

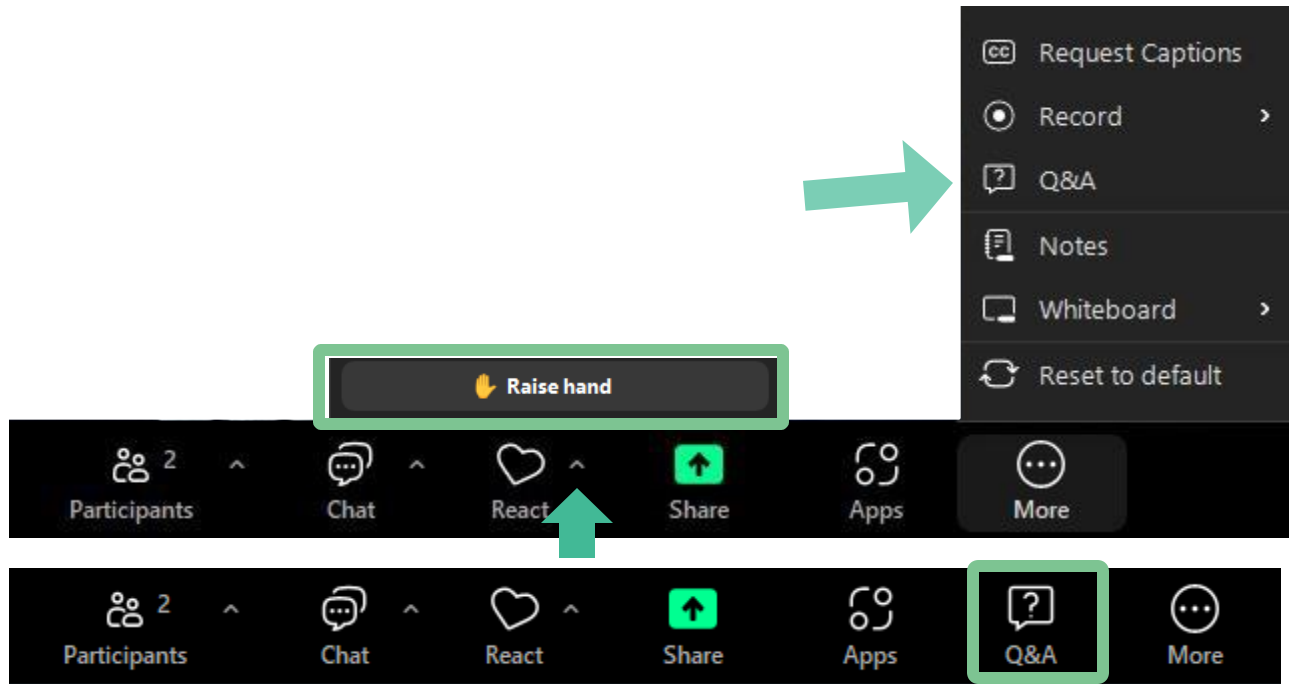


CONTRACTOR TECHNICAL ADVISORY COMMITTEE (CTAC)

