

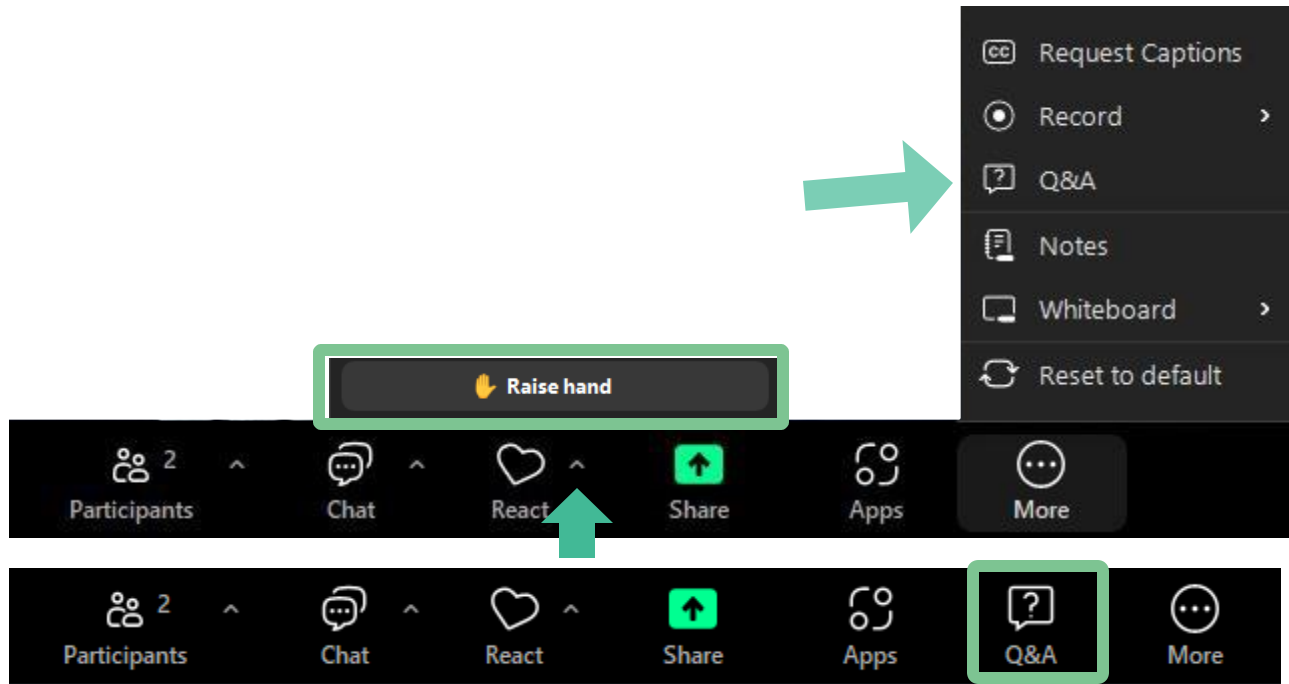


# CONTRACTOR TECHNICAL ADVISORY COMMITTEE (CTAC)

RESIDENTIAL 4/15/2026 MEETING

DEEP - Bureau of Energy and Technology Policy

# WELCOME & ENGAGEMENT GUIDELINES



## Public Input Period

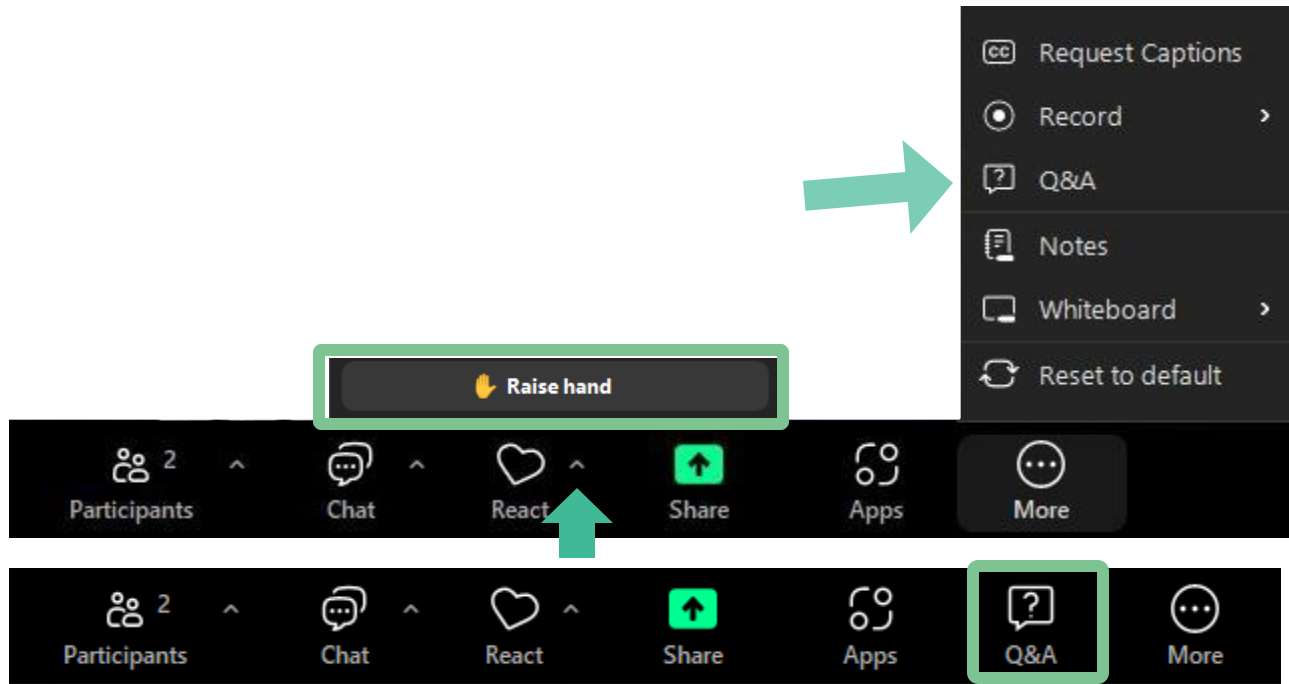
- Raise your hand and wait to be acknowledged
- State your name and affiliation/organization
- You will have 3 minutes for your comment
- Please note any sources for facts/statistics used

- Please mute your microphone.
- Throughout the meeting **please use the Q&A for questions or comments.** The chat has been disabled.
- Meeting is being recorded and will be available afterwards.

# TODAY'S AGENDA

- 1. DEEP introduction (5 minutes)**
- 2. Public Comment (10 minutes)**
- 3. DEEP Updates (15 minutes)**
  - a. Federal funding**
  - b. Review written comments and CTAC Tracker**
- 4. Presentation DEEP and Utilities (60 minutes)**
  - a. Pricing**
    - i. Regulatory context (DEEP)**
    - ii. Pricing next steps (Utilities)**
  - b. Quality Assurance & Quality Control (QA/QC) - Follow up items from March 25, 2026, meeting**
  - c. HES & HES-IE implementation manual changes (Utilities)**
  - d. DEEP facilitated discussion**
- 5. DEEP - Electric resistance conversions (20 minutes)**
  - a. Background and objectives**
  - b. DEEP facilitated discussion**
- 6. Public comment (10 minutes)**

# WELCOME & ENGAGEMENT GUIDELINES



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# DEEP UPDATES - FEDERAL FUNDING & OTHER DEEP ACTIVITIES

## •IRA Rebates

- DOE leadership has been made aware that CT is ready to launch HEAR.
- DEEP is now waiting for DOE leadership authorization to launch.
- DEEP is working with the Utilities to submit HER blueprints next. HER is expected to launch several months after HEAR

## • New England Heat Pump Accelerator

- VEIC is under contract with DEEP as the program implementer. Many of the program's midstream heat pump incentives have launched. More will be added in June 2026.
- DEEP is reviewing stakeholder feedback to develop CT's state heat pump pilot concept. Massachusetts will issue an RFP for their state pilot in April
- The Implementer will issue an RFI for the Community Grant program (Grants of \$100-\$400K for Housing & Community Orgs for heat pump related projects, including outreach) by April 13. The RFP will be issued in Spring 2026
  - Please visit the website [www.nehpa.org](http://www.nehpa.org) to see the RFI. We welcome your feedback
- The program issued an RFP for an Evaluator and is currently reviewing proposals.

