

Renter Utilization of Connecticut Energy Efficiency and Clean Energy Programs



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Executive Summary

Overview

Connecticut has built a broad, nationally recognized portfolio of clean energy and energy efficiency programs—from weatherization and energy audits to solar, electric vehicle incentives, battery storage, and demand response. Among other benefits, these programs help residents and businesses save on their energy bills and, depending on the program, can make their homes healthier, safer, and more comfortable. While renters who qualify for utility low-income discount rates (LIDRs) can reduce their energy costs, those reductions may not be as significant, and barriers to participation in building energy retrofit programs can prevent renters from realizing associated health and safety benefits. Renters who do not qualify for LIDRs encounter an opportunity gap that may limit their ability to fully benefit from program participation. Renters are eligible for nearly all of Connecticut’s energy program offerings, but eligibility alone does not always result in significant participation. Across most programs, renters participate at rates below their share of the population. In many cases, renter-specific data is also not yet collected by program administrators.

Incremental progress to renter participation and data tracking is being made. Predictably, programs that bypass landlord barriers—such as the eBike Incentive Program—show potential for dramatically higher renter engagement. In addition, more comprehensive renter data tracking requirements were established by DEEP in 2026 for energy efficiency programs which will enable more robust renter participation analysis for those programs in the coming year. These successes provide a blueprint for scaling renter access in programs where renter participation can improve affordability, resilience, and grid benefits.

Key Achievements to Date

- **Comprehensive Program Eligibility:** Nearly every state program is open to renters across residential, commercial, and industrial sectors.
- **Small Business Success:** Within EnergizeCT’s Small Business Energy Advantage (SBEA) program, **95% of participants in Eversource’s service territory are renters**, demonstrating a scalable model for commercial tenants.
- **Strong Results in Targeted Programs:** Given there is no need for landlord approval because the generation source is not located at the residence of the enrolled customer, the Shared Clean Energy Facilities (SCEF) program achieves **46–53% renter participation**,

far exceeding renters' share of the population (renters represent approximately one in three Connecticut households).

- **Multifamily Solar Design:** The Residential Renewable Energy Solutions (RRES) affordable multifamily model aligns landlord and tenant incentives, creating a pathway to share the benefits of on-site solar.
- **Growing Commitment to Equity:** New performance incentives for the EnergizeCT programs explicitly target renter enrollment, signaling a statewide shift toward tracking and improving renter access.
- **Increased Focus on Landlord and Renter Engagement:** Specific directives from the Public Utilities Regulatory Authority (PURA) have required Connecticut utilities to work with renter stakeholders to develop proposals for improving multifamily building participation in programs like the light-duty Electric Vehicle charging program and the Residential Renewable Energy Solutions (RRES) program. Additionally, in 2025, the Department of Energy & Environmental Protection (DEEP) hosted multiple affordable multifamily roundtables which helped to highlight barriers to renter and landlord program participation. Based on these discussions, a working group including DEEP, the Department of Housing, the Connecticut Housing Finance Authority, the Connecticut Green Bank, and other critical renter stakeholders was launched to review and provide recommendations for DEEP-administered programs. This working group continues to meet monthly.

Why Renter Participation Lags: A Structural Challenge

Across programs, six interconnected structural barriers consistently shape renter experience:

1. **Split Incentives:** Landlords control building decisions; tenants pay the bills.
2. **Mandatory Landlord Consent:** Required for most upgrades.
3. **Awareness Gaps:** Renters are less likely to see program outreach or understand offerings are available to them.
4. **Income & Environmental Burdens:** Renters disproportionately live in low-income, older, or buildings with health and safety barriers.
5. **Lease Term Mismatches:** Shorter tenancies make long payback measures less viable.
6. **Systemic Data Gaps:** Many programs do not track renter status, limiting insight and the ability to monitor progress.

Despite these barriers, when renters do participate, programs show **equal or higher energy savings** compared to owner-occupied homes—an indication of untapped potential.

What the Data Suggests: Key Insights

- **Structural barriers—not lack of interest—drive low renter participation.**
- **Offsite or portable programs are more accessible than onsite programs** because they do not require landlord approvals or property modifications, though the cost effectiveness of the programs depends upon technology location and incentive amounts.
- **Renter populations disproportionately represent low- and moderate-income households, younger residents, and households of color**, meaning improvements to renter access also advance equity. As noted above, utility low-income discount rates can help fill the affordability gap for this population, but don't provide the health and safety benefits associated with building energy retrofits.
- **Commercial renters — particularly small businesses — face similar split-incentive and lease limitations** that restrict deeper investments, but targeted program designs like SBEA demonstrate how to overcome them.
- **Consistent renter tracking is essential** to measure progress and achieve equity goals.

Opportunities for Action

Connecticut can build on its strong foundation through targeted, cost-effective renter-centered strategies, including:

- Exploring cost effective implementation of program models that **eliminate or minimize the need for landlord consent** (e.g., portable devices such as wi-fi enabled portable air conditioners or plug-in controls) while ensuring safety and affordability benefits.
- Piloting program designs that **directly address the split-incentive barrier** such as benefit-sharing agreements.
- Designing **tiered participation pathways** that allow renters to engage immediately, with or without landlord involvement.
- Scaling **landlord-focused outreach** that emphasizes non-energy benefits like property value and tenant retention.
- Increasing access to federal and state funded **health and safety remediation programs** to unlock weatherization in low- and moderate-income rental housing.

- Adapting financing to **align payback periods with lease terms**, including exploring financing models that stay with the property.
- Standardizing **renter data collection** across all program applications and reporting systems.
- Supporting and advancing the availability of **discount rates** to assist renters with low-income who have limited opportunity to save on their energy bills through available energy retrofit programs.

Conclusion

Connecticut has a strong foundation for clean energy leadership and has already proven that renter participation can be dramatically increased when programs are designed with renter realities in mind. By expanding successful models, modernizing data systems, and aligning incentives across renters, landlords, and program administrators, Connecticut can increase access for renters to share in the benefits of clean energy and energy efficiency while appropriately managing program costs for all ratepayers.

Introduction

Scope of Study/ Mandate

Section 17 of Public Act No. 25-125, “*An Act Concerning the Protection of the Environment and the Development of Renewable Energy Sources and Associated Job Sectors*,” tasked the Department of Energy and Environmental Protection (DEEP) with collecting and synthesizing available renter data from state energy efficiency and clean energy programs. Based on available renter data, the Act requires DEEP to identify barriers to renter access and participation in such programs, and to develop attendant recommendations for addressing these barriers where possible:

Sec. 17. (Effective from passage) The Department of Energy and Environmental Protection shall conduct a study on renter utilization of state energy efficiency and clean energy programs for which such department can obtain data, including, but not limited to, any barriers for renters to access such programs and any attendant recommendations for addressing any such barriers. Not later than July 1, 2026, the department shall submit a report to the joint standing committees of the General Assembly having cognizance of matters relating to the environment and energy and technology, in accordance with section 11-4a of the general statutes, that contains any such recommendations.¹

Per the Statute, this report explores the unique challenges faced by renters in Connecticut, a group that represents approximately one in three Connecticut households, and a number of small and commercial businesses.² This report aims to examine the renter utilization of all existing state energy programs, grouped by technology type: energy efficiency, active demand response, electric vehicles (EVs) and charging, and solar. In categorizing by energy technology, DEEP offers insights into the unique challenges faced by renters in the uptake of each energy technology.

¹ See, Connecticut General Assembly, Public Act No. 25-125, Sec. 17, July 2025, *available at*: <https://www.cga.ct.gov/2025/act/pa/pdf/2025PA-00125-R00HB-05004-PA.pdf>

² See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, *available at*: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

Table 1 below shows state energy programs categorized by technology and provides brief program descriptions.

Table 1. State Energy Programs Included in the Report

State Energy Programs	Program Descriptions ³
Energy Efficiency	
Conservation & Load Management (C&LM) programs administered by the state’s Electric and Natural Gas Utilities – Eversource (electric and gas), The United Illuminating Company (UI), The Southern Connecticut Gas Company (SCG) and The Connecticut Natural Gas Corporation (CNG, and SCG)—under the Energize ConnecticutSM brand: • Home Energy SolutionsSM • Home Energy Solutions – Income Eligible • Multifamily Initiative • Residential New Construction • Energy Opportunities • Energy Conscious Blueprint • Small Business Energy Advantage • Stackable financing options: ○ Energize CT loans	• Home Energy SolutionsSM (HES): Helps 1-4 unit homeowners and renters reduce energy use through efficiency upgrades like insulation, air sealing, and efficient HVAC equipment. • Home Energy Solutions - Income- Eligible (HES-IE): Provides no-cost or heavily subsidized efficiency upgrades (e.g., insulation, air sealing, and heating systems) to low-income 1-4 unit households. • Multifamily Initiative: Provides technical assistance, incentives, and financing to property owners and managers of 5+ dwelling unit multifamily properties for comprehensive efficiency improvements throughout dwelling units, common and exterior areas. • Residential New Construction: Incentivizes builders of single and multifamily housing to incorporate high efficiency systems, insulation, and equipment into newly constructed homes. • Energy Opportunities (EO): Offers commercial and industrial (C&I) customers rebates for upgrading to more efficient lighting, HVAC, motors, and other equipment. • Energy Conscious Blueprint (ECB): Incentivizes commercial and industrial new construction projects to design high efficiency lighting, HVAC, and building systems from the start. • Small Business Energy Advantage (SBEA): Provides small businesses with low- or no-cost direct installation of efficient lighting, refrigeration, and HVAC equipment. • Energize CT Loans: Low-interest financing available to homeowners, landlords,

³ All existing state energy programs, as of July 2026 were included in this report. This approach includes programs with and without multifamily-specific components.

	businesses, and municipalities for a range of energy efficiency and clean energy upgrades
Connecticut Green Bank (Green Bank)-administered options: - Stackable financing options: - Smart-E loans; - Commercial-Property Assessed Clean Energy (C-PACE); - Loans Improving Multifamily Efficiency (LIME)	- Smart-E Loans: A residential-only, unsecured loan product through the Connecticut Green Bank, designed specifically for homeowners financing clean energy, energy efficiency, and resiliency improvements with no money down. - Commercial-Property Assessed Clean Energy (C-PACE): Offers commercial property owners long-term, property-assessed financing for efficiency, renewable energy, and resiliency upgrades. - Loans Improving Multifamily Efficiency (LIME): Low-cost financing administered by Capital for Change for owners of low-income multifamily properties seeking to improve energy performance, health, and safety.
DEEP-administered programs: - Weatherization Assistance Program (WAP) - The former, Residential Energy Preparation Services (REPS) program	- Weatherization Assistance Program (WAP): Is a federally funded annual program that delivers no-cost insulation, air sealing, and heating repairs to low-income 1-4 unit households to lower energy costs. - Residential Energy Preparation Services (REPS): Provided income-eligible homeowners in 1-4 unit buildings with health and safety barrier remediation to unlock subsequent energy efficiency savings through weatherization
Demand Response	
C&LM programs administered by Eversource (electric) and UI, include: - Eversource ConnectedSolutions - UI Smart Savers Rewards - Commercial & Industrial (C&I) Demand Response	- ConnectedSolutions and UI Smart Savers Rewards: These programs reward Eversource and UI residential and commercial customers for allowing their utility to remotely control connected devices, such as thermostats, during peak grid events. - Commercial & Industrial (C&I) Demand Response: Compensates large C&I customers of Eversource and UI for curtailing their own load during peak grid events through building management systems or process adjustments.
Implemented by CT Green Bank, Eversource, and UI and PURA-mandated:	Energy Storage Solutions (ESS): Incentivizes residential and commercial customers to install battery storage and participate in demand response events.

Energy Storage Solutions (ESS)	
Electric Vehicles (EVs) & Charging	
Eversource and UI -administered programs: - EV Charging Program- Light-Duty Connecticut Green Bank and CALSTART- administered: - EV Charging Program- Medium-and-Heavy-Duty	- EV Charging Program: A nine-year statewide program providing EV charging infrastructure and managed charging incentives across vehicle classes. - EV Charging Program- Light-Duty: Provides rebates for Level 2 and DC fast charger installation for light-duty EVs at residential, commercial, multifamily, and public sites; rebate eligibility requires enrollment in a managed charging program that incentivizes residential off-peak charging and fleet demand response participation. - EV Charging Program- Medium-and-Heavy Duty: Provides make-ready infrastructure incentives and specialized rate structures for commercial customers electrifying medium-and-heavy-duty fleets, with a focus on school buses, public transit, and last-mile delivery, and includes fleet advisory services through the Connecticut Green Bank to help plan charging needs.
DEEP-administered program: CHEAPR	CHEAPR: Provides point-of-sale rebates to residents and businesses purchasing or leasing new or used battery electric or plug-in hybrid vehicles, and point-of-sale vouchers to residents purchasing eligible e-bikes.
Connecticut Green Bank administered options: - Stackable financing option: - C-PACE	C-PACE: Offers commercial property owners property-assessed financing for installing EV charging infrastructure and other clean transportation upgrades.
Solar	
Eversource and UI administered programs: Residential Renewable Energy Solutions (RRES)	Residential Renewable Energy Solutions (RRES): Provides residential and multifamily affordable housing customers performance-based incentive payments for installing solar and other eligible renewable energy systems.

• Non-Residential Renewable Energy Solutions (NRES) • Shared Clean Energy Facilities (SCEF)	• Non-Residential Energy Solution (NRES): Offers commercial, industrial, and institutional customers' performance-based incentives for solar and other renewable energy installations. • Shared Clean Energy Facilities (SCEF): Allows low- to moderate-income and customers who can't install on-site solar to receive on-bill credits associated with the production of an off-site clean energy facility.
Connecticut Green Bank administered programs: • Solar Marketplace Assistance program (Solar MAP +) • Commercial Property Assessed Clean Energy (CPACE)	• Solar Marketplace Assistance Program (Solar MAP+): Provides affordable multifamily housing owners, municipalities, and state agencies with technical assistance to help them navigate and access solar programs and financing. • Commercial Property Assessed Clean Energy (CPACE): Provides commercial property owners financing for upgrading buildings including those with tenants

Methodology

For this study, the report defines renter utilization as the extent to which renter households and renter-occupied businesses access, enroll, participate, and benefit from state energy efficiency and clean energy programs. Where available, the following criteria were used to describe renter utilization for each program. Many programs track only a subset of the renter utilization criteria described below:

1) Access

- a) **Eligibility:** Program eligibility of renters. If eligible, the conditions on renter participation (e.g., signed consent of building owner required prior to participation).
- b) **Awareness & Outreach:** The number of renters aware of the program and whether the program targets renters for awareness and outreach. If renter outreach is tracked, how renters were made aware and how the program conducts renter outreach.

2) Uptake

- a) **Enrollment Rate:** The percent of renters enrolled in the program out of total participants, compared to relevant population-level statistics.

- b) Application-to-Enrollment Conversion Rates: Estimated application-to-enrollment conversion rates and any known technical barriers (e.g., landlord consent requirements, metering setup requirements).
 - c) Drop-Out Number: The number of renters who dropped out of the program due to barriers. If a barrier was identified, how the barrier impacts renters.
 - d) Technology Adoption: The number of renters who adopted the technology compared to non-renter technology adoption rates.
- 3) Outcomes
- a) Satisfaction Rate: Renters' satisfaction rates.
 - b) Renter Benefits: Renter benefits (i.e., energy savings, non-energy benefits) achieved compared to an average or non-renter participant.

The criteria attempt to standardize key aspects of renter utilization across each clean energy and energy efficiency program. This criteria does not address program cost-effectiveness from a ratepayer or grid perspective, which is outside the scope of this study. The details of gathered data per program are in Appendix B: Data and Analysis of Renter Utilization by Program.

Limitations: The rigor and depth of analysis in this report was dependent on the quality of available data on renters gathered from a combination of primary and secondary source data sources including independent third-party program evaluations and technical studies. The key resources used are described in Appendix C.

Instances where renter data were unavailable are explicitly noted throughout the report.

Currently, most energy programs evaluated in this study have no specific benchmark or stated goals in place for renter utilization. Therefore, rather than doing a benchmarking analysis, this report conducts a current state analysis based on existing renter population data (i.e., the percentage of the population that is renting) to take stock of where Connecticut programs lie in terms of renter access, uptake, and realized benefits. This report does not attempt to determine if renter utilization is sufficient or equitable for each program. Such a determination should be reached by each program administrator using the relevant statutory, regulatory, and stakeholder objectives for each program.

“Renter utilization” should be considered an umbrella concept that captures the extent to which renters access, participate in, and benefit from a given program. However, existing data suggests there is no standardized definition of “utilization” across state agencies and program administrators. As a result, while data on renter populations is being collected, it is not gathered or reported using consistent metrics or methodologies, limiting

comparability and obscuring a clear assessment of program reach and impact among renters.

The Renter Population and Dynamics in Connecticut

The renter population in Connecticut encompasses both residential and commercial sectors, with tenancy in each sector producing distinct conditions. In the residential sector, renters are predominantly lower-income, minority, and younger households, which means that residential renters can be used as an imprecise proxy for economically disadvantaged communities.⁴ In the commercial sector, renters are distributed across office, industrial, retail, and small business spaces, and their market conditions vary sharply by segment. Across both sectors, the nature of tenancy itself, not just income or demographics, creates structural constraints that shape how renters engage with clean energy and efficiency programs.

Residential Sector

Renters are a growing segment of Connecticut's housing market, now accounting for 34% of the state's nearly 1.4 million occupied housing units.⁵ The state's approximately 470,000 rental units are nearly evenly split between building types: approximately 226,000 (48%) are single-family units (i.e., 1-4 units) and over 245,000 (52%) are multifamily (i.e., 5 or greater units).⁶ Additionally, over 340,000 or 75% of rental units are in Low-to-Moderate Income (LMI) census tracts (i.e., <100% AMI) (*Figure 1- Number of Households by Income Level and Household Type*). This relatively even split between single-family and multifamily stock and disproportionately large LMI population among CT renters is notable. It indicates that a substantial share of Connecticut's rental housing is dispersed across housing unit types rather than concentrated exclusively in large apartment complexes, and that rental housing population contains mostly LMI tenants. The large overlap between renters and low-income populations also indicates a significant overlap with eligibility for Connecticut's low-income discount rate (LIDR) – a rate directed by the Public Utilities

⁴ See, Jill Walsh, CTData Collaborative, "CT Housing Costs: What the ACS 5-Year Estimates Tell Us," April 9, 2025, available at: <https://www.ctdata.org/blog/acs-5-year-estimates-released?rq=ct%20housing%20costs>.

