

March 25, 2026



# Home Energy Solutions<sup>SM</sup> and Home Energy Solutions– Income Eligible

QA/QC

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# Definitions



## Warning

- Minor training/coaching
- Flags projects for Principal and EEC review
- Allows One-Off situations and establishes data points to help identify larger trends
- Photo Documentation Missing



## Rework

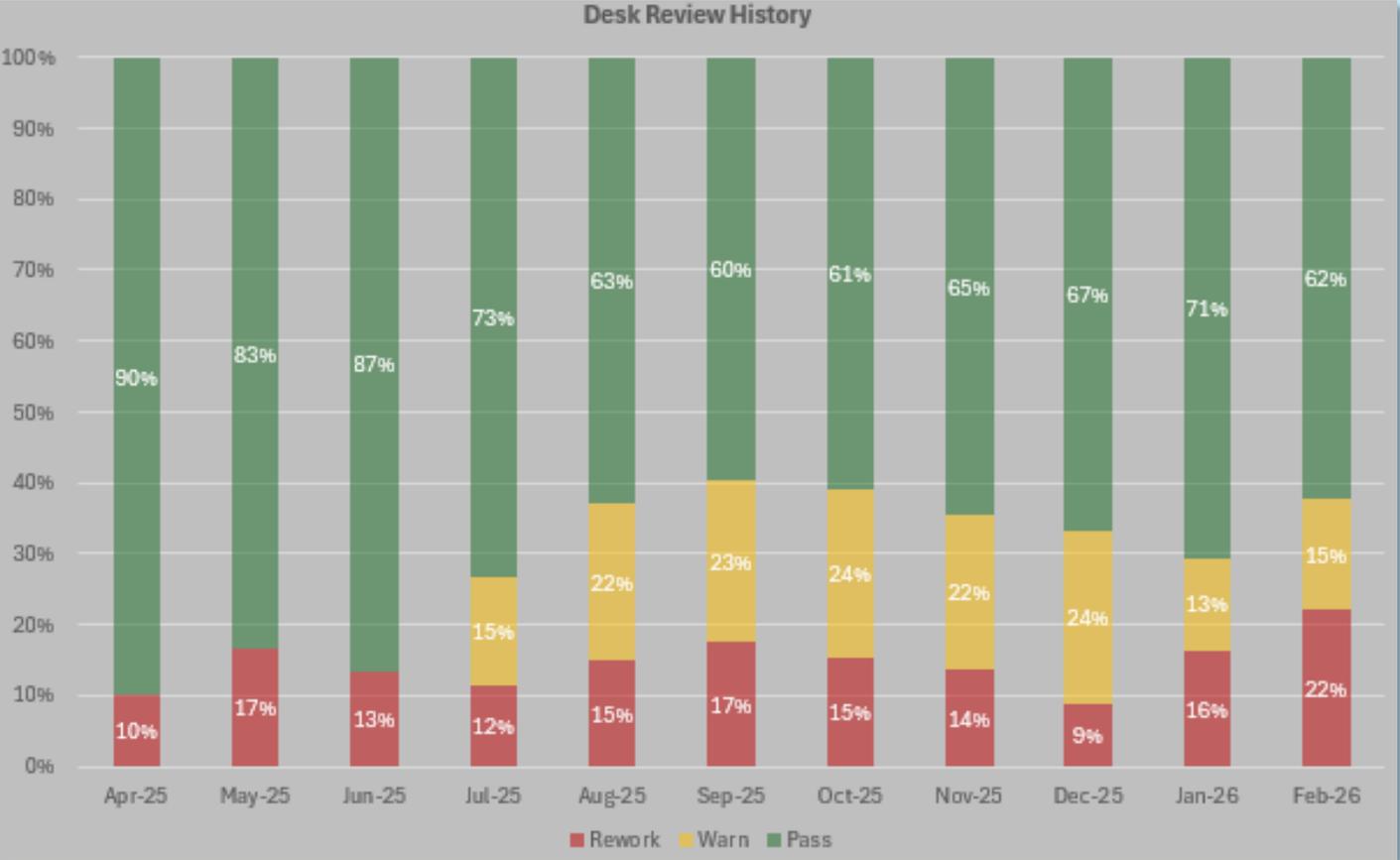
- Requires adjustments to data entered by Vendor
- Incorrect calculations
  - Ineligible measures
  - Measure incomplete
  - Missed Opportunities
  - Health & Safety Issues