## • Energy Efficiency Request for Proposal (RFP)

- DEEP issued an [RFP](#) for energy efficiency and demand response offerings that are additive and complementary to existing C&LM offerings.
- Electric or natural gas efficiency or demand response measures in residential, commercial, or industrial settings were eligible to apply.
  - **DEEP has conditionally selected entities – [see Press Release](#)**
  - **Next step: contract negotiations between selected entities and the Utilities**

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

- RFP proposals for a vendor were due on July 11, 2025. Contract negotiations are underway

# DEEP UPDATES

## **On April 15, 2026, DEEP filed a HES & HES-IE Air Sealing Exception letter**

- DEEP granted the Companies' request for HES-IE and HES contractors to perform air sealing services, at 2 visit homes, on the first visit, when no other measure opportunities are identified and air sealing work will take three hours or less to complete.

## **On March 30, 2026, DEEP issued a Request for Comment on a proposed Financial and Operational Audit Scope:**

- Comments due April 17, 2026, by 4:00pm ET to [DEEP.EnergyBureau@ct.gov](mailto:DEEP.EnergyBureau@ct.gov)

## **On March 18, 2026, DEEP issued a Request for Information on a Multifamily Affordable Loan Fund Program**

- Comments due April 15, 2026, by 5:00pm ET to [DEEP.EnergyBureau@ct.gov](mailto:DEEP.EnergyBureau@ct.gov)

## **On March 25, 2026, DEEP held a Special CTAC meeting**

- **Topic included:**
  - HES/HES-IE Program Pricing
  - HES/HES-IE QA/QC
  - Program Funding with & without HEAR (federal funding)

# CTAC SPECIAL MEETING – PUBLIC COMMENT FOLLOW-UPS

## Comment from Efficiency for All:

- **Reevaluate the current pricing structure with direct contractor input & ensure that contractors are fairly compensated for both fieldwork and administrative responsibilities**
  - [A presentation today will address next steps on this comment](#)
- **Provide transparency and clarification regarding QA/QC standards and decision-making processes.**
  - March CTAC presentations on QA/QC:
    - [Evaluation Administrator presentation](#)
    - [Utilities presentation](#)
    - [Home Doctor Presentation](#)
  - [A presentation today will address next steps on this comment](#)
- **Address the unintended consequences of the December manual changes.**
  - [A presentation today will address next steps on this comment](#)
- **Establish a clear and timely process for resolving ongoing concerns raised by vendors**

# CTAC TRACKER- CLOSED ITEMS

We are using Zoom to identify names. Please notify DEEP at [deep.energybureau@ct.gov](mailto:deep.energybureau@ct.gov) if corrections are needed

Updated: 4/13/2026

Date Asked	Asker	Subject	Question	Directed To For Follow Up	Answerer	Date Answered	Status	Answer/Action Item
4/7/2026	Efficiency for All	Remediation	Requested an update on state remediation plans for mold and other barriers. Has bond funding been allocated to barrier removal?  When was the EEB last updated on barrier rate in CT?	DEEP	DEEP	4/7/2026	Closed	DEEP <u>presented</u> a Residential Energy Performance Solutions (REPS) close out status to the EEB Residential Committee on December 10, 2025. At the January 14, 2026, DEEP provided an update to the EEB Residential Committee that the Bond Commission had approved funding related to barrier remediation and multifamily efficiency. Approximately \$8 million would be allocated for the next phase of a REPS-style program, with an additional \$12 million devoted to multifamily energy efficiency. DEEP expects to provide a further update in Summer of 2026 at an EEB Residential Committee meeting. June 11, 2025, R2218+ evaluation study results were <u>presented</u> to the EEB Residential Committee, including Health & Safety barriers. March 12, 2025, the Utilities <u>presented</u> a deep dive on the HES-IE program to the EEB Residential Committee including HES-IE Health & Safety barriered homes.
4/7/2026	Efficiency for All	Vendor Pricing RFI/RFP	Requested anonymized data submitted as part of the RFI process to determine median cost per measure and compare payment rates from the utilities. Requested review of price setting based cost of material, labor, and economic conditions.	Utilities	Utilities	4/9/2026	Closed	Utilities Response per the 3/25/26 CTAC Meeting: Utilities reiterated that while they are able to share the procurement rationale, they cannot release anonymized or contractor-level RFI responses due to procurement rules
3/25/2026	DEEP	Notification	What are the timelines and processes for customer/contractor notification on issues flagged during inspection?	Utilities	Utilities	4/13/2026	Closed	Companies Inspections: Contractors are provided the inspection reports 3 business days before the results are sent to the customer. This provides them time to supply supporting documentation and/or context surrounding inspection discrepancies. If sufficient documentation is received, the inspection result will be changed to Pass, where applicable. If the Contractor is unable to provide sufficient documentation and/or does not reply within 3 business days, the Contractor and Customer will receive the inspection notice and the inspection result will be set to On Hold.