⁵ See, Jill Walsh, CTData Collaborative, "CT Housing Costs: What the ACS 5-Year Estimates Tell Us," April 9, 2025, available at: <https://www.ctdata.org/blog/acs-5-year-estimates-released?rq=ct%20housing%20costs>.

⁶ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

Regulatory Authority (PURA) which provides discounts on electricity costs based on household income. These findings demonstrate a particular renter distribution in the state that has implications for how energy programs and services can best reach and benefit renters.

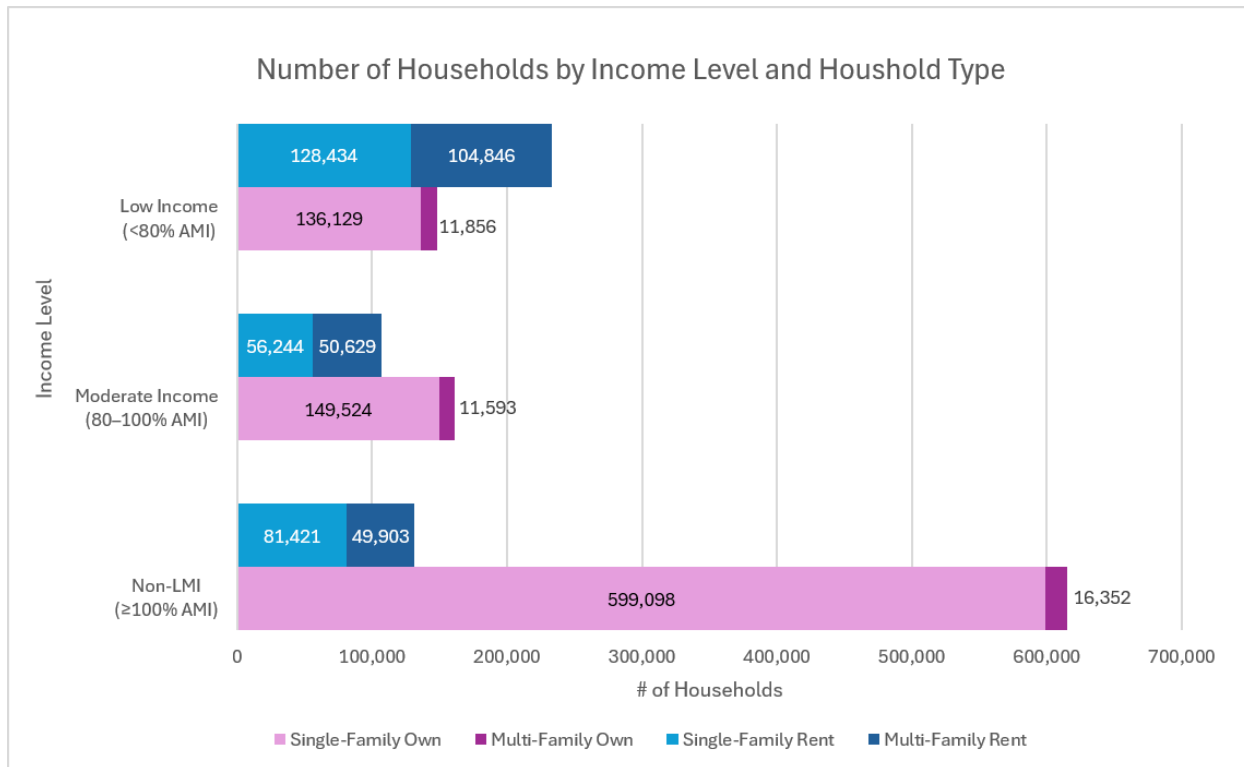


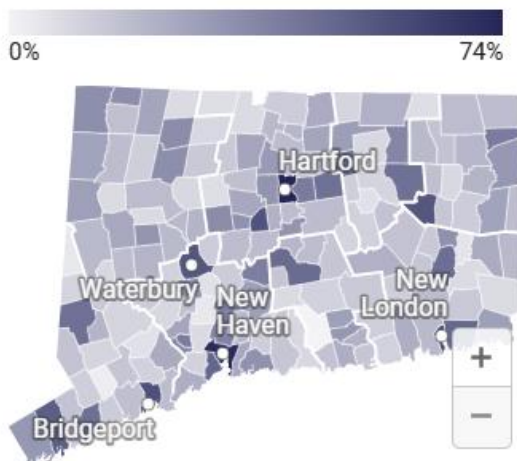
Figure 1: Number of Households by Income Level and Household Type

Source: CT Green Bank Memo. U.S. Census Bureau; American Community Survey, 2021 American Community Survey 5-Year Estimates, Table B25032; (June 1, 2023)

Figure 2. Rental Units by Town

Source: Jill Walsh, CTData Collaborative “CT Housing Costs: What the ACS 5-Year Estimates Tell Us”; (April 9, 2025), available at: [Microdata - Census Bureau Table](#)

Moreover, the spread of renters varies by location, race, age of householders, and median household income. Rental housing units are clustered in larger cities—Hartford (74% of housing units in Hartford are rentals) and New Haven (72%)—and Bridgeport, Hartford,



Map: CTData Collaborative • Source: 2023 American Community Survey 5-year Estimates, Table B25003 • Get the data • Created with Datawrapper

New Haven, Stamford, and Waterbury together account for 33% of the state’s rental stock while only accounting for 18% of the state’s housing units (*Figure 2 - Rental Units by Town*).

Connecticut towns can be designated a Public Use Microdata Area (PUMA) for census data purposes. PUMAs are non-overlapping, statistical geographic areas of at least 100,000 people (and preferably no more than 200,000 people). Waterbury PUMA and Manchester, East Hartford PUMA have the smallest populations in the state yet are part of the top 10 PUMAs with renter occupied housing units (*Figure 3-*

Connecticut Occupied Housing Units- Top 10 PUMA Locations by Tenure, Figure 4: Connecticut PUMA Location % of Renters by PUMA Population Density).⁷

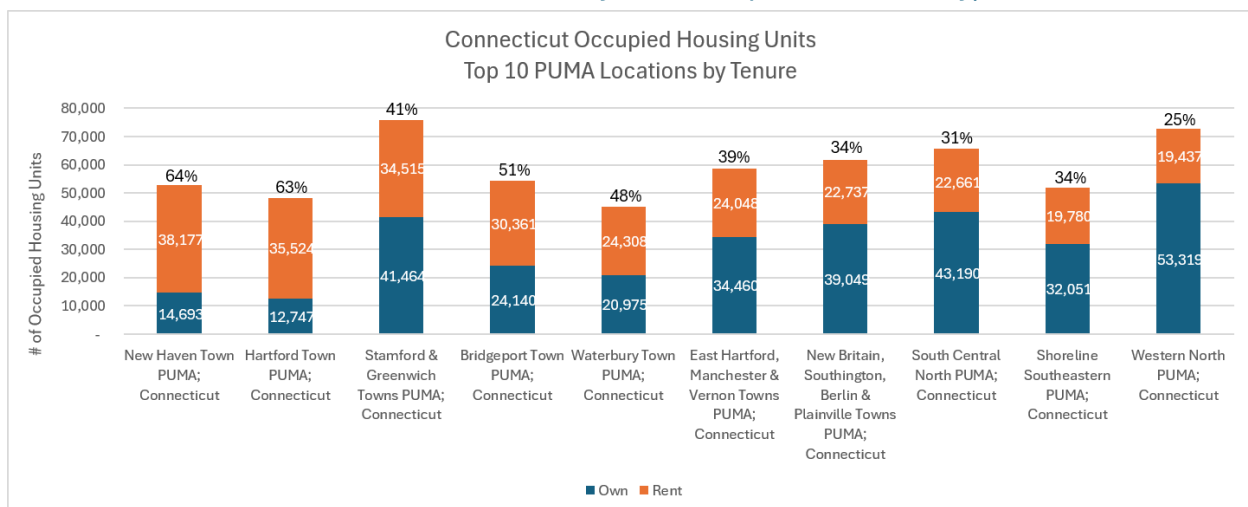


Figure 3: Connecticut Occupied Housing Units- Top 10 PUMA Locations by Tenure

Source: ACS 5-Year Estimates Public Use Microdata Sample (2023), Connecticut PUMA geographies, Tenure recode, available at: [Microdata - Census Bureau Data Table](https://www.ctdata.org/pumas)

⁷ See, CTData Collaborative, Connecticut PUMAs and PUMA Delineation, available at: <https://www.ctdata.org/pumas>.

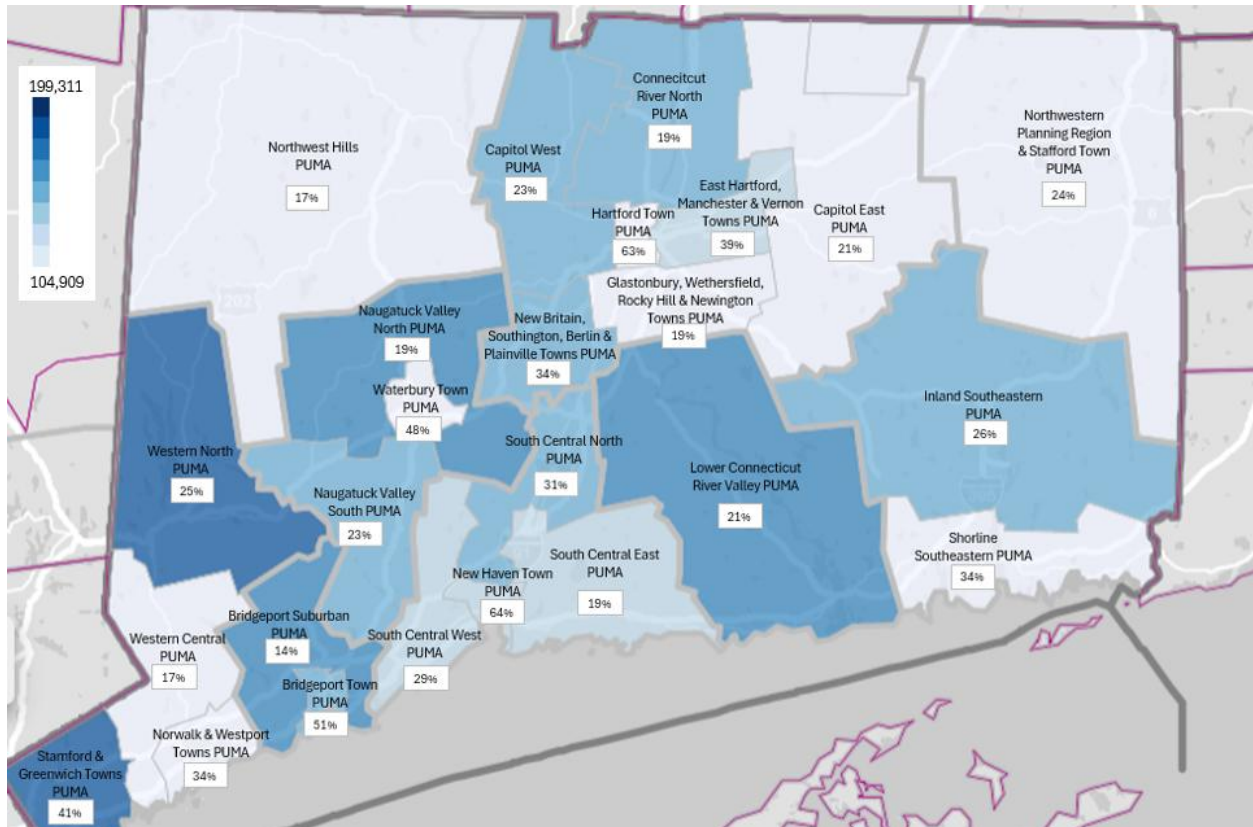
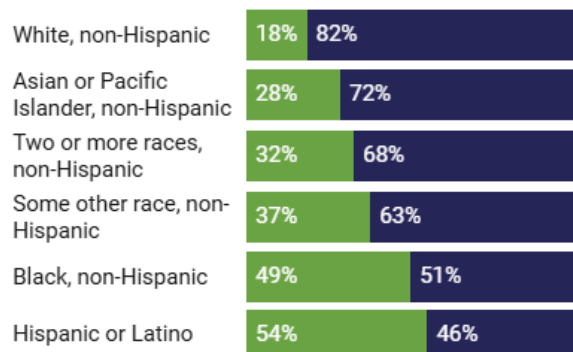


Figure 4: Connecticut PUMA Location % of Renters by PUMA Population Density

Source: ACS 5-Year Estimates Public Use Microdata Sample (2023), Connecticut PUMA geographies, Tenure recode, available at: [Microdata - Census Bureau Data Table](#)

Household Tenure by Race/Ethnicity

■ Rent ■ Own



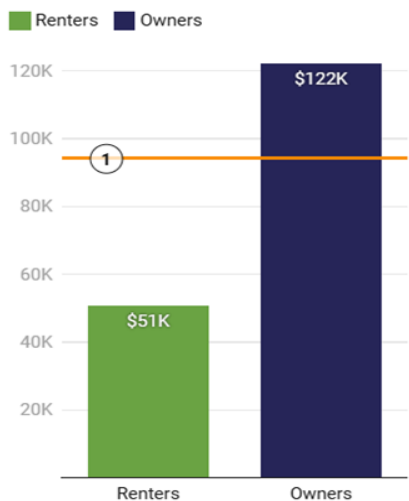
Only 18% of white non-Hispanic households rent their home, compared to 49% of Black non-Hispanic households and 54% of Hispanic or Latino households (Figure 5- Household Tenure by Race/Ethnicity⁸).

Figure 5. Household Tenure by Race/Ethnicity

Chart: CTData Collaborative Source: [2023 American Community Survey 5-Year Estimates, Table B25007](#) Get the data Created with [Datavrapper](#).
[Microdata - Census Bureau Data Table](#)

⁸ See, Partnership for Strong Communities and CTData Collaborative, Housing Data Profiles, 2024, available at: <https://housingprofiles.psychousing.org/profile/>.

Median Household Income by Tenure



The median income for renter households is \$51,000, less than half the median income for homeowners (\$122,000) (Figure 6- *Median Household Income by Tenure*).

Figure 6. Median Household Income by Tenure

Chart: CTData Collaborative - [Source: 2023 American Community Survey 5-Year Estimates, Table B25119: Census Bureau Table](#)
Created with [Datawrapper, Microdata - Census Bureau Data Table](#)

Household Tenure by Age Group

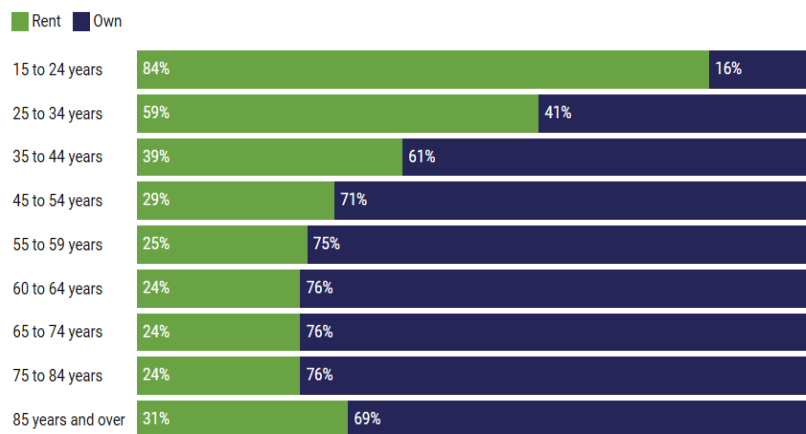


Chart: CTData Collaborative • Source: 2023 American Community Survey 5-Year Estimates, Table B25007 • [Get the data](#) • Created with [Datawrapper](#)

Age follows a similar pattern as income; as householder age increases, the householder tends to own. In CT, 84% of householders aged 15-24 are renters, this share decreases to 59% among those aged 25-34, 39% among those aged 35-44, and roughly 25% among those aged 45-84, before increasing to 31% for householders 85 and older

(Figure 7- *Household Tenure by Age Group*).

Figure 7. Household Tenure by Age Group

Chart: CTData Collaborative – Source: [Source: 2023 American Community Survey 5-Year Estimates, Table B25007](#)
[Get the data](#) Created with [Datawrapper, Microdata - Census Bureau Data Table](#)

This data comes from the 2023 ACS Public Use Microdata Sample (PUMS), which is a set of un-tabulated survey responses that allows data users to create custom tables that are not available in the standard published ACS tables. PUMS data also comes from responses to the ACS, and the data becomes available shortly after the ACS 5-year estimates are released.

Connecticut renters rely on different energy infrastructure than homeowners, with renters often relying less on central air conditioning and more on gas than homeowners. Gas is the most prevalent heating fuel for renters (44%), followed by electricity (34%), which stands at a sharp contrast to owner-occupied homes, where nearly 50% rely on fuel oil and only 9% use electricity for heating.⁹ The cooling divide is even more pronounced: 47% of homeowners have central air conditioning, compared to just 17% of renters, who instead rely predominantly on room or window units and portable fans.¹⁰

Residential renters face a distinct set of structural and economic disadvantages that limit their ability to improve their living conditions and participate in building energy retrofit programs. Most fundamentally, renters do not control the properties they occupy. Decisions about heating systems, insulation, many appliances, and cooling infrastructure rest with landlords, meaning that even renters who are motivated to reduce energy costs or adopt cleaner technologies have limited ability to act unilaterally. Additionally, Connecticut renters have a significantly lower median income compared to owners suggesting that most renters have less financial flexibility to invest in energy measures, even where permitted. The demographic skew of the residential renter population is also toward younger households and households of color (Figure 6 & Figure 4). Together, this data indicates that many residential renters are facing a large variety of barriers to implement and afford clean energy and energy efficiency improvements.

