabilities or limited access to electronic communications. She emphasized that marginalized communities, including renters, elderly individuals, and environmental justice (EJ) populations, lack adequate representation in program design and decision-making.

- Leticia Colon expressed concern about insufficient coordination between DEEP, PURA docket proceedings, the Energy Efficiency Board (EEB), and related programs funded through ratepayer or state mechanisms. She highlighted perceived inconsistencies between funding priorities and outcomes, particularly regarding renter access, barrier remediation, thermal boundary improvements, and solar integration. Leticia Colon also raised concerns about payments made to external organizations for participation in PURA proceedings, questioning transparency, equity, and alignment with contractor and community input that has been provided over multiple years.
 - Ben McMillan, DEEP, responded by noting that meeting links are posted on meeting notices, agendas, and the CTAC webpage.
- Leticia Colon replied that electronic postings alone may not adequately address accessibility challenges for all populations and reiterated the need for alternative engagement strategies.
- Becca Trietch, DEEP, acknowledged awareness that PURA has mechanisms to compensate participants in docket proceedings and stated that this is a relatively recent development. Becca Trietch indicated that DEEP could request that PURA present at a future CTAC meeting regarding its participation and compensation processes.
- Leticia Colon requested greater collaboration and coordination among DEEP, PURA, the Green Bank, and other entities overseeing energy and climate-related funding, emphasizing that long-standing issues—particularly lack of access for renters—have persisted despite repeated testimony and written comments over many years.
 - Becca Trietch responded that different entities have jurisdiction over different funding sources and decision-making authorities, which limits DEEP’s ability to direct outcomes in PURA proceedings. Becca Trietch stated that DEEP does participate in docket processes and works to bring relevant information across forums where possible. She acknowledged the concern that stakeholders should not need to engage in multiple venues to be heard and committed to improving coordination and transparency. Becca Trietch also noted ongoing coordination meetings with the Connecticut Green Bank and offered to provide report-outs to CTAC.
- Leticia Colon asked for clarification regarding response timelines and procedures for inquiries sent to DEEP’s general energy email inbox, expressing concern about delayed or absent responses to formal questions.
 - Becca Trietch stated that DEEP would provide follow-up responses to the questions raised and confirmed that comments would be addressed. Becca Trietch also noted that the meeting was being recorded and would be publicly posted.
 - Amy McLean, Avangrid, suggested that the planned contractor ombudsperson role might potentially serve as a communication mechanism to help surface and coordinate

cross-cutting contractor concerns, while acknowledging uncertainties about scope and funding limitations.

- Becca Trietch responded that the ombudsperson position is funded through Conservation and Load Management (C&LM) funds and that there may be limitations on addressing issues that span multiple jurisdictions. Becca Trietch agreed that reviewing the scope to determine what coordination functions are feasible would be appropriate.
- Leticia Colon reiterated the importance of transparent tracking of questions and responses and suggested a publicly accessible log of recurring issues.
 - Becca Trietch responded by noting that a CTAC tracker already exists and is publicly available on the CTAC website, where questions and responses are tracked along with their status.
- Leticia Colon concluded by reiterating concerns about systemic inequities, lack of access for renters, and insufficient responses to contractor-submitted testimony. Leticia Colon emphasized that CTAC was created to address cross-cutting issues collaboratively and expressed hope that these concerns would be substantively addressed.

Announcements

1. On September 9, 2025, DEEP filed the [Final Determination](#) to the Companies' 2025-2027 Conservation and Load Management (C&LM) Plan. DEEP will draft a separate determination on the Companies' Optimization Plan.
2. The [2026 Plan Update](#) to the 2025-2027 Conservation & Load Management (C&LM) Plan was filed on October 31, 2025.
 - a. On December 2, 2025, DEEP held a technical meeting for the 2026 Plan Update to the 2025-2025 C&LM Plan.
 - b. DEEP will issue a determination after further stakeholder engagement and data requests.
3. The CTAC Question & Answer [Tracker](#) is located at the bottom of the [CTAC website](#), which will be updated following each meeting.
4. The next CTAC meeting is scheduled for February 18, 2026, at 1:00pm.