

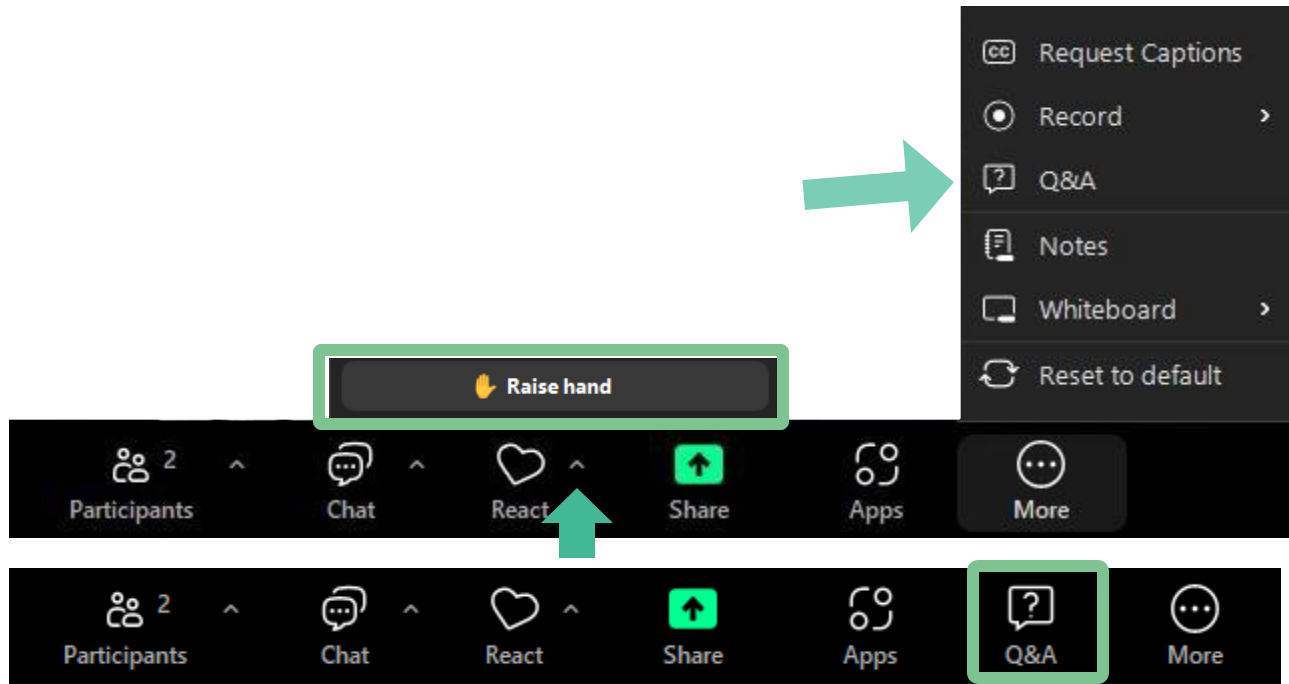


CONTRACTOR TECHNICAL ADVISORY COMMITTEE (CTAC)

RESIDENTIAL AND COMMERCIAL & INDUSTRIAL (C&I) MEETING 7/22/2026

DEEP - Bureau of Energy and Technology Policy

WELCOME & ENGAGEMENT GUIDELINES



Public Input Period

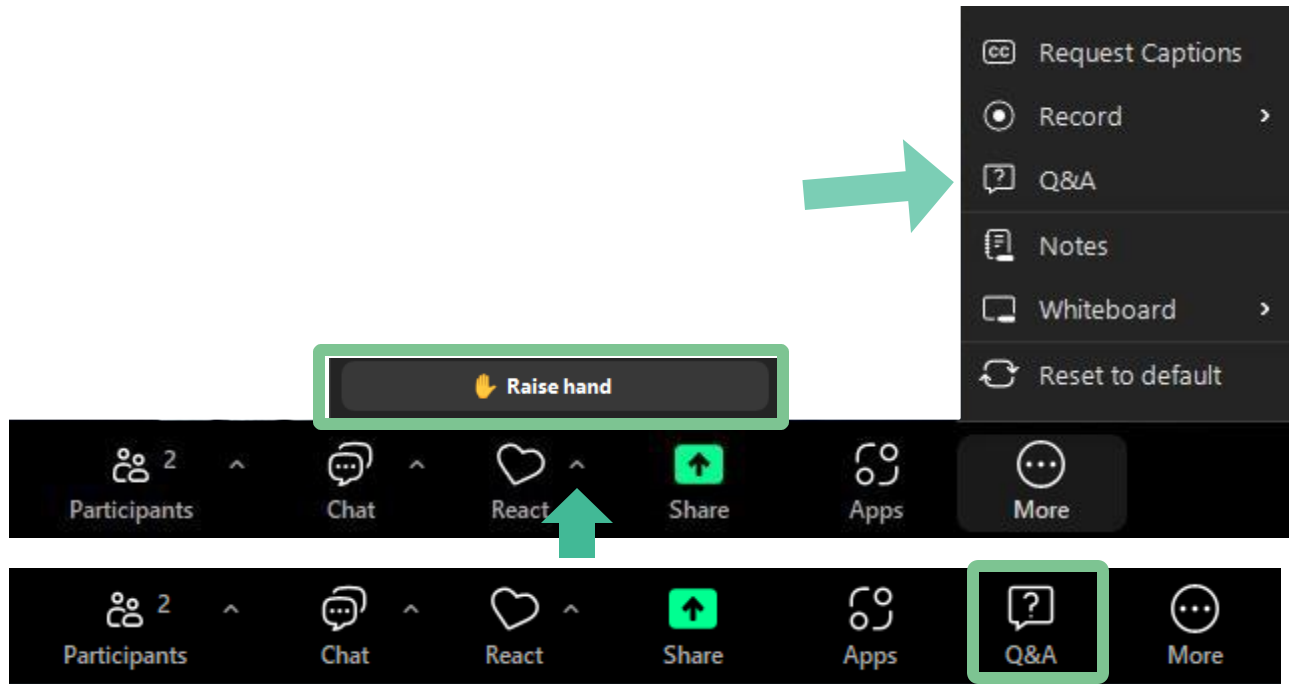
- Raise your hand and wait to be acknowledged
- State your name and affiliation/organization
- You will have 3 minutes for your comment
- Please note any sources for facts/statistics used

- 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)**
 - I. Federal funding
 - II. Communications protocol
 - III. CTAC tracker review
 - IV. REPS
 - V. RGGI
 - VI. Facilitated questions and discussion
- 4. Commercial & Industrial (30 minutes)**
 - I. Presentation- Commercial Contractor Consortium
 - II. Utility Update- Vacuum Insulated Glass energy conservation measure
 - III. DEEP Facilitated questions and discussion
- 5. Residential (50 Minutes)**
 - I. DEEP Presentation- Contractor survey results & next steps
 - II. Utility Presentations
 - a) Pricing RFI & Next Steps
 - b) Implementation Manual Changes -planned/implemented improvements on update procedures, comment periods, and change-management practices.
 - III. DEEP facilitated discussion
- 6. Public Comment (10 minutes)**

WELCOME & ENGAGEMENT GUIDELINES



Public Input Period

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DEEP UPDATES - FEDERAL FUNDING

•IRA Rebates (new guidance issued on 6/1/2026)

- HEAR is now High-Efficiency Electric Home Rebates (HEEHR)
- HER is now Home Owner Managing Energy Savings (HOMES)
- HEEHR (HEAR) updates can be found at [this link](#)
- HOMES (HER) updates can be found at [this link](#)
- DEEP is currently reviewing its planning documents in response to the new guidance issued by DOE.

• 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.
- DEEP is reviewing stakeholder feedback to develop CT's state heat pump pilot concept.
- The Implementer has issued an RFP for the Community Grant program (Grants of \$100-\$400K for Housing & Community Orgs for heat pump related projects, including outreach). The RFP closes on August 14th, 2026.
 - Please visit the website www.nehpa.org to see the RFP
- The program issued an RFP for an Evaluator and is currently reviewing proposals received.

COMMUNICATIONS PROTOCOL

(UPDATED AS OF APRIL 2026)

[CTAC Website](#)

Order of Escalation:	Avangrid	Eversource
Program Manager Energy Efficiency Consultant (EEC) Senior EEC	rvalente@uinet.com sharon.guarino@uinet.com	alicia.demaio@eversource.com
		damaris.velez@eversource.com
		daniel.skrzypinski@eversource.com
		michael.cresta@eversource.com
		paul.hogan@eversource.com
		tasha.perreault@eversource.com
		victoria.pellegato@eversource.com
Supervisor		spencer.hauer@eversource.com
Manager	amclean@uinet.com	jordan.schellens@eversource.com
Senior Manager	marissa.westbrook@uinet.com	
Director	erik.robie@uinet.com	stephen.bruno@eversource.com

TECHNICAL MEETING

- DEEP will host a Technical Meeting on August 19, 2026 to review the establishment of a formal weatherization standard in Connecticut.
- Hybrid format
- Final Determination on the 2025-2027 Conservation & Load Management (C&LM) Plan:
 - DEEP would reopen a proceeding with a purpose to finalize a baseline standard of weatherization as it relates to the original legislative target.
 - Consider establishing a separate enhanced standard of weatherization that goes beyond baseline
- Formal notice and Request for Information will be issued within the week.

CTAC TRACKER- CLOSED ITEMS

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
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	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	DEEP	Inspector Communication 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	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 Communication 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

CTAC TRACKER- OPEN ITEMS

Updated: 7/17/2026

Date Asked	Asker	Subject	Question	Directed To For Follow Up	Answerer	Date Answered	Status	Answer/Action Item
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	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	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.

REGIONAL GREENHOUSE GAS INITIATIVE (RGGI) UPDATE

- **RGGI is a bipartisan, multistate initiative to reduce CO₂ emissions from the region's power plants**
 - CT has participated since RGGI started 2009
 - Sets a declining regional "cap" on power plant CO₂ emissions
 - Provides significant funding for energy efficiency (~\$30M to C&LM annually), clean energy, and rate relief
 - 11 states participate, including all six New England states, plus NY, NJ, DE, MD, and VA
- **States periodically review RGGI and update the regional RGGI Model Rule to ensure continued success**
 - Prior Model Rule updates in 2013 and 2017, adopted in CT regulations in 2013 and 2019, respectively
 - On July 3, 2025, CT and other RGGI states announced an updated Model Rule:
 - Commitment to lower regional CO₂ emissions from 2027-2037
 - Expanded ratepayer protections to ensure continued benefits
 - DEEP previously discussed these updates with EEB C&I and Residential Committees in December 2025
 - **Adopting the updates in state regulations is required to continue participating in RGGI and to continue receiving its benefits**
- **Proposed DEEP regulations to implement the updated Model Rule in CT**
 - Posted on CT eRegulations website for public comment through August 3, 2026:
<https://eregulations.ct.gov/eRegsPortal/Search/RMRView/PR2025-028>
 - Virtual public comment hearing July 23, 2026, at 9:30 am (Zoom [registration details](#) included in [notice of intent](#) at link above)
 - Final proposed regulations will be submitted to CT Attorney General for review and then submitted to the Legislative Regulatory Review Committee (LRRC) for review and approval later this year
 - If approved, final regulations would take effect on January 1, 2027

REPS UPDATE

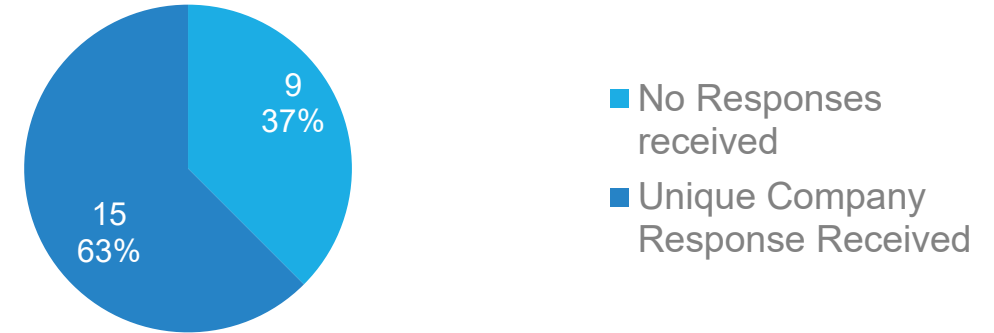
C&I PRESENTATIONS

CONTRACTOR SURVEY

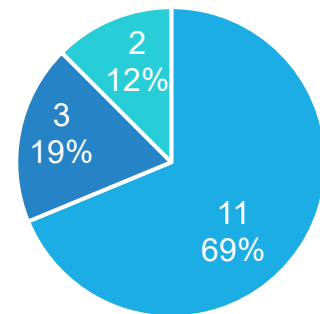
RESPONDENT OVERVIEW

- Survey sent to Principals list
- 34 individuals/ 24 Companies
- 16 total responses received
- Responses represent 15 unique companies