Commercial Sector

Commercial renters represent a significant segment of Connecticut's business landscape, operating across office, industrial, retail, and small business spaces. Market conditions vary considerably by segment, with some tenants holding substantial bargaining power while others face tight supply. Other dynamics, such as how long leases run, and the flexibility tenants have with building upgrades shape the degree to which commercial tenants can make meaningful decisions about the spaces they occupy, including decisions about energy use and equipment.

⁹ See, Jill Walsh, CTData Collaborative, "CT Housing Costs: What the ACS 5-Year Estimates Tell Us," April 9, 2025, available at: <https://www.ctdata.org/blog/acs-5-year-estimates-released?rq=ct%20housing%20costs>.

¹⁰ Data from the 2024 Energize CT Residential Appliance Saturation Survey (RASS) shows that while 47% of homeowners benefit from central air conditioning, only 17% of renters have access to the same. Instead, the majority of renters (56%) rely on room or window units, supplemented frequently by portable fans. Conversely, homeowners are more likely to invest in modern heat pumps, reflecting a broader trend where renters often manage seasonal temperatures through portable appliances rather than built-in property systems.

Office. Connecticut’s office market remains favorable to tenants. Fairfield County ended 2025 at 26.9% vacancy with average asking rents of \$35.23 per square foot, though conditions varied sharply across submarkets—from 14.0% vacancy in Greenwich to 29.3% in Stamford.¹¹ Greater Hartford ended 2025 at 20.4% vacancy with average asking rents of approximately \$20.46 per square foot.¹² New Haven posted an overall vacancy rate of 17.2% vacancy and average asking rents of \$23.04 per square foot, though vacancy there has been rising, suggesting conditions may become less favorable for tenants in the near term.¹³ Across all three markets, high vacancy gives office tenants leverage in rent negotiations and lease terms, mirroring the broader national picture where U.S. office vacancy stood at 20.5% at the end of 2025.¹⁴ In practical terms, this means office tenants in most Connecticut submarkets are well-positioned to negotiate favorable lease conditions, including, potentially, adding lease provisions related to energy costs, fit-out allowances, and equipment, though whether tenants actually exercise that leverage on energy-related terms depends on awareness and prioritization.

Industrial space. The industrial market tells a very different story. Hartford industrial vacancy stood at just 4.5% at the end of 2025, with asking rents of \$7.69 per square foot in Hartford and \$8.44 per square foot in New Haven.¹⁵ The industrial rates are well below office rates and reflect a market where available warehouse, logistics, and flex space is

¹¹ See, Cushman & Wakefield, MarketBeat Fairfield County Office Q4 2025, 2026, *available at*: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/office/fairfield_county_americas_marketbeat_office_q42025.pdf?rev=584430a561724a7a9b33efbec9f391f2&_gl=1*stzru3*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkbbzEkZzEkdDE3ODA1ODI3MjUkajYwJGwwJGgw*_ga_LM51XKPG6*czE3ODA1ODI2NjAkbbzEkZzAkddE3ODA1ODI2NjMkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVK85*czE3ODA1ODI2NjMkbbzEkZzAkddE3ODA1ODI2NjMkajYwJGwwJGgw.

¹² See, Cushman & Wakefield, MarketBeat Hartford Office Q4 2025, 2026, *available at*: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/office/hartford_americas_marketbeat_office_q42025.pdf?rev=9669a9a1d7b148bbb2f5acb68f2e4dae&_gl=1*1c07ubs*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_ga_LM51XKPG6*czE3ODA1ODI2NjAkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVK85*czE3ODA1ODI2NjMkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw.

¹³ See, Cushman & Wakefield, MarketBeat New Haven Office Q4 2025, 2026, *available at*: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/office/new-haven_americas_marketbeat_office_q42025.pdf?rev=45f5d28dd03b4f4aa03118b64dda9e28&_gl=1*1c07ubs*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_ga_LM51XKPG6*czE3ODA1ODI2NjAkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVK85*czE3ODA1ODI2NjMkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw.

¹⁴ See, Cushman & Wakefield, MarketBeat United States Industrial Q4 2025, 2026, *available at*: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/national/q42025usindustrialmarketbeat.pdf?rev=5654cc1c71b744f0b68e52475c66d741&_gl=1*1c07ubs*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_ga_LM51XKPG6*czE3ODA1ODI2NjAkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVK85*czE3ODA1ODI2NjMkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw.

¹⁵ See, Cushman & Wakefield, MarketBeat Hartford/New Haven Industrial Q4 2025, 2026, *available at*: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/industrial/connecticut_americas_marketbeat_industrial_q42025.pdf?rev=d76208053e3e409c9bd402685e6949b8&_gl=1*1c07ubs*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_ga_LM51XKPG6*czE3ODA1ODI2NjAkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVK85*czE3ODA1ODI2NjMkbbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw.

limited relative to demand.¹⁶ Vacancy rates are near historic lows along the I-91 and I-95 highway corridors. In these areas, tenants must compete for available inventory that continues to be limited due to increased construction costs.¹⁷ In this environment, industrial tenants have considerably less negotiating leverage which may impact their ability to implement energy and building improvements.

Retail. Connecticut's retail market has tightened in recent years and currently favors landlords more than tenants. The Hartford area posted a retail vacancy rate of about 7.10% at the end of 2025, while New Haven remained somewhat higher at about 9.20%. Nationally, shopping center vacancy was near historic lows, driven by limited new supply and strong demand from grocery, fitness, medical, and other daily-needs tenants.¹⁸ Local and regional businesses actively compete for smaller spaces, and for these tenants in particular, tight supply means leases are often short, spaces are taken largely as-is, and there is little room to negotiate for improvements or modifications.

Small business. For the purposes of Connecticut's Small Business Energy Advantage (SBEA) program, small businesses are defined as C&I customers using less than 3,000,000 kilowatt hours annually.¹⁹ Utility records indicate that the vast majority of small businesses participating in SBEA lease rather than own their space, however dedicated market-level data on their rents and vacancy is not tracked separately from broader segment figures.²⁰ What distinguishes small business tenants is their structural situation: they tend to operate on shorter lease terms with limited administrative capacity, meaning that time-intensive processes like applying for a program or coordinating with a landlord can create a real barrier. This is compounded by a lease-versus-payback mismatch, where a tenant's remaining lease term is often too short to make an efficiency upgrade economically

¹⁶ *Ibid.*

¹⁷ *Ibid.*

¹⁸ See, Cushman & Wakefield, MarketBeat United States Retail Q4 2025, 2026, *available at*: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/national/q42025usretailmarketbeat.pdf?rev=d72ea2ab906a4e4ab8266971a862b6ad&_gl=1*7x46oj*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkkbzEkZzEkdDE3ODA1ODQyNTUkajU0JGwwJGgw*_ga_LM51XKPG6*czE3ODA1ODI2NjAkzbzEkZzEkdDE3ODA1ODQyNDkkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVKT85*czE3ODA1ODI2NjMkbzEkZzEkdDE3ODA1ODQyNDkkajQkbDAkaDA.

¹⁹ See, Connecticut Energy Efficiency Board, C1639 Review Draft Report Small Business Energy Advantage (SBEA) Process Evaluation, rev. April 17, 2017, *available at*: https://www.energizect.com/sites/default/files/documents/C1639_SBEA%20Process%20Evaluation_Review%20Draft_4.24.17.pdf.

²⁰ See, Connecticut Energy Efficiency Board, C1639 Review Draft Report Small Business Energy Advantage (SBEA) Process Evaluation, rev. April 17, 2017, *available at*: https://www.energizect.com/sites/default/files/documents/C1639_SBEA%20Process%20Evaluation_Review%20Draft_4.24.17.pdf.

feasible, and the split-incentive problem, where landlords own the building and equipment but tenants pay the utility bills- leaving landlords with little financial motivation to invest in upgrades.²¹

Smaller cities and distressed municipalities. Commercial tenant conditions in Connecticut's smaller cities differ meaningfully from the state's major markets. In cities like Waterbury, New Britain, and Bridgeport, retail rents average approximately \$16 to \$19 per square foot, compared to roughly \$21 per square foot in Hartford.²² In some downtown blocks across Connecticut's struggling office markets, empty space now tops 50%, creating a drag on local tax bases and neighborhood vitality. For commercial tenants in these markets, lower rents may reduce one dimension of financial pressure, but they also signal weaker local economies, lower foot traffic, and a landlord base that may have less capital to invest in building improvements, including energy efficiency upgrades. Small business tenants in these municipalities, who are disproportionately likely to serve lower-income and minority communities, face the same structural barriers around split incentives and lease terms as commercial tenants statewide, often with fewer resources to navigate them.²³

While market conditions across these segments vary, Connecticut commercial tenants share a common set of structural constraints that vacancy rates and asking rents do not capture. Across office, industrial, retail, and small business spaces, tenants frequently lack decision-making authority over the building systems that most affect their energy use and costs. This structural gap significantly depresses participation in clean energy and efficiency programs regardless of how favorable or unfavorable the broader building space market may be for tenants.

Overview of Renter Utilization in Connecticut's Clean Energy and Efficiency Programs

²¹ See, Connecticut Energy Efficiency Board, C1639 Review Draft Report Small Business Energy Advantage (SBEA) Process Evaluation, rev. April 17, 2017, *available at*: https://www.energizect.com/sites/default/files/documents/C1639_SBEA%20Process%20Evaluation_Review%20Draft_4.24.17.pdf.

²² See, CityFeet, New Britain, CT Retail Space for Lease, *available at*: <https://www.cityfeet.com/cont/new-britain-ct/retail-space-for-lease?sk=91f23b25194e4e52a8355d3585cb66e4>.

²³ See, PropertyCashin, Connecticut Commercial Real Estate Investing Market – Overview, *available at*: <https://propertycashin.com/investing-guides/commercial-real-estate-market-ct/>.

Connecticut's clean energy and energy efficiency program portfolio prioritizes cost-effectiveness and offers broad eligibility to renters across nearly every program category, from residential weatherization and energy efficiency retrofits to solar, demand response, electric vehicles, and eBikes. Yet despite this broad eligibility, renter participation is often lower than renter population levels where renter data exists. In cases where building energy retrofit programs provide clear nonparticipant cost-savings, increasing renter utilization will result in greater cost savings for all ratepayers and improved equity.

From 2022 to 2024, in the residential energy efficiency sector, renters accounted for just 1.7% of HES participants and 4.5% of HES-IE participants, against an eligible renter population estimated at 16% and 27% of those programs' respective target markets.²⁴ In the Light-Duty EV charging program, Eversource identified only 203 renter participants between 2022 and 2025, representing just 2% of total participants.²⁵ In the residential solar program (RRES), renters represented 3.2% of Eversource participants despite approximately 27% of Connecticut renters being estimated as eligible.²⁶ In the demand response programs, most utilities have confirmed they lack a methodology to estimate renter participation at all.

The commercial and industrial programs present a different picture: small businesses, the vast majority of whom lease their space, accounted for 95% of Eversource's SBEA (EnergizeCT) participants, and the 2024 EnergizeCT C&I Baseline Study found that 43.9% of Connecticut C&I businesses lease or rent their space broadly.²⁷ However, renter-specific data for larger EnergizeCT C&I programs like Energy Opportunities (EO) and Energy

²⁴ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, *available at*: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf, and See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, December 19, 2025, *available at*: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

²⁵ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, *available at*: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

²⁶ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, *available at*: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

²⁷ See, Connecticut Energy Efficiency Board, C2201 C&I Baseline Study and Database, December 23, 2025, *available at*: https://www.energizect.com/sites/default/files/documents/2025-12-24_Final%20Report_C2201_CI_BAS_OTH_DNV.docx.

Conscious Blueprint (ECB) remains entirely unavailable, limiting the state's ability to draw conclusions about renter utilization in those programs.

Two Connecticut programs have significant renter participation. The Shared Clean Energy Facility (SCEF) program reported renter participation rates of 46.5% among Eversource subscribers and 53% among UI subscribers as of 2026 - participation rates that substantially exceed renters' share of the general Connecticut population.²⁸ This is because, as an off-site community solar program, SCEF avoids the two most significant structural barriers renters face in other programs: it requires no physical modifications to the building, meaning no landlord consent is needed, and it ties benefits to the customer rather than the property, allowing renters to retain their credits if they move.²⁹ The eBike Incentive Program similarly removes the landlord consent barrier entirely by providing incentives for a portable consumer purchase, and its prioritization of income-qualified applicants and Environmental Justice communities has driven meaningful engagement among renter-likely demographics.³⁰ Together, these two programs demonstrate that renter participation increases significantly when structural barriers are removed by design rather than addressed through outreach alone.

Across the full portfolio, the state's ability to characterize renter utilization is constrained as most programs do not consistently track housing tenure. Several utilities have noted that a standardized methodology to estimate renter participation has not yet been established, and renter-specific enrollment, conversion, and outcome figures are not collected or unavailable for the majority of programs reviewed in this report. Where data does exist, it frequently relies on proxies such as third-party data flags, income status combined with apartment unit address, or survey-based estimates, rather than direct program tracking. As a result, the participation patterns documented in this report likely reflect only a partial picture of renter engagement, given that programs without renter-specific data collection cannot be fully assessed.

²⁸ Utilities' comments.

²⁹ The SCEF program accomplishes these renter participation levels by siting the generation away from the electric load (i.e., the rental property), which could diminish program cost-effectiveness and also does not provide the health and safety benefits associated with building energy retrofits. For this reason, while SCEF supports renter participation, DEEP recommends that its costs and benefits should continuously be weighed in any successor program development.

³⁰ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

It is worth noting that Connecticut's Low Income Discount Rate (LIDR) provides an important, if partial, offset to the equity concerns raised by low and/or selective renter participation. Renters disproportionately overlap with low-income households, and to the extent that some programs are structurally unable to reach renters while remaining cost-effective, the LIDR, which provides electric bill discounts of up to 50% for qualifying low-income customers through Eversource, and either 10% or 50% through United Illuminating (UI), helps address energy affordability for this population independent of program participation. This does not eliminate the case for improving renter access to clean energy and energy efficiency programs; rather, it is an important part of the broader policy context in which these programs operate.

Closing the renter utilization gap will require not only program design changes and targeted outreach, but a wide-scale effort to collect and report renter-disaggregated data as a standard feature of program administration across all clean energy and energy efficiency programs in the state.

Identified Barriers and Attendant Recommendations

The patterns described below reflect six structural barriers that occur across programs and sectors that together help explain why renter utilization is relatively low despite broad eligibility.

1. The split-incentive problem.

The most fundamental barrier across all clean energy and energy efficiency programs is the misalignment between who pays for energy upgrades and who benefits from them. In both residential, commercial, and industrial settings, the property owner typically controls decisions about building systems and equipment, while the tenant pays the utility bills and receives the bill savings. Landlords may have limited financial motivation or capital to invest in energy improvements, while tenants, who would benefit most directly from lower energy costs, lack the authority to make those investments themselves. This misalignment means that even well-designed programs offering attractive incentives may fail to reach renters if they are directed at tenants who cannot act without landlord approval.

The data bears this out across both sectors. The R1983 Connecticut HES/HES-IE Single Family Impact and Process Evaluation found that 62% of HES-IE renters cited a lack of landlord permission as the definitive barrier preventing them from receiving deeper energy-

saving measures after an initial assessment.³¹ In the commercial and industrial sector, the C1901 C&I Process Evaluation found that only 17% to 21% of retail and office tenants have decision-making authority over heating, ventilation and air conditioning (HVAC) or water heating equipment, meaning the large majority of commercial and industrial renters in these sectors cannot authorize the categories of upgrades most relevant to meaningful efficiency gains, even when they are otherwise eligible and motivated to participate.³² In the solar context, the split incentive is particularly pronounced: the decision to install onsite solar rests entirely with the property owner, even when tenants stand to benefit financially from the resulting bill credits.

Several existing program features partially address this barrier and merit highlighting. The RRES program has established rules through which large affordable multifamily properties can participate in residential solar, structured specifically to align landlord and tenant incentives. Under these rules, landlords can receive solar performance and incentive payments, providing a direct financial motivation to install solar, while also being required to share a minimum portion of program benefits with tenants. For individually-metered qualifying projects, landlords must direct at least 20% of the total project incentive to tenants as on-bill credits.³³ For master-metered buildings, landlords must provide a tenant benefit valued at 25% of the project's total incentive net present value, drawn from a prescribed list of eligible improvements such as broadband internet access or energy efficiency measures.³⁴ The RRES Buy-All tariff structure offers a simpler parallel mechanism for 1–4 unit residential properties, allowing solar output to be exported to the grid and performance incentive payments to be directed to a designated beneficiary — which can be the building owner — while the tenant receives on-bill credits.³⁵ A similar logic underlies the Multifamily Initiative, which offers enhanced incentives for

³¹ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

³² See, Connecticut Energy Efficiency Board, C1901 Commercial and Industrial Energy Efficiency Programs (non-SBEA) Process Evaluation, December 6, 2021, available at:

<https://www.energizect.com/sites/default/files/documents/CT1901-CI%20Process%20Evaluation%20FINAL%202021-12-06.pdf>.

³³ Comments from the Utilities.

³⁴ See, CT PURA, Docket No. 23-08-02 Annual Residential Renewable Energy Solutions Program Review – Year 3, July 10, 2024, available at:

[https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/3f12e4eca16dfcbb85258b56004f73d2/\\$FILE/230802-071024.pdf](https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/3f12e4eca16dfcbb85258b56004f73d2/$FILE/230802-071024.pdf).

³⁵ See, CT PURA, Docket No. 23-08-02 Annual Residential Renewable Energy Solutions Program Review – Year 3, July 10, 2024, available at:

[https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/3f12e4eca16dfcbb85258b56004f73d2/\\$FILE/230802-071024.pdf](https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/3f12e4eca16dfcbb85258b56004f73d2/$FILE/230802-071024.pdf).

comprehensive retrofits in buildings where a significant share of units are income-eligible, giving property owners a stronger financial case for participation.