## Pass

- Photo documentation supports Field Tool entries
- Diagnostic tests performed correctly and results within standard range
- Appropriate measures documented, performed and/or recommended

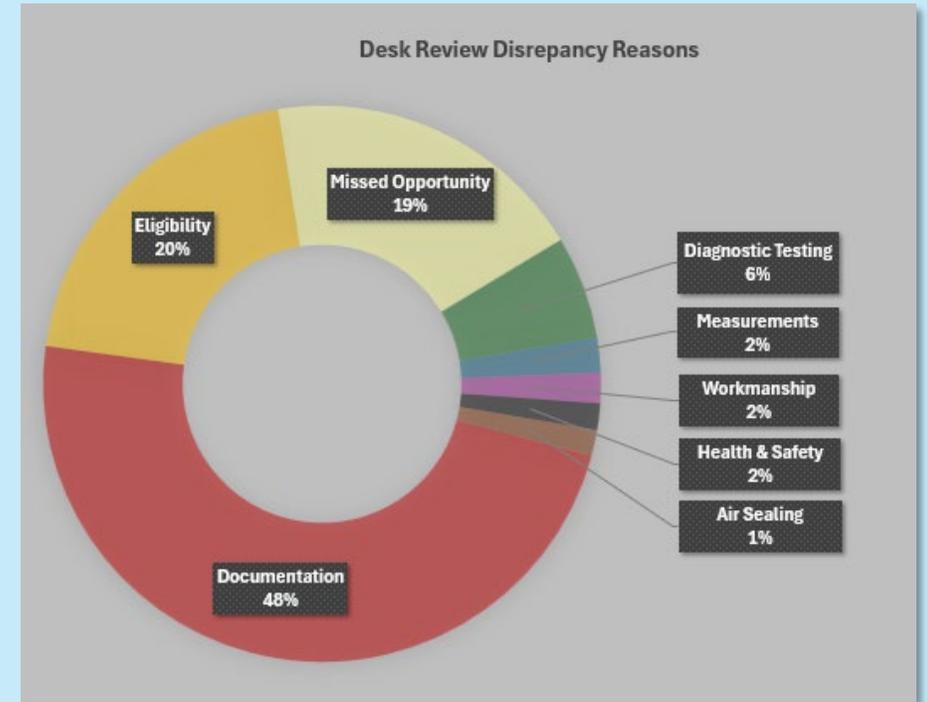
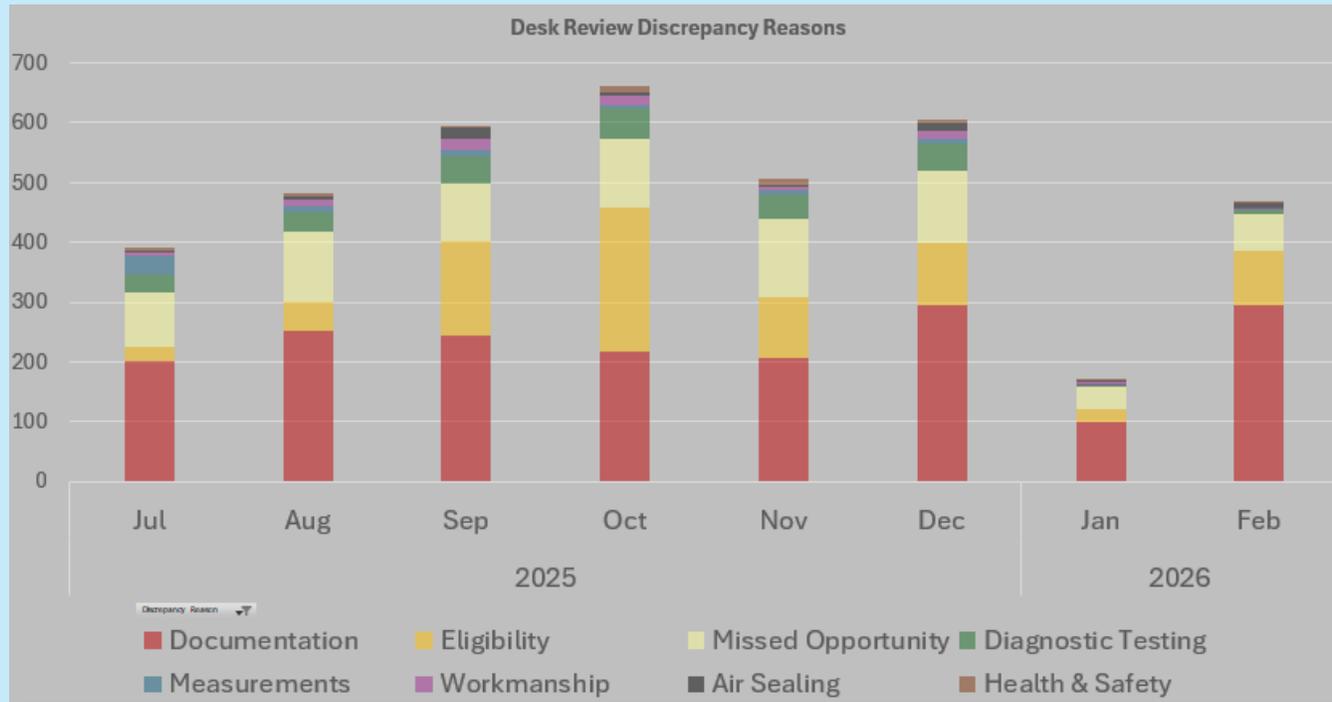
# Eversource HES & HES-IE Desk Review