Population of HES & HES-IE Companies - Response Rate

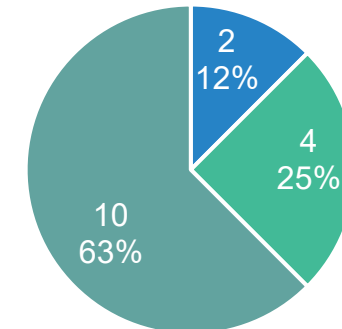


% of Respondents by Vendor Type



- HES & HES-IE
- HES Only
- HES-IE Only

% of Respondents by Vendor Size

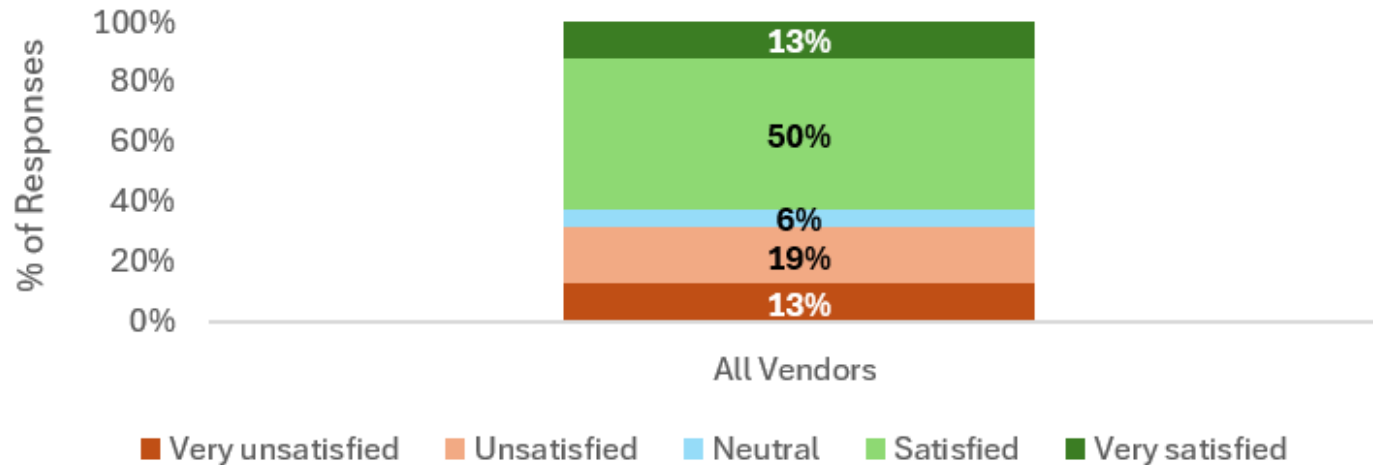


- Less than 10 people
- 10-25 people
- More than 25 people

COMMUNICATION-RELATED QUESTIONS

COMMUNICATIONS: GENERAL

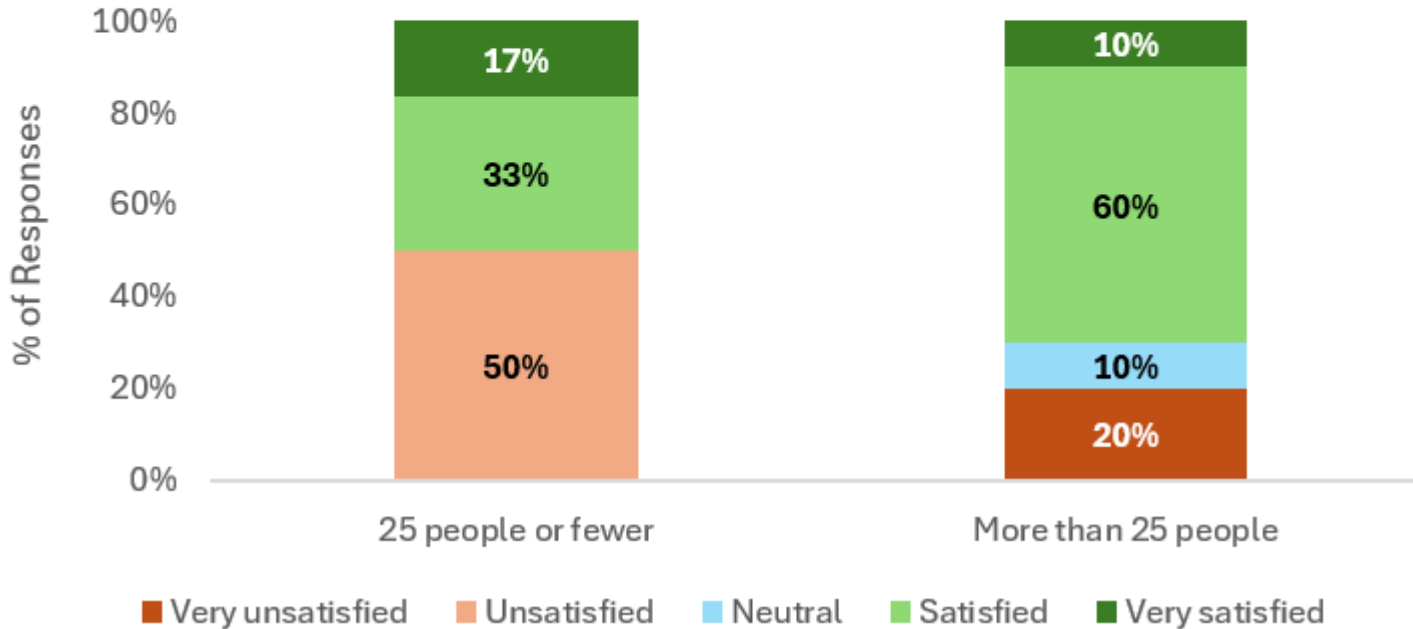
Percent of Question Responses by Business Size:
How satisfied are you with communication from the Utilities about program updates and policy changes over the last 6 months? (For example: email updates, EEC & PM meetings, bi-weekly open forum meetings, etc.)



- 63% of all contractors are satisfied or very satisfied with communications regarding program updates over the last 6 months.
- 32% are unsatisfied or very unsatisfied.

COMMUNICATIONS: BY COMPANY SIZE

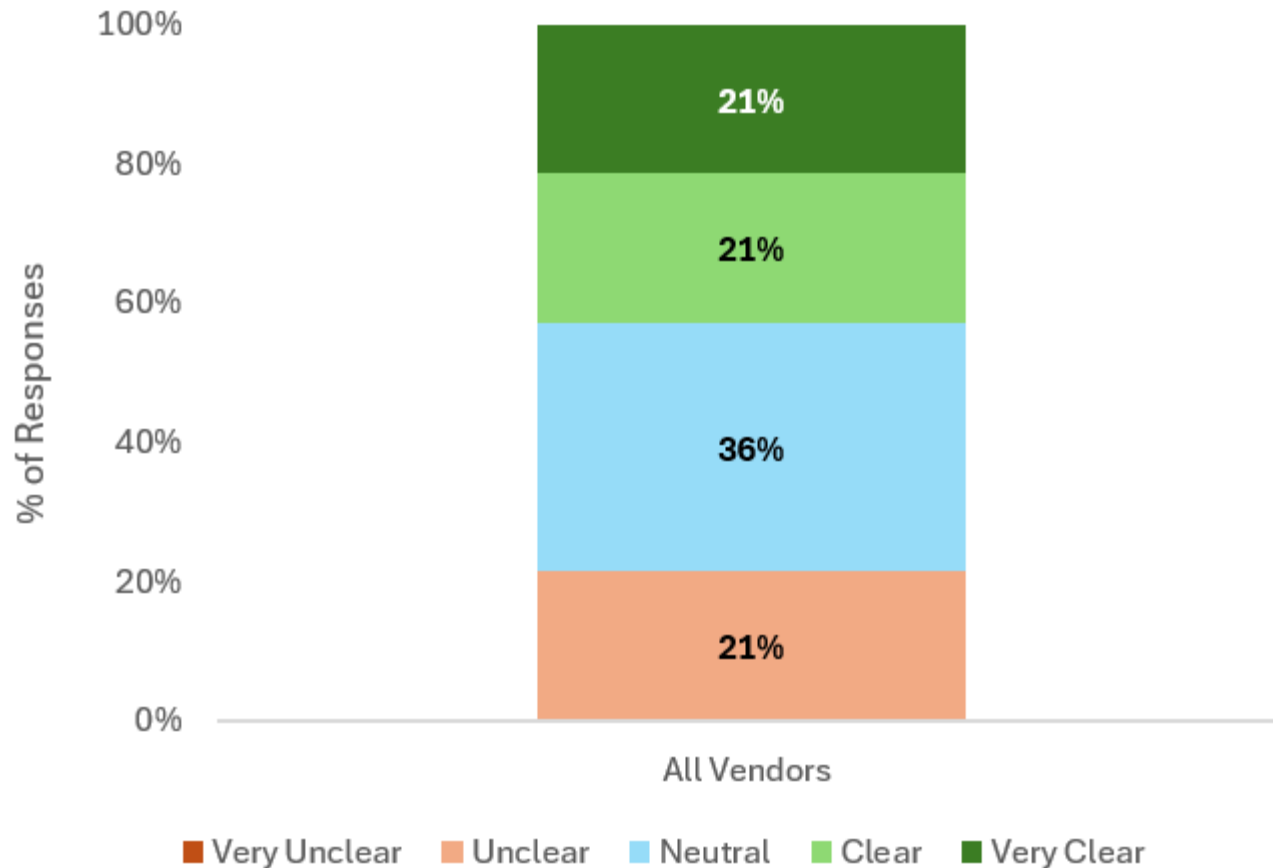
Percent of Question Responses by Business Size:
How satisfied are you with communication from the Utilities about program updates and policy changes over the last 6 months? (For example: email updates, EEC & PM meetings, bi-weekly open forum meetings, etc.)



- Larger companies (25+) are more satisfied with communications when compared to smaller companies (<25 employees).
- However, Communication issues for larger companies may be more severe when they occur when compared to smaller companies.
- Half of respondents employing <25 people are unsatisfied with current communications.

COMMUNICATIONS: HES DELIVERY

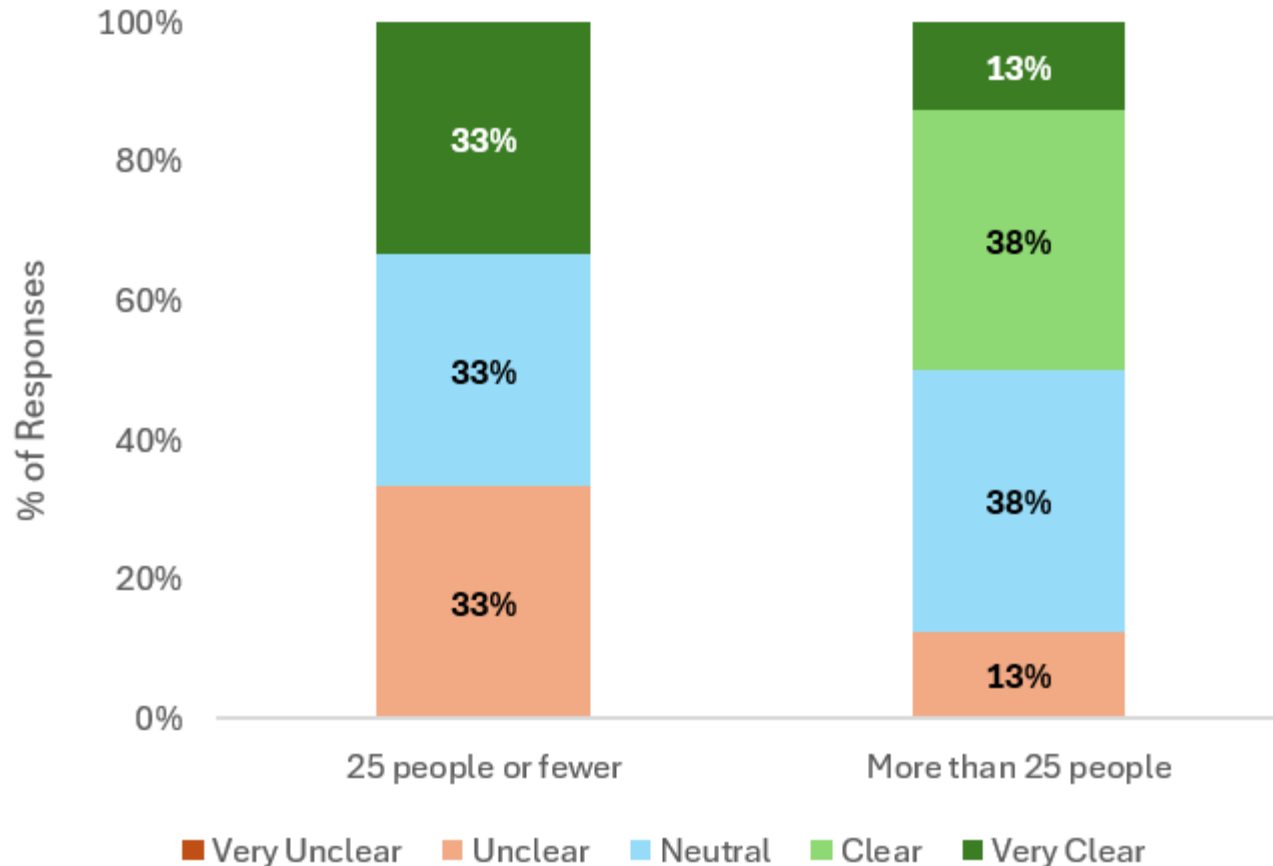
Percent of Question Responses by Business Size:
*How clear are current Home Energy Solutions (HES)
delivery expectations to you? [Excludes HES-IE Only
vendors]*



- 42% of all HES vendors are clear or very clear regarding delivery expectations.
- 21% are unclear

COMMUNICATIONS: HES DELIVERY

Percent of Question Responses by Business Size:
*How clear are current Home Energy Solutions (HES)
delivery expectations to you? [Excludes HES-IE Only
vendors]*

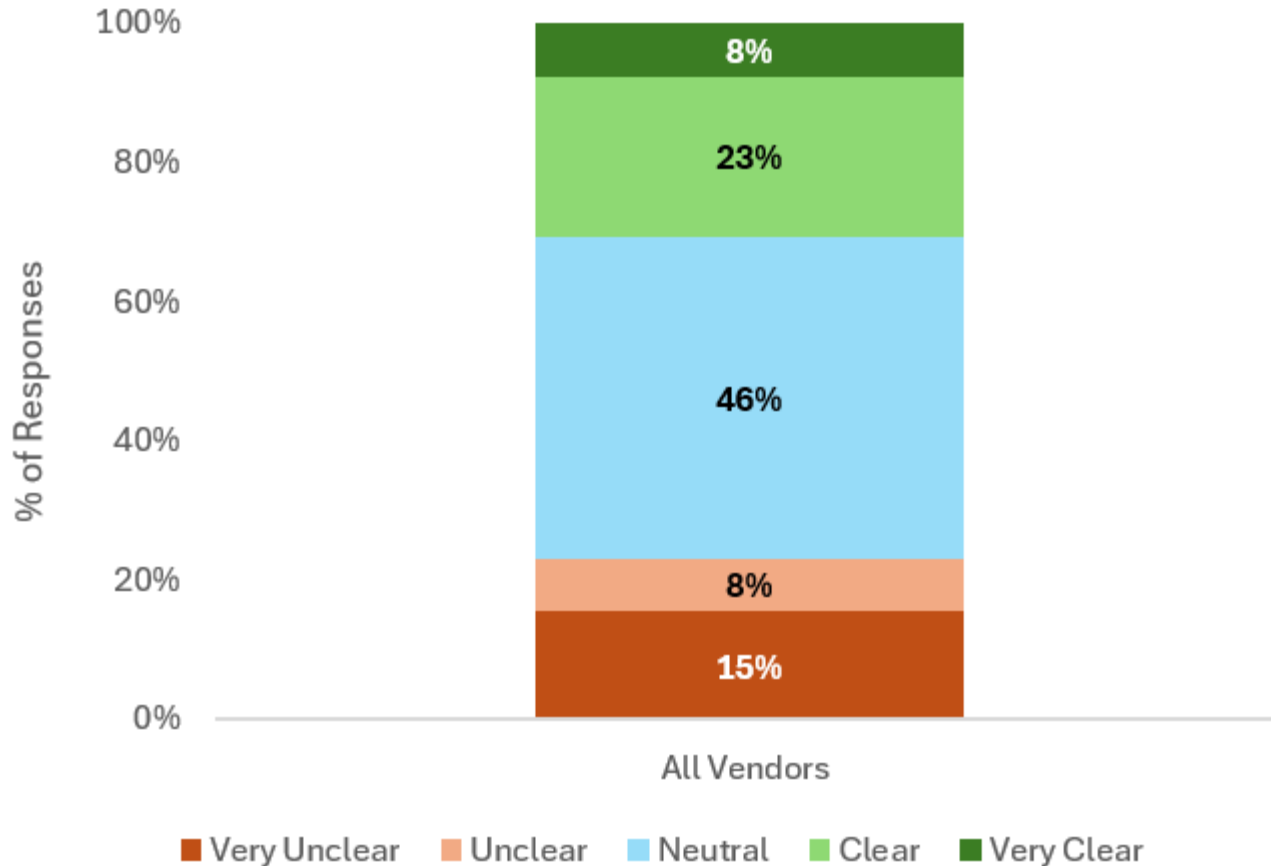


- Larger businesses are more clear on HES delivery expectations when compared to smaller companies
- 1/3 of smaller businesses are unclear on HES delivery expectations.