1.1. Recommended actions. *Because the split incentive is structural, addressing it requires reorienting program design and outreach around the landlord relationship rather than treating it as a problem incumbent on the tenant. Specifically, programs might consider:*

- Targeting non-energy benefits in landlord-facing marketing- shifting messaging away from utility savings, which often accrue to tenants, toward benefits that appeal directly to property owners, such as improved tenant retention and reduced deferred maintenance. Landlord associations, property management companies, banks, and credit unions may serve as effective messengers for this approach, particularly for smaller landlords.
- Creating a streamlined, simplified participation pathway for small landlords, who may lack the administrative capacity to navigate complex program applications and who represent a significant share of Connecticut's 1–4 unit rental housing stock. Messaging directed at small landlords through trusted intermediaries such as landlord associations, property management companies, banks, and credit unions may be particularly effective for this audience.
- Considering the RRES affordable multifamily model - which allows property owners to retain financial benefits from solar installations while directing a mandated share to tenants - as a template for aligning landlord and tenant incentives across other program types.
- Shifting the burden of engagement from tenant to landlord by developing direct outreach strategies targeting building owners and managers, rather than relying on tenants to initiate the landlord conversation on their own.
- Highlighting and potentially expanding the SBEA program's existing model — which covers 80% of upgrade costs as a rebate with the remainder financed through 0% on-bill financing — as a template for reducing upfront cost barriers for commercial renters. This structure has generally proven workable for shorter-term investments like lighting upgrades and occupancy sensors, and could serve as a model for other renter-accessible measures across the portfolio.
- Exploring financing solutions that align payment with benefits, such as on-bill repayment programs, so that the party receiving bill savings is also the party responsible for repayment.

2. Mandatory Landlord Consent

Related to the split incentive but distinct from it is the practical and legal requirement, under the CT Landlord-Tenant Law that renters must obtain landlord permission before most building-level measures can be installed.³⁶ General Statutes outline that for any work requiring a permit, local building officials generally require the property owner's or landlord's signature on the permit application before they will issue it. Thus, even renters who are aware of existing clean energy and efficiency programs, motivated to participate, and able to navigate the application process can be blocked at the final step by a landlord who is unresponsive, uninterested, or unwilling to authorize work on their property. This barrier has no clean parallel in the homeowner-facing program experience, and it will not be resolved by outreach or financing fixes alone. It is particularly acute for residential renters seeking insulation, HVAC upgrades, solar installations, or EV charger installations - all of which require permanent modifications to the building or its electrical systems.

The data across programs is consistent. In HES, 11% of Eversource single-family renter leads and 7% of UI single-family renter leads did not proceed between 2022 and 2024 specifically due to missing landlord signatures- and this captures only leads that entered the pipeline, not renters who never initiated contact due to anticipated landlord refusal.³⁷ As for the HES-IE program, 1% of Eversource single-family renter leads and 14% of UI single-family renter leads did not proceed between 2022 and 2024 due to a lack of landlord authorization (*See Appendix B - Table 7: HES Single Family Participation & Table 8: HES-IE Single Family Participation*).³⁸ In the EV charging context, the split-incentive dynamic is similarly acute: Eversource identified only 203 renter participants in its Light-Duty EV Charging program from 2022 to 2025, representing just 2% of total participants.³⁹

Several existing program features have begun to address this barrier. State energy efficiency programs and the Light-Duty EV Charging program conduct specific outreach to landlords and provide materials to help tenants engage their landlords. Most state energy

³⁶ See, Connecticut General Statutes, Title 47a, Chapter 830, Sec. 47a-11, 2024, *available at*: https://www.cga.ct.gov/current/pub/chap_830.htm#sec_47a-11.

³⁷ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, *available at*: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

³⁸ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, *available at*: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

³⁹ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, *available at*: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

programs seek landlord sign-off as early as possible in the program process to minimize delays. Connecticut's Right to Charge law (PA 22-25) has helped reduce unreasonable landlord prevention of EV charger installations.⁴⁰ The eBike Incentive Program showcases the impact of removing the landlord consent barrier entirely. Survey data from 2025 indicates that 24% of eBike participants reported living in apartments or condominiums, compared to single-digit renter participation rates in programs requiring building modifications.⁴¹

2.1. Recommended actions. Landlord consent is a legal and structural requirement hence the most practical near-term solution is to build program pathways that work within and around this requirement where possible while reducing friction and cultivating landlord engagement for measures that genuinely require their involvement. Specifically, programs might consider:

- Modifying program rules where feasible to allow individual residents to participate in programs that lower their energy burden while providing demonstrable grid benefits, such as smart thermostats, removable lighting controls, window air conditioning controls, energy monitoring tools, and strategic energy management (SEM) approaches - where such measures do not require landlord permission under established leases or Connecticut laws.
- Developing a tiered participation model that separates measures requiring landlord consent from those that do not, allowing renters to benefit from the latter while the landlord relationship is being cultivated for the former.
- Reviewing existing program rules to identify cases where landlord consent is required by program design rather than legal necessity, and exploring opportunities to streamline or eliminate those requirements where doing so would not compromise program integrity. Exploring whether demand response programs, might expand eligibility to include portable devices such as window air conditioners with WiFi-controls, which are more applicable to renters who move frequently and cannot install permanent equipment.
- Utilizing community-based mediators, including NRZs and local nonprofits, to facilitate landlord engagement for measures that genuinely require consent, reducing the burden on individual tenants to navigate that relationship alone.

⁴⁰ See, CT General Assembly, Public Act No. 22-25: An Act Concerning the Connecticut Clean Air Act, 2022, available at: <https://www.cga.ct.gov/2022/act/pa/pdf/2022PA-00025-R00SB-00004-PA.pdf>.

⁴¹ Utilities' comments.

3. Awareness and Outreach Gaps

Across residential, commercial, and industrial sectors, renters are less likely than owners to be aware of available programs, less likely to understand what they are eligible for, and less likely to trust that programs marketed through traditional utility channels are designed with them in mind. This awareness gap is substantial: 89% of multifamily residents remain unaware of existing upfront rebates for programs like EV charger installations, and specialized offerings like the Multifamily Initiative lack distinct brand recognition among vendors and landlords, let alone tenants.⁴² Outreach strategies built around bill inserts and direct mail tend to reach property owners more effectively than tenants. In master-metered buildings, tenants may have no direct relationship with the utility at all, further limiting their awareness of available programs and reducing their ability to advocate for building upgrades. For commercial and industrial renters, the awareness gap is compounded by limited administrative capacity- smaller tenants without dedicated facilities or sustainability staff are unlikely to identify and pursue clean energy or efficiency upgrade opportunities on their own, particularly when operating on short leases with limited capacity. This challenge is most pronounced for smaller commercial and industrial tenants such as retail operators, personal services businesses, and light manufacturers, who may have little visibility into available programs and limited bandwidth to engage with them.

Existing outreach efforts are already addressing this barrier. C&LM energy efficiency programs and the Light-Duty EV Managed Charging program's multifamily focus conduct specific outreach to landlords to drive program participation. The Main Streets initiative- Energize CT's premier small business energy efficiency outreach effort- brings energy efficiency outreach directly to small and microbusinesses through door-knocking on main streets in Connecticut cities and towns. The Community Partnership Initiative, also an Energize CT effort, leverages relationships with trusted local organizations, including municipalities and nonprofits, to raise awareness and drive participation in Energize CT programs, with renters in 1–4 unit buildings explicitly identified as a priority outreach audience. Energize CT marketing strategies also explicitly identify residential renters, landlords of 1–4 unit buildings, and property owners and managers as priority audiences with tailored creative content and messaging. Yet these efforts face a compounding

⁴² See, Eversource and United Illuminating, Connecticut Statewide Electric Vehicle Charging Program, Program Cycle 1 EM&V Report, June 2024, *available at*: https://ctgovexec.sharepoint.com/sites/DEEPEnergyTechPolicy/BTD/Building%20%20Transportation%20Documents/Legislation/2025/Reports%20Required%20by%202025%20Leg/Renter%20Utilization%20Report/References/ATT%205%20CT_EV_Infrastructure_Program_Cycle_I_EMV_Report.pdf?CT=1780952582955&OR=ItemsView.

challenge: the intermediaries they rely on, i.e., property managers, contractors, landlords, and community organizations, often lack sufficient awareness of program eligibility expansions and available incentives themselves, limiting their ability to effectively inform and refer the renters they serve.

3.1. Recommended actions. Reaching renters requires going beyond the outreach model built for homeowners and large commercial tenants. Specifically, programs might consider:

- Supplementing traditional marketing with community-led awareness campaigns delivered through trusted local messengers, including community and faith-based organizations, housing counseling agencies, local Community Action Agencies, and Local Initiatives Support Corporation (LISC), in multiple languages, with renter-specific messaging.⁴³
- Developing commercial and industrial outreach strategies specifically tailored to smaller tenants, and reducing the administrative burden of program participation for businesses and light manufacturers without dedicated facility staff.
- Expanding awareness efforts around recent program eligibility expansions, such as the Public Act 21-48 amendment which enabled affordable multifamily participation in RRES, given that many residents and property owners remain unaware of these changes.
- Broadening outreach and awareness campaigns to reach a range of stakeholders embedded in the housing ecosystem, such as property managers, landlord associations, solar installers and contractors, community development financial institutions (CDFIs), banking partners, housing counseling agencies, and local housing authorities. These stakeholders also interact directly with building owners and tenants related to building upgrades and can guide informed decision-making.

4. Income-Eligible and Disadvantaged Community Barriers

A significant share of renter-occupied households in Connecticut are low-income and located in environmentally and economically disadvantaged communities. Therefore, socio-economic challenges faced by the low-income and disadvantaged demographic are often experienced by renters as well. For example, rental housing is more likely to have health and safety conditions, including mold, asbestos, knob-and-tube wiring, and lead, that must be remediated before energy efficiency or clean energy work can proceed. The

⁴³ Comments from DEEP.

R1983 Evaluation identified health and safety barriers in 19% of low-income HES-IE assessments and 7% of market-rate HES assessments.⁴⁴ Renters with limited English proficiency face an additional layer of exclusion when program materials and field communications are only available in English. Financial and scheduling constraints can further limit engagement when programs are offered only during standard business hours. DEEP is actively working to relaunch the Residential Energy Preparation Services (REPS) program to help overcome health and safety barriers in low-income 1–4 unit homes that prevent weatherization, and is working to launch a limited-time 2+ unit weatherization initiative through WAP using federal funding to exclusively serve low-income renters.

4.1. Recommended actions. Program changes to address low-income and economically disadvantaged community barriers will in parallel assist a large portion of renters. Specifically, programs might consider:

- Simplifying and streamlining the income verification process to reduce friction at the eligibility confirmation step — potential approaches could include accepting a broad range of documentation, exploring digital verification tools that allow applicants to confirm eligibility without submitting physical paperwork, and where possible, leveraging existing eligibility determinations from other income-qualified programs to enable automatic qualification rather than requiring renters to re-verify income they have already documented elsewhere.
- Providing program materials, such as enrollment forms and awareness materials in multiple languages. This includes supplying field technicians with translation technologies and multilingual program materials to clearly communicate program benefits to households and businesses with limited English proficiency.
- Allocating funding to support health and safety barrier remediation, including through the relaunched Residential Energy Preparation Services (REPS) program, to unblock weatherization for low-income renters whose homes are currently ineligible due to hazardous conditions.
- Continuing to streamline referral pathways among energy programs and from essential service programs such as SNAP, utility bill assistance programs, and housing counseling agencies.
- Exploring requirements for vendors to offer evening and weekend assessment appointments to accommodate the work schedules of renters who cannot afford to

⁴⁴ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at: https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

take time off during standard business hours. Programs might also consider prioritizing funding to contractors that offer evening and weekend availability, creating a market incentive for vendors to expand their schedule flexibility.

- Partnering with trusted intermediaries for targeted outreach in economically disadvantaged communities.
- Continuing to advance discount rates to help residents with low-income, including renters, to reduce their energy burden and partially offset constrained access to energy retrofit programs.
- Continuing to explore barriers and potential solutions for multi-unit dwellings through working groups or other partnerships with landlords and relevant associations. This approach is underway to support DEEP's development of an affordable multifamily energy retrofit grant and revolving loan program, and has been successfully used by PURA to inform electric vehicle (EV) charging program approaches.

5. Lease and Term Mismatches

Renter participation in energy efficiency and clean energy programs is often hampered by a mismatch between program financial structures and the realities of renting. Residential renters average only 6.9 years at an address compared to 14.8 years for homeowners, which discourages investment in non-portable upgrades when the payback period exceeds the likely remaining lease term. In the commercial and industrial sector, the C1639 SBEA Process Evaluation highlights a lease-loan mismatch in which a commercial or industrial tenant's remaining lease term is frequently shorter than the payback period of recommended upgrades - a challenge most pronounced for retail, personal services, light industrial, and small business tenants who operate on shorter leases and have limited control over building systems. Notably, for small businesses, the SBEA program already addresses this barrier for certain measures through 80% rebates with the remainder covered by 0% on-bill financing, which has generally proven workable for shorter-term investments like lighting upgrades.

5.1. Recommended actions. Financing structures and program terms should be adapted to reflect the shorter time horizons and greater mobility that characterize the renter population. Specifically, programs might consider:

- Prioritizing measures with shorter payback periods, such as smart controls, high-efficiency appliances, plug load management, and lighting, for program offerings

directed at renters and short-term commercial and industrial tenants, reserving deeper retrofit pathways for situations where lease terms make them feasible.

- Exploring on-bill financing mechanisms that attach repayment to the property rather than the individual tenant where possible. It is worth noting that under current program structures, loans are generally attached to the customer rather than the building, meaning that when a tenant moves, the loan must either be repaid by the departing tenant or transferred to the new occupant or owner, while the energy savings remain with the building. The Connecticut Green Bank's C-PACE loan product, which attaches to the commercial building rather than the occupant, offers a model where the financial obligation and benefit are more appropriately aligned. DEEP is also working to launch a revolving loan program in 2026 to provide additional financing options for energy upgrades in multifamily buildings.
- Assessing whether program incentive levels for renter-accessible measures are sufficient to overcome the shorter time horizon problem, and adjusting subsidy rates where participation data suggests the current structure is not compelling enough.
- Prioritizing program outreach at the start of a new lease to maximize the time a tenant has at a given location and improve the economics of participation.
- Exploring integrating energy program offerings and sign-up into new tenant onboarding processes such as lease signing, move-in inspections, or welcome packets distributed by property managers. This approach may increase program awareness and enrollment opportunities at the moment when renters are most likely to engage.

6. Systemic Data Gaps

The state's ability to understand and address renter utilization is constrained by the fact that program administrators do not consistently track housing tenure across their program portfolios. Without a reliable way to identify which participants are renters and which are owners, or to distinguish individual unit participation from building-level participation in multifamily properties, it is difficult to measure the true extent of the participation gap, evaluate whether interventions are working, or establish meaningful renter participation goals for programs going forward. This data gap affects residential, commercial, and industrial programs alike. UI does not consistently track renter status for its energy efficiency programs and lacks a methodology to accurately estimate these figures from

internal records.⁴⁵ While Eversource utilizes third-party renter and landlord flags from Experian, data remains missing for key programs like Light-Duty EV Managed Charging and the Energy Storage Solutions (ESS) program.⁴⁶ For C&I energy efficiency programs including EO, ECB, and others, administrators are expected to begin collecting renter status information from customers and vendors starting in 2026, a meaningful step forward, though implementation will need to be monitored. The creation of performance management incentives for C&LM programs now requires the tracking and public reporting of renter participation, which will help establish a baseline for future progress toward renter participation goals.⁴⁷

6.1. Recommended actions. Program administrators of energy efficiency and behind the meter clean energy programs should systematically collect, standardize, and report renter-disaggregated data. This is the foundational step upon which all other recommendations depend. Specifically, programs might consider:

- Integrating standardized renter identifiers, including renter versus owner status, building type, and unit characteristics, into all application, enrollment, and reporting systems.
- Implementing unified data standards across the utilities, with an agreed-upon standard for recording account identifiers to ensure data is replicable, transparent, and comparable across programs.
- Requiring contractors and vendors to record renter status at the point of service, where feasible, to enable data collection.
- Tracking participation, outreach, and outcomes by renter and non-renter groups, including enrollment rates, technology adoption, and energy savings, to enable meaningful comparison and progress measurement over time.

⁴⁵ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at:

[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

⁴⁶ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at:

[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

⁴⁷ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at:

[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

- Aligning data collection protocols across programs to enable aggregation at the state level and embedding reporting requirements into program oversight and regulatory processes.
- Estimating renter status by adopting proxy variables (i.e. addresses including apartment numbers, low-income status, etc.) in programs where renter status is not yet tracked consistently.

Conclusion

Connecticut has built one of the most comprehensive clean energy and energy efficiency program portfolios in the country, spanning weatherization, solar, demand response, electric vehicles, and more. Renters, who make up roughly one in three Connecticut households, are eligible to participate in nearly all of these programs. Yet the evidence reviewed in this report tells a consistent story: eligibility on paper does not translate into participation in practice. Across almost every program category, renters participate at rates below their share of the eligible population, and for many programs, the data needed to measure this gap is not collected. For those programs that provide nonparticipant savings such as energy efficiency and demand response, this finding suggests a significant opportunity to unlock additional ratepayer benefits by improving renter utilization.

The reasons for low renter participation are largely structural. The split-incentive problem, mandatory landlord consent requirements, awareness gaps, health and safety barriers, lease-term mismatches, and a lack of renter-specific data tracking together create a system in which renters face a variety of obstacles. At every stage of the participation process, from 1) learning a program exists, to 2) securing landlord approval, to 3) accessing financing, to 4) receiving the full depth of available benefits, renters could benefit from renter-specific design choices that account for the realities of tenancy. Detailed recommendations are provided in the Identified Barriers and Attendant Recommendations section earlier in this report.

At the same time, this report identifies meaningful bright spots. Programs that do not require landlord involvement or consent - like the eBike Incentive Program- may achieve substantially higher renter participation rates than programs that rely on landlord cooperation. The RRES program's affordable multifamily model, which aligns landlord and tenant incentives through mandatory benefit-sharing requirements, offers a promising template for other program types. And the establishment of renter-specific performance management incentives for energy efficiency programs signals that the state is beginning to treat renter access as an explicit program goal.