RESIDENTIAL FOCUSED MEETING 9/16/2026

DEEP - Bureau of Energy and Technology Policy

WELCOME & ENGAGEMENT GUIDELINES



Public Input Period

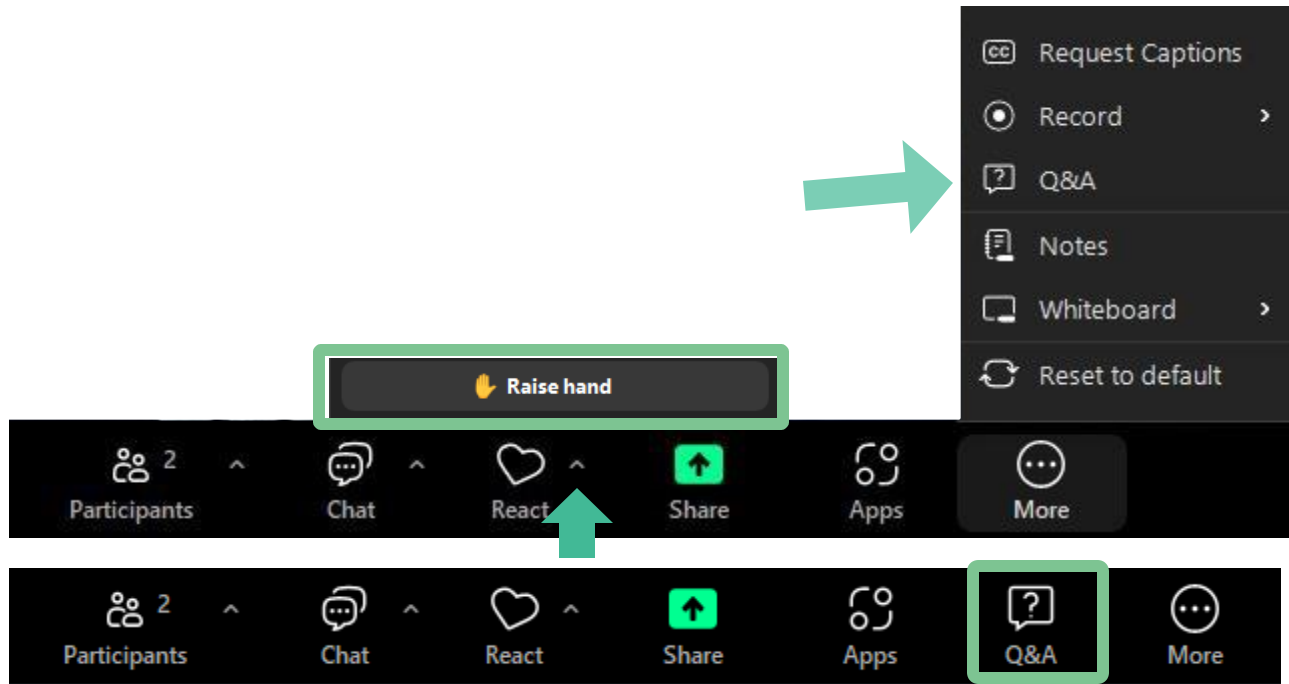
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TODAY'S AGENDA

- 1. DEEP introduction (5 minutes)**
- 2. Public Comment (10 minutes)**
- 3. DEEP Updates (20 minutes)**
 - I. Federal funding
 - II. CTAC tracker review
 - III. Ombudsperson RFP
 - IV. Facilitated questions and discussion
- 4. Utilities (45 minutes)**
 - I. Update on the finalized HES/HES-IE pricing
 - i. Summary of RFI results
 - ii. Key changes to vendor pricing
 - II. Review implementation manual change processes and procedures
 - III. Prevention of retroactive manual enforcement
 - IV. Inspections and desk reviews
 - i. EDC approach for ensuring consistency across inspectors
 - ii. Review of formal dispute process for inspections and desk review findings.
 - V. Review of communication improvement efforts (large and small contractors)
 - VI. DEEP Facilitated questions and discussion
- 5. Residential topics (30 Minutes)**
 - I. DEEP Presentation- review of July contractor survey open-ended responses
 - II. DEEP facilitated discussion
- 6. Public Comment (10 minutes)**

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DEEP UPDATES - FEDERAL FUNDING

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

- High-Efficiency Electric Home Rebate (HEEHR, formerly HEAR) updates can be found at [this link](#)
- Home Owner Managing Energy Savings Rebates (HOMES, formerly HER) updates can be found at [this link](#)
- DEEP is currently updating its planning documents in response to the new guidance issued by DOE. Conversations with DOE staff can take a few months. DEEP hopes funding will be available in early 2027.

New England Heat Pump Accelerator

- The spending levels in the Midstream program have been steadily rising and are now over \$4 million a month.
- Maine, Massachusetts and Rhode Island have issued Requests for Proposals (RFPs) for their state pilots. Connecticut and New Hampshire will implement pilots under approved sole source procurements.
- The Implementer issued an RFP for the Community Grant program (Grants of \$100-\$500K for Housing & Community Orgs for heat pump related projects, including outreach). The RFP closed on August 14th, 2026.
 - **Please visit the website www.nehpa.org to see the RFP**
- The program selected a Program Evaluator and is currently finalizing the contract.

Energy Efficiency Request for Proposal (RFP)

- Last year, DEEP issued an [RFP](#) for energy efficiency and demand response offerings that are additive and complementary to existing C&LM offerings. Selected proposals are currently in contract negotiations with the Utilities.
 - Contracts must be approved by PURA before implementation can begin.
- DEEP is expecting to issue a second round Energy Efficiency RFP in the coming months

CONTRACTOR OMBUDSPERSON REQUEST FOR PROPOSAL

The consultant Committee has concluded interviews and scoring for the Contractor Ombudsperson position. The formal selection date is October 7, 2026. The EEB will have a board vote on October 14, 2026, and the selected Ombuds will be onboarded by February 2027.