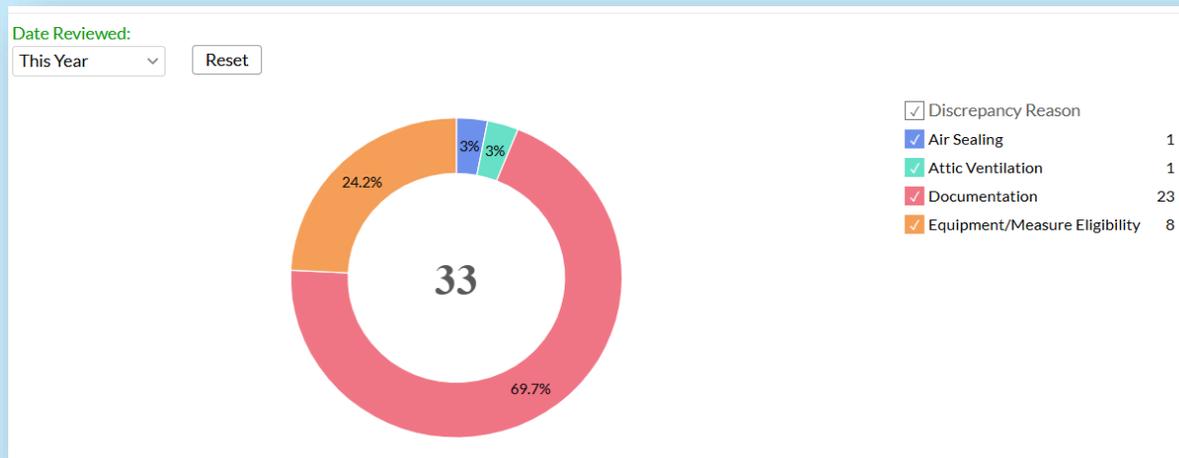
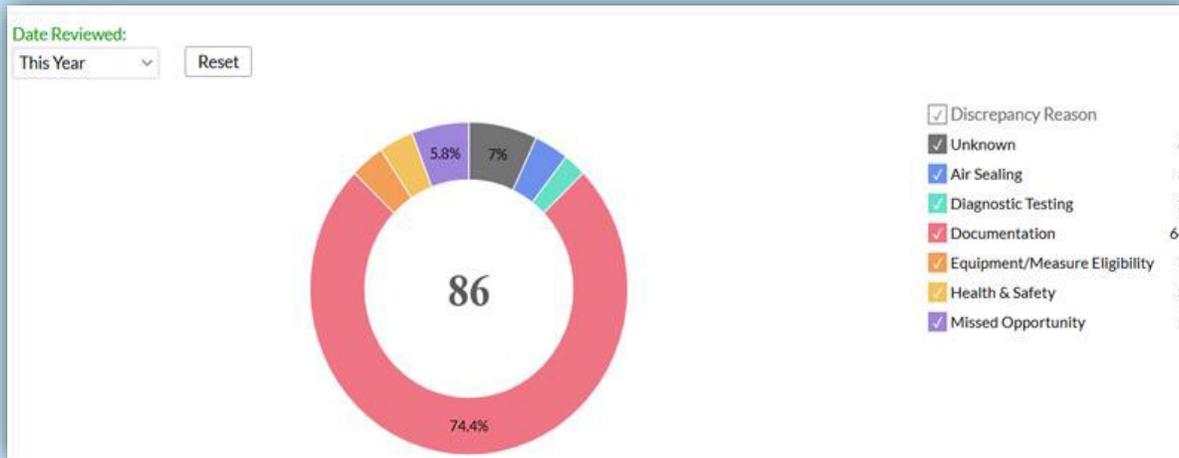
- End of 2024/Early 2025
  - Updated Implementation Manual
- May 2025
  - 3<sup>rd</sup> party engaged to support project (desktop) reviews
  - Strong technical review and reviewer field experience
- July 2025
  - Warning method developed in response to vendor feedback for minor issues not requiring change to program data