In the near term, Connecticut has the opportunity to help close the renter participation gap where cost-effective by taking a few key actions to address attendant barriers:

Recommended Actions	Related Barrier
Developing systematic and comprehensive outreach to landlords & reorienting landlord-facing marketing toward non-energy benefits, such as tenant retention, and reduced deferred maintenance, to better align landlord incentives with program participation	Barrier 1: Split Incentive
Developing tiered participation pathways that allow renters to access measures that do not require landlord consent while landlord engagement is cultivated for those that do	Barrier 2: Mandatory Landlord Consent
Examining existing program rules for potential ways to lower renter participation barriers	Barriers 1 & 2: Split Incentive and Mandatory Landlord Consent
Conducting outreach with renter-specific messaging and through trusted community intermediaries	Barrier 3: Awareness and Outreach Gaps)
Expanding funding for health and safety remediation to unblock low-income renters whose homes are currently ineligible for weatherization and efficiency programs due to hazardous conditions	Barrier 4: Income-Eligible and Disadvantaged Community Barriers
Adapting financing and other incentive structures to the short-term and more mobile nature of tenancy	Barrier 5: Lease and Term Mismatches
Prioritizing the systematic collection and public reporting of renter-specific data	Barrier 6: Systemic Data Gaps

Appendix A: Summaries of Renter Utilization by Program Technology Type

Renter Utilization in **Energy Efficiency** Programs

Renter utilization across Connecticut's energy efficiency program portfolio reveals a gap between eligibility and participation. Renters are broadly eligible across nearly every program reviewed, yet enrollment data- where available- shows persistent underrepresentation relative to their share of the eligible population.

In the residential sector, nearly one in four single-family (1–4 unit) housing units in Connecticut are rentals, representing roughly 266,000 units, of which approximately 128,000 qualify for income-eligible offerings at or below 80% area median income (AMI). During the 2022-2024 term, approximately 3,050 renters participated in the HES or HES-IE single-family programs (1-4 units).⁴⁸ Despite this scale, renters accounted for just 1.7% of HES participants and 4.5% of HES-IE participants from 2022 to 2024, a demographic mismatch compounded by the fact that HES participants skew younger and more highly educated than Connecticut's renter population, which is disproportionately lower-income, minority, and less likely to hold a college degree.

WAP tells a similar story: of 427 units weatherized between 2022 and 2025, only three were renter-occupied- less than 1%- despite the program being designed explicitly for low-income households including renters. The Multifamily Initiative presents a more encouraging picture, having served approximately 47,898 multifamily units between 2013 and 2015, representing roughly 19.5% of the total multifamily rental population at the time, with a target of 29,377 units planned for 2025–2027.

In the commercial sector, the SBEA program is a notable exception to the pattern of renter underrepresentation, with renters accounting for 95% of Eversource participants from 2022 to 2024 — a figure consistent with a 2021 Connecticut Small Business Market Assessment finding that approximately 58% of small businesses rent their space. For the larger C&I programs, specifically EO and ECB, renter-specific data is entirely unavailable, though the 2024 CT C&I Baseline Study (DNV) found that 43.9% of Connecticut C&I businesses lease or rent their space, suggesting that renter participation in these programs

⁴⁸ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

may be substantial but goes entirely untracked. This data gap is expected to narrow beginning in 2026, when program administrators across the C&I portfolio are expected to begin systematically collecting and recording renter status information.⁴⁹

The structural barriers driving renter underrepresentation are consistent across energy efficiency programs and compound one another in ways that are difficult to address through program design alone. The split-incentive problem, where building owners must authorize or fund improvements while tenants capture the energy savings, is the dominant barrier across residential and commercial programs alike. In the single-family programs, landlord consent is a mandatory prerequisite that creates a hard stop at the very first stage of participation. From 2022-2024, Eversource and UI reported a total of 1,616 renters participated in the HES Single Family program. However, a total of approximately 136 renter leads did not proceed due to lack of landlord consent the HES-IE Single Family program served a substantially larger renter population, approximately 2,768, though participation declined from 1,165 renters in 2022 to 765 in 2024. Landlord approval was cited as a source of discouragement here as well, with blocked leads consistently outnumbering actual participants (*Figure 8: Side by Side Comparison of Eversource and UI – HES and HES-IE Single-family Renter Participation; Appendix B - Table 7: HES Single Family Participation & Table 8: HES-IE Single Family Participation data*)

⁴⁹ Utilities' comments.

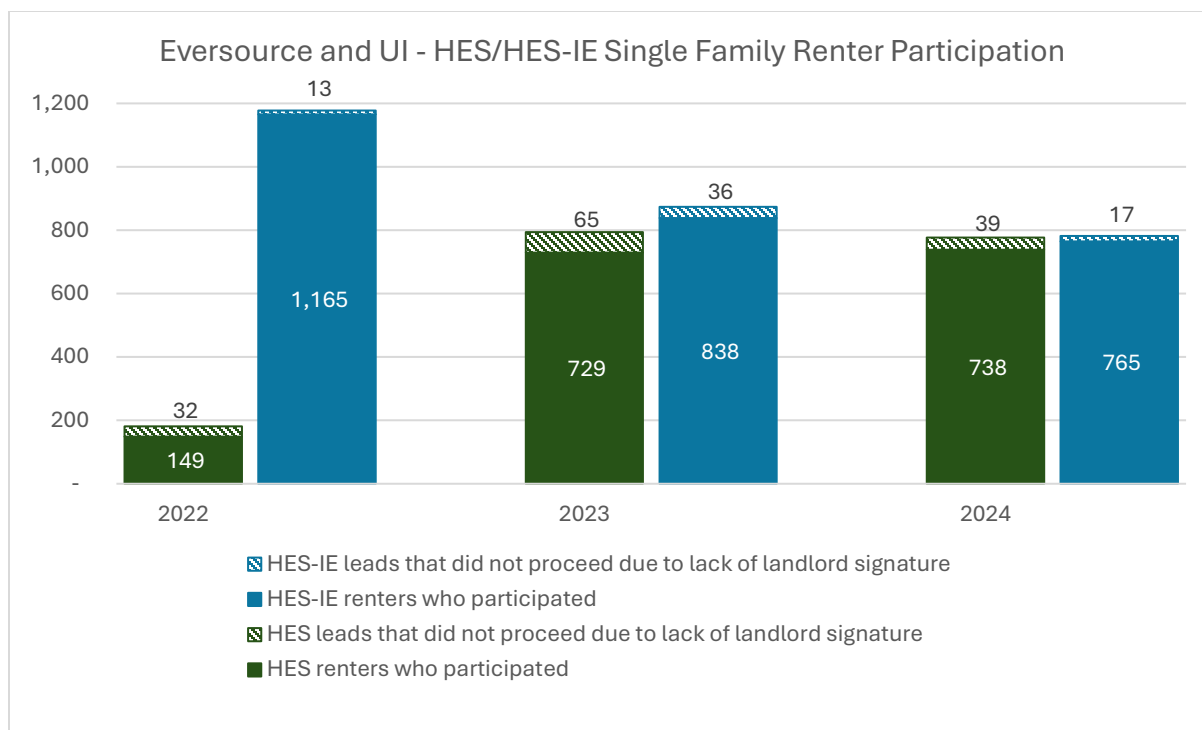


Figure 8: Side by Side Comparison of Eversource and UI – HES and HES-IE Single-family Renter Participation - Data source: [DEEP Notice of Request for Utility Data and Information, Question 86 \(January 2026\)](#)

Health and safety barriers add a further layer of complexity in low-income energy efficiency programs, where remediation costs can exceed \$15,000 and frequently fall to landlords who have no financial incentive to act.⁵⁰

Despite persistent barriers, the available evidence consistently shows that when renters do access efficiency programs, the resulting benefits are meaningful and, in some cases, exceed those achieved in the owner-occupied segment: renter-occupied single-family homes achieved higher population savings rates than owner-occupied homes in both electric and gas categories, and HES-IE data shows a strong positive correlation between renter concentration and program savings. This suggests that closing the renter participation gap is not only an equity priority but a significant opportunity to achieve energy savings. In recognition of these challenges, a new performance management incentive was established for 2026 with a goal of enrolling 877 single-family renters across

the HES and HES-IE programs, a signal that renter enrollment is now an explicit program performance target.

Table 2: Overview of Energy Efficiency Programs (a more detailed analysis is available in [Appendix B](#))

Program	Renter Eligibility	Renter Enrollment Data	Primary Renter Barrier(s)
Residential			
Home Energy Solutions (HES)	Yes, with landlord consent. Single family (1-4 units).	From 2022-2024, 1.7% of HES participants were renters, whereas 16% of eligible CT single-family (1-4 unit) market-rate households are renters.	Split incentive / landlord consent
Home Energy Solutions-Income Eligible (HES-IE)	Yes, with landlord consent. Single family (1-4 units), with household income ≤60% SMI.	From 2022-2024, 4.5% of HES-IE participants were renters. Whereas approximately 11% of CT rental households are eligible HES-IE renters.	Split incentive / landlord consent
Multifamily Initiative	Yes, for 5+ unit buildings though landlord is the decision-maker	Partial data available. From 2022–2024, UI identified 455 multifamily renter participants (122 market-rate & 333 income-eligible). Eversource tracked 905 tenant leads but did not report	Landlord consent / high upfront costs/ split-incentive

		outcomes at the multifamily property level.	
Weatherization Assistance Program (WAP)	Yes, low-income renters at ≤60% SMI, requires signed landlord consent	From 2022–2025, 427 units were served, of which 424 were single-family owner-occupied, two were 2–4-unit homes, and 1 was a mobile home. Renter-specific counts are not reported separately. The multifamily WAP (5+ units), renter-serving track, is expected to launch in late 2026.	Split incentive / landlord consent needed for property modifications / health and safety barriers
Residential Energy Preparation Services (REPS)	Yes, low-income (1-4 units) renters at ≤60% SMI.	No renter-specific data available.	Split incentive/landlord consent/ high remediation costs
Residential New Construction (RNC)	Not applicable. Program targets builders and developers of single-family or multifamily properties four stories or less.	No renter-specific data available.	Renters engage only with building after construction is complete and have no direct program pathway.

Commercial & Industrial			
Small Business Energy Advantage (SBEA)	Yes, open to small businesses (building owners or renters) with annual electricity use less than 3,000,000 kWh.	Partial data available. From 2022–2024, Eversource reported 1,985 renter participants, representing 95% of Eversource SBEA participation. UI does not currently track renter participation. A 2024 SEBA process evaluation found approximately 50% of respondents were renters.	Split incentive / lease-payback mismatch/ upfront cost concerns
Energy Conscious Blueprint (ECB)	Yes, targets projects in early phase of construction (includes builders, developers, landlords and tenant fit-outs). Available to non-residential customers of any size and large multifamily properties four stories or higher.	No program-specific renter data available.	High upfront costs / landlord consent/ decisions made before occupancy

Energy Opportunities (EO)	Yes. Open to large C&I utility account holders including renters. Direct participation may require building owner authorization for permanent upgrades.	No renter-specific data available. Renter status tracking is expected to begin in 2026.	Renter status tracking is expected to begin in 2026.

Renter Utilization in Demand Response Programs

Renter utilization across Connecticut's demand response program portfolio demonstrates broad program eligibility, but constrained renter participation and direct program benefits. Structural barriers, particularly the split-incentive problem and the landlord consent requirements for permanent equipment, suppress renter enrollment across nearly every demand response program, regardless of whether the program targets residential or commercial customers. Where renters do participate, their engagement is often limited to smart thermostats, excluding them from the larger financial incentives associated with permanent equipment like battery storage systems. Relatedly, Eversource also noted that limited central air conditioning, which is needed to participate in the C&LM programs' largest residential demand response offering, also acts as a barrier to renter participation as many renters rely primarily on smaller window or other portable cooling devices. This creates a tension for program administrators who must achieve significant cost-effective load shifting as a core goal of demand response programs while simultaneously balancing the need for broad program access.

Overall, this report's ability to fully characterize renter utilization in demand response programs is constrained by significant data gaps - most programs do not currently report renter-specific enrollment, conversion, or outcome figures, and several utilities have confirmed they lack a methodology to estimate renter participation at all. However, starting in 2027, this data issue is expected to be resolved for demand response programs within the Conservation & Load Management portfolio as renter data collection was directed by DEEP in 2026.

Although direct renter utilization of demand response programs was not well tracked at the time of this report, the significant system-wide benefits of demand response programs, including reduced transmission and distribution costs, flow to all ratepayers, including renters. Please note that the current electric vehicle managed charging program is covered later in this report under EV programs.

Table 3: Overview of Demand Response Programs (a more detailed analysis is available in [Appendix B](#))

Program	Access: Renter Eligibility	Uptake: Renter Enrollment Data	Primary Renter Barrier(s)
Residential & Commercial			

Program	Access: Renter Eligibility	Uptake: Renter Enrollment Data	Primary Renter Barrier(s)
Eversource ConnectedSolutions	Open to residential and commercial renters with central air conditioning and compatible smart thermostats.	Data unavailable.	Split incentive / landlord consent for permanent fixtures / central A/C requirement.
UI Smart Savers Rewards	Open to residential and small business renters with compatible smart thermostats.	No renter-specific data. Renter status not tracked by UI.	Low smart thermostat penetration in rentals / landlord consent.
Commercial			
Commercial & Industrial Active Demand Response (C&I ADR)	Open to all C&I customers, with Energy Management System (EMS), Building Management System (BMS) or similar interval metering systems	No renter-specific data reported.	Split incentive / landlord consent/ lack of tenant decision-making authority.
Residential/ C&I			
Energy Storage Solutions (ESS)	Multifamily affordable housing properties are explicitly eligible; 1-4 unit residential and commercial renters are eligible. Renter participation requires building owner consent.	Partial data. From 2022-2025, Eversource identified 12 renters (2.2% of participants); UI does not track.	Split incentive / high upfront cost / portable devices ineligible.

Renter Utilization in Electric Vehicle Programs

Despite efforts to reach renters, renter utilization across Connecticut's electric vehicle (EV) program portfolio reflects a significant gap between eligibility and actual participation. As of July 2025, there were approximately 67,656 EVs registered in Connecticut, representing just over 3% of registered passenger vehicles statewide.⁵¹ Given that renters account for roughly one in three of Connecticut households, their share of this already small EV-owning population is likely only a fraction of their overall share of households. The most concrete data point available comes from the Residential & Commercial EV Charging Program, where Eversource identified approximately 203 renter participants from 2022 to 2025- just 2% of total program participants (Table 4). This figure, while limited to one program and one utility, is consistent with the broader pattern across the EV portfolio: where renter-specific data exists, it points to very low participation.

Based on available data, the primary driver of low renter participation is structural rather than programmatic. Across nearly every EV charging program reviewed, the split-incentive problem — where building owners must authorize and often bear the cost of permanent charging infrastructure while renters capture the benefit — suppresses enrollment among renters regardless of their nominal eligibility. This barrier is compounded by an awareness gap: 89% of multifamily residents surveyed were unaware of available upfront EV charging rebates, and utilities struggle to reach renters directly because many do not hold individual electric accounts.⁵² The programs least affected by these barriers (CHEAPR and the eBike Incentive Program) are those that do not require permanent equipment installation or building owner consent. Survey data from 2025 suggests these programs are reaching renters at higher rates than EV charging programs: 20% of CHEAPR Rebate+ recipients and 12% of Standard rebate recipients reported living in apartments or condominiums, and 24% of eBike Incentive Program participants reported living in apartments or condominiums.⁵³ Looking ahead, the post-2026 income restriction on residential EV charging rebates may paradoxically increase renter access by concentrating program benefits among lower-income households, a group that disproportionately rents. However,

⁵¹ See, CT DEEP, EV Registration Factsheet, rev. February 16, 2026, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/ev-reg-fact-sheet.pdf>.

⁵² ee, Eversource and United Illuminating, Connecticut Statewide Electric Vehicle Charging Program, Program Cycle 1 EM&V Report, June 2024, available at: https://ctgovexec.sharepoint.com/sites/DEEPEnergyTechPolicy/BTD/Building%20%20Transportation%20Documents/Legislation/2025/Reports%20Required%20by%202025%20Leg/Renter%20Utilization%20Report/References/ATT%205%20CT_EV_Infrastructure_Program_Cycle_I_EMV_Report.pdf?CT=1780952582955&OR=ItemsView.

⁵³ Unpublished cycle year 2025 survey data from communications with the program administrator.

without systematic renter tracking across programs, Connecticut's ability to assess the EV equity gap for renters remains limited.

Table 4: Overview of EV Programs (a more detailed analysis is available in [Appendix B](#))

Program	Vehicle/ Charger Type	Access: Renter Eligibility	Uptake: Renter Enrollment Data	Primary Renter Barrier(s)
Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR)	Light-Duty Vehicles	Renters are eligible, no restrictions on ownership status Rebate+ for household incomes <300% federal poverty level (FPL)	In 2025, 20% of CHEAPR Rebate+ recipients and 12% of CHEAPR Standard Rebate recipients reported living in apartments or condominiums.	Lack of home charging access and charging infrastructure split-incentive problem
Electric Bike (eBike) Incentive Program	Electric Bicycles (Class 1-3)	Renters are eligible Voucher + based on income status	In 2025, 24% of participants reported living in apartments or condominiums.	Storage
Residential & Commercial EV Charging Program (Light-Duty)	Rebates for Level 2 (L2) and Direct Current Fast Charging (DCFC) equipment at residential buildings (1–4 units) and multifamily properties (5+ units)	Renters are eligible, in Eversource or UI territories, with landlord consent and certain income requirements	Partial data. From 2022-2025, Eversource identified approx. 203 participants as renters, or 2% of total participants. ⁵⁴ UI renter data not tracked	Landlord consent needed to install EV charger
Medium & Heavy-Duty (MHD) EV	Electric School Buses (ESB) (Demonstration)	Commercial renters are eligible for MHD-specific rates as	Data not available	Commercial renters need landlord consent to

⁵⁴ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

Charging Program	Pilot) / MHD Fleet Vehicles.	they are established. The ESB demonstration pilot is restricted to public school districts and equivalent entities. Applicable to Eversource and UI customer only.		install EV charging
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Renter Utilization in **Solar** Programs

Renter utilization across Connecticut's solar program portfolio is shaped by a tension between program eligibility and structural barriers, with available data indicating that renters constitute a relatively small proportion of participants in most programs. The Residential Renewable Energy Solutions (RRES) program supports solar installations on owner-occupied homes and multifamily properties, while the Non-Residential Renewable Energy Solutions (NRES) program covers commercial, industrial, nonprofit, municipal, and agricultural properties. Both programs rely on property owners to initiate and finance projects, meaning renters have limited control over whether a solar project is pursued, even when they stand to benefit from it. For RRES, third-party data flags identify that renters comprise only 3.2% of Eversource participants between 2022 and 2025, even though approximately 27% of Connecticut households are RRES eligible renters. Renter participation data for NRES is not tracked by the utilities, though the Green Bank has financed 35 NRES projects estimated to benefit approximately 2,075 rental units. In aggregate, the Green Bank's investments across RRES, NRES, and the Shared Clean Energy Facility (SCEF) program have financed 61 projects estimated to benefit approximately 4,445 rental units - a meaningful but modest figure relative to Connecticut's approximately 266,000 renter households.⁵⁵ Split incentives, landlord approval requirements, financing constraints, lender consent requirements, and aging building

⁵⁵ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

infrastructure continue to restrict renter participation in traditional solar programs even when renters are formally eligible to receive benefits.

