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Updated: 7/17/2026

Date Asked	Asker	Subject	Question	Directed To For Follow Up	Answerer	Date Answered	Status	Answer/Action Item
4/15/2026	DEEP	QA/QC revisits	DEEP is interested in knowing if the utilities are able to track return to site due to inspection and contractors are not finding anything/ not finding much that needs to change	Utilities		7/17/2026	Closed	4/15/2026 DEEP response: The Companies stated they can do this moving forward. DEEP will check back in on this question at a future CTAC meeting and see if anything has changed. 7/17/2026 Utilities update: We provided this data in the April CTAC presentation and have already discussed with the inspection teams to track this moving forward
4/15/2026	Edgardo Mejias	Contractor retention	How many contractors have dropped out since the beginning of the newly redesigned programs?	Utilities		7/17/2026	Closed	None
4/15/2026	Edgardo Mejias	PSD Updates	Can changes to the draft PSD be communicated directly to contractors for review and comment.	DEEP			Open	DEEP may recommend this as a potential task for the future Ombudsperson role.
4/15/2026	Edgardo Mejias	Data Status Update	Requested cost of new QA/QC inspections, budgets and expenses for desk review. Has cost for inspections increased? The Companies previously identified a CFM difference between inspected vs. non-inspected projects, are we seeing improved CFM savings under the new program model?	Utilities		7/17/2026	Open	The costs for QA/QC is included the Table C's of the Company's plan filing under the category "outside services." These costs were approved as part of the plan.
4/15/2026	Lorenzo Wyatt	QA/QC inspector scorecard	Suggested implementing inspector scorecards or centralized tracking to ensure accountability and to reduce ambiguity in inspection expectations.	Utilities		7/17/2026	Closed	4/15/2026 DEEP response: DEEP/Utilities will continue to monitor program data and survey results in order to determine the prevalence of inspector errors. 7/17/2026 Utilities update: We are not planning on creating another scorecard. We continue to provide feedback to vendors on inspection results
4/15/2026	Michelle Long	Change notification	Raised issue regarding manual changes potentially impacting projects retroactively, specifically ventilation changes last year. Utilities to review whether manual change requirements are being enforced retroactively.	Utilities		7/17/2026	Open	A track changes version of the manual was published in April.
4/15/2026	DEEP	Inspector Communications Process	What is the process for contractors to communicate with their inspector while projects are in progress or post installation? How are implementation manual changes communicated to inspectors?	Utilities		7/17/2026	Closed	The inspectors read the updated manuals. No specific trainings or education is provided to them. Inspectors can communicate on site with the techs if they are there or they can communicate with the vendor or EEC.
4/15/2026	Edgardo Mejias	Contractor survey	Can DEEP send out a survey or questionnaire to vendors to get their perspective when it comes to inspections that need to be reworked or revisited and there wasn't a real issue?	DEEP		7/17/2026	Closed	DEEP released a survey on July 7, 2026, and added this topic to the July CTAC agenda.
4/15/2026	Amy McLean	Updated Communications Protocol	Requested to share an updated communications process slide with DEEP.	DEEP		4/15/2026	Closed	DEEP will present this at the July CTAC meeting and add to the CTAC webpage.
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		7/17/2026	Closed	4/15/2026 DEEP response: DEEP plans to add to an upcoming CTAC agenda, September 16, 2026. 7/17/2026 Utilities update: We can report this in Q2 during EEB meetings or keep it CTAC, whichever is preferred by DEEP
3/25/2026	DEEP	Vendor Pricing RFI/RFP	DEEP requested a vendor pricing revisit after more 2026 data has been gathered.	Utilities		7/17/2026	Closed	7/17/2026 DEEP response: RFI pricing is on the July CTAC agenda. At the April CTAC meeting, DEEP requested that retroactivity be explicitly included as part of the Utilities' evaluation when determining next steps. 7/17/2026 Utilities update: RFI went live 6/1/2026
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. Further discussion will be addressed through Residential Committee meeting processes.

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	Anonymous	Q&A Chat	An attendee requested that the field manual changes be added to the April CTAC agenda	DEEP	Utilities	4/15/2026	Closed	This topic was addressed at the April CTAC meeting
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	Utilities	4/15/2026	Closed	This topic was addressed at the April CTAC meeting. Utilities will continue tracking throughout program year 2026.
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.
2/18/2026	Michelle Long	HES Redesign	Voiced concerns regarding contractor deliverables. Scope of work sheets vs. spec sheets.	Utilities	Utilities	3/25/2026	Closed	This item was covered at the Special CTAC meeting on March 25, 2026. Future discussion will take place through Contractor/Utility communication opportunities, such as Principal meetings. Utilities and DEEP emphasized the need for detailed written submissions from contractors to support actionable resolution.
2/18/2026	Michelle Long	QA/QC	Requested a discussion focused on QA/QC implementation rather than general process design. Indicated that the current inspection and scoring system may create operational barriers.	Utilities	Utilities	3/25/2026	Closed	This item was covered at the Special CTAC meeting on March 25, 2026.
2/18/2026	Edgardo Mejias	QA/QC	How are new QA/QC rules implemented and what is the notification process ?	Utilities	Utilities	3/25/2026	Closed	This item was covered at the Special CTAC meeting on March 25, 2026. DEEP submitted a data request to the Companies on this topic, the Companies' response can be found at <u>DEEP Energy Filings, DEEP-Q-109.</u>