COMMUNICATIONS: HES-IE DELIVERY

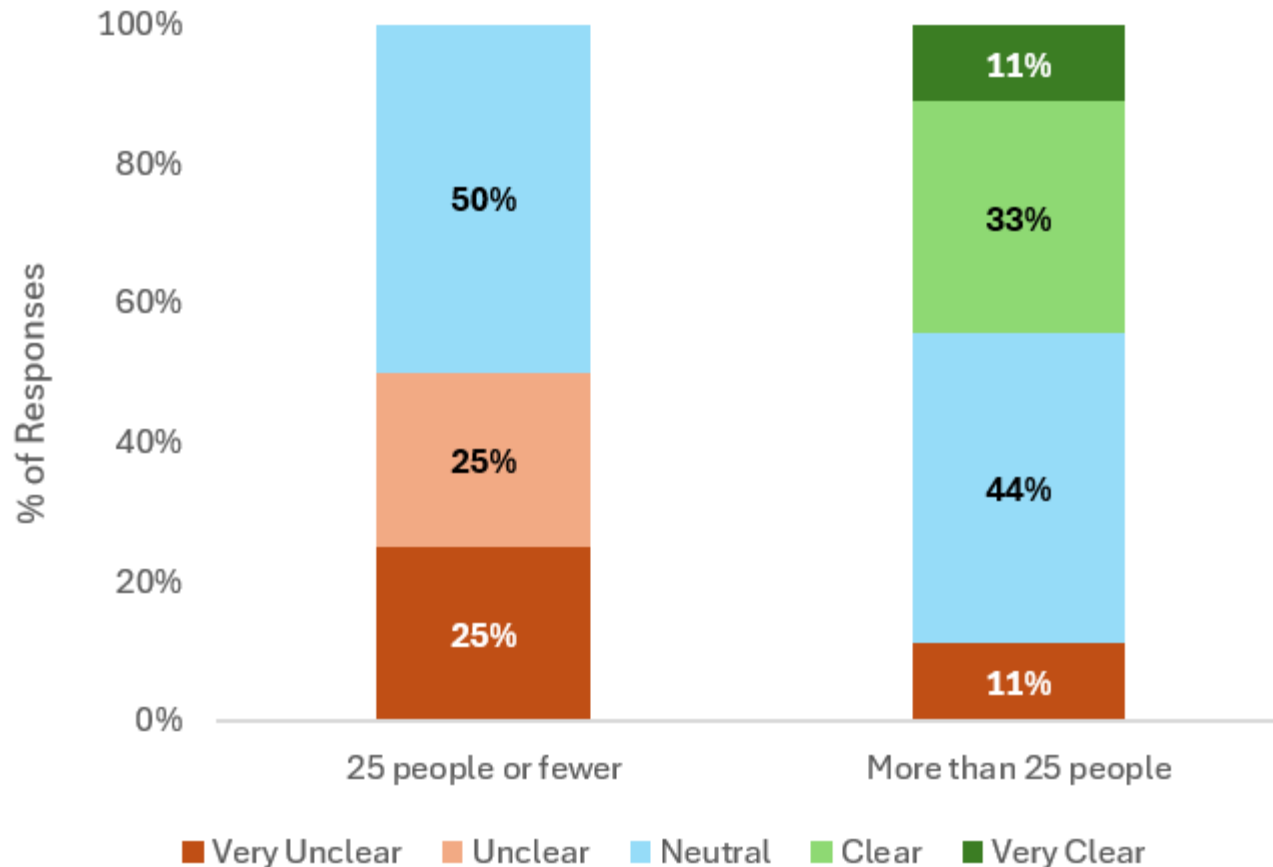
Percent of Question Responses by Business Size:
How clear are current Home Energy Solutions- Income Eligible (HES-IE) delivery expectations to you? [Excludes HES Only vendors]

- 31% of all vendors are clear on HES-IE delivery expectations
- Nearly 50% are neutral
- 23% are unclear or very unclear



COMMUNICATIONS: HES-IE

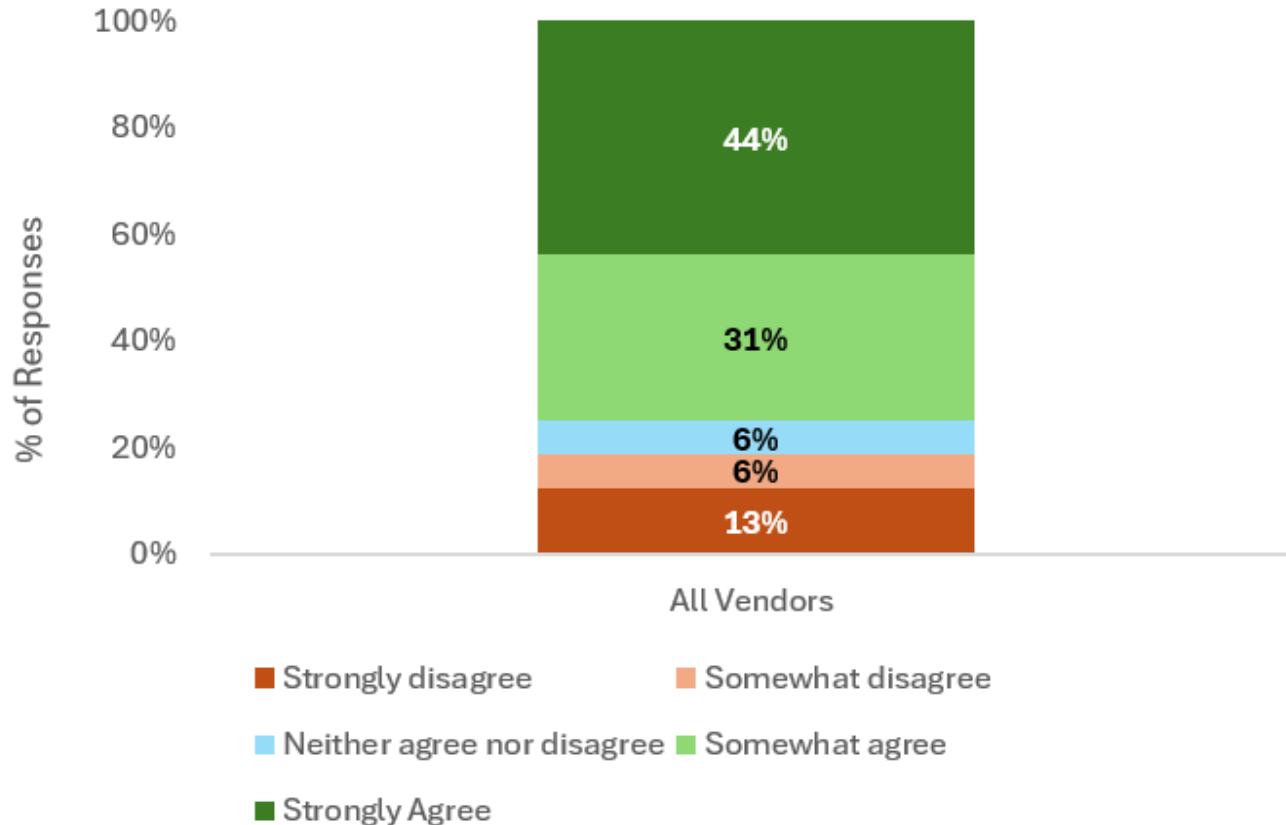
Percent of Question Responses by Business Size:
How clear are current Home Energy Solutions- Income Eligible (HES-IE) delivery expectations to you? [Excludes HES Only vendors]



- Again, larger businesses are clearer on HES-IE delivery expectations when compared to smaller businesses.
- No business employing 25 people or fewer indicated that they are clear on HES-IE delivery expectations.

COMMUNICATIONS: UTILITY RESPONSIVENESS

Percent of Question Responses by Business Size:
Indicate how much you agree or disagree with the following statement: "When I have questions or concerns about a project, Utility staff are readily available to offer guidance and answer questions."

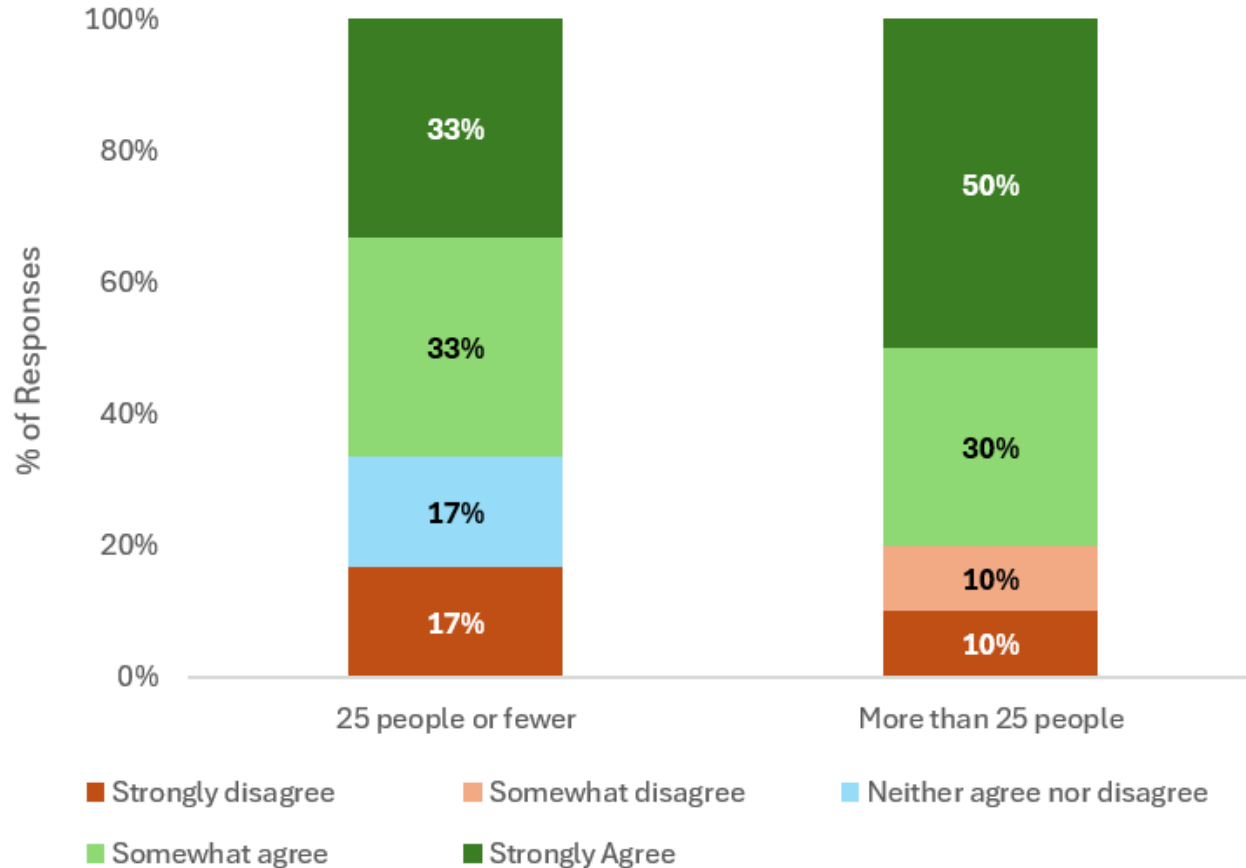


- 75% of all respondents agree that utility staff are available to offer guidance and to answer questions.
- 19% disagree or strongly disagree