In contrast, renter participation appears higher in the Shared Clean Energy Facility (SCEF) program, which allows customers to subscribe to offsite solar projects and does not require rooftop ownership, building modifications, or landlord consent. Using low-income status and apartment residence as proxies for renter status, approximately 47% of Eversource and 53% of UI SCEF subscribers are estimated to be renters — participation rates that exceed renters' share of the general Connecticut population and stand in sharp contrast to renter participation rates across the rest of the solar portfolio. These figures indicate that renter participation increases significantly when the structural barriers to onsite solar deployment are eliminated. The automatic opt-out enrollment mechanism, which accounts for approximately 90% of SCEF subscribers, is likely a significant additional driver of this outcome, suggesting that reducing friction at the point of enrollment can meaningfully close the renter participation gap independent of program design changes. While this program design is largely beneficial, the design does not prioritize renters as a general group for subscriptions unless they meet other prioritization criteria such as being located in an Environmental Justice Community or participating in United Illuminating’s Matching Payment Program. The primary constraint on SCEF's renter reach is one of program scale — participation is ultimately limited by the number of operational SCEF projects, and these projects often take multiple years from the time they are selected by the electric distribution companies to achieve their commercial operation date. As more projects become operational, more customers will be enrolled for subscriptions, including renters that meet eligibility requirements and prioritization criteria.

While SCEF does successfully enable renter participation, costs for all solar programs are borne by non-participants and must be carefully balanced against the benefits achieved..

Table 5: Overview of Solar Programs (a more detailed analysis is available in [Appendix B](#))

Program	Access: Renter Eligibility	Uptake: Renter Enrollment Data	Primary Renter Barrier(s)
Residential Solar			

Residential Renewable Energy Solutions (RRES)	Yes renters are eligible. Open to Eversource and UI customers. Renters in 1-4 units single-family properties and affordable multifamily buildings (5+ units) eligible since 2023-2024 Public Act 21-48 amendment.	Limited data available. From 2022–2025, Eversource identified 1,351 renter participants, representing 3.2% of total RRES participants. In comparison, approx. 27% of the eligible population in CT are renters.	Split incentive / landlord decision-making authority / financial constraints for property owners
Non-Residential Solar			
Non-Residential Renewable Energy Solutions (NRES)	Yes renters are eligible. Open to Eversource and UI customers in the non-residential sector, including multifamily properties with 5+ units not classified as affordable housing. Commercial renters may benefit from installations on commercial buildings.	Partial data available. From 2012–2025, the CT Green Bank reported approximately 2,075 rental units benefiting from NRES through 35 completed projects. Renter status is not tracked by the utilities.	Split incentive / landlord decision-making authority / no requirement to share financial benefits with tenants
Community Solar			
Shared Clean Energy Facilities (SCEF)	Yes renters are eligible. Open to residential electric customers at or below 60–100%	Data available. As of May 1, 2026, Eversource reported 3,522 renter participants (46.5% of Eversource SCEF	Few operational solar projects at the time

	SMI or below 80% AMI, including multifamily properties with 5+ units. No landlord consent required.	subscribers). UI reported 2,572 renter participants (53% of UI SCEF subscribers).	
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Note: The renter estimates presented in this section are based on data provided directly by Eversource and UI specifically for this report and are not currently available through a public regulatory docket. The analysis reflects active program subscribers as of May 1, 2026. To estimate renter participation, customers were identified based on the presence of a supplemental unit designation in their service address (e.g., Apartment 1, Apt A, Unit B) and, where relevant, low-income status. This approach was determined to be a more reliable proxy for renter identification.

The Green Bank's *Renter Utilization Report on State Energy Efficiency and Clean Energy Programs* (per Section 17 of Public Act No. 25-125) reportedly facilitated at least \$59.2 million in investment, including \$31.4 million from the Green Bank, across 61 projects deploying over 18 MW of solar PV. These projects aim to reduce energy costs for more than 4,000 renters and are expected to improve energy resilience for over 400 renters through battery storage. Green Bank project estimates indicate that approximately 4,445 rental units benefit from solar installations across RRES, NRES, and SCEF, representing a modest portion of the state's 266,000 renter households.

Table 6: CT Green Bank Solar Programs and Projects that Support Renters

Source: Table 4. Green Bank Investment in Distributed Energy Resource Programs that Support Renters (FY12-FY25) [CT Green Bank Memo - DEEP Renter Utilization Report](#)

Program	# of Projects	Estimated # of Rental Units Benefitting	Installed Capacity (kW)	Green Bank Investment (\$MM's)	Total Investment (\$MM's)
RRES	19	1,043	4,472	\$12.10	\$12.10
NRES	35	2,075	5,000	\$10.30	\$18.80
SCEF	2	925	8,600	\$9.00	\$28.30
Total	61	4,445	18,572	\$31.40	\$59.20

Note: Green Bank serves a subset of projects, hence these numbers are representative of a distinct sample size, not all projects under EDCs.

Appendix B: Data and Analysis of Renter Utilization by Program

Renter Utilization Data of **Energy Efficiency** Programs

Home Energy Solutions (HES)

Summary: HES is Connecticut's flagship residential energy efficiency retrofit program for 1–4-unit homes, focused on optimizing home energy performance through in-home energy assessments and energy efficiency upgrades such as blower-door-guided air sealing, duct sealing, insulation, and HVAC improvements. The program is administered by Eversource and UI and serves as a primary entry point for residential customers into Connecticut's broader energy efficiency ecosystem. Although renters participate in HES, the utilization data is not representative of the broader renter population in Connecticut. Between 2022 and 2024, renters represented approximately 1.7% of HES participants, while they constitute about 16% of the single-family (1–4 unit) market-rate residential population in the state.⁵⁶

The primary structural barrier is the mandatory landlord consent requirement, which creates a bottleneck at the very first step of entering the program and has caused a measurable share of renter leads to abandon the process before receiving any services.

1. Access

Eligibility: Renters are eligible to participate in HES but only with the signed consent of the building owner. This consent is a mandatory prerequisite to initiating the HES home energy assessment — without it, the process cannot proceed regardless of the renter's interest or eligibility.

Awareness and outreach: Renters are a priority audience in the Eversource marketing strategy for Home Energy Solutions. Outreach is conducted via paid media that includes imagery and messaging specific to the renter. Renters are frequently included in direct response campaigns (mail and/or email) promoting the program. A separate messaging strategy is in place to engage landlords of 1-4 unit buildings whose permission is needed for program participation. Renters are also a key audience for community-based

⁵⁶ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

organizations and municipalities participating in the Community Partnership Initiative.⁵⁷ While the program administrators (Eversource and UI) hosted a series of landlord roundtables between 2022 and 2023 to gain insights into renter/ landlord dynamics, there is no quantitative data available regarding the success rate or conversion metrics of these landlord-specific outreach efforts.⁵⁸ Looking ahead, a new performance management incentive (PMI) was established for 2026 with the goal of enrolling 877 Eversource single-family renter households in HES and HES-IE core services — a signal that renter enrollment is now an explicit program performance target.⁵⁹

2. Uptake

Enrollment: Data shows that from 2022-2024, approximately 1.7% of HES participants were renters. From 2022-2024, over 97,000 HES units were served, with 466 renters under Eversource service and 1,150 renters under UI service territory (*Table 7: HES Single Family Participation*).⁶⁰ Based on 2021 census estimates, approximately 16% of Connecticut single-family (1–4 unit) market-rate residents are renters, indicating significant underrepresentation and a substantial untapped market within the HES single-family rental segment.⁶¹

Age and education were observed to be a determining factor in enrollment, suggesting that the program may not be reaching all underserved populations. The Connecticut HES / HES-IE Single Family Impact and Process Evaluation (R1983) found that HES participants skew younger and more highly educated than the general population, which contrasts with typical renter education demographics. Specifically, the evaluation surveyed 1,208

⁵⁷ See, Energize CT, Community Partner Resources & Programs, *available at:*

<https://www.energizect.com/resources-for/community-partners>.

⁵⁸ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, *available at:* <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁵⁹ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, *available at:* [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

⁶⁰ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, *available at:*

[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf), and *comments from the Utilities*.

⁶¹ See, Connecticut Energy Efficiency Board, R2214 2023 Summer C&I Active Demand Response (ADR) Initiative, July 10, 2024, *available at:* https://www.energizect.com/sites/default/files/documents/CT-R2214-2023_Summer_CI_ADR_Initiative-CT_Stakeholder_Presentation-FINALx2.pdf.

sampled households and found that respondents were statistically more likely to hold a bachelor's degree or higher (65%) compared to Connecticut census estimates (51%).⁶²

Table 7: HES Single Family Participation - Data source: [DEEP Notice of Request for Utility Data and Information, Question 86 \(January 2026\)](#)

Table 7: HES Single-Family Participation				
Eversource - HES Single Family	2022	2023	2024	Total
# of renter leads	124	237	156	517
# of renters who participated	100	219	147	466
# of landlord signatures (noted as reason for the barrier)	24	18	9	51
% of total rental units that attempted entry into the program but did not proceed due to lack of landlord signature*	19%	8%	6%	11%
UI HES Single Family	2022	2023	2024	Total
# of renter leads	57	557	621	1,235
# of renters who participated	49	510	591	1,150
# of leads that did not proceed due to lack of landlord signature	8	47	30	85
% of total rental units that attempted entry but did not proceed due to lack of landlord signature*	14%	8%	5%	7%

*Percentage calculated as the number of landlord signatures (noted as reason for the barrier) divided by number of renter leads.

Note: This data has been derived from Utilities (as cited above), but calculations made by DEEP to ensure uniformity in analysis.

⁶² See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at: https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

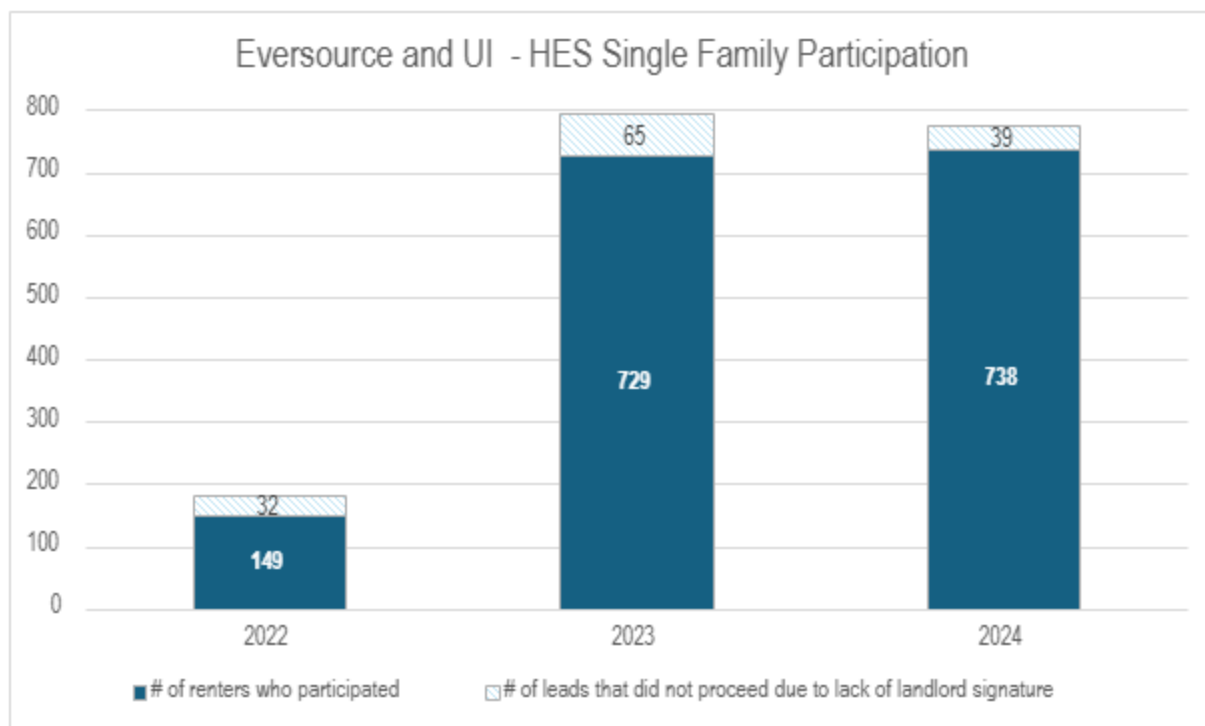


Figure 9: Eversource and UI – HES Single-family Renter Participation - Data source: [DEEP Notice of Request for Utility Data and Information, Question 86 \(January 2026\)](#)

For both UI and Eversource HES programs, participation increased substantially from 149 participants in 2022 to 729 in 2023 and remained relatively stable at 738 participants in 2024 (*Figure 9: Eversource and UI – HES Single-family Renter Participation*). Over the same period, a total of approximately 136 renter leads did not proceed because landlord consent could not be obtained, indicating that landlord approval remains a persistently cite (albeit relatively small) barrier to participation even as overall renter enrollment has grown. *Application-to-Enrollment Conversion and Drop-Out Rates:* The landlord consent requirement is the primary conversion barrier for renters. For Eversource, 11% of renter leads between 2022 and 2024 did not proceed specifically due to lack of landlord approval. For UI, 7% of renter leads did not proceed for the same reason.⁶³ This bottleneck occurs at the very first step of the HES process, meaning a segment of interested renters is turned away before receiving any assessment or services. It is worth noting that these figures likely undercount the true extent of the barrier, as they capture only leads that entered the

⁶³ See, Utilities’ Response to DEEP’s Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

pipeline — renters who never initiated contact due to anticipated landlord refusal are not reflected in these numbers.⁶⁴

Technology Adoption Rates: While renter-specific technology adoption rates are not reported, program data indicates that insulation was recommended to 40% of all HES participants between 2017 and 2020, yet an independent evaluation found that only 14% of the 2019 HES participant cohort, who were overwhelmingly homeowners, ultimately moved forward with the installation.⁶⁵ This low rate of insulation installation among all HES participants is likely mirrored in renter participants.

3. Outcomes

Satisfaction Rate: Renter-specific satisfaction rates are not available.

Renter Benefits: The Utilities do not regularly compare or track energy savings differences between rental and non-rental units. However, a 2025 report on residential participants and non-participants (Eversource only, single-family, 2023 data) found that renter-occupied single-family homes experienced slightly higher population savings rates compared to owner-occupied single-family homes (electric — 0.04% and 0.03%, respectively; gas — 0.12% and 0.11%, respectively).⁶⁶ The 2016 HES/HES-IE Process Evaluation found that renter-occupied homes achieved a 28% reduction in air leakage compared to 20% for owners.⁶⁷ This demonstrates that rental units, which often represent older and less efficient housing stock, offer higher technical potential for efficiency gains than the newer, owner-occupied stock, suggesting that increased renter participation could yield above-average energy savings outcomes for the program overall.⁶⁸

⁶⁴ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁶⁵ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁶⁶ See, Connecticut Energy Efficiency Board, X2208/2235 Residential Customer Profile Study, June 2025, available at:

https://www.energizect.com/sites/default/files/documents/CT_X2208_Residential_Participant_Non-Participant_Report_FINAL_06302025.pdf.

⁶⁷ See, Connecticut Energy Efficiency Board, Project R4 HES/HES-IE Process Evaluation and R31 Real-Time Research, April 13, 2016, available at: https://www.energizect.com/sites/default/files/R4_HES-HESIE%20Process%20Evaluation,%20Final%20Report_4.13.16.pdf.

⁶⁸ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

Home Energy Solutions Income-Eligible (HES-IE)

Summary: HES-IE is a residential (1–4 units) energy efficiency program that provides free energy assessments and up to 100% cost coverage for recommended energy upgrades to income-eligible households at or below 60% of State Median Income (SMI). The program is designed to serve the households least able to afford efficiency improvements on their own, a population that disproportionately includes renters.

Renter utilization in HES-IE is defined by high eligibility - approximately 27% of all Connecticut renters, or roughly 127,000 units, may qualify based on income - and meaningful energy savings for those who complete the program.⁶⁹ However, deep structural barriers prevent many renters from accessing the program's most comprehensive benefits. While landlords frequently permit the initial free audit, they are far more likely to block the subsequent, more invasive work required for deeper energy savings, effectively creating a two-stage barrier that is not fully captured by enrollment numbers alone.

1. Access

Eligibility: Low-income renters are eligible to participate in HES-IE but only with the signed consent of the building owner. As with HES, this consent is a mandatory prerequisite not just for enrollment but also for any subsequent property modifications, meaning landlord approval is required at multiple stages of the program, not only at the point of entry.

Awareness and outreach: HES-IE awareness is largely driven by program marketing (54%) done by the Utility Companies and Community Action Agencies (28%).⁷⁰ Eversource considers renters a high priority audience, and marketing strategies include content and messaging specifically intended to engage renters through paid media and direct response channels. A separate outreach strategy is in place for landlords. Looking ahead, a new performance management incentive (PMI) was established for 2026 with the goal of enrolling 877 single-family (1–4 unit) renters in the HES and HES-IE programs into core

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁶⁹ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

⁷⁰ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at: https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf, figure 39.

services — a 4% increase from 2024 levels — signaling that renter enrollment is now an explicit performance target for program administrators.