# Eversource HES & HES-IE Desk Review

## Discrepancy Reasons

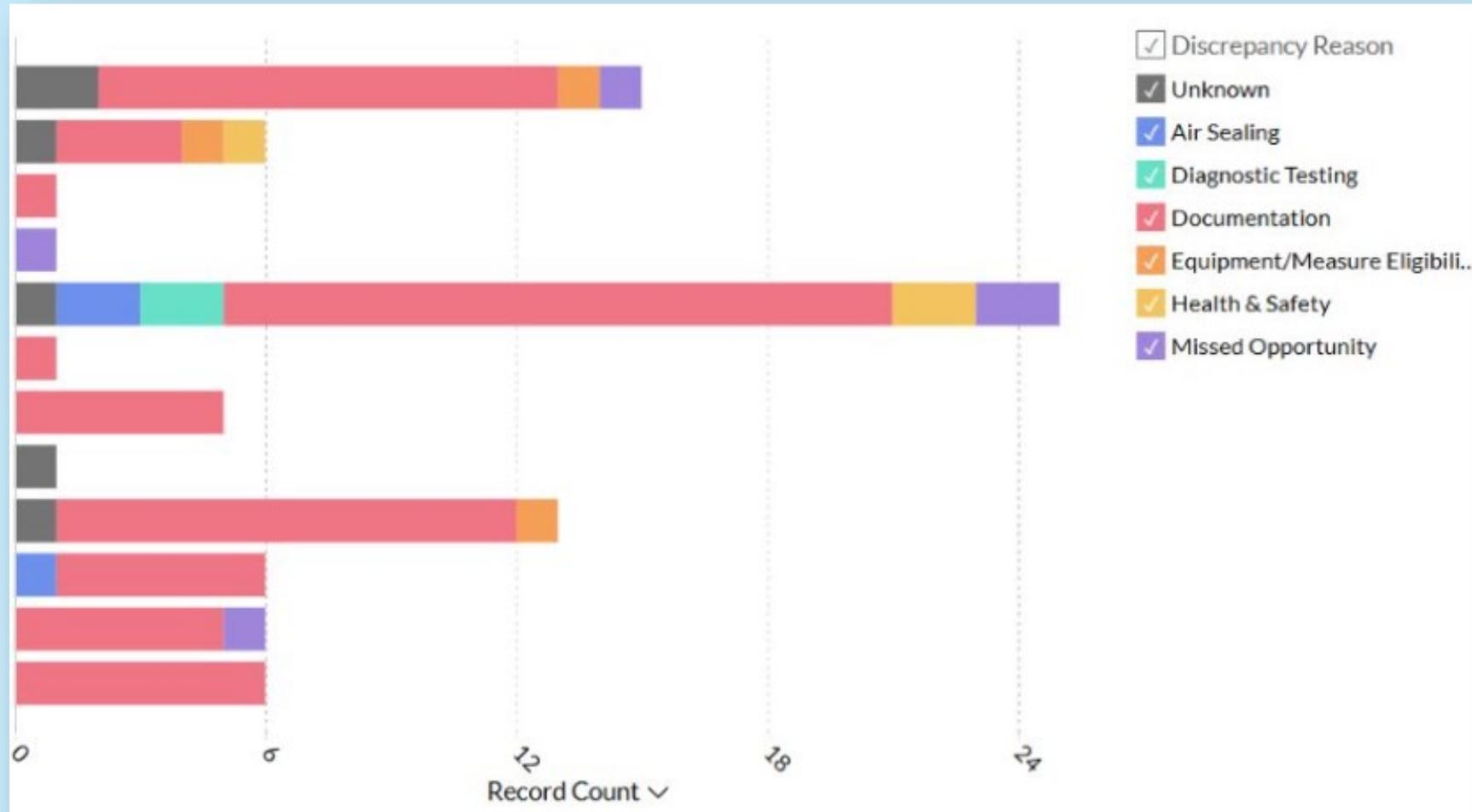


# Avangrid HES & HES-IE Desk Review



- January 1, 2026
  - TVC began Technical desk review of HES-IE add-on measure work
  - Training of Desk Review Team for Core Service submissions
- February 2026
  - Contractors began submission of 2026 core service projects
  - TVC began technical review of core service projects
- March 2026
  - Launch of QA dashboard
  - Monitors trends from a contractor and program level
- YTD Total Projects Review 550
  - Graphic 1 – 86 Pass with Comment
  - Graphic 2 – 33 Reworks

# Avangrid HES & HES-IE Desk Review – Individual Contractor Data



# Avangrid HES & HES-IE Desk Review Communication



Hours have been added. Thank you!



Can you please add air sealing hours to prescriptive air sealing measure? Thanks.

- Communication for correction occurs through eTRACK and contractors receive an email alert
- Guidance for eTRACK best practice is communicated through email
- Projects returned for clarification are moved back in their workflow
- Contractors should work through eTRACK for to ensure project is being reviewed once corrected