# CTAC TRACKER- OPEN ITEMS

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Updated: 4/13/2026

Date Asked	Asker	Subject	Question	Directed To For Follow Up	Answerer	Date Answered	Status	Answer/Action Item
3/25/2026	Anonymous	Q&A Chat	An attendee requested that the field manual changes be added to the April CTAC agenda	DEEP			Open	Included on April CTAC agenda
3/25/2026	DEEP	Revenue Tracking	The Utilities initially issued POs reflecting the higher revenue scenario, inclusive of expected HEAR funds. They are closely tracking revenues to ensure that commitments remain aligned with actual collections and spending. DEEP requested an update on this revenue tracking in Q2.	Utilities			Open	DEEP plans to add to a Q2 CTAC agenda
3/25/2026	DEEP	Inspection	Do the utilities have the ability to track and review inaccuracies in the inspection process? How prevalent are these inspection errors?	Utilities			Open	Will be covered during April 15, 2026 CTAC meeting. Utilities will continue tracking throughout program year 2026.
3/25/2026	DEEP	Vendor Pricing RFI/RFP	DEEP requested a vendor pricing revisit after more 2026 data has been gathered.	Utilities			Open	DEEP to coordinate with utilities on best timing/outlet to publicly revisit vendor pricing in June

# ORDER OF ESCALATION AND MEETING OPPORTUNITIES

- **December 2024 CTAC meeting, the Companies established a Communications Protocol:**
  - The Order of Escalation for Contractor concerns is as follows:
    1. **Program Manager EEC**
    2. **Program Principal Supervisor**
    3. **Program Manager**
    4. **Program Senior Manager**
    5. **Program Director**
    6. **DEEP**
  - Regularly scheduled meetings:
    - **Principal meetings: March & September 2026**
    - **CTAC meetings: July 22, September 16, November 18, 2026**
- **Special meetings can be called by emailing [DEEP.EnergyBureau@ct.gov](mailto:DEEP.EnergyBureau@ct.gov)**
  - DEEP reserves the right to point contractors back to the escalation process before calling additional CTAC meetings
- **Prior to each CTAC meeting, draft agendas are shared for public input.**
  - If a contractor or other stakeholder would like to see a topic added to a CTAC agenda, please respond during these comment opportunities



# Pricing

# HOME ENERGY SOLUTIONS (HES) & HOME ENERGY SOLUTIONS-INCOME ELIGIBLE (HES-IE) PRICING – REGULATORY CONTEXT

## Conservation & Load Management (C&LM) statute – [16-245\(m\)](#):

- The C&LM Plan “shall include a detailed budget sufficient to fund all energy efficiency that is cost-effective or lower cost than acquisition of equivalent supply, and shall be reviewed and approved by the commissioner.”

## Current portfolio & programmatic benefit-cost ratios

- March 2026 [Filing](#), CT Efficiency Test (CTET)
  - 2025-2027 Statewide Electric: **2.76** (was 3.20 in 2025 filing)
  - 2025-2027 Statewide Gas: **1.63** (was 2.11 in 2025 filing)

## DEEP monitoring of cost-effectiveness.

- Cost of Supply
  - Energy supply costs average \$21/MMBtu compared to energy efficiency savings delivered at \$18/MMBtu (based on blended portfolio of electricity, natural gas, fuel oil, and propane)