2. Uptake

Enrollment: During the 2022–2024 term, about 2,800 single-family renters (Eversource and UI) participated in HES-IE out of 60,900 total HES-IE participants, meaning renters accounted for 4.5% of participants.⁷¹ During that time, Eversource’s HES-IE program saw renter participation decline from 1,154 renters in 2022 to 696 in 2024. Amongst those, approx. 37 noted the lack of landlord approval as a reason for dropping out. UI data reflects a comparable pattern, indicating that landlord consent requirements continue to affect a subset of renter applicants (*Table 8 & Figure 10- HES-IE Single Family Participation*).

While the 4.5% of renters in the HES-IE program figure exceeds the roughly 1.7% renter share in the market-rate HES program — consistent with the income-eligible program's design — it remains substantially below the approximate 9% of Connecticut population that is a single-family, low-income renter. These figures both warrant further research, as program budget and other program ceilings may contribute to this disparity between renter participation and eligibility, along with the larger number of renter-specific barriers compared to homeowners.

This pattern is mirrored in program savings data: low-income single-family households, which include both owners and renters, represent approximately 9% of the total Connecticut household population but received only 6% of HES-IE electric program savings between 2022 and 2024.⁷² In contrast, low-income multifamily (5+ unit) households- predominantly renters- represent 41% of the income-eligible population and received 72% of HES-IE electric program savings, indicating that the program’s reach within the low-income segment is heavily concentrated in large apartment complexes

⁷¹ See, Utilities’ Response to DEEP’s Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

⁷² See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at: https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

rather than smaller single-family (1-4 unit) buildings.⁷³ This finding may warrant further review of how best to serve smaller single-family units.

Table 8: HES-IE Single Family Participation - Data source: *DEEP Notice of Request for Utility Data and Information, Question 86 (January 2026)*

Table 8: HES-IE Single-Family Participation				
Eversource - HES-IE Single Family	2022	2023	2024	Total
# of renter leads	1,166	751	704	2,621
# of renters who participated	1,154	734	696	2,584
# of leads that did not proceed due to lack of landlord signature	12	17	8	37
% of total rental units that attempted entry into the program but did not proceed due to lack of landlord signature*	1%	2%	1%	1%
UI - HES-IE Single Family	2022	2023	2024	Total
# of renter leads	12	123	78	213
# of renters who participated	11	104	69	184
# of leads that did not proceed due to lack of landlord signature	1	19	9	29
% of total rental units that attempted entry but did not proceed due to lack of landlord signature*	8%	15%	12%	14%

⁷³ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

Also from the R1983 Evaluation, the multifamily concentration of 41% versus 72% shows that low-income multifamily areas (predominantly renters) represent 41% of the low-income population but accounted for a staggering 72% of HES-IE electric savings.

*Percentage calculated as the number of landlord signatures (noted as reason for the barrier) divided by number of renter leads.

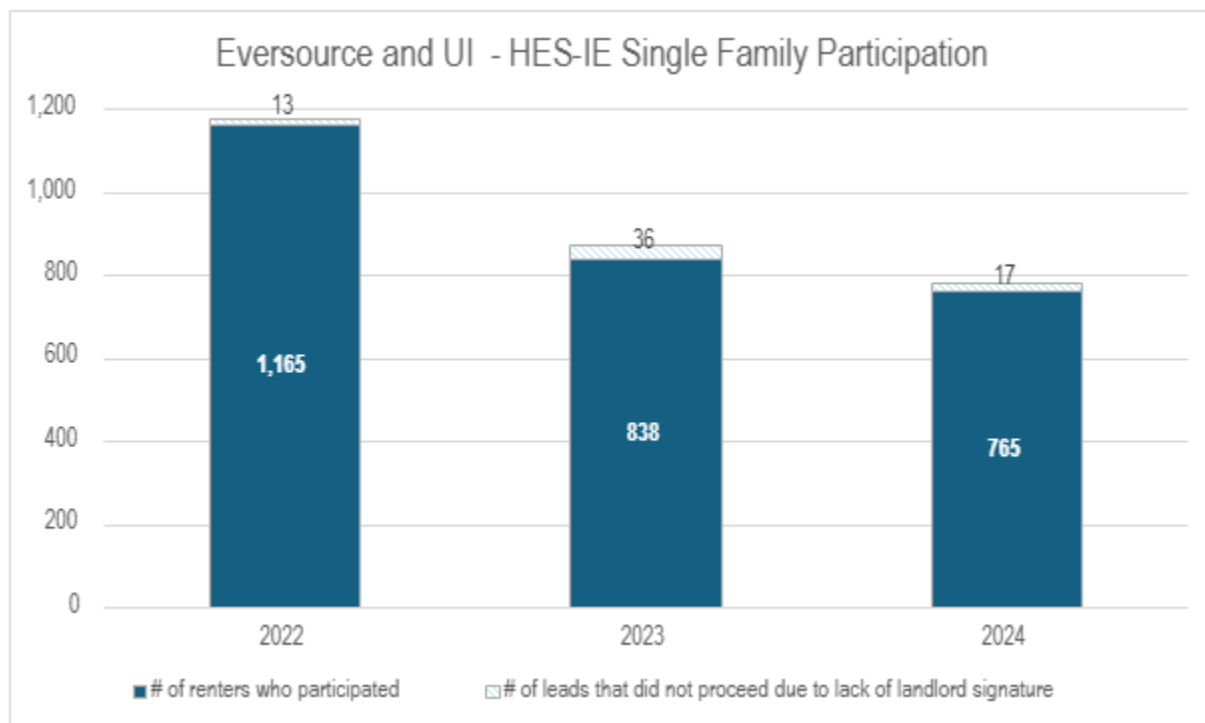


Figure 10: Eversource and UI – HES-IE Single-family Renter Participation - Data source: [DEEP Notice of Request for Utility Data and Information, Question 86 \(January 2026\)](#)

Application-to-Enrollment Conversion and Drop-Out Rates: The landlord consent requirement operates as a barrier at two distinct stages of the HES-IE process, and its impact deepens as the program progresses. At initial entry, only about 1% of HES-IE single-family renter leads fail to proceed due to a lack of landlord signature — suggesting that landlords are generally willing to permit a free audit, according to recent data ([Table 8: HES-IE Single Family Participation](#)).⁷⁴

In another study, the R1983 Connecticut HES/HES-IE Single Family Impact and Process Evaluation found that 62% of HES-IE renters cited a lack of landlord permission as the definitive barrier preventing them from receiving deeper energy-saving measures after an initial assessment.⁷⁵ This means the conversion barrier is largely invisible at enrollment but

⁷⁴ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

⁷⁵ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

becomes decisive when it matters most at the point of installing insulation, HVAC improvements, or other measures that require physical changes to the property.

Part of this issue stems from 20% of HES-IE participants from 2023 to 2024 had their projects halted by health and safety barriers such as mold or asbestos — issues that require landlord authorization to resolve before efficiency work can proceed.⁷⁶

Unfortunately, landlords frequently refuse to approve necessary health and safety remediation and subsequent upgrades for several interconnected reasons: the split-incentive problem, where property owners have no direct financial incentive to authorize or fund work because they do not receive the resulting bill savings;⁷⁷ fear of unearthing building code violations that could create legal or financial liabilities;⁷⁸ and the high cost of remediation for hazards such as asbestos, vermiculite, or mold, which can exceed \$15,000.⁷⁹

Technology Adoption Rates: A primary objective of HES-IE is to reduce the energy burden of income-eligible households by improving the efficiency of their homes. Within HES-IE, renters adopt smart thermostats at a lower rate than homeowners, driven largely by differences in existing home infrastructure: 47% of homeowners have central air conditioning — a common prerequisite for smart thermostat utility — compared to just 17% of renters, who rely more on window units or fans. This gap in baseline infrastructure limits the range of efficiency measures available to renters even when they successfully enroll and secure landlord consent for an assessment.⁸⁰

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁷⁶ See, Connecticut Energy Efficiency Board, R2251 HES/HES-IE Audit Data Analysis, November 2025, available at: https://www.energizect.com/sites/default/files/documents/2025-11-19_Final%20Report_R2251_Res_IMP_HES%2CHES-IE_NMR.pdf.

⁷⁷ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁷⁸ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁷⁹ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁸⁰ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

1. Outcomes

Satisfaction Ratings: Renter-specific satisfaction data is not available because utility tracking systems do not include a standardized flag to provide verified counts of renters.

Renter Benefits: HES-IE savings rates tend to be higher in areas with greater concentrations of renter-occupied housing, with a positive correlation of 0.412 for electric savings and 0.264 for gas savings, meaning that as the share of renter-occupied households in a given area increases, the energy savings achieved through HES-IE in that area also tend to increase.⁸¹ However, this likely reflects the outsized contribution of large multifamily buildings in renter-heavy areas rather than broad program reach among individual renters in smaller single-family buildings. Nevertheless, when individual renters do participate in HES-IE, they appear to achieve robust benefits. A 2025 study found greater energy savings rates for renter-occupied single-family homes compared to owner-occupied homes, consistent with the finding that rental units, which tend to represent older, less efficient housing stock, offer higher technical potential for efficiency gains.⁸² This is further supported by the 2019 HES-IE Process Evaluation, which found that renter-occupied homes achieved a 28% reduction in air leakage compared to 20% for owner-occupied homes, suggesting that when renters do access the program's full suite of services, the resulting benefits can exceed those achieved in the owner-occupied segment.⁸³

Multifamily Initiative

Summary: The Multifamily Initiative provides incentives for energy efficiency measures in properties with five or more units (5+), assessing both individual dwelling units and common areas and providing higher incentives for buildings that pursue more comprehensive retrofits. Enhanced incentive levels are also available for buildings where

⁸¹ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁸² See, Connecticut Energy Efficiency Board, R2214 2023 Summer C&I Active Demand Response (ADR) Initiative, July 10, 2024, available at: https://www.energizect.com/sites/default/files/documents/CT-R2214-2023_Summer_CI_ADR_Initiative-CT_Stakeholder_Presentation-FINALx2.pdf.

⁸³ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

at least two-thirds of dwelling units are occupied by income-eligible households at or below 60% SMI.

Renter utilization of the Multifamily Initiative is characterized by high participation and meaningful aggregate benefits but remains challenged by the landlord-tenant split incentive, high upfront costs for property owners, and the persistence of health and safety barriers that prevent deeper retrofits. Roughly 30% of total residential energy efficiency program savings are generated by the top 1% of sites, which are primarily large multifamily properties with over 100 units, underscoring the outsized role this program plays in delivering renter benefits across the C&LM portfolio.⁸⁴

1. Access

Eligibility: The program is primarily targeted to rental properties, though the building owner controls participation. The property owner, property management company, or condominium association holds decision-making authority and must approve any alterations and investments incentivized by the program.⁸⁵ Individual renters are the primary beneficiaries of the program's efficiency improvements but have no independent pathway to initiate or authorize participation — access is entirely mediated through the property owner.

Awareness & Outreach: Vendors and landlords report very little name recognition for the Multifamily Initiative specifically, as it has historically not been promoted as a distinct offering separate from the HES and HES-IE program brands. For Eversource, property owners/managers are a priority audience, with a marketing strategy that includes targeted paid media and direct response to identified owners and managers of multifamily buildings. However, awareness remains limited across key market actors. A 2015 study found that roughly 50% of vendors interviewed were aware of the Multifamily Initiative, but even those who had heard of it expressed very little knowledge of the program's specifics.⁸⁶ No landlords or property managers were interviewed as part of that study, representing a

⁸⁴ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at:

https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

⁸⁵ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁸⁶ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

gap in understanding of owner-level awareness.⁸⁷ More recent quantitative awareness data is not available, and renter-specific awareness data is not tracked.

2. Uptake

Enrollment: There are no year-by-year enrollment counts for the Multifamily Initiative to date. For the 2025–2027 term, the utilities and state agencies have set ambitious targets that specifically prioritize renters and high-density housing. The Utilities plan to serve a total of 29,377 units through the Multifamily Initiative, comprising 14,319 market-rate units and 15,048 income-eligible units, representing a goal of reaching approximately 12% of the current 5+ unit rental property population over three years.⁸⁸

Application-to-Enrollment Conversion Rates: Most program participation is initiated by landlords rather than tenants. However, some renters do attempt to initiate participation directly. Between 2022 and 2024, approximately 905 Eversource multifamily tenants contacted the program seeking energy savings opportunities, though Eversource did not track outcomes for these leads at the multifamily property level since landlords are the typical point of contact (see *note 36*). Data shared from UI shows a total of 489 total multifamily renter leads for HES and HES-IE over the same period, with conversion and drop-out data available ([Table 9 – UI Multifamily Participation Data](#)).

Drop-Out Numbers: From 2022 to 2024, d shows that 12% of attempted market-rate renter entries did not proceed due to missing landlord signatures, and 5% of attempted income-eligible renter entries did not proceed for the same reason. These figures are notably lower than those observed in the single-family HES and HES-IE programs, which may reflect that in multifamily settings, the landlord has typically already engaged with the program at the property level before individual tenant leads are generated.⁸⁹

⁸⁷ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁸⁸ See, 2026 Plan Update to Connecticut’s 2025–2027 Conservation & Load Management Plan, Appendix D: Budget and Savings Table, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/Appendix%20D%20CT%202025%202027%20CLM%20Tables%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/Appendix%20D%20CT%202025%202027%20CLM%20Tables%20Refiled%2003-09-2026.pdf).

⁸⁹ See, Utilities’ Response to DEEP’s Notice of Request for Utility Data and Information, Question 86, January 8, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/\\$FILE/DEEP-Q-86%20Joint%20Response%20\(Refiled%2001-08-2026\).pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/5fe8d7700b31ce3185258d7a005296c3/$FILE/DEEP-Q-86%20Joint%20Response%20(Refiled%2001-08-2026).pdf).

Table 9: United Illuminating Multifamily Participation Data				
HES Multifamily	2022	2023	2024	Total
# of renter leads*	18	83	38	139
# of renters who participated**	15	77	30	122
# of leads that did not proceed due to lack of landlord signature	3	6	8	17
% of total rental units that attempted entry but did not proceed due to lack of landlord signature	17%	7%	21%	12%
HES – IE Multifamily	2022	2023	2024	Total
# of renter leads*	99	132	119	350
# of renters who participated**	96	126	111	333
# of leads that did not proceed due to lack of landlord signature	3	6	8	17
% of total rental units that attempted entry but did not proceed due to lack of landlord signature	3%	5%	7%	5%

*Number of Multifamily renters who participated plus number of Multifamily leads that did not proceed due to lack of landlord signature.

**Renters that had Multifamily assessment completed.

Source: DEEP Data Request Question 86, 2025-2027 C&LM Plan, January 8, 2026, available at: [DEEP-Q-86 Joint Response \(Refiled 01-08-2026\).pdf](#)

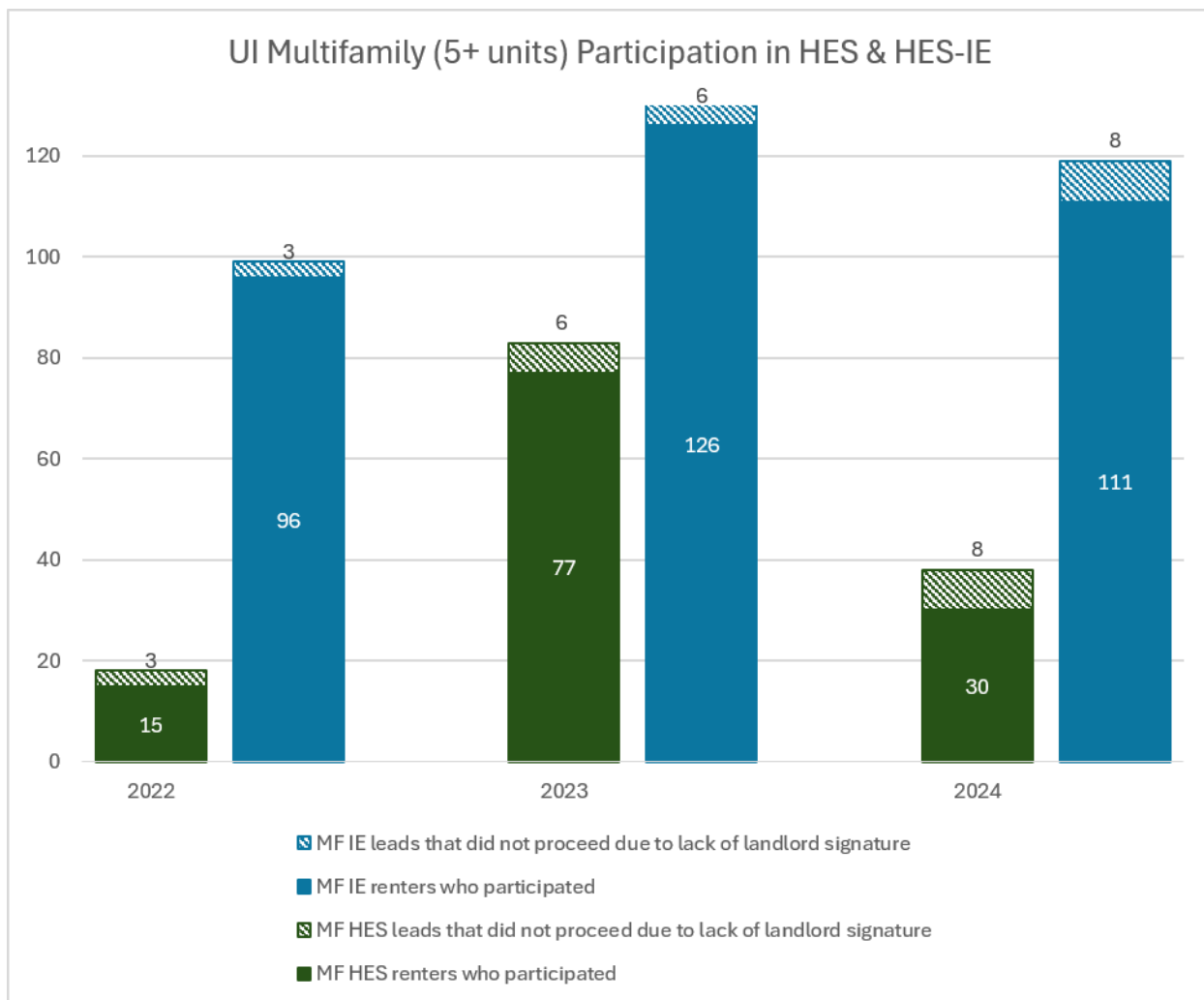


Figure 11: UI Multifamily Participation in HES and HES-IE programs Source: DEEP Data Request Question 86, 2025-2027 C&LM Plan, January 8, 2026, available at: [DEEP-Q-86 Joint Response \(Refiled 01-08-2026\).pdf](#)

For UI, the income eligible Multifamily program accounted for a larger share of participants compared to the standard Multifamily HES program across all three years, with 333 total income eligible participants compared to 122 in the standard, market-rate program. This suggests that income-eligible renters experience a greater energy burden and are therefore more motivated to participate, or that targeted outreach for the income eligible program is more effective in promoting consistent enrollment. Despite this, landlord signature barriers remained persistent across both programs each year (Figure 11).