COMMUNICATIONS: UTILITY RESPONSIVENESS

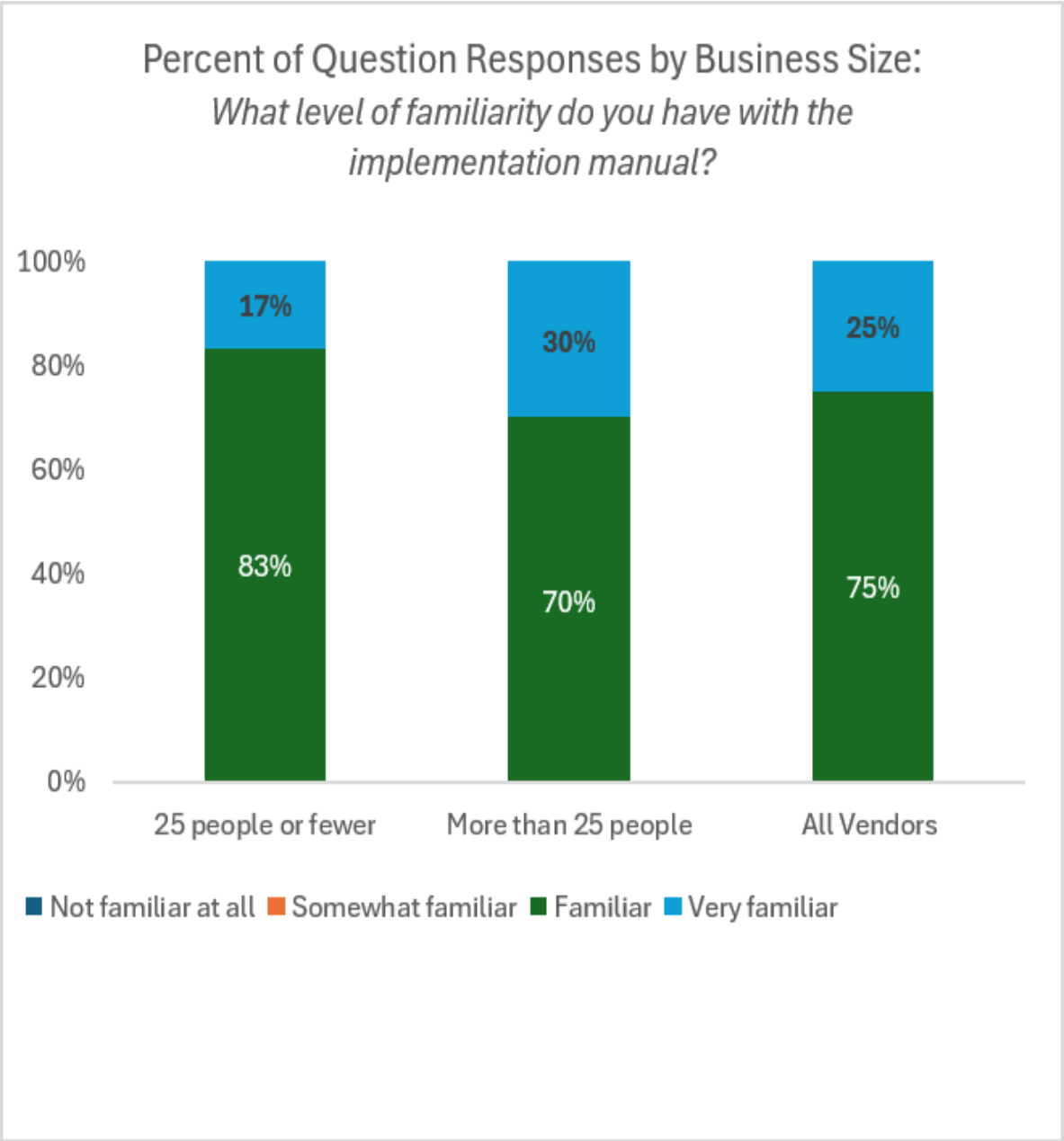
Percent of Question Responses by Business Size:

Indicate how much you agree or disagree with the following statement: "When I have questions or concerns about a project, Utility staff are readily available to offer guidance and answer questions."



- Larger companies agree with the question statement at a higher rate than smaller companies.
- Small and large companies disagree at a similar rate.

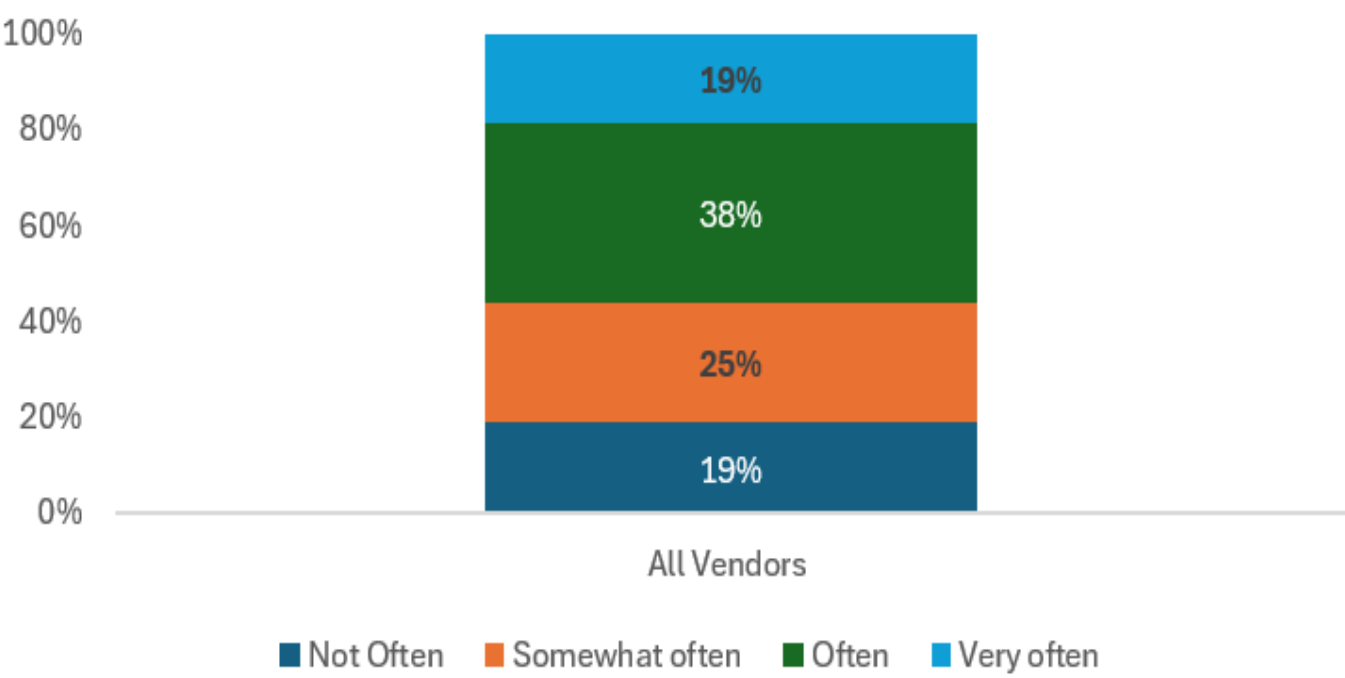
PROGRAM IMPLEMENTATION MANUAL



- Only 25% of respondents claimed to be very familiar with the implementation manual. This may be because business owners rather than field technicians often responded to the survey.

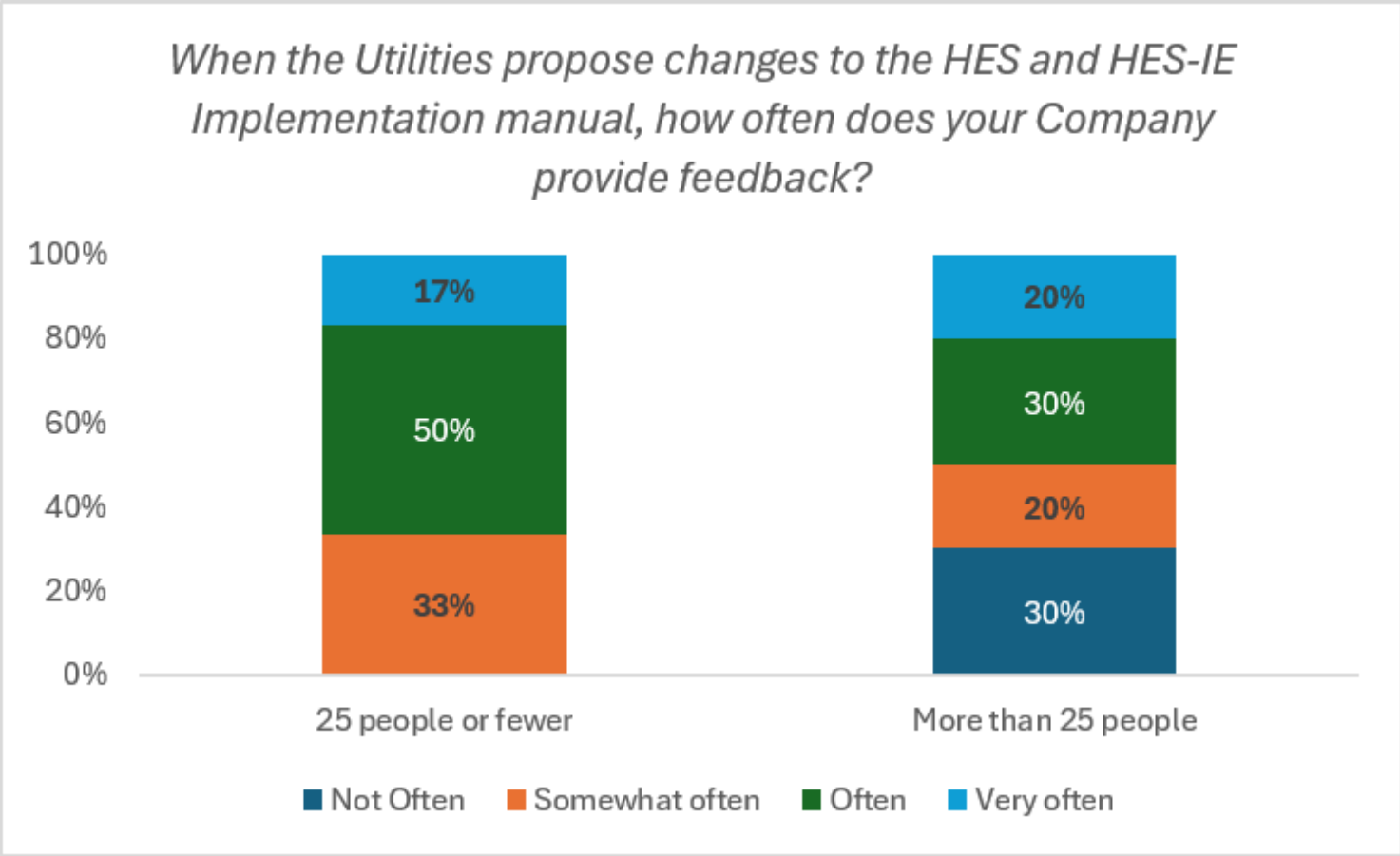
PROGRAM IMPLEMENTATION MANUAL

When the Utilities propose changes to the HES and HES-IE Implementation manual, how often does your Company provide feedback?



- Only 57% of total respondents are providing feedback on proposed changes to the implementation manual often or very often.

PROGRAM IMPLEMENTATION MANUAL

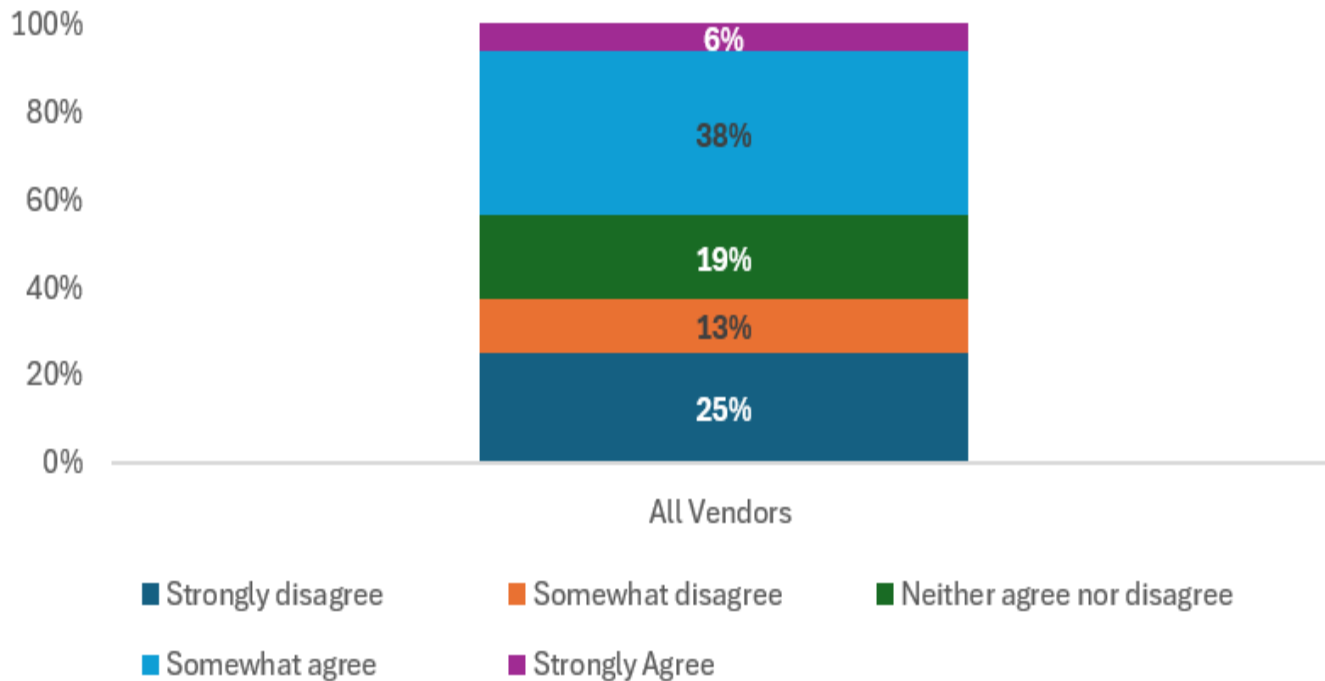


- A larger percentage of smaller companies are providing feedback on proposed changes often or very often.

