

Communication Working Session 4/12/24

Energy Efficiency Board: May 8, 2024

Shared with contractors: June 2024

October 28, 2024: CTAC, IV: Process Discussion, Communications &
Program Modifications

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Meeting Objectives & Outcomes

1

Gain a clear understanding of the roles, responsibilities of the various groups involved in Conservation & Load Management programs.

2

Identify procedural opportunities for contractor input and gather recommended time frames for participation and discussions for various interactions.

3


Provide suggestions to improve future communications. Develop a deeper understanding of the behaviors that build and strengthen mutual trust.



DEEP

Regulator with policy, strategy, oversight and approval of the Conservation & Load Management (“C&LM”) Plans

- Advance decarbonization in building and transportation sectors
- Promote equitable energy efficiency investment
- Set goals for 2050 emissions reduction in Connecticut's affordable housing sector



***Energy
Efficiency Board
(EEB)***

Advisory and approval authority on C&LM Plans

- Advise and assist the Companies in the development of the C&LM Plan
- Review and approve C&LM Plans
- Monitor and evaluate the Companies' performance as outlined in the C&LM Plans
- Collaborate with Connecticut Green Bank for goal alignment



***EEB
Technical
Consultants***

Policy and program advisor to the EEB

- Provide expertise to EEB for innovative program design by understanding regional and national policies, and interpretation of evaluation and tracking data
- Monitor and evaluate the Companies' program performance as documented in the C&LM Plans
- Prepare and represent EEB positions

Topic 1: Roles and Responsibilities

**EEB
Evaluation
Administrator
(EA)**

**Oversees program
evaluations**

- Manage process and impact evaluations.
- Report findings to EEB and DEEP

**Avangrid and
Eversource
(the Companies)**

C&LM Plan administration including strategy, design, implementation and analysis to meet objectives and policies

- Ensure C&LM Plan commitments are achieved, including meeting performance goals, energy consumption reductions and market transformation
- Prepare all C&LM Plan documents that include DEEP's policy goals with EEB's input
- Develop and strategically implement energy efficiency and load management programs that reduce energy consumption and Greenhouse Gas emissions. Implementation of HES, HES-IE includes strong contractor management efforts to ensure high quality customer services and performance integrity to maximize the customer's energy savings

***Contractors
for HES and
HES-IE
Services***

Provide all services and install measures in customers' homes provided through HES and HES-IE

- Meet business registrations, insurance, local, State and Federal laws, and licensing requirements
- Adhere to the Companies' contracts, Terms and Conditions, Background Check and Badging policies, Field Implementation Manuals, marketing guidelines and employ Lead technicians with all credentials defined by contracts
- Represent the Companies with customers in their homes and provide high quality and consistent HES and HES-IE home performance services to all customers

Topic 1: Roles and Responsibilities (continued)

Topic 2: Procedural Engagement Opportunities & Timeframes

1. HES and HES-IE incentive changes and payments to Contractors
2. HES and HES-IE program implementation changes
3. Program guides
4. HES rebate changes





WORKSTREAM #1: HES AND HES-IE DIRECT INCENTIVE CHANGES/PAYMENTS TO CONTRACTORS

The Companies share Draft information and seek feedback

How much time is needed?

Minimum: 15 - 30 days

The Companies provide Final Notice to Contractors

How much time is needed to effective date?

Minimum: 30 days



WORKSTREAM #2: HES AND HES-IE PROGRAM IMPLEMENTATION CHANGES

The Companies share Draft information and seek feedback

How much time is needed?

Minimum: 15 - 30 days

The Companies provide Final Notice to Contractors

How much time is needed to effective date?

Minimum: 60 days



WORKSTREAM #3: PROGRAM GUIDES

The Companies share Draft information and seek feedback

How much time is needed?

Minimum: 15 - 30 days

The Companies provide Final Notice to Contractors

How much time is needed to effective date?

Minimum: 60 days



WORKSTREAM #4: HES REBATE CHANGES

The Companies provide Final Notice to Contractors

How much time is needed to effective date?

Minimum: 60 days

Topic 3: Enhancing Communications

Brainstorm 1:

How might we improve communications to make notifications clear and more actionable?

- Timely Communication
- Clear Notifications

Brainstorm 2:

How might we improve the process for communicating “reminders” to optimize program compliance?

- Clear Email Subject Lines
- Provide Reminders to Effective Dates



13 Behaviors of High Trust People



- **Character Behaviors**
- **Talk Straight**
- **Demonstrate Respect**
- **Create Transparency**
- **Right Wrongs**
- **Show Loyalty**
- **Competence Behaviors**
- **Deliver Results**
- **Get Better**
- **Confront Reality**
- **Clarify Expectations Practice Accountability**
- **Character and Competence Behaviors**
- **Listen First**
- **Keep Commitments**
- **Extend Trust**

Topic #3: Keys to Trust

1. Demonstrate Respect -

Genuinely care for others. Show you care. Respect the dignity of every person and every role. Treat everyone with respect, especially those who can't do anything for you. Show kindness in the little things. Don't fake caring. Don't attempt to be "efficient" with people. (19)

2. Talk Straight -

Be honest. Tell the truth. Let people know where you stand. Use simple language. Call things what they are. Demonstrate integrity. Don't manipulate people or distort facts. Don't spin the truth. Don't leave false impressions. (17)

3. Listen First -

Listen before you speak. Understand. Diagnose. Listen with your ears...and your eyes and heart. Find out what the most important behaviors are to the people you are working with. Don't assume you know what matters most to others. Don't presume you have all the answers – or all the questions. (14)



When Contractors need an objective resolution:

Order of Escalation:	Avangrid	Eversource
Energy Efficiency Consultant, Senior EEC or Program Manager	Individual Contributor	Individual Contributor
Supervisor		X
Manager	X	X
Senior Manager	X	
Director		X
DEEP CTAC Meeting - Item added to Agenda for review	X	X

Contractor concerns are to be discussed with their assigned Energy Efficiency Consultant or Program Manager, for the respective Company. If the concern is not satisfactorily addressed, the contractor must go to the next person in the chain of command for the Company involved, continuing to the Senior Manager for Avangrid concerns and the Director for Eversource concerns. If the Companies' senior management does not satisfactorily resolve the concern, the issue needs to be summarized, including factual examples and recommended solutions, and provided to DEEP to be included in the next CTAC meeting agenda for discussion.



Positive Feedback:

Inclusivity and Participation

- This format ensured everyone had a voice and the ability to provide feedback

Meeting Format and Structure

- Well organized. Great structure

Personal Interaction and Values

- Talking about Character behaviors, especially demonstrating respect—respect is lost in the field and day to day... it's important to remember to respect each other

Constructive Discussion and Improvement

- Discussion of notification improvement, timeframes for program changes

Technological Tools and Innovation

- The technology worked well



Positive Feedback:

Constructive Discussion and Improvement

- Great to talk through some of these subjects with others to gain new perspectives or ideas

Communication Efficacy

- This meeting was helpful in improving communication

Suggestions for Improvement:

Planning and Follow-Up

- Better plan for next steps and how this information will be used

Meeting Accessibility and Efficiency

- Interest in a virtual meeting format to save travel time and expense



Questions

May 8, 2024

Thank you

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