# Avangrid HES & HES-IE Desk Review - Before and After Job Well Done



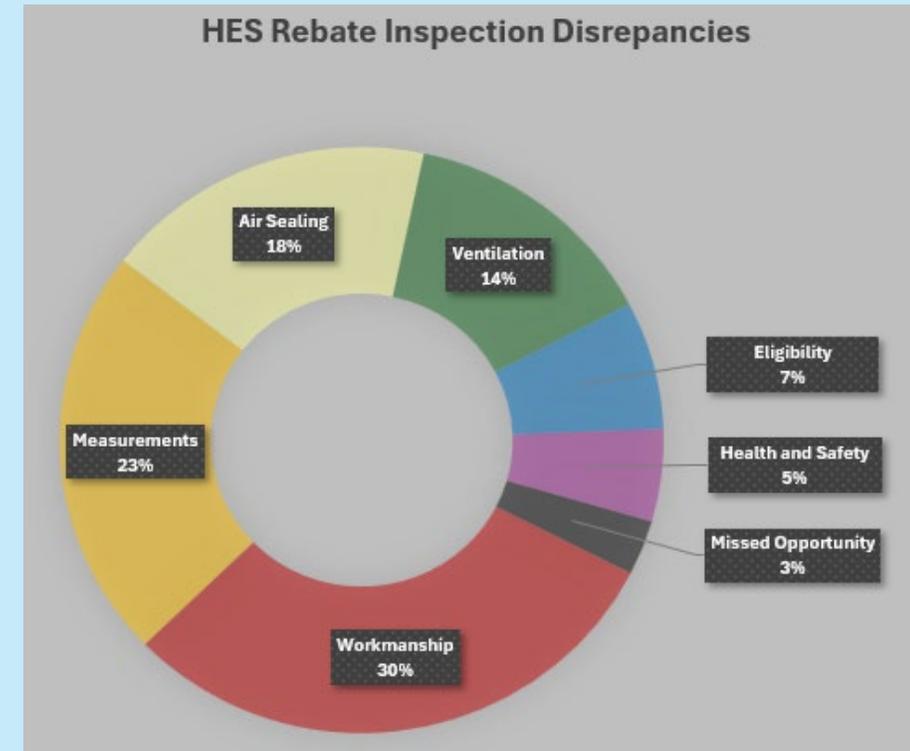
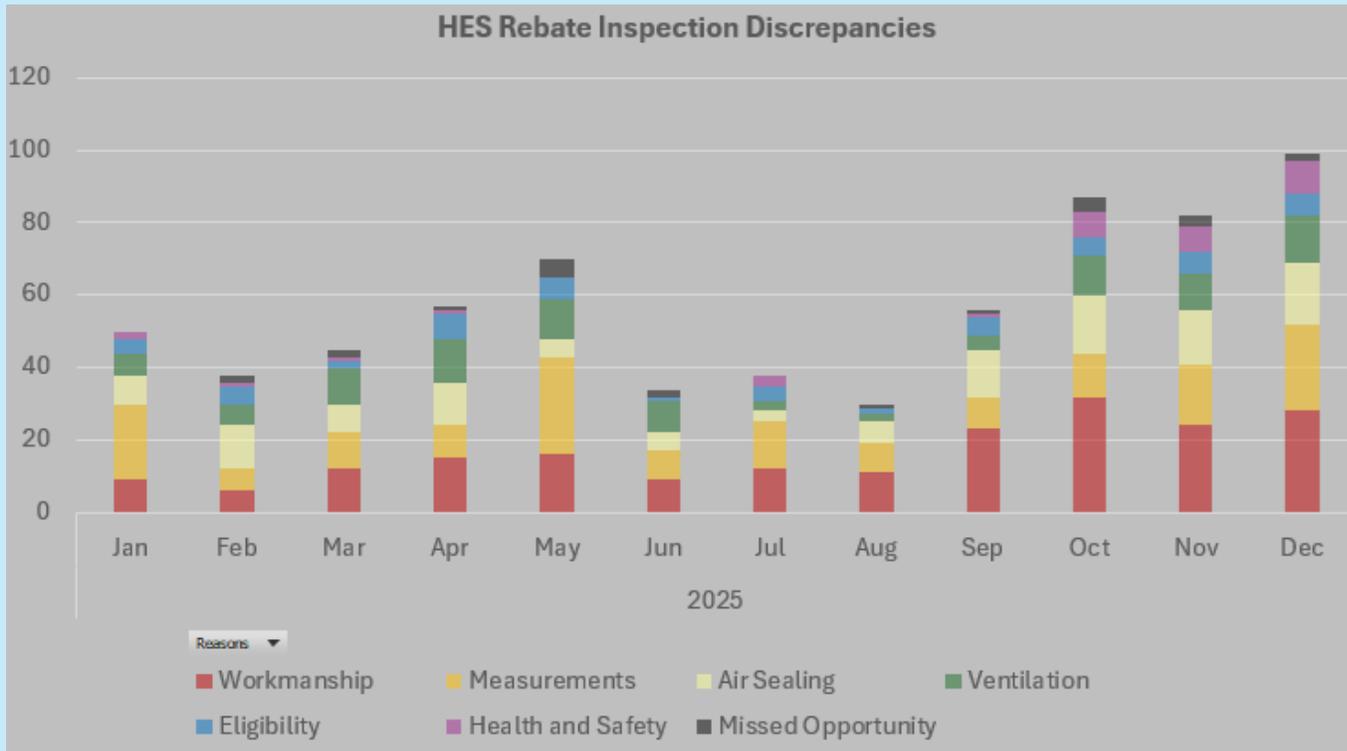
# Insulation Field Inspections



- Pass with Modifications
  - Results in a change to program data based on inspection findings (discrepancy)
  - 62% of inspections resulted in a Pass with Modification (2025)
    - Quantity and R-Value leading contributors to Pass with Modification results