PRICING & VALUE-RELATED QUESTIONS

VENDOR PRICING AND REVENUE

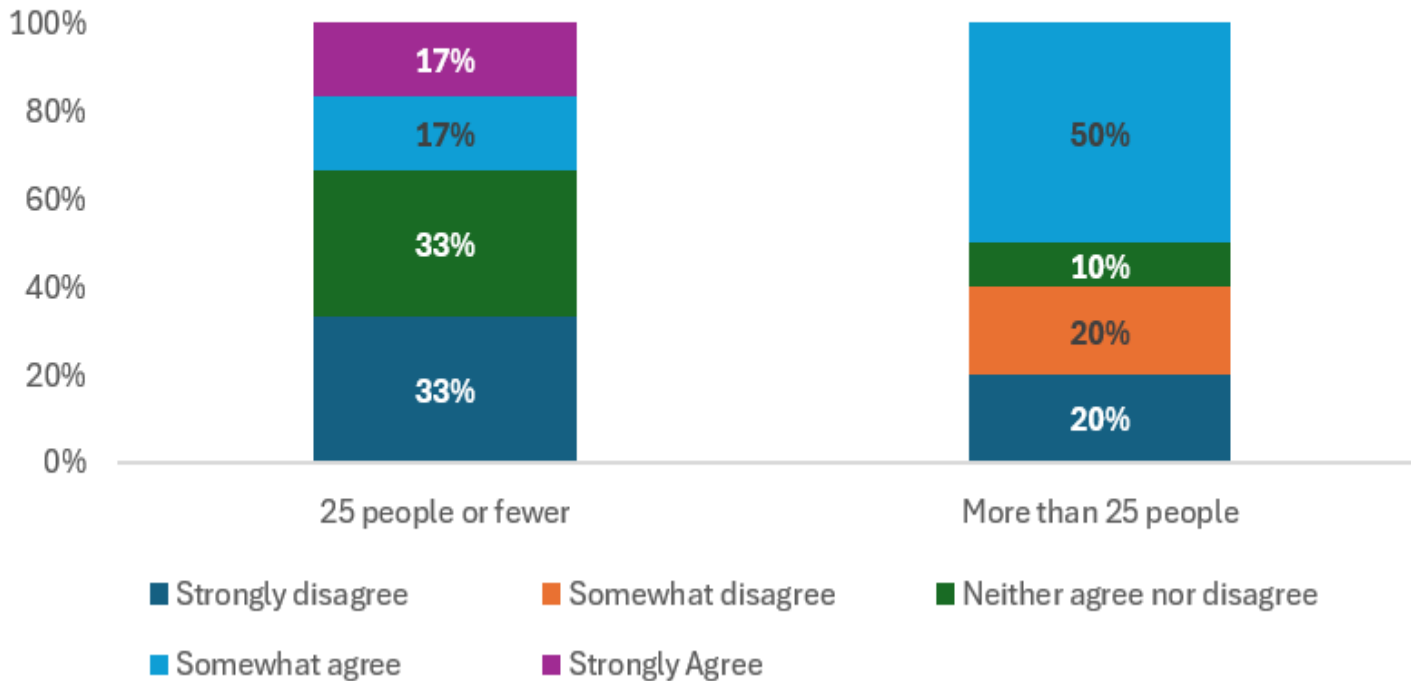
Under the current pricing, providing HES or HES-IE services is still of value to my business.



- Only 44% of total respondents agree that providing services under HES & HES-IE is of value to their business under current pricing.
- 38% disagree

VENDOR PRICING AND REVENUE

Under the current pricing, providing HES or HES-IE services is still of value to my business.

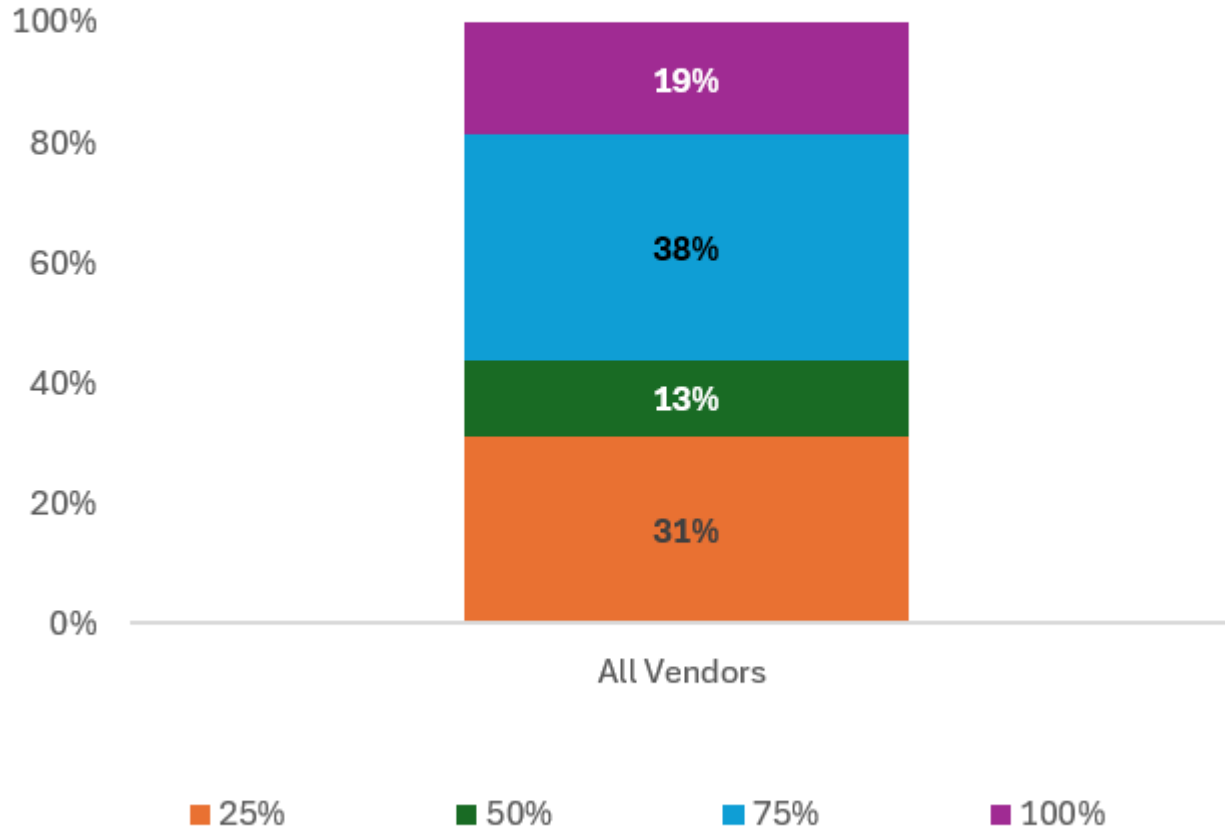


- Providing services in HES & HES-IE is of value to more larger companies than smaller companies, under current pricing.

VENDOR PRICING AND REVENUE

Percent of Question Responses by Business Size:

What percentage (%) of your business' revenue is generated directly by providing services under HES and HES-IE?

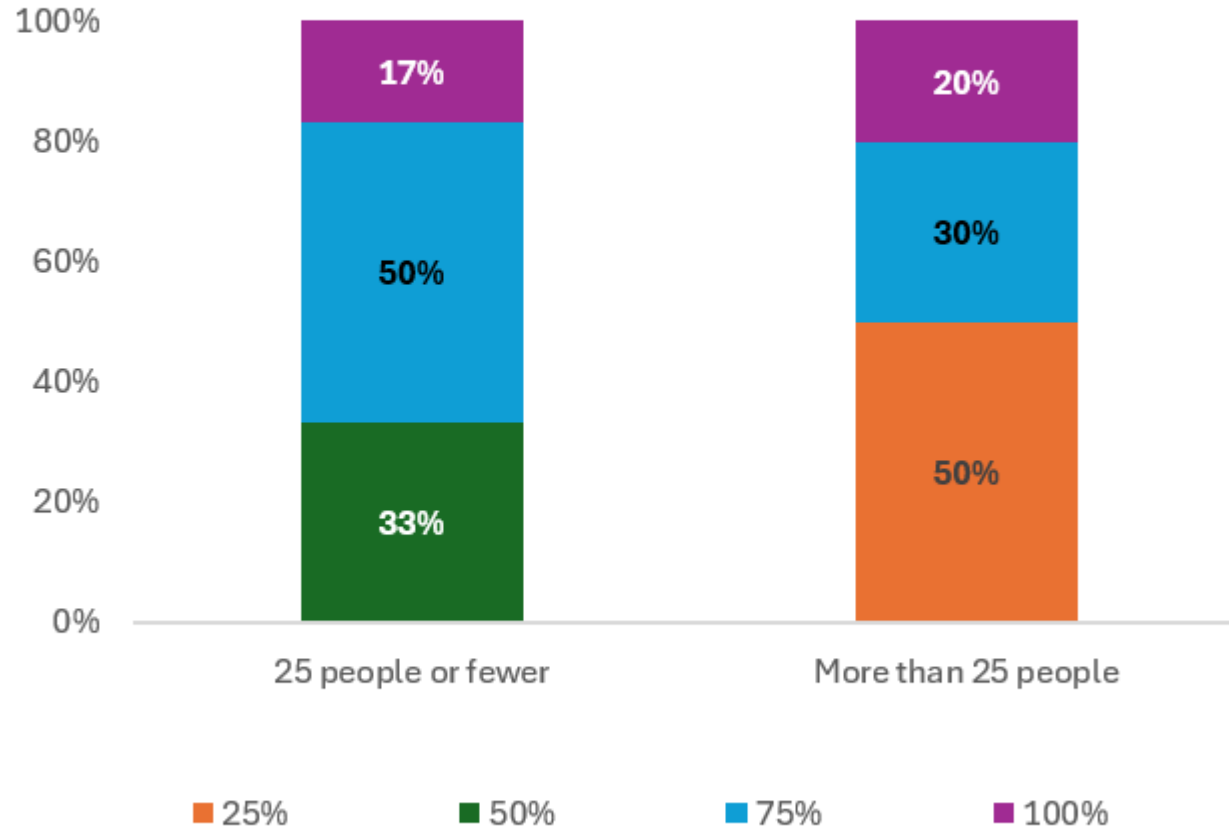


- HES & HES-IE account for 50% or more of business revenues for 70% of all respondents.

VENDOR PRICING AND REVENUE

Percent of Question Responses by Business Size:

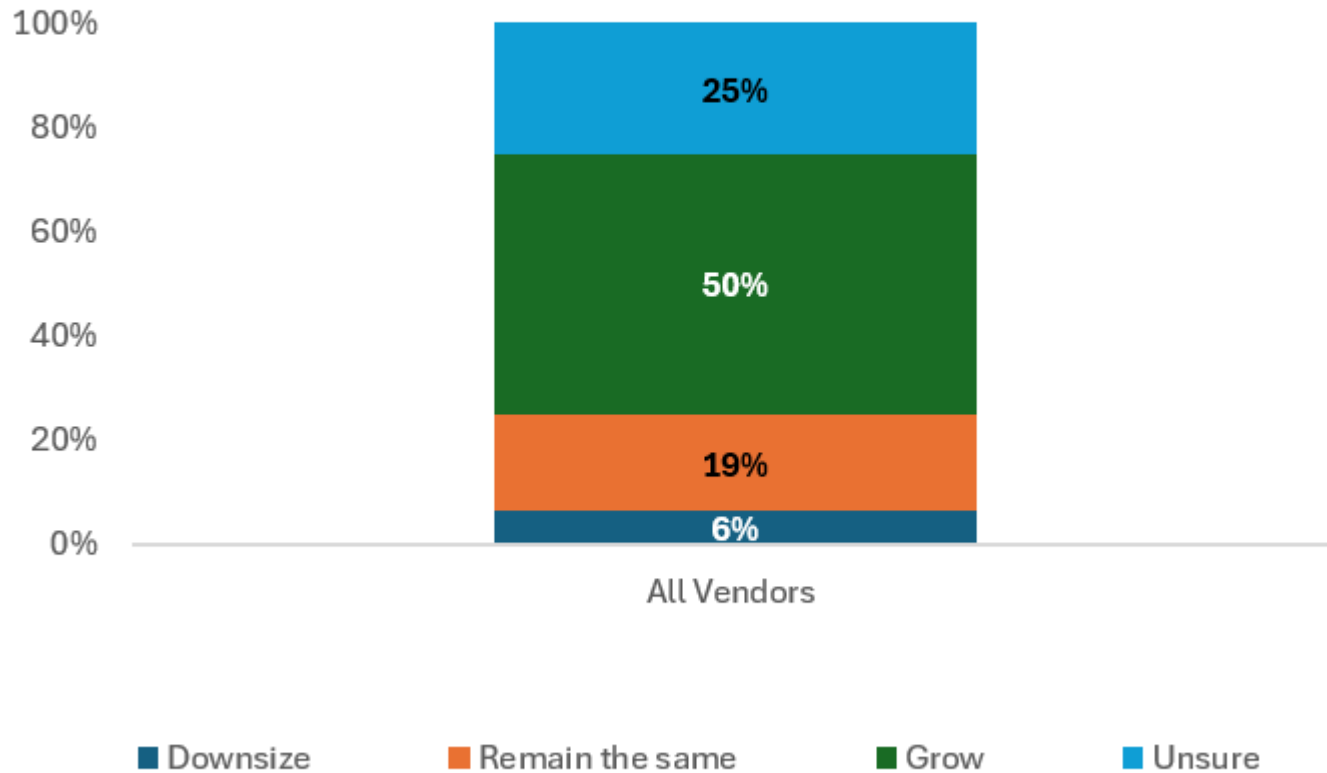
What percentage (%) of your business' revenue is generated directly by providing services under HES and HES-IE?