Key Roles and Responsibilities:

- Serve as the primary point of contact between DEEP/EEB and residential program contractors.
- Proactively solicit feedback from residential contractors regarding program updates.
- Compile and summarize contractor perspectives received; and track, communicate, and support resolution of contractor concerns, issues, or complaints.
- Serve in a mediating role when appropriate.
- Support dissemination of information to contractors regarding EEB meetings, EEB Evaluation and Residential Committee activity.
 - **Voting items & requests for comment**
 - **Upcoming meetings and events.**
- Provide regular updates to the EEB conveying contractor positions on programmatic issues.
- Assist with development of DEEP's Contractor Technical Advisory Committee (CTAC) meeting agendas.
- Assist with onboarding of new program contractors with respect to EEB and DEEP roles, processes, and functions related to program implementation.

WEATHERIZATION (Wx) STANDARD TECHNICAL MEETING

• **On August 19, 2026, DEEP hosted a Technical Meeting to gather input to inform a proposed weatherization standard(s) for Connecticut. DEEP has re-opened proceeding: Public Act 11-80 - Section 33 - Weatherization Standards.**

• **Agenda Topics:** Background on Wx standards in CT and an overview of responses to DEEP's Request for Information; Technical Consultants recommendations and a review of standards in other jurisdictions; Evaluation Administrator's perspective on evaluation, measurement & verification (EM&V) impacts; and Utility recommendations.

• **Key takeaways:**

- Stakeholders agree on the need for a standard but differ on whether program participation alone should qualify.
- Multifamily housing requires a separate Wx standard –whole-building approach was recommended.
- Adoption of a formal standard will impact EM&V processes, data collection, and may require significant primary research.
- Important to recognize that Conservation & Load Management is not solely responsible for achieving a statewide goal.
- Stakeholders noted equity concerns around barriered homes and had strong interest in tiered standards to support greenhouse gas (GHG) reductions and healthy homes.

• **Next steps:**

- **DEEP will issue a proposed statewide weatherization standard for comment following review of stakeholder input. General stakeholder feedback and RFI responses were due September 4th.**

CTAC TRACKER

Updated: 9/2/2026

Date Asked	Asker	Subject	Question	Directed To For Follow Up	Date Answered	Status	Answer/Action Item
7/22/2026	DEEP	July 2026 Contractor Survey	How will the Companies take into consideration survey results? What are the Companies' next steps?	Utilities	7/22/2026	Open	DEEP has added this topic to the September CTAC agenda.
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 in the Table C's of the Company's plan filing under the category "outside services." These costs were approved as part of the plan. DEEP will add this discussion topic to a future CTAC agenda.
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. DEEP has added this topic to the September CTAC agenda.
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.
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		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.
4/15/2026	Edgardo Mejias	Contractor retention	How many contractors have dropped out since the beginning of the newly redesigned programs?	Utilities	9/1/2026	Closed	No HES/HES-IE contractors have dropped out of the program since January 1, 2026 when the program was redesigned.
4/15/2026	Amy McLean	Updated Communications Protocol	Requested to share an updated communications process slide with DEEP.	DEEP	7/22/2026	Closed	DEEP presented this at the July CTAC meeting and added to the CTAC webpage.
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

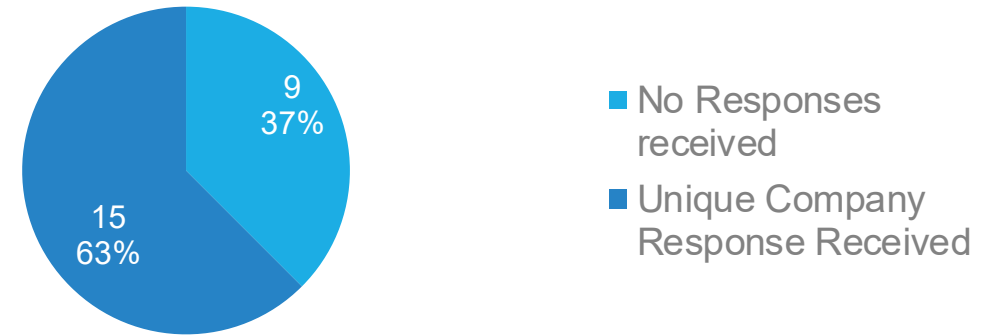
UTILITY UPDATES

CONTRACTOR SURVEY (OPEN-ENDED RESPONSES)

