

September 16, 2026



# CTAC Residential Topics

# Agenda

**HES/HES-IE Pricing**



**Implementation Manual**



**Prevention of Retroactive Manual Enforcement**



**Inspections & Desk Reviews**



**Communication Improvement Efforts**

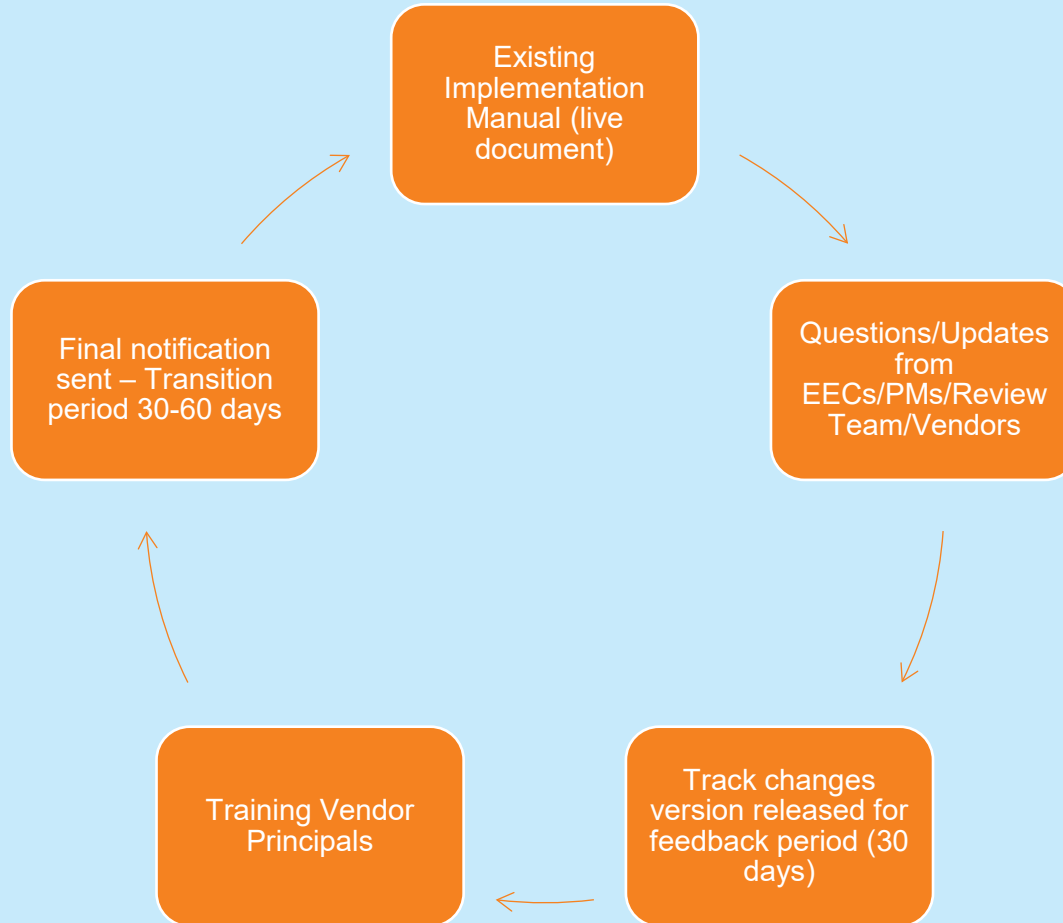




# Update on the Final HES/HES-IE Pricing

- Components (Hours Required, Material Cost, Overhead, Profit Margin) were normalized for each measure
  - Clarification requests were sent to outliers
  - Extreme outliers were removed before applying to provided labor rates
- Site Visit Fee increased \$100
- Duct Blaster Test Fee increased \$50
- Ventilation measures increased from 7 to 17 measures to account for install complexity
  - Difficult installs had the larger increase
- Added a HES-IE evening/weekend assessment adder
- Blower Door & Air Sealing remained the same, RFI results aligned with existing pricing
- Pricing went into effect on 9/7. Eversource & Avangrid sent contract amendments on 9/8
- Discussed pricing with vendors on 9/11 & at the Principals Meeting tomorrow

# Implementation Manual



| Milestone                                                          | Key Dates               |
|--------------------------------------------------------------------|-------------------------|
| Updated Implementation Manual Released for Comment                 | 9/5/2026                |
| Training of Updated Version Released for Comment                   | 9/11/2026               |
| Comments Due                                                       | 10/8/2026               |
| Updated Implementation Manual Released with Change Log Target Date | 10/16/2026              |
| Training of Final Manual Target Dates                              | 10/16/2026 & 10/30/2026 |
| Changes Go Into Effect Target Date                                 | 11/16/2026              |



# Prevention of Retroactive Implementation Manual Enforcement

- After the June CTAC meeting the Utilities & Desk Review team met
- Only rules in the Implementation Manual can be enforced
- Sets expectations fairly for all vendors and reviewers including HES/HES-IE vendors, desk reviewers & inspectors
- This allows the review team to cite the Implementation Manual section for rework/warning
- **New** requirements have a 30-60 day grace period
- Warnings are also a tool for a heads up on rule changes
- Clarification v. requirement
- Easy escalation process (Eversource- EEC, Avangrid- Ralph)
- **Reminder: Health & Safety**

# Inspections and Desk Reviews

## Inspections

- Inspection Consistency
  - Recurring coordination meetings with PMs/EECs and inspectors
  - Inspection vendors shadowing each other
  - Reviewing learnings from shadowing, monitoring results / trends
- Appeal Process
  - Electronic form in development for vendors to use
  - Monitoring of appeals and their results

## Desk Review

- When desk review decisions are being challenged
  - Desk reviewers receive the project back in the tracking system
  - If the challenge is correct the rework is removed from tracking systems to not impact the Vendor Scorecard
  - If challenge is unclear the desk reviewer will escalate to the Desk Supervisor and then Utilities as needed
  - Desk review teams utilize this as a learning tool
  - Keeping track of suggestions to manual edits & training opportunities
- TVC team meetings include both desk & inspection teams



## Review of communication improvement efforts (large and small contractors)

Results were discussed at a HES/HES-IE check in on August 21<sup>st</sup>, the Utilities asked for feedback.

This is a topic at the Principals meeting tomorrow, but we still need more specific information from vendors



# Questions



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