- More smaller business are more reliant on HES & HES-IE revenue larger businesses

VENDOR PRICING AND REVENUE

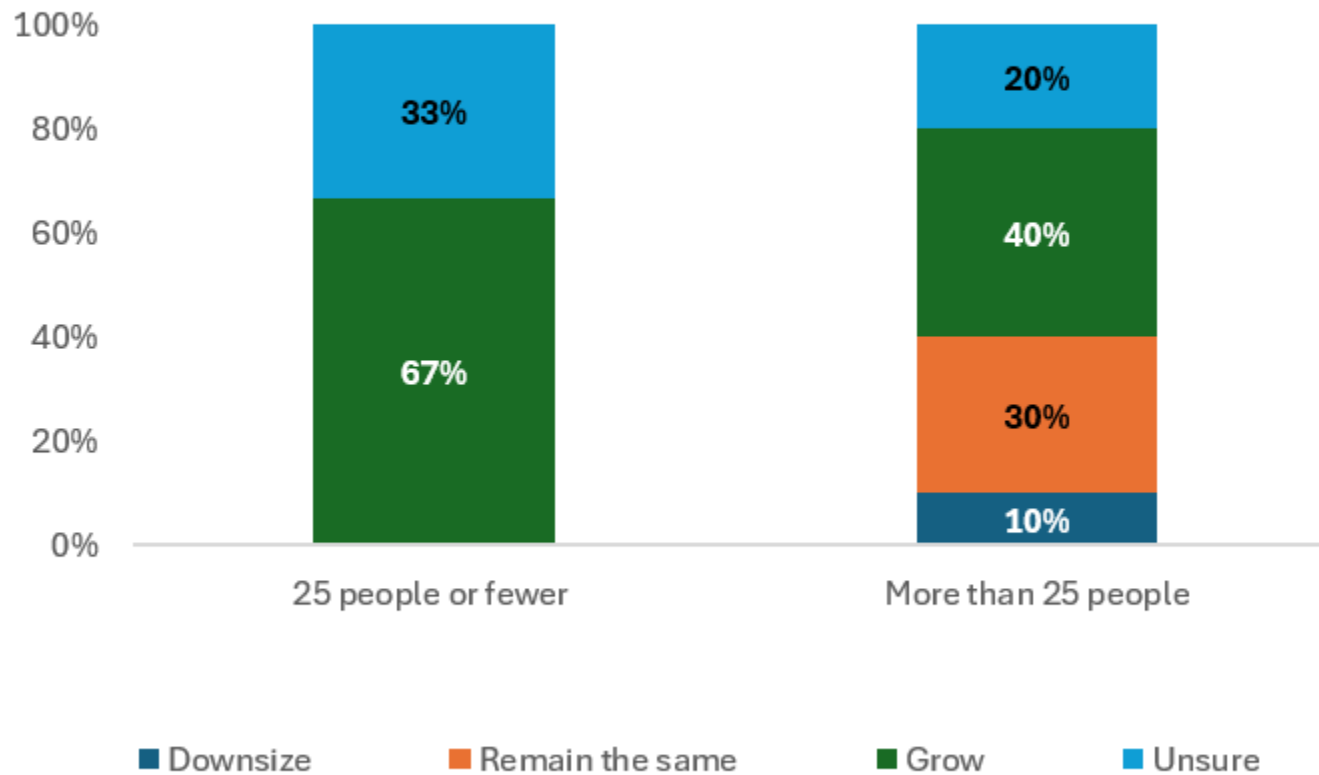
Percent of Question Responses by Business Size:
Over the next 18 months, I expect the size of my business to:



- Nearly 70% of all respondents expect their company to grow or remain the same size over the next year and a half.
- This response seems to conflict with survey question on value of providing services.

VENDOR PRICING AND REVENUE

Percent of Question Responses by Business Size:
Over the next 18 months, I expect the size of my business to:



- A higher percentage of smaller companies are expecting growth when compared to larger businesses.
- 10% of larger businesses expect to downsize.

QA/QC-RELATED QUESTIONS

QA & QC: DESK REVIEW

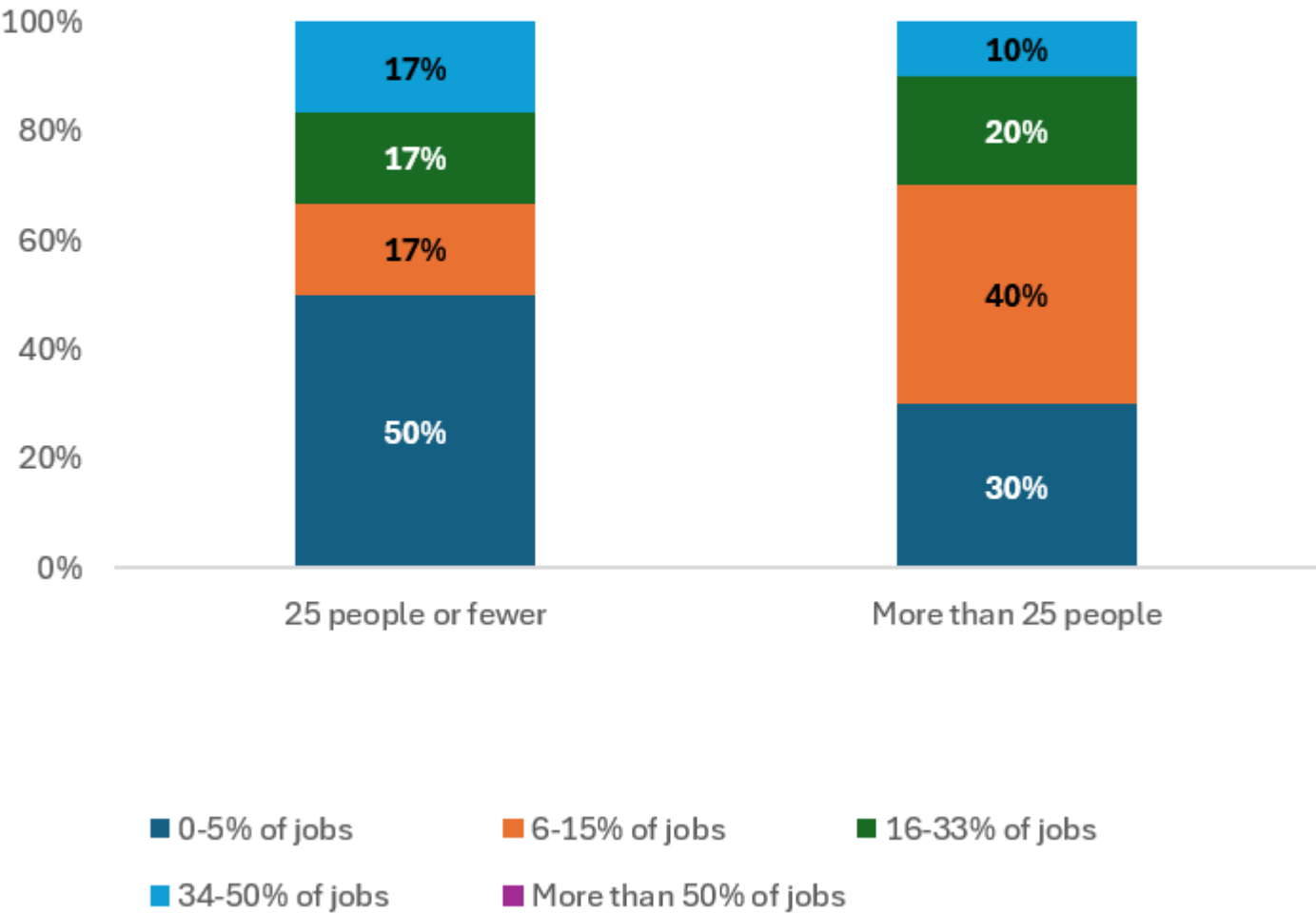
Percent of Question Responses by Business Size:
*Over the last 3 months, how frequently have you or your team experienced **desk review** findings that you or your team believe are incorrect or inconsistent with program requirements?*



- 69% The total survey respondents find that desk review findings are correct and consistent on 85% of jobs.

QA & QC: DESK REVIEW

Percent of Question Responses by Business Size:
*Over the last 3 months, how frequently have you or your team experienced **desk review** findings that you or your team believe are incorrect or inconsistent with program requirements?*

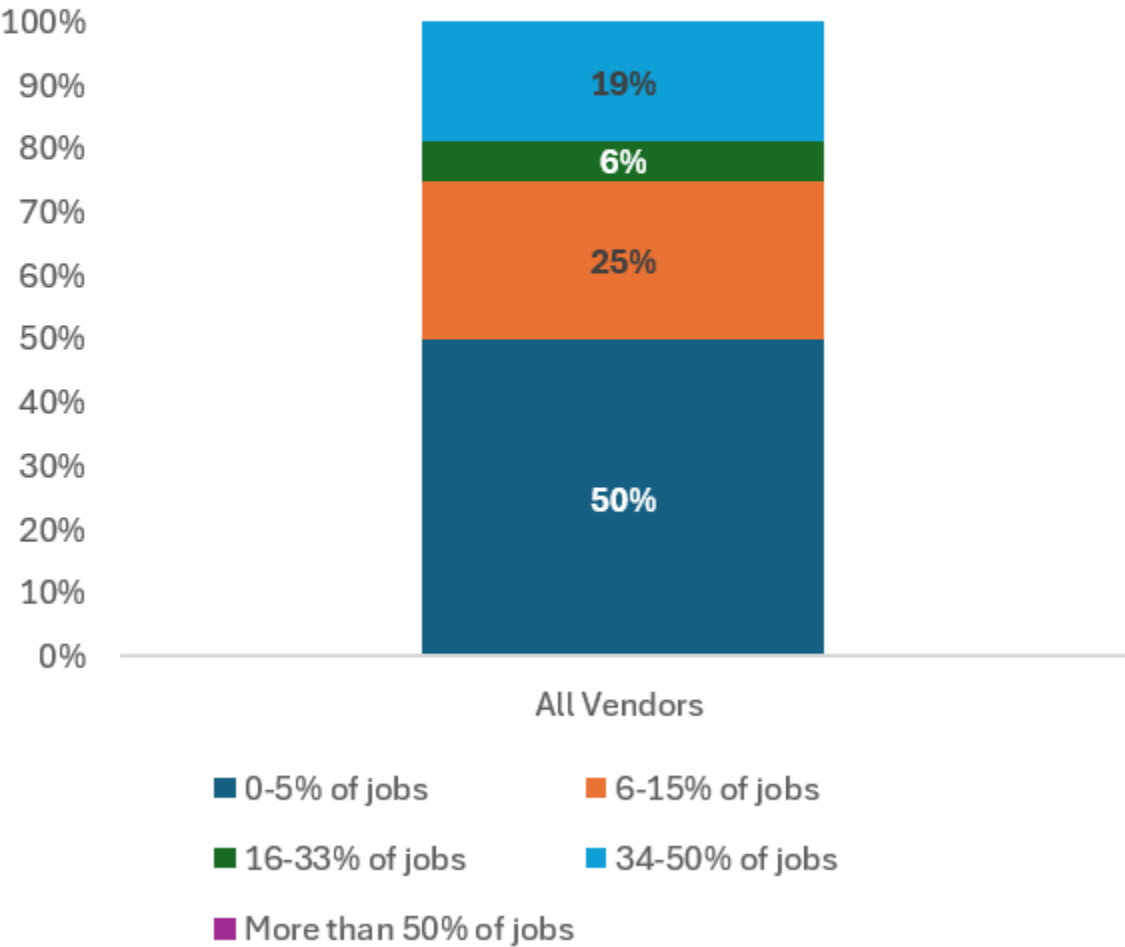


- Responses are relatively consistent across vendor populations when grouped by business size. ~ 70% of small and large companies indicate that they believe a desk review is incorrect or inconsistent on 0-15% of jobs.

QA & QC: INSPECTIONS

Over the last 3 months, how frequently have you or your team experienced *inspection* findings that you or your team believe are incorrect or inconsistent with program requirements?

- 75% of companies have inspection issues in 15% or less of their jobs.



QA & QC

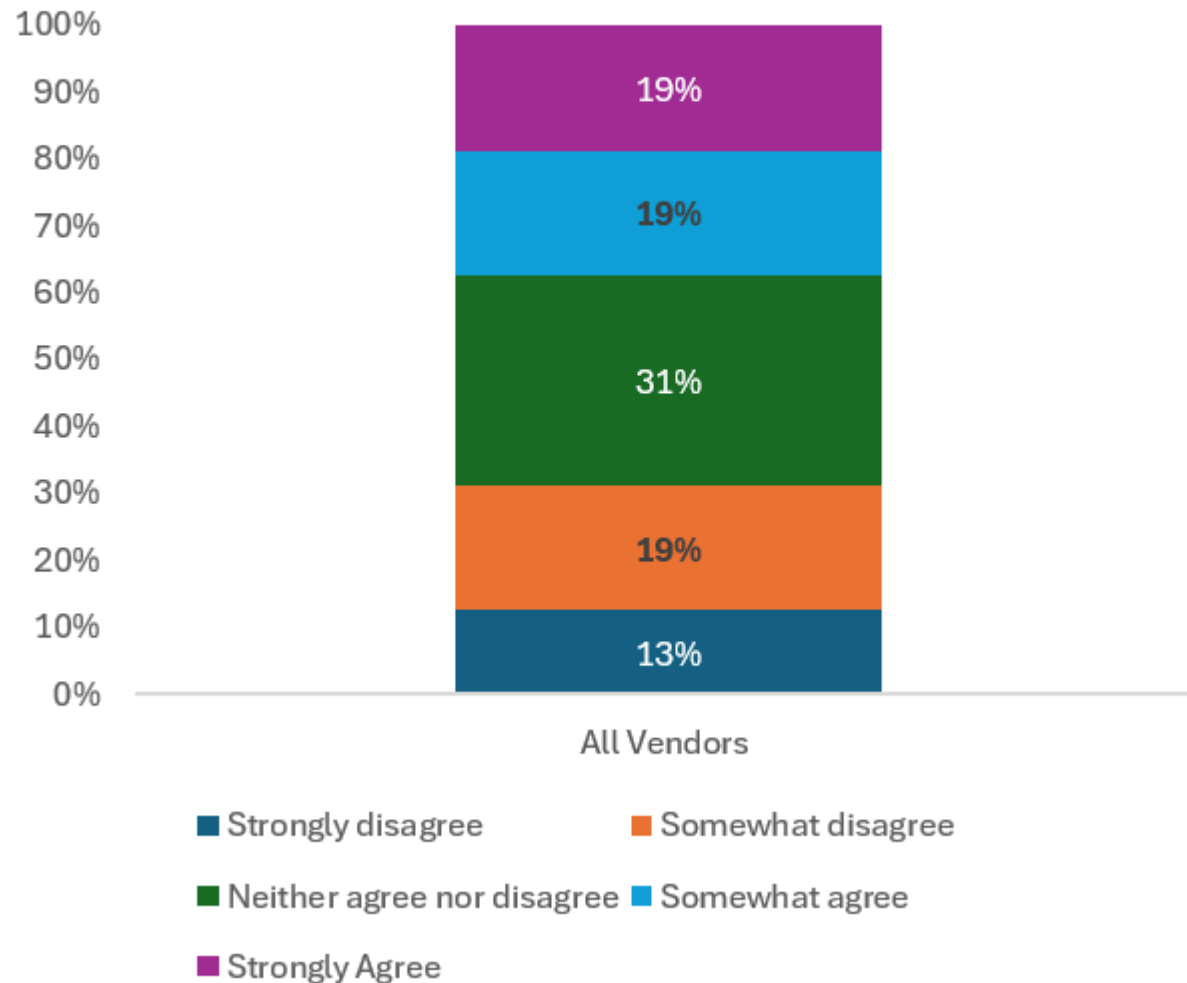
Over the last 3 months, how frequently have you or your team experienced inspection findings that you or your team believe are incorrect or inconsistent with program requirements?