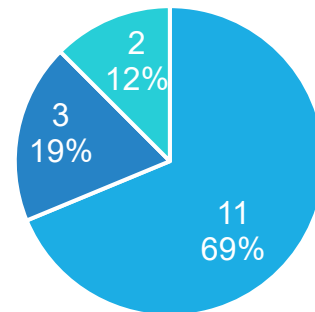
RESPONDENT OVERVIEW

- 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

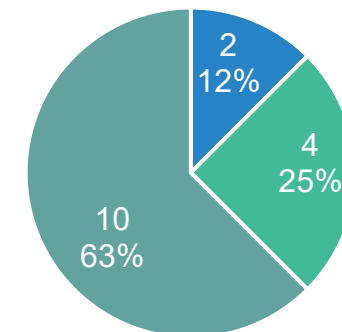


% of Respondents by Vendor Type



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

% of Respondents by Vendor Size



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

SUMMARIZED RESPONSES: COMMUNICATION

Successes

- Utilities have begun holding training meetings that feel beneficial and create space for discussion.
- Some vendors report responsive utility staff (specific individuals named), helpful communication, and more emails keeping them informed.
- Some respondents say utilities now request contractor input before making decisions.
- Some respondents feel the relationship between utilities and vendors has improved and is moving in a positive direction.

Challenges

- Communication can be inconsistent or delayed (days or weeks) when contractors question inspection findings.
- If a customer declines a test, the technician is unable to add a note in Hancock to explain this, leading to a rework.
- Some vendors feel decisions are made “in a vacuum,” without collaboration.
- Some contractors report negative rhetoric.
- Some vendors learn about changes only through reworks or failed inspections, not through proactive communication.
- There is a desire for more in-person meetings and clearer explanations of rule changes.

COMMUNICATION RECOMMENDATIONS

Summary from July CTAC Survey open-ended contractor response results:

- Increase the frequency of in-person or live meetings to walk through program changes and resolve questions collaboratively.
- Establish a clear and reliable point-of-contact for escalations and timely responses.
- Provide advance notification before any rule, process, or manual change goes into effect.
- Ensure consistent communication across all utility staff, inspectors, desk reviewers, and program managers.

SUMMARIZED RESPONSES: QA/QC & INSPECTION PROCESSES

Desk Review Concerns

- Some reviews are inconsistent, overly detailed/nitpicky, and contradictory to previous guidance.
 - Kickbacks often relate to small documentation details, not actual implementation errors.
 - Desk reviews require extensive photo documentation and data entry, often beyond what is compensated.
 - Some feel reworks are issued without clear or valid reasons and fear retaliation for questioning findings.
 - Also leads to delayed payments.
- Some contractors fear recommending upgrades because desk reviewers may later reject them, forcing the contractor to contact the customer and tell them they made a mistake
 - Language used in failed inspection reports (“poor workmanship”) is perceived as harsh and harmful to contractor reputation.
- Delays in desk review approvals (up to two weeks) cause customers to decline second visits.

Inspection Concerns

- Inspectors sometimes fail jobs for insignificant issues or subjective judgments.
- Inspectors may question vendor decisions or suggest to customers to request exceptions outside of program guidelines, creating confusion.
- Some install requirements are physically impossible or not realistic in field conditions.
- Some inspectors apply new rules retroactively, even for work done over 12 months prior.
- Inspectors occasionally misinterpret heating systems or ignore field-used tools provided by the utilities (e.g., R-value calculator via Hancock).
- Vendors must revisit jobs due to inspection fails tied to evolving standards, causing uncompensated labor.

QA/QC & INSPECTION RECOMMENDATIONS

Summary from July CTAC Survey open-ended response results:

- Publish clear, standardized criteria for passes, fails, missed opportunities, and documentation requirements.
- Align expectations between inspectors and desk reviewers to reduce contradictory outcomes.
- Shorten desk review turnaround times to prevent delays and customer cancellations.
- Create a formal dispute or clarification process for inspection findings, reworks, or retroactive rule applications.
- Reevaluate photo and data documentation requirements to reduce unnecessary reworks and administrative burden.
- Clarify or streamline photo attachment requirements to avoid warnings for “minimal photos” even when the required number has already been submitted.
- Add functionality to leave explanatory notes in Hancock if a measure was attempted/declined, to prevent unnecessary warnings or reworks.

SUMMARIZED RESPONSES: PROGRAM MANUAL & GUIDELINE CHANGES

Rule Changes

- Some contractors report constant changes to guidelines, ventilation ratios, insulation eligibility, rebate requirements, and blower door rules occurring without notice.
 - **Changes are often applied retroactively to past jobs, leading to failures months later.**
- Vendors frequently discover new requirements only through failed inspections, not through official communication.
 - **Some manual revisions (e.g., 12/17/25 version) were introduced without informing vendors.**
- Some changes make certain installations physically impossible or unclear, such as basement ceiling R-values or advanced duct sealing thresholds.