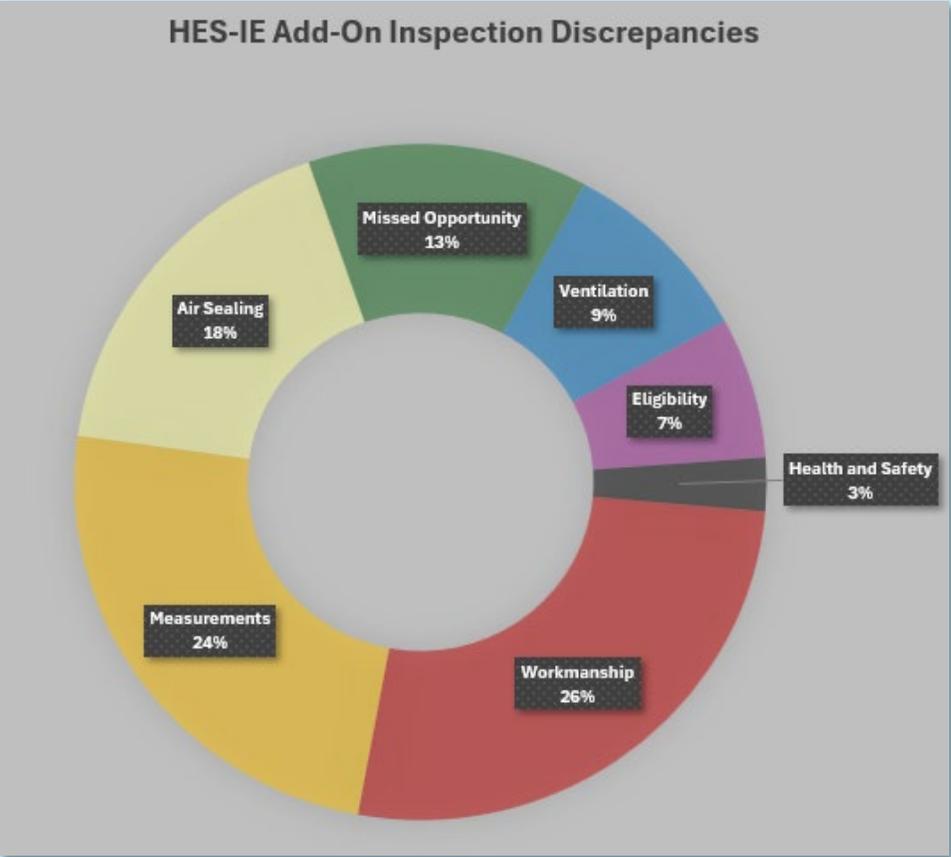