- The majority of larger businesses (80%) indicated that they disagree with inspection findings on 15% of jobs or fewer.
- However, larger businesses that *do* encounter issues with inspections say they have issues in 34-50% of their jobs.

QA & QC

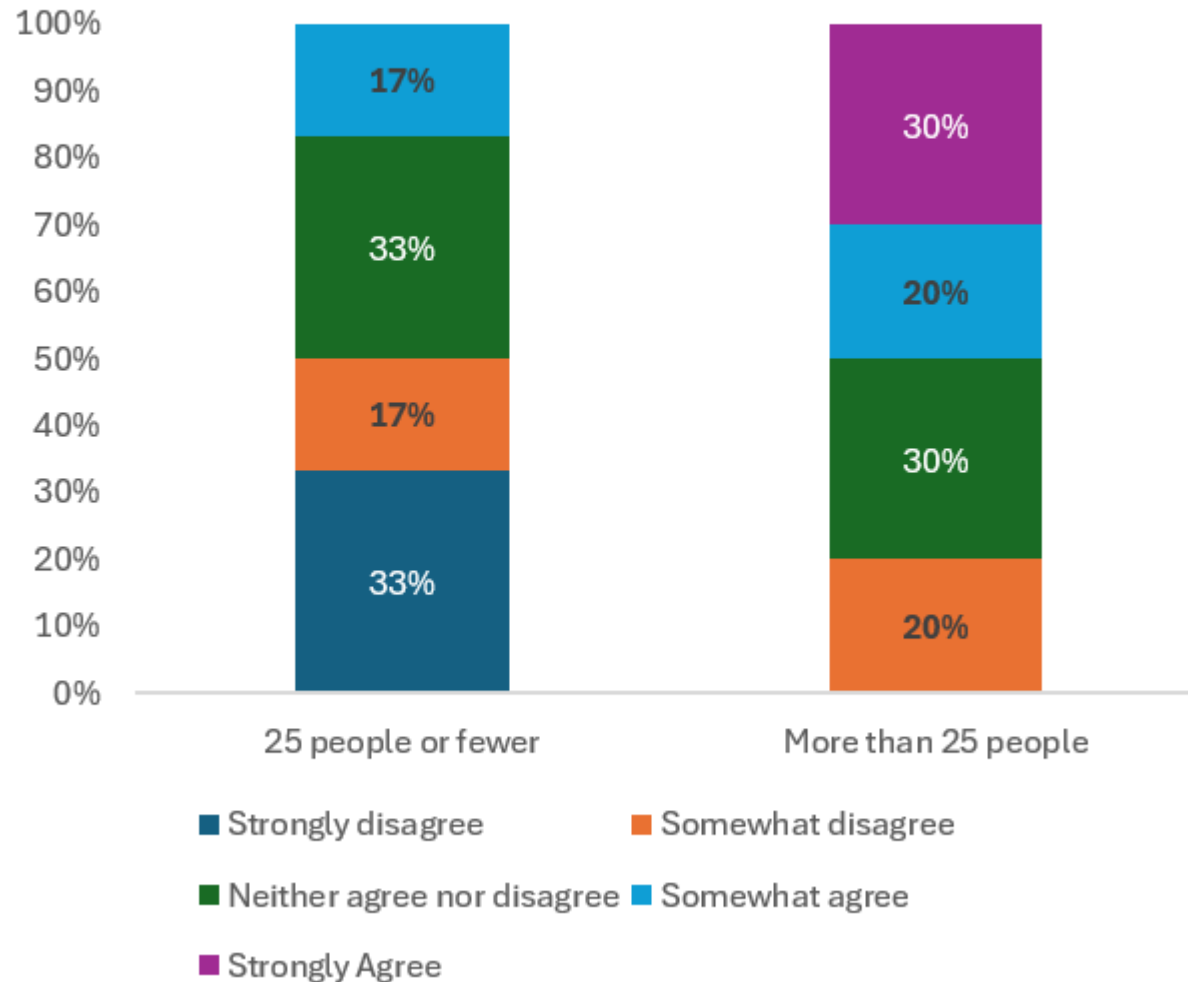
The process for disputing desk review or inspection findings is clear and easy to follow.



- Only 38% of total survey respondents find that the process for disputing desk reviews or inspection findings is clear and easy to follow.
- At least 32% believe the process is unclear or difficult to follow

QA & QC

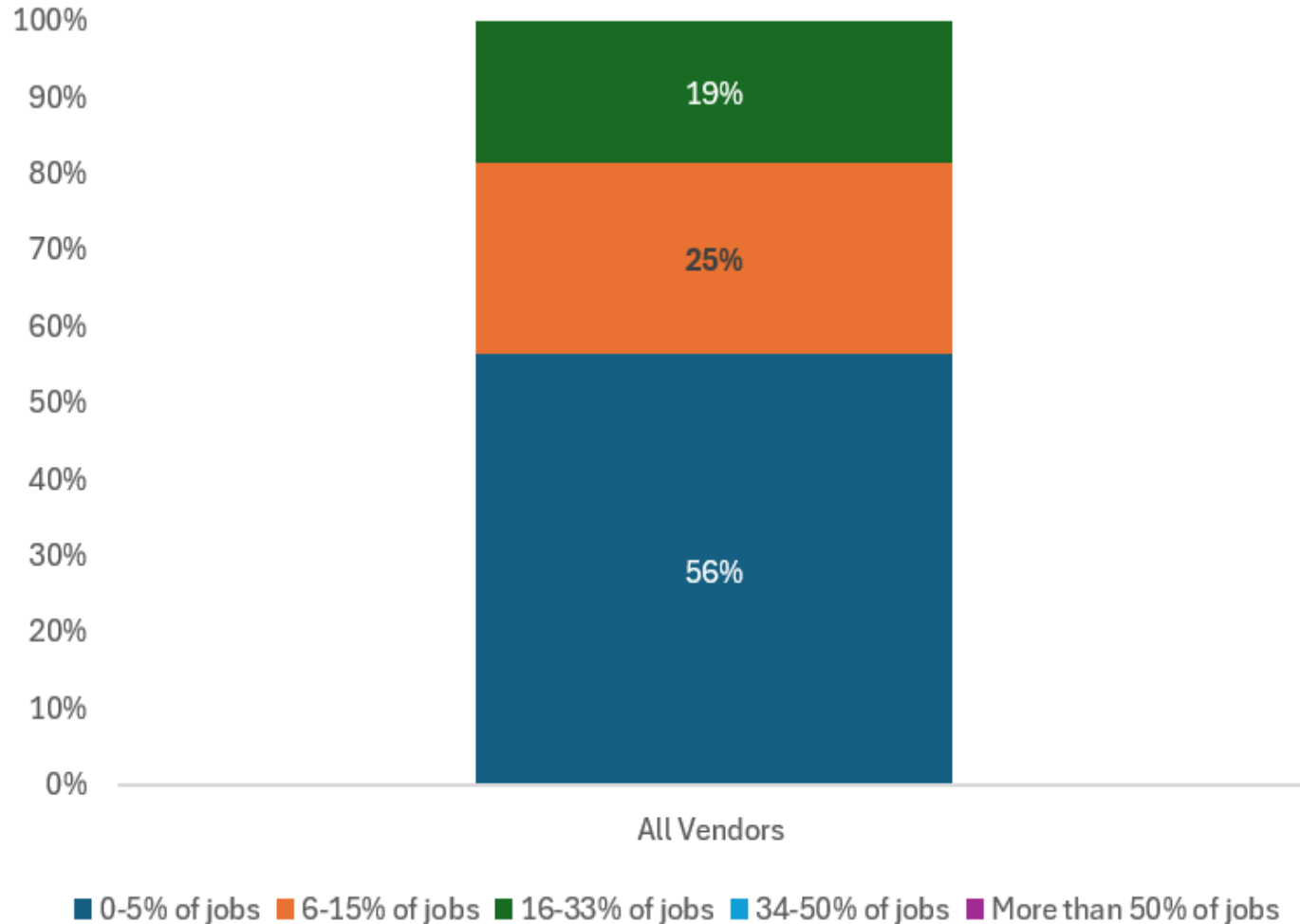
The process for disputing desk review or inspection findings is clear and easy to follow.



- Survey results indicate that larger businesses are clearer on the dispute process when compared to smaller businesses.

QA & QC

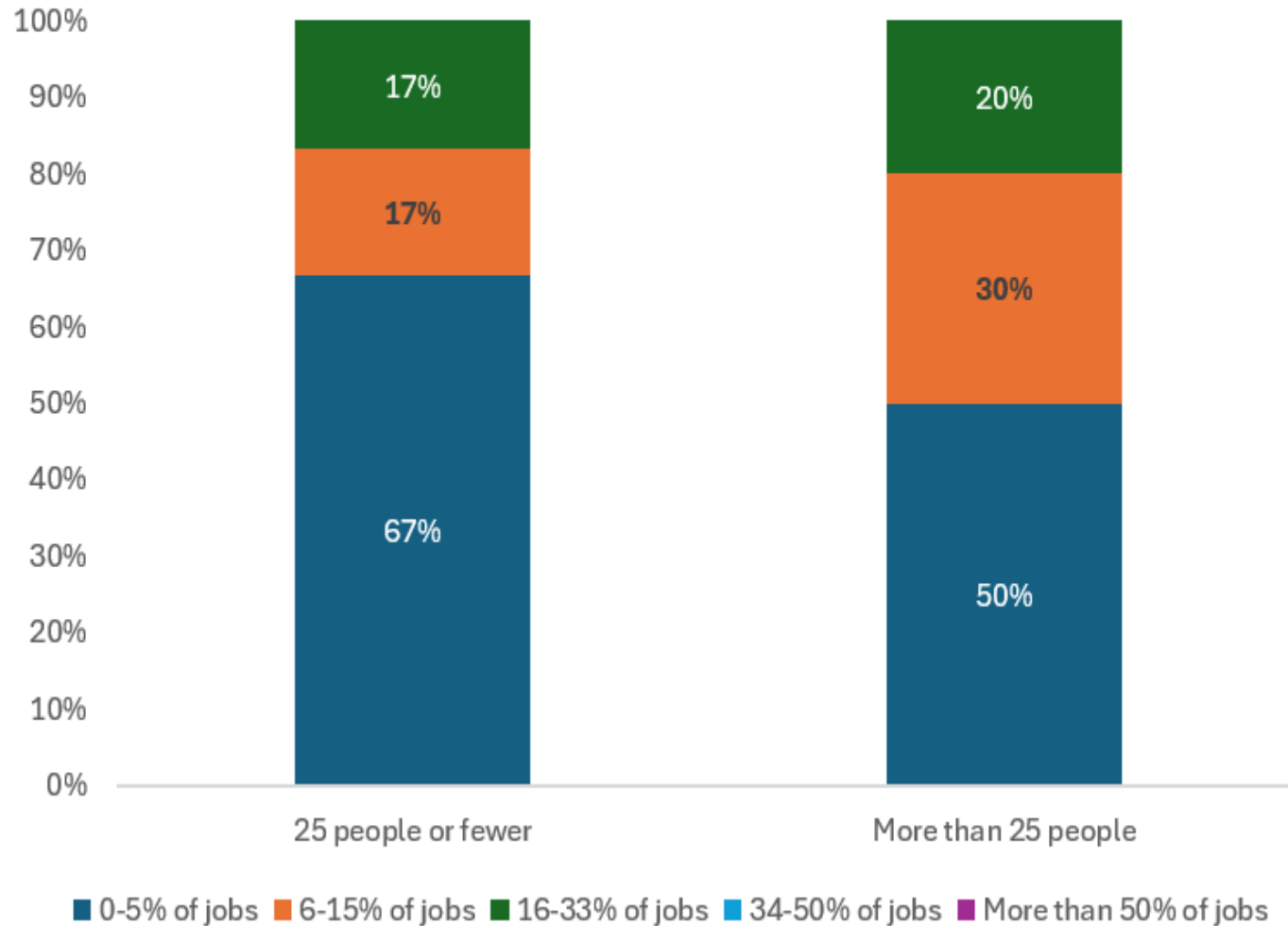
*Over the last 3 months, how frequently have you or your team been required to **revisit a home** to address identified issues based on desk review or inspection findings?*



- 81% of total respondents report revisits on 15% of jobs or fewer.

QA & QC

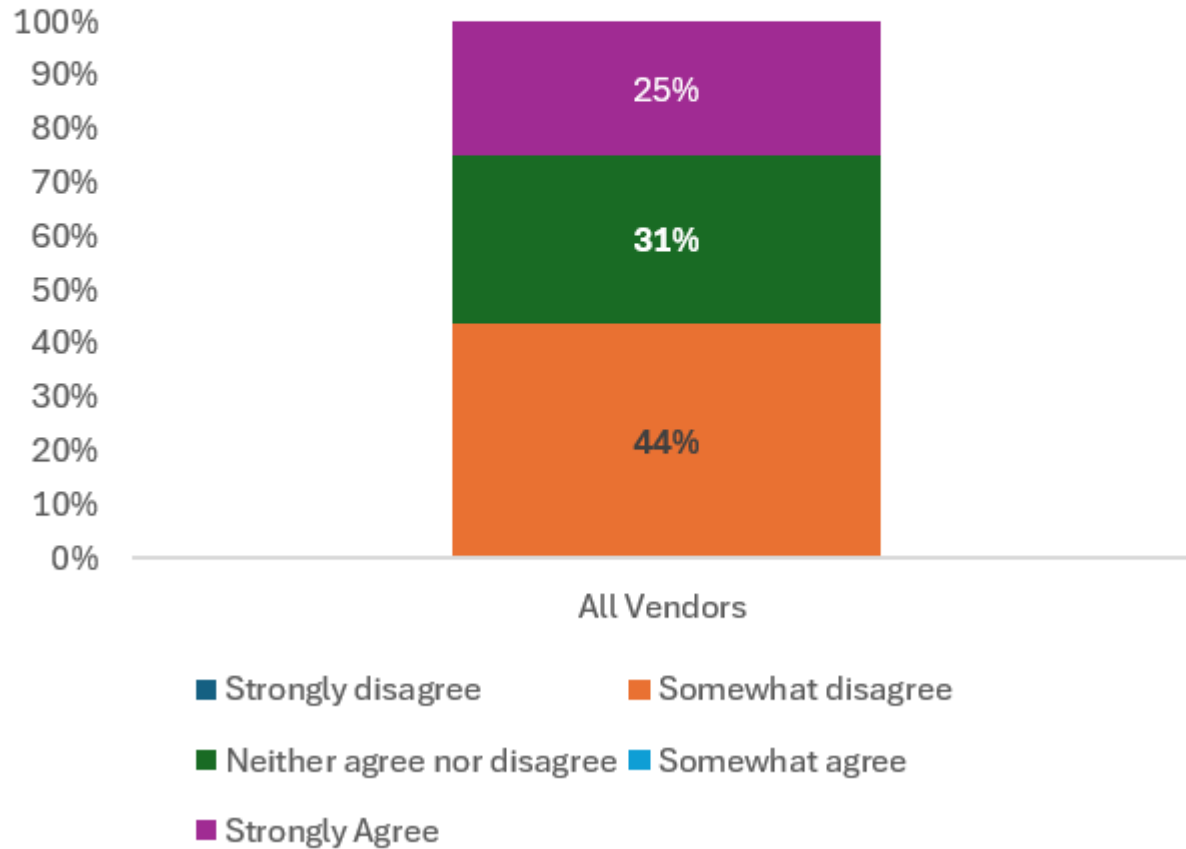
*Over the last 3 months, how frequently have you or your team been required to **revisit a home** to address identified issues based on desk review or inspection findings?*



- Revisit results appear relatively consistent when accounting for business size.