Impact on Work & Finances

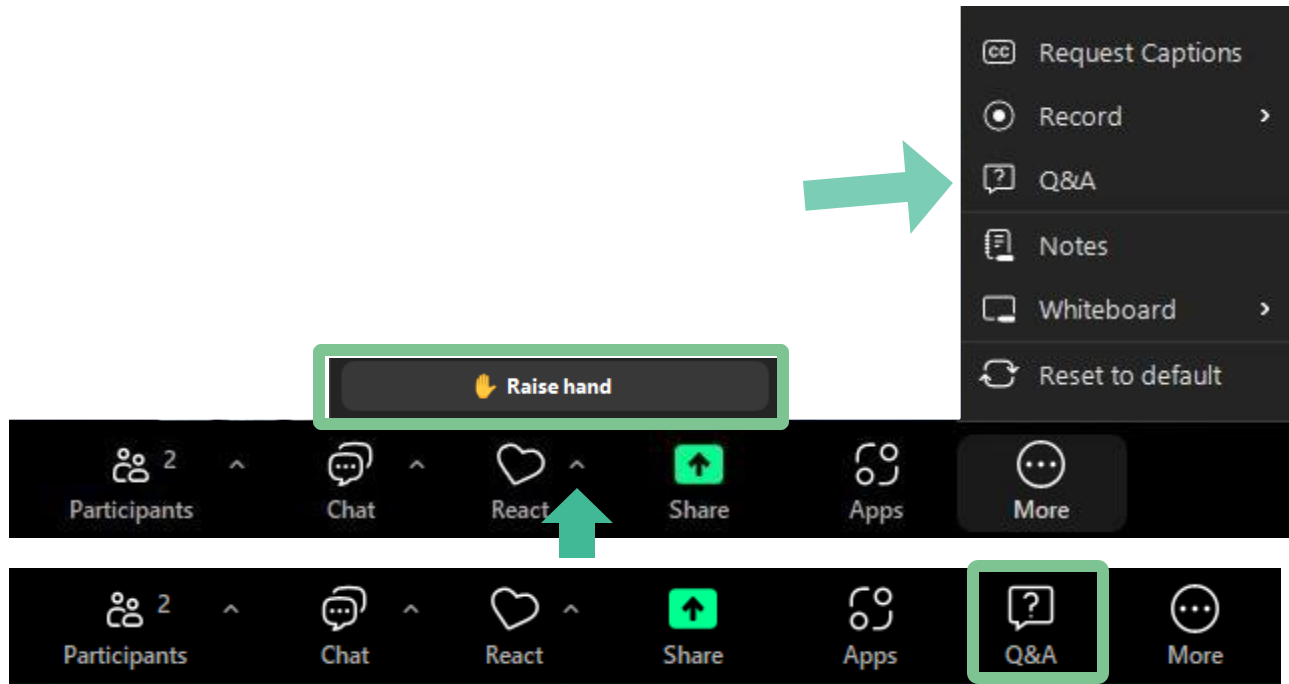
- Some respondents cite concerns with denial of wall and basement insulation eligibility.
- Barrier removal is not adequately supported, blocking significant portions of jobs.
- Compensation changes via HES/HES-IE Pricing RFIs were considered too low and financially damaging to some businesses.
- Two-visit model creates burden: increased labor and fuel costs, customer inconvenience, delays in work, confusion around scheduling.
 - **HES-IE jobs are assigned randomly across the state, requiring contractors to drive long distances with no associated travel compensation.**
- Increased data collection greatly expands administrative time with no added compensation
- There is tension between technicians who excel in documentation vs. those who excel in field work, affecting productivity.

PROGRAM MANUAL & GUIDELINE CHANGES RECOMMENDATIONS

Summary from July CTAC Survey open-ended response results:

- Provide contractors with advance notice, change logs, and explanations for all updates to program manuals.
- Develop a dedicated HES-IE manual that fully explains incentives, workflows, and eligibility.
- Stabilize blower door rules, ventilation requirements, insulation eligibility, and barrier criteria to reduce confusion.
- Review compensation rates to ensure alignment with current labor, materials, and travel costs.
- Reassess the two-visit model due to contractor, customer, and operational challenges.
- Offer clearer guidance and support for barrier removal to reduce job denials and lost savings opportunities.
- Increase practical, field-based training that reflects real installation conditions and avoids irrelevant content.
- Incorporate contractor input into training design and rule interpretation to reduce technical disagreements.

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