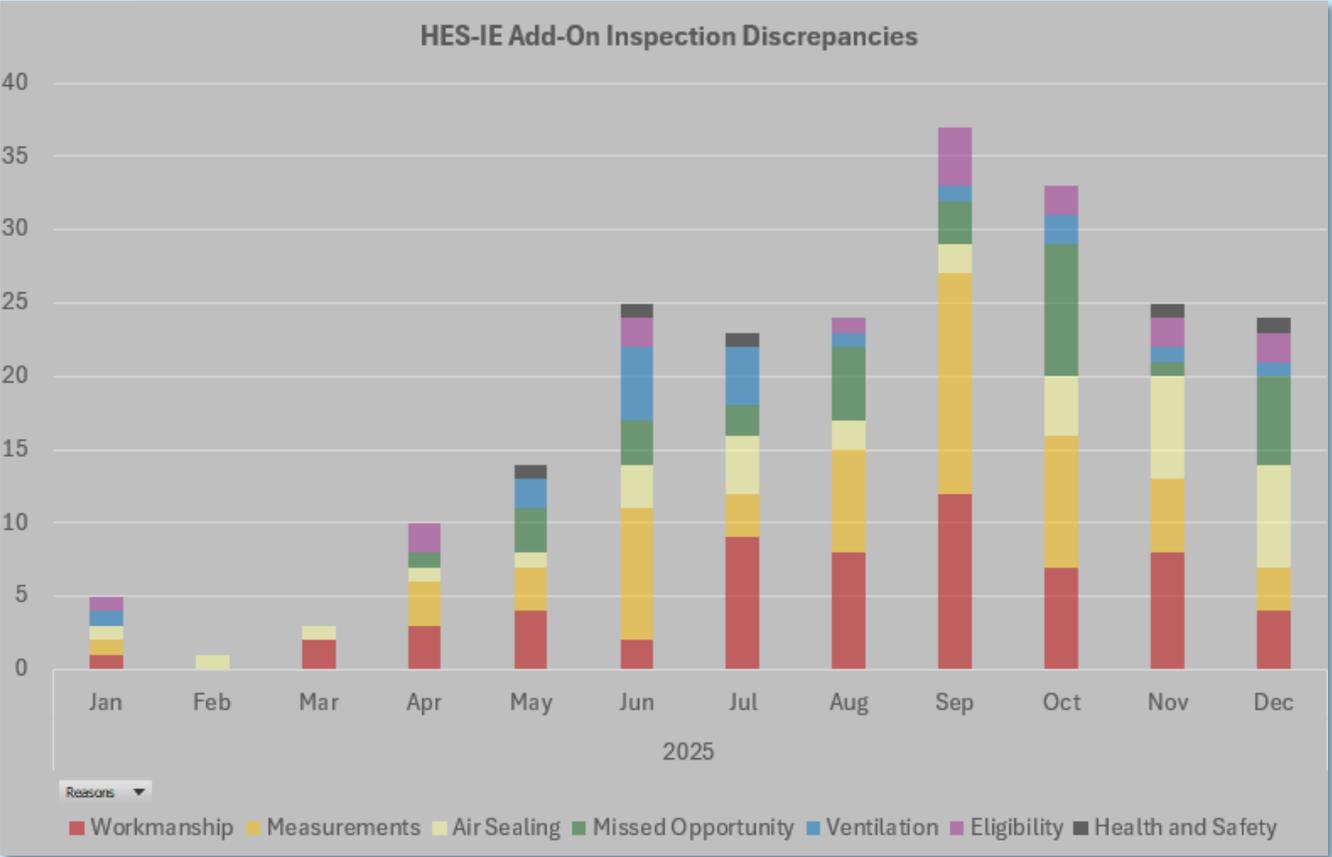
# HES Insulation Inspection