March  
2026

March  
2025

2025 -2027 Statewide Electric	Costs (\$000) Electric		Benefits (\$000)		Benefit Cost Ratios		Benefit Cost Ratios	
	CTET Cost (program budget)	Total Resource Cost	CTET Benefit	Total Resource Benefit	CTET	Total Resource Cost Test	CTET	Total Resource Cost Test
<b>Residential</b>								
Retail Products	\$7,858	\$13,717	\$48,825	\$55,124	6.21	4.02	8.49	6.59
New Construction	\$21,610	\$41,630	\$65,496	\$65,496	3.03	1.57	3.73	1.88
Home Energy Solutions	\$84,203	\$93,525	\$170,132	\$307,226	2.02	3.28	2.13	3.43
HVAC & Water Heating Equipment	\$63,233	\$216,125	\$377,192	\$497,974	5.97	2.30	9.29	2.29
HES-Income Eligible	\$82,271	\$96,447	\$116,895	\$213,966	1.42	2.22	1.48	2.42
Behavior	\$650	\$650	\$1,657	\$1,657	2.55	2.55	3.10	3.10
<b>Subtotal: Residential</b>	<b>\$259,823</b>	<b>\$462,094</b>	<b>\$780,198</b>	<b>\$1,141,442</b>	<b>3.00</b>	<b>2.47</b>	<b>3.98</b>	<b>2.56</b>
<b>Commercial &amp; Industrial</b>								
Energy Conscious Blueprint	\$64,939	\$119,718	\$255,477	\$255,477	3.93	2.13	3.93	2.14
Energy Opportunities	\$105,925	\$138,130	\$365,380	\$365,380	3.45	2.65	3.50	2.61
BES	\$10,662	\$16,202	\$37,786	\$37,786	3.54	2.33	4.15	2.63
Small Business	\$38,801	\$61,449	\$124,668	\$172,328	3.21	2.80	3.34	2.91
<b>Subtotal: C&amp;I</b>	<b>\$220,329</b>	<b>\$335,502</b>	<b>\$783,311</b>	<b>\$830,972</b>	<b>3.56</b>	<b>2.48</b>	<b>3.62</b>	<b>2.51</b>
<b>Demand Response</b>								
Demand Response - Res	\$16,857	\$16,857	\$35,084	\$35,084	2.08	2.08	2.07	2.07
Demand Response - C&I	\$14,529	\$14,535	\$43,206	\$43,206	2.97	2.97	3.05	3.05
<b>Subtotal: Demand Response</b>	<b>\$31,386</b>	<b>\$31,392</b>	<b>\$78,291</b>	<b>\$78,291</b>	<b>2.49</b>	<b>2.49</b>	<b>2.50</b>	<b>2.50</b>
<b>Subtotal: Other</b>	<b>\$83,419</b>	<b>\$83,419</b>	<b>\$0</b>	<b>\$0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>TOTAL</b>	<b>\$594,954</b>	<b>\$912,405</b>	<b>\$1,641,800</b>	<b>\$2,050,704</b>	<b>2.76</b>	<b>2.25</b>	<b>3.20</b>	<b>2.33</b>

# **HES/HES-IE PRICING NEXT STEPS - UTILITIES**

**ES & UI plan to revisit pricing in June**

**Focus on key measures identified in the April Principal's meeting: Assessment and scope of work, duct blaster test, ventilation, air sealing**

**Provides vendors time to adapt to the new program design & have an opportunity to complete projects**

**Detailed information will be requested from the vendors to validate the costs provided (e.g., labor hours, labor rates, material costs, overhead & profit)**



# QA/QC - Inspection Follow-ups

# QA/QC INSPECTION FOLLOW-UPS

**Based on March's CTAC meeting - where a concern about QA/QC inspector errors causing time and resource issues for contractors was raised - DEEP asked the Utilities to report back on data regarding QA/QC inspector errors**

**If data is unavailable, DEEP directed the Utilities to report on how data could be collected on this going forward and by when sufficient data would be available to evaluate the concern.**

**While this concern is being investigated, DEEP encourages contractors to follow the established concern escalation process covered on slide #10.**

# QA/QC FOLLOW-UPS - UTILITIES

**Inspection data analysis across 2025 and parts of 2026 indicate inspectors were incorrect less than 1% (0.31%) of the time.**

- **Based on this data, an inspector scorecard will not be issued**

**EECs and PMs continue to be available to the vendors to discuss any inspection concerns on a specific project a vendor has**