QA & QC

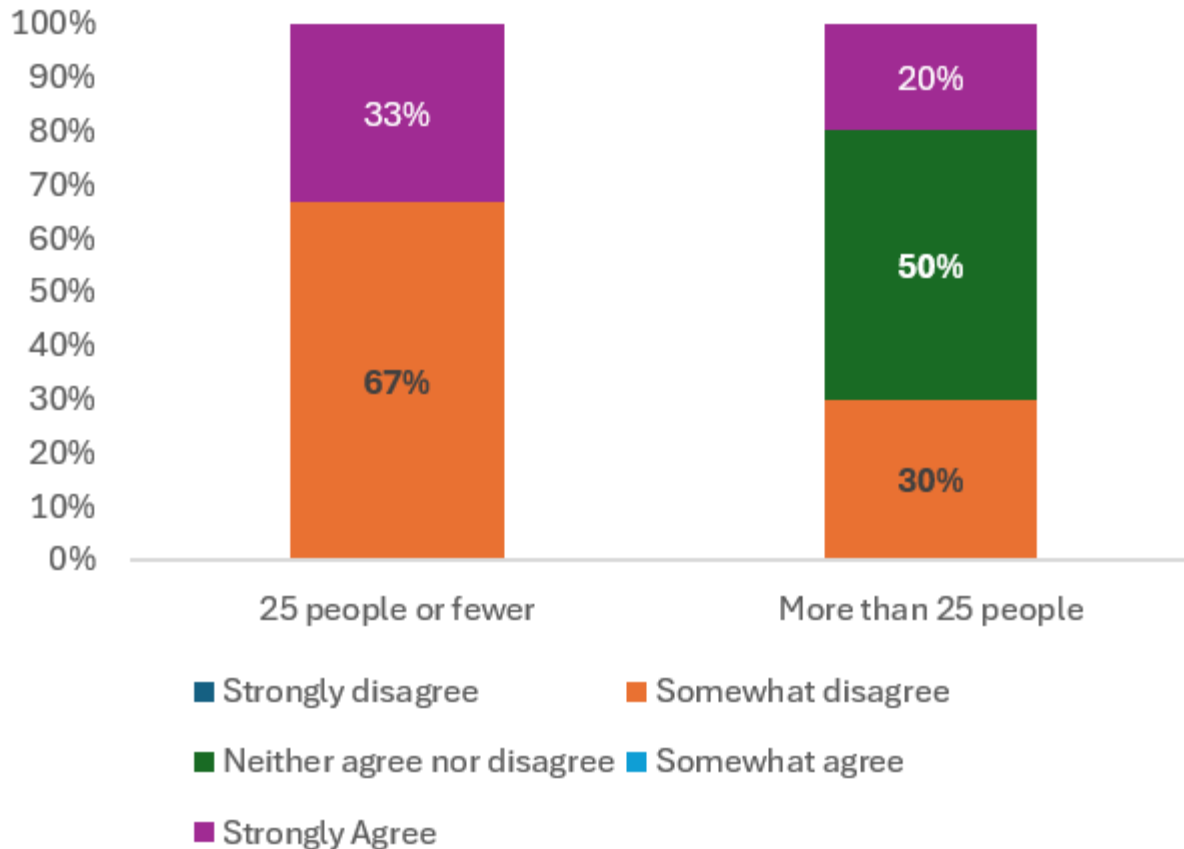
Please indicate how much you agree or disagree with the following statements: QA/QC inspection results are **consistent across different inspectors.**



- Only 25% of total respondents agree that inspection results are consistent across different inspectors.

QA & QC

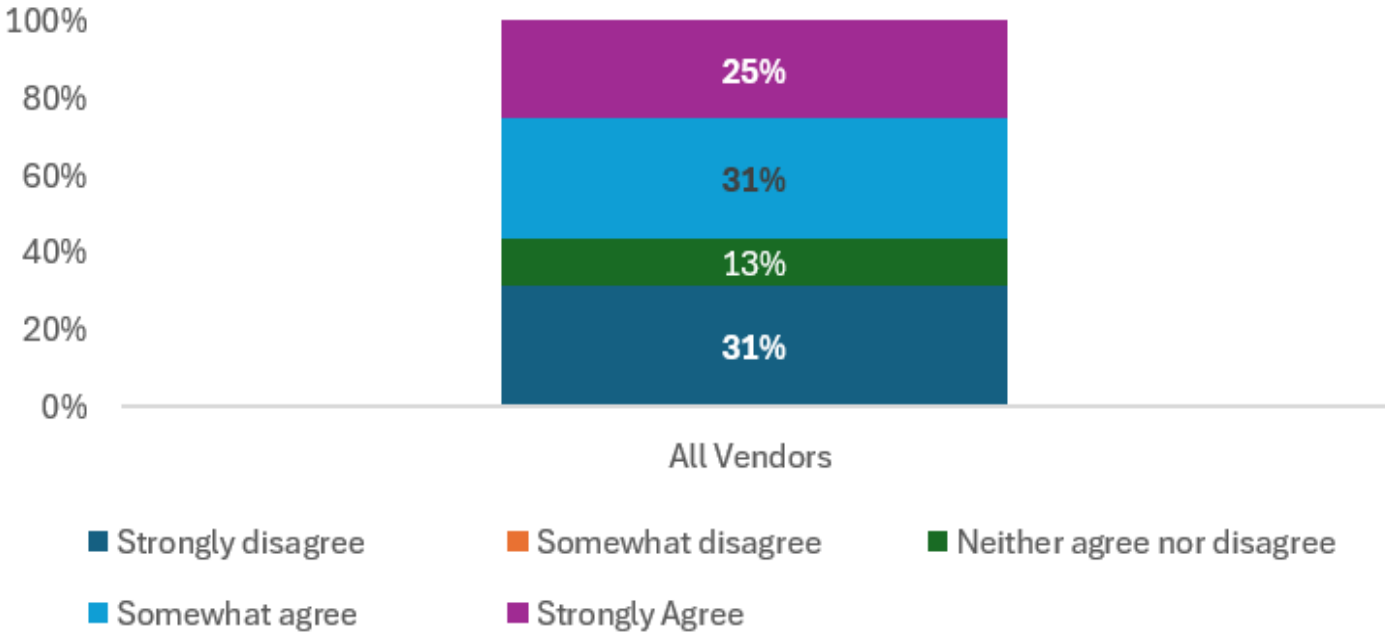
Please indicate how much you agree or disagree with the following statements: QA/QC inspection results are **consistent across different inspectors.**



- Survey results indicate that a low percentage of survey respondents, regardless of business size, find inspection results to be consistent across inspectors.

PROGRAM IMPLEMENTATION MANUAL

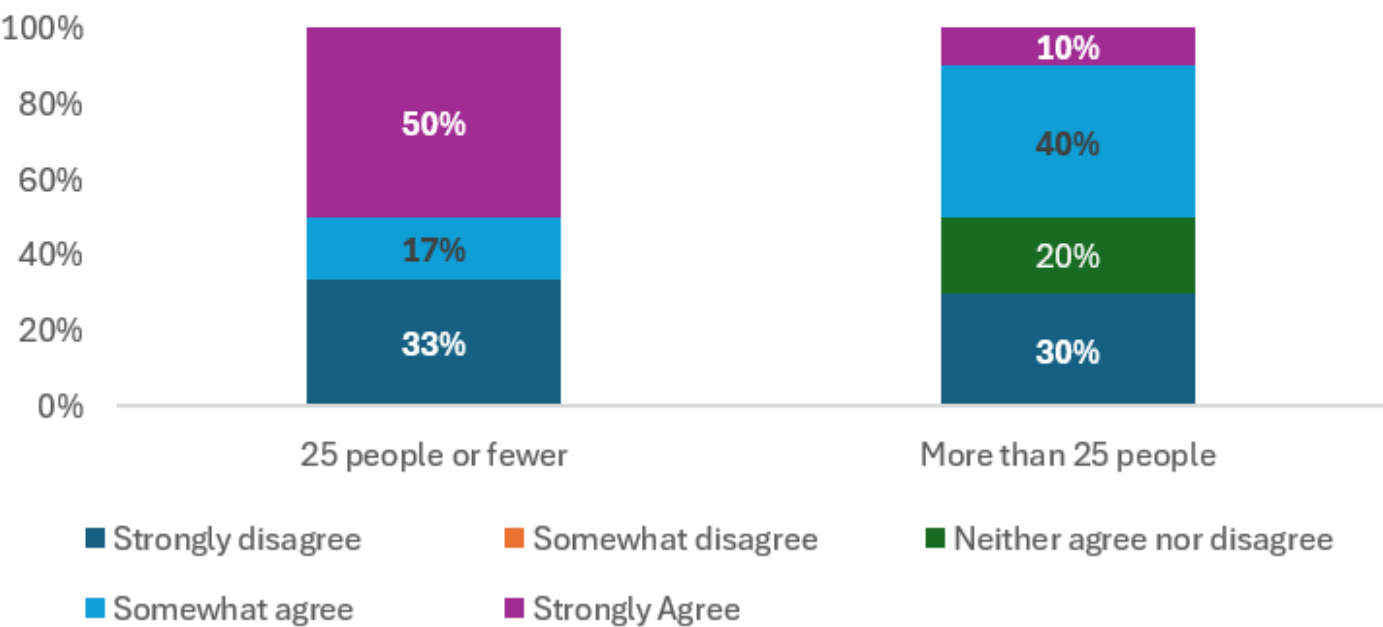
Within the last 4-5 months, I have encountered situations where changes to the HES and HES-IE Implementation Manual are being enforced retroactively.



- 56% of total survey respondents agree that they have encountered situations where manual changes are being enforced retroactively.

PROGRAM IMPLEMENTATION MANUAL

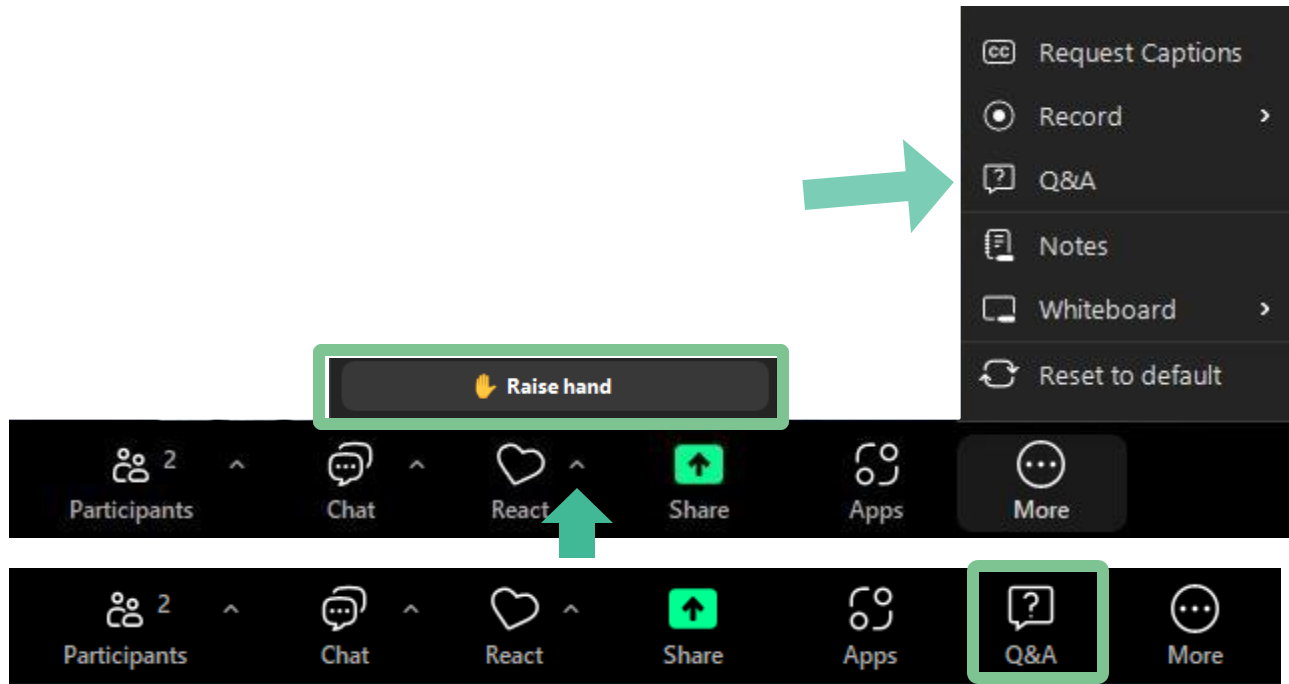
Within the last 4-5 months, I have encountered situations where changes to the HES and HES-IE Implementation Manual are being enforced retroactively.



- Smaller businesses are encountering retroactive enforcement at a higher rate than larger businesses.
- However, both small businesses and large are experiencing retroactivity: 67% and 50% respectively

UTILITY UPDATES

WELCOME & ENGAGEMENT GUIDELINES



Public Input Period

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