2/18/2026	Edgardo Mejias	Vendor Pricing RFI/RFP	Voiced concern regarding how the vendor pricing was determined. Requested anonymized data submitted as part of the RFI process	Utilities	Utilities	3/25/2026	Closed	This item was covered at the Special CTAC meeting on March 25, 2026. 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
2/18/2026	Lorenzo Wyatt	Vendor Pricing RFI/RFP	Requested a formal explanation of the pricing determination process.	Utilities	Utilities	3/25/2026	Closed	This item was covered at the Special CTAC meeting on March 25, 2026.
2/18/2026	Michelle Long	Change notification	The implementation manual was included within the contract and it was difficult to see changes. What is the process for tracking and communicating changes made to the implementation manual?	Utilities	Utilities	3/23/2026	Closed	For the manual, the Companies are currently working on a track changes version from July 2025 to December 2025. Starting in 2026, a change log is in place so it will be easy to identify changes.
2/18/2026	Edgardo Mejias	Budget	What are the budgetary impacts on contractors if IRA funding does not become available in 2026?	Utilities	Utilities	3/23/2026	Closed	Eversource response: Approximately \$7 million of HEAR funding for HES & HES-IE & HVAC. Approximately \$4 million is specifically allocated to the HES & HES-IE programs, however we anticipate additional revenues to cover these costs in the event HEAR funding is not received. For 2026 Eversource will be managing to the full HES and HES-IE budgets. Note: HER funds were not included in the 2026 budgets. There will be a slide at the March CTAC meeting addressing this. Avangrid response: Approximately \$7 million of HEAR funding for HES & HES-IE & HVAC. Approximately \$1 million for incentives only is specifically allocated to the HES & HES-IE programs, however we anticipate additional revenues to cover these costs in the event HEAR funding is not received. For 2026 Avangrid will be managing to the full HES and HES-IE budgets. Note: HER funds were not included in the 2026 budgets. There will be a slide at the March CTAC meeting addressing this.
12/17/2025	Leticia Colon de Mejias	Communication processes	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.	DEEP	DEEP	12/17/2025	Closed	Questions unresolved during CTAC meetings are then moved to the Q&A tracker. DEEP makes every effort to respond to email correspondence and questions as soon as practicable.
12/17/2025	Leticia Colon de Mejias	Communication processes	What are the coordination efforts between DEEP, PURA docket proceedings, the Energy Efficiency Board (EEB), and related programs funded through ratepayer or state mechanisms? Raised questions surrounding transparency, equity, and alignment with contractor and community input – noting payments made to external organizations for participation in PURA proceedings.	DEEP	DEEP	12/17/2025	Closed	DEEP and the EEB have ongoing coordination with the Connecticut Green Bank through the public <u>Joint Committee</u> process. DEEP may request that PURA present at a future CTAC meeting regarding its participation and compensation processes.

12/2/2025 (DEEP Tech. Meeting)	Edgardo Mejias	QA/QC	What training or minimum certifications do the utilities require for reviewing and approving scopes of work and QA/QC?	Utilities	Utilities	2/13/2026	Closed	QA/QC was an agenda topic at the December 2025 EEB Residential Committee meeting. DEEP submitted a data request to the Companies on this topic, the Companies' response can be found at DEEP Energy Filings, DEEP-Q-101 .
12/2/2025 (DEEP Tech. Meeting)	Leticia Colon de Mejias	Solar	Can C&LM program funding be used to incentivize solar installations?	DEEP	DEEP	12/17/2025	Closed	Existing Connecticut solar programs are overseen by the Public Utilities Regulatory Authority (PURA) as directed by state statute, and are funded by ratepayer dollars collected and regulated separately from Conservation & Load Management (C&LM) funds. PURA is currently in the process of proposing a new tariff design for behind the meter programs to the legislature. DEEP and C&LM have no jurisdiction over these solar programs, though DEEP does participate in PURA proceedings to support coordination and alignment with DEEP policies. DEEP notes that currently, the residential solar programs are not capped, and therefore there is no apparent need to think about allocation C&LM funding toward solar. Moreover, creating a competing solar program would lead to customer confusion. More significantly, 16-245m requires that C&LM Plans "...shall include a detailed budget sufficient to fund all energy efficiency that is cost-effective or lower cost than acquisition of equivalent supply...". Therefore, the legislature recognized that this funding should be focused on efficiency and not supply.
12/2/2025 (DEEP Tech. Meeting)	Edgardo Mejias	Remediation	What is the funding status for barrier remediation programs?	DEEP	DEEP	12/10/2025	Closed	Remediation program update was presented at the December 2025 EEB Residential Committee <u>meeting</u> . DEEP will continue to provide regular updates as information becomes available.
12/2/2025 (DEEP Tech. Meeting)	Leticia Colon de Mejias	Renter Access	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?	DEEP	DEEP	12/2/2025	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 here on PURA's website .
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	9/10/2025	Closed	Topic explored at September 2025 Residential Committee <u>meeting</u> .
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 here .
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	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	Heat pump maintenance includes cleaning indoor and outdoor refrigerant coils, fans, and drains to keep them clear from debris, dust, and clogs. 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. 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).
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	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

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	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. The team did not use algorithms to determine average consumption.
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.