# HES/HES-IE Manual Changes

# **MANUAL CHANGES - UTILITIES**

**On April 8<sup>th</sup> the implementation manual was sent out to all HES & HES-IE contractors with the change log filled out and track changes identified. This manual highlighted the differences between the manual sent in July 2025 and the manual sent December 2025**

**A training was held on April 10<sup>th</sup> for the HES & HES-IE contractors to hear about the changes live**

**Moving forward — the change log will be filled out to identify changes**



**Contractor Feedback – Electric  
Resistance Conversions**

# DEEP LED DISCUSSION – CONTRACTOR FEEDBACK NEEDED – ELECTRIC RESISTANCE CUSTOMERS

DEEP is interested to hear from contractors regarding your experience with electric resistance heat customers, specifically:

*What reasons are most often cited for wanting to replace an electric resistance heating system?*

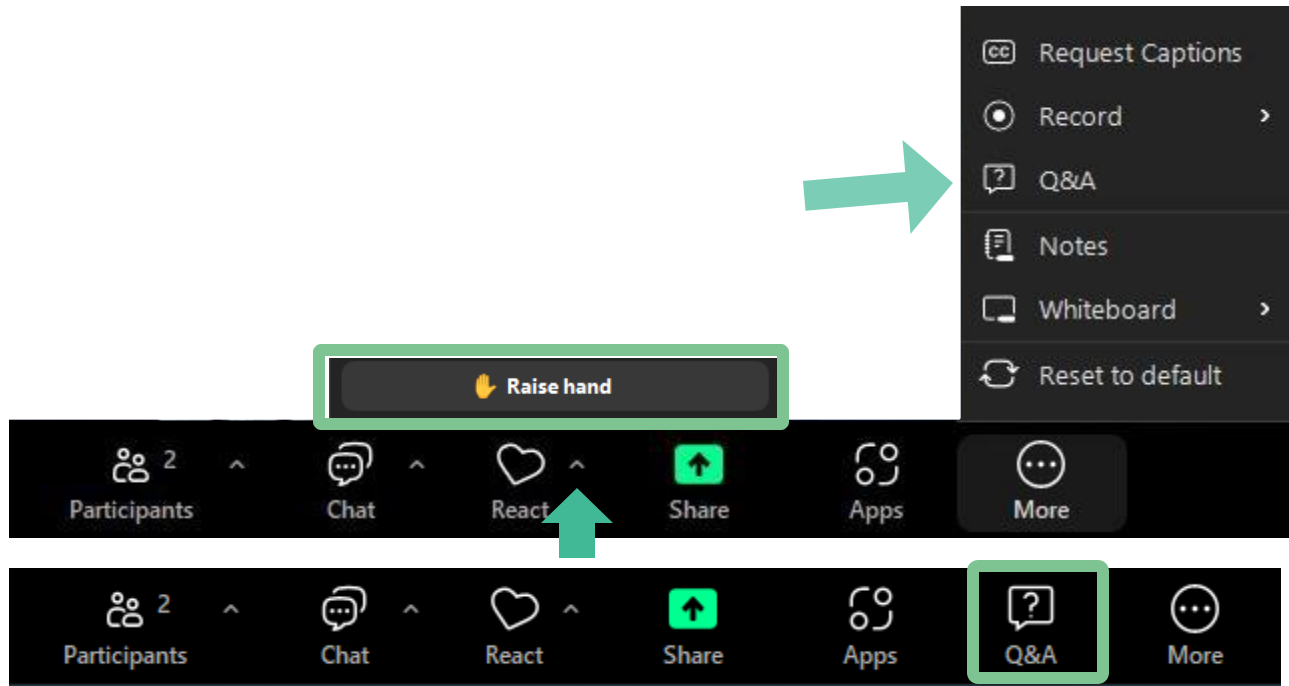
*What are the primary obstacles you encounter when trying to transition an electric resistance heating system to an alternative.*

*While we're primarily focused on electric resistance heat, please also use the survey form to share thoughts on delivered fuel customers.*

**Please Fill out our Questionnaire:**

[Connecticut Contractor Questionnaire – Fill out form](#)

# WELCOME & ENGAGEMENT GUIDELINES



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