## Discrepancy Reasons

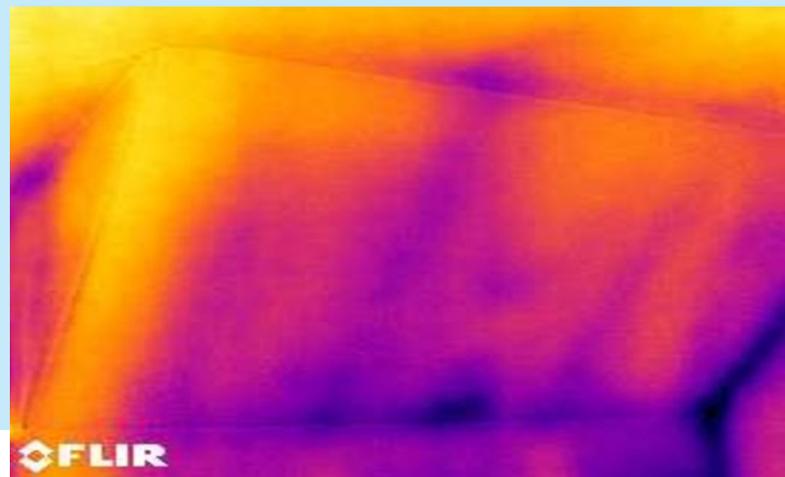
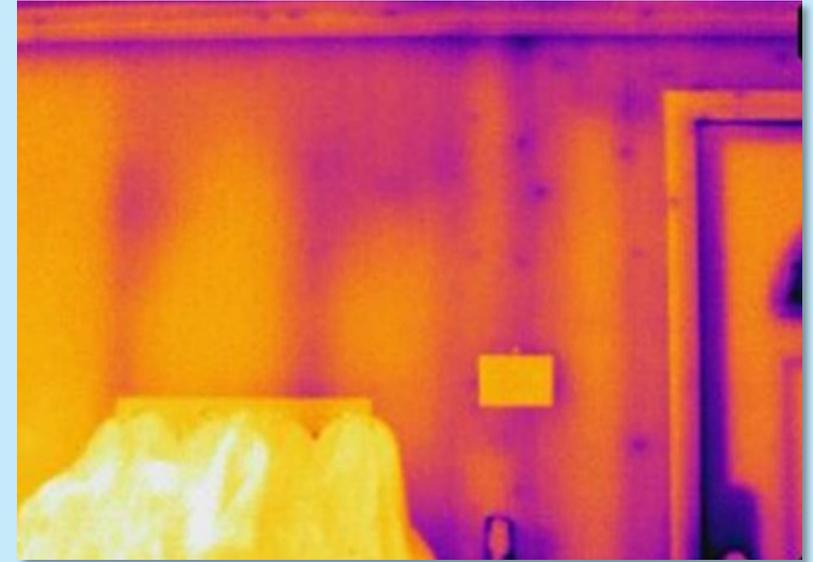


# HES-IE Add-On Inspections (All Technology)

## Discrepancy Reasons



# Workmanship



# Air Sealing



# Health & Safety



# Moving Forward

Monthly  
Training With  
Lead  
Technicians

Up to Date  
Program  
Documents

Collaboration  
with TAG

Bi-Weekly Team  
Check Ins

Training (ex.  
moisture, duct  
blaster, HVAC)

Align Vendor  
Internal QA/QC

EVERSOURCE



CNG · SCG · UI

Part of the Avangrid family

**Thanks**  
**for listening.**

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