Technology Adoption Rates: Participation in the Multifamily Initiative typically involves core services installed during the initial visit, including air sealing, duct sealing, energy-efficient

lighting, and water-saving measures.⁹⁰ Adoption of deeper add-on measures, such as insulation, high-efficiency HVAC, and windows, is notably lower. Vendors and program staff identify high upfront costs to building owners as the primary barrier to adopting these deeper measures. In a small focus group of HES multifamily landlords, only 5 of 9 (55%) had moved forward with add-on measures, including common-area lighting, insulation, windows, and boilers.⁹¹ This gap between core service adoption and deeper retrofit adoption mirrors the pattern observed in HES-IE, where landlords permit initial assessments but frequently decline to authorize more invasive or costly follow-on work.

3. Outcomes

Satisfaction Rates: Data on the satisfaction rates for the Multifamily Initiative is mostly collected through the perspective of property managers and landlords rather than individual tenants.⁹² A 2015 study found that among low-income multifamily landlords, roughly 93% (28 out of 30) reported being "satisfied" or "very satisfied" with the program, giving it an average rating of 4.4 out of 5;⁹³ among market-rate multifamily landlords, approximately 78% (7 out of 9) reported satisfaction, with an average rating of 4.3 out of 5.⁹⁴ Market-rate multifamily landlords also rated their perception of their tenants' satisfaction at an average of 4.3 out of 5, reporting that occupants were generally pleased with the installed measures, though some tenants expressed dissatisfaction with low-flow showerheads.⁹⁵ Renter-specific satisfaction data collected directly from tenants is not available.

Renter Benefits: The outcomes for renters in the Multifamily Initiative are characterized by a different distribution of benefits compared to individual homeowners served by the

⁹⁰ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁹¹ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁹² See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁹³ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁹⁴ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

⁹⁵ See, Connecticut Energy Efficiency Board, R157 Multifamily Initiative Process Evaluation, March 8, 2016, available at: <https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>.

single-family programs. Roughly 30% of total residential energy efficiency program savings are generated by the top 1% of sites, primarily large multifamily properties with over 100 units, indicating that renters in large complexes achieve relatively large aggregate savings compared to individual homeowners.⁹⁶ Beyond energy savings, realized non-energy benefits include improved home comfort, with fewer tenant complaints about drafts in winter, prevention of ice dams on roofs, and a potential increase in property value. Survey findings indicate that one of the top three motivators for participation among property owners is making occupants' homes more comfortable, and moderate-income respondents (60–80% AMI) were statistically significantly more likely to cite comfort improvements as a primary reason for participation (65% of respondents) — a benefit that flows directly to renters living in participating buildings.⁹⁷

Weatherization Assistance Program (WAP)

WAP is a federally funded initiative focused on improving the energy efficiency of 1-4-unit homes occupied by low-income families (households at or below 60% SMI). The primary driver of enrollment awareness is the Connecticut Energy Assistance Program (CEAP), administered by the Department of Social Services; individuals applying for energy assistance are automatically offered WAP services if their home has not been previously weatherized. Renter utilization of the program is characterized by low participation in the single-family (1-4 unit) sector, where most served units have been owner-occupied. This low reach among renters is currently being addressed through the launch of a dedicated Multifamily WAP, which utilizes federal bipartisan infrastructure law funding to specifically target low-income renters in buildings with five or more units.

1. Access

Eligibility: WAP serves low-income persons in homes they own or occupy, and eligibility is based on the tenant's household income, which is defined as at or below 60% SMI. Participation for renters requires the signed consent of the building owner prior to the commencement of work. Owners must agree to specific renter protections, such as a

⁹⁶ See, Connecticut Energy Efficiency Board, R2214 2023 Summer C&I Active Demand Response (ADR) Initiative, July 10, 2024, available at: https://www.energizect.com/sites/default/files/documents/CT-R2214-2023_Summer_CI_ADR_Initiative-CT_Stakeholder_Presentation-FINALx2.pdf.

⁹⁷ See, Connecticut Energy Efficiency Board, R1983 Connecticut HES/HES-IE Single Family Impact and Evaluation Process, June 2, 2023, available at: https://www.energizect.com/sites/default/files/documents/2023-06-02_Final%20Report_R1983_RES_IMP_HES%2CHES-IE_NMR%2CDNV%2CCDO.pdf.

commitment not to increase rent or to evict tenants due to the home remediation or weatherization improvements for a period of two years.

Awareness & Outreach: A key finding from DEEP’s June 2025 Affordable Multifamily Roundtable sessions (120+ participants) was that “tenants lack awareness and agency to advocate for or understand energy upgrades and incentives”- flagged as a systemic gap in the broader affordable multifamily landscape.⁹⁸ The report does not describe any targeted renter outreach campaigns for WAP specifically outside of the existing referral relationship with CEAP. However, DEEP has worked to increase landlord awareness through public presentations at conferences (the CT Chapter of NAHRO's 2025 convention, CT's Affordable Housing Conference 2025, and the Building Performance Association 2025 New England Home Performance Conference and Trade Show) and a flyer distributed by the Department of Housing and the Connecticut Housing Finance Authority to their email contact lists describing available state energy programs for affordable multifamily housing.⁹⁹

2. Uptake

Enrollment: Over the three-year cycle (July 1, 2022- September 30, 2025), 427 units were weatherized through single-family WAP. The vast majority, 424 units (99.3%) were one-unit, owner-occupied. Only two 2–4-unit homes and one mobile home were included, reflecting what the report calls “a slow but increasing, and intentional, diversification” of home types. The multifamily WAP (5+ units), the primary renter-serving track, was non-operational during this period. No renter-specific enrollment rate or comparison to population-level renter statistics is available.¹⁰⁰

Conversion & Attrition: No data is available regarding renter application to participation conversions or attrition rates.

⁹⁸ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, *available at*: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

⁹⁹ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, *available at*: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

¹⁰⁰ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, *available at*: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

Technology Adoption Rates: Due to historically low renter participation, no data is currently available on renter versus owner-occupied technology adoption rates.

3. Outcomes

Satisfaction Rate: No quantitative satisfaction rate is provided, and no renter-specific satisfaction data is reported for WAP.

Renter Benefits: The C&LM residential weatherization programs (which can cost-share with WAP) deliver an average of \$1,129 in services per customer and \$2,068 in lifetime energy bill savings on average.¹⁰¹ Renter benefits are not broken out separately from owner benefits.

Residential Energy Preparation Services (REPS)

The REPS pilot program was administered from late 2022 to 2025, focusing on remediating weatherization health and safety barriers (e.g., mold, moisture, asbestos, and knob-and-tube wiring) in low-income 1-to-4-unit homes. Its primary goal was to address these hazards so that households deferred from the state's weatherization programs (HES-IE and WAP) could eventually receive energy efficiency upgrades. Renter utilization in the program was not captured.

1. Access

Eligibility: REPS serves low-income customers in 1- to 4-unit homes who have been deferred from either HES-IE or WAP due to health and safety barriers. Eligibility aligns with WAP and HES-IE requirements: household income must be below 60% of State Median Income (SMI). In rental properties, eligibility is based on the tenant household's income. Landlords must agree to specific tenant protections, including not increasing rent due to home remediation improvements, for the property to qualify.

Awareness & Outreach: The program does not conduct independent outreach to renters; instead, it utilizes a direct referral pipeline from state low-income weatherization programs (HES-IE and WAP). Customers automatically become aware of and eligible for REPS once a technician identifies a qualifying health and safety barrier during an initial home energy audit as part of WAP or HES-IE. Awareness efforts noted in a 2025 DEEP report include public presentations at conferences (the CT Chapter of NAHRO's 2025 convention, CT's Affordable Housing Conference 2025, and the Building Performance Association 2025 New

¹⁰¹See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

England Home Performance Conference and Trade Show) and quarterly updates to the Energy Efficiency Board Residential Committee, which are open to public questions.¹⁰²

2. Uptake

Enrollment Rate: The specific percentage of renters enrolled out of the total eligible population is not available. The program has served 391 units across 110 towns.¹⁰³ The highest volume of units served occurred in Waterbury (51 units), followed by New Britain, Hartford, Manchester, and Bridgeport. While the program rules for rental units are well-defined (e.g., landlord signature requirements and rent protections), the provided data does not explicitly break down the 391 served units into counts of renter-occupied versus owner-occupied properties.¹⁰⁴

Application-to-Enrollment Conversion Rate: REPS participants were automatically referred from WAP or HES-IE if the building owner permitted the referral. Data on the number of building owners who refused a referral to REPS is not currently available, as it was not collected as part of the pilot.

Dropout/ Disqualification rate: While a renter-specific dropout rate is not provided, the program moved forward with remediation of only 50% of all referrals it received. The remaining 50% were disqualified for the following reasons:¹⁰⁵

- a) Exceeding budget (42%): Project costs surpassed the maximum allowable cost per unit (\$31,400), often due to extensive needs like roof replacements to prevent moisture intrusion that leads to mold.
- b) Contact Challenges (41%): Inability to reach customers to schedule services.
- c) Customer Refusal (17%): Customers declined the services offered.

¹⁰² See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

¹⁰³ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

¹⁰⁴ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

¹⁰⁵ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

Technology Adoption (Barriers Remediated): Among completed units, the most common hazards addressed were mold and moisture (49%), followed by asbestos (37%), knob and tube wiring (23%), and vermiculite (9%).¹⁰⁶ The specific percentage of barriers addressed for renters versus non-renters is unknown.

3. Outcomes

Satisfaction Rate: The program received positive feedback from participating customers, reflected in anonymized testimonials included in the report. No quantitative satisfaction rate is provided, and no renter-specific satisfaction data is reported.

Renter Benefits: Data is not available by renter status. However, overall program data (inclusive of 124 homes that had completed weatherization following remediation services through REPS and that have savings data available) shows that the program was effective in making homes healthier, safer, and more resilient while saving energy and reducing customer bills. On average, these customers save \$724 annually and \$15,987 over the lifetime of the measures.¹⁰⁷ Since data on renter participation in the pilot was not captured, data on renter vs non-renter benefits is not available. In the near future, however, DEEP plans to capture renter utilization data in future deployment of remediation funds. DEEP has received \$6 million in state bond funding for remediation services and is planning to deploy these funds directly through the existing weatherization programs (WAP and HES-IE) rather than through a separate program. DEEP plans to require the weatherization programs to track renter utilization data as part of the deployment and use of these funds.

Residential New Construction

The Residential New Construction (RNC) program provides incentives for above-code energy efficiency measures in new single-family and multifamily buildings of four stories or less, encouraging builders, design teams, and property owners to improve the energy efficiency of new buildings from the ground up. Unlike the retrofit-focused HES, HES-IE, and Multifamily Initiative programs, RNC operates at the point of construction — a stage at which renters have no role in decision-making and no direct pathway to participate.

¹⁰⁶ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

¹⁰⁷ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA.

However, RNC is nonetheless a significant vehicle for creating efficient rental housing stock, particularly given its planned scope of 6,535 multifamily units during the 2025–2027 term.¹⁰⁸ Since July 1, 2023, the program has mandated an all-electric requirement, ensuring that new units feature high-performance building envelopes and energy-efficient electric space and water heating. While these multifamily projects are projected to generate \$48.2 million in lifetime benefits, the state currently lacks quantitative data to verify how these construction standards translate into energy burden reductions for the renters who will eventually occupy the units.¹⁰⁹

1. Access

Eligibility: Renters cannot utilize the RNC program directly. The program is marketed to and administered through builders, design teams, and property owners, who make all decisions about program participation during the design and construction phase. RNC serves both rental and non-rental new construction projects but does not distinguish between the two in its reporting. Projects four or more stories in height are handled through the Energy Conscious Blueprint (ECB) commercial program. The benefit to renters is indirect, as RNC improves the energy efficiency of rental properties during design and construction, embedding efficiency gains into the building before any tenant occupies it.

Awareness & Outreach: Awareness efforts are directed primarily at architects, developers, engineers, and real estate agents through initiatives such as the "Passive House & All-Electric Home Initiative" training series.¹¹⁰ There is no available data regarding direct renter awareness of this program, and renter-specific outreach is not conducted, as renters typically only engage with a building after construction is complete. The program's renter impact is therefore entirely dependent on the decisions of builders and property owners at the design stage rather than on any renter-facing outreach or engagement.

2. Uptake

¹⁰⁸ *Supra* note 46.

¹⁰⁹ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹¹⁰ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

Enrollment: For the 2025–2027 term, the RNC program plans to serve 6,535 multifamily units and 696 single-family homes.¹¹¹ The proportion of these projects that are rental properties is unknown, as the program does not track tenure status. UI reported having no data source or methodology to estimate renter participation, while Eversource lists renter data for related construction programs as "Not Available."¹¹²

Application-to-Enrollment Conversion and Drop-Out Rates: Data on application-to-participation rates and drop-out rates for the rental segment of the RNC program is not available. Because the program engages builders and developers rather than individual property owners or tenants, the typical barriers observed in retrofit programs — such as landlord consent requirements and split-incentive dynamics — do not apply in the same way. The primary barriers to participation are instead economic and market-driven: builders must be willing to invest in above-code measures upfront in exchange for program incentives, and market conditions, construction timelines, and developer priorities all influence whether a project enters the program.

Technology Adoption Rates: No data is available on technology adoption rates between rental and non-rental RNC properties. However, 100% of participating units must adopt high-performance thermal envelopes and efficient electric technologies for space conditioning, water heating, cooking, and clothes drying as a condition of program participation. The program also provides readiness infrastructure for solar and EV charging installations. This means that unlike retrofit programs, where technology adoption is voluntary and often incomplete, RNC embeds a comprehensive suite of efficiency measures into every participating unit by design, regardless of whether the property is rental or owner-occupied. For renters who ultimately occupy these units, this represents a form of passive benefit that requires no action on their part.

3. Outcomes

Satisfaction Rate: No renter-specific satisfaction data is available for this program. Given that renters engage with RNC-constructed buildings only after construction is complete and are generally unaware of the program's role in shaping their building's energy

¹¹¹ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹¹² See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

performance, renter satisfaction with program outcomes is not meaningfully measurable through program channels.

Renter Benefits: There is no available data regarding the number or percentage of renters who achieve benefits through the RNC program. Direct comparisons of outcomes between renters and non-renters for the RNC program are not available.

Small Business Energy Advantage (SBEA)

The SBEA program provides comprehensive energy efficiency retrofits tailored to small commercial and industrial (C&I) customers, specifically businesses with annual electricity use below 3,000,000 kilowatt hours, such as medical suites, professional office space, retail establishments, and houses of worship, which require external expertise and flexible on-bill financing to achieve energy reductions.

Rental utilization in SBEA is notably higher than in most other C&I programs. Eversource reported that renters accounted for 95% of its SBEA participants from 2022 to 2024, consistent with the reality that the vast majority of small businesses lease rather than own their space. However, a lack of systematic data tracking makes it difficult to fully characterize renter participation levels, and renter utilization is further constrained by structural barriers including the split-incentive problem and a mismatch between lease terms and loan payback periods. Beginning in 2026, program administrators are expected to begin collecting renter status information from customers and vendors and inputting it into program tracking systems, which should improve the availability of renter-specific data in future reporting cycles.

1. Access

Eligibility: SBEA is specifically open to small businesses, both building owners and renters.¹¹³ Eversource indicated that the vast majority of small businesses participating in the program lease their building.¹¹⁴

¹¹³ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹¹⁴ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

Awareness & Outreach: Specific statistics regarding renter awareness of SBEA are not available. Overall, the program administrators have committed to increasing outreach to small and microbusinesses in Environmental Justice Communities during the 2025-2027 term. This outreach may increase the number of renters participating in the program as small and microbusinesses are more likely to rent.¹¹⁵ To further support this demographic, Eversource has brought its Main Streets initiative (a door-knocking campaign which provides specific, tailored outreach to businesses in a local municipality) to over a dozen Connecticut cities and towns in 2025 and 2026, providing small business owners — many of whom lease their space — with direct access to energy efficiency assessments and available upgrades to help lower energy use and bills.¹¹⁶

2. Uptake

Enrollment Rate: Between 2022 and 2024, Eversource reported 1,985 renter participants in the SBEA program (679 in 2022; 699 in 2023; and 607 in 2024), or 95% of Eversource SBEA participation from 2022-2024.¹¹⁷ As noted by Eversource, small businesses are generally leasing the building space. It is not known how many overall tenants exist in the commercial/ small business space, so it is difficult to contextualize these participation numbers. UI does not currently have a methodology to accurately track or estimate the number of renters participating in SBEA. A 2024 SBEA process evaluation found that approximately half of survey respondents were renters.¹¹⁸

Application-to-Enrollment and Drop-out Rates: There is no available data regarding specific conversion or drop-out rates for SBEA renters.¹¹⁹

¹¹⁵ See, Connecticut SBDC, Connecticut Small Business Market Assessment, 2021, *available at*: <https://ctsbdcc.uconn.edu/wp-content/uploads/sites/3171/2021/04/CTSBDC-Market-Assessment-Small-Businesses-2021.pdf>.

¹¹⁶ See, Eversource, Main Streets Program in Connecticut, *available at*: <https://www.eversource.com/business/save-money-energy/energy-efficiency-programs/main-streets>.

¹¹⁷ See, Eversource, Main Streets Program in Connecticut, *available at*: <https://www.eversource.com/business/save-money-energy/energy-efficiency-programs/main-streets>.

¹¹⁸ See, Connecticut Energy Efficiency Board, C2217 Connecticut Small Business Energy Advantage Program Impact and Process Evaluation, December 31, 2025, *available at*: https://www.energizect.com/sites/default/files/documents/2025-12-31_Final%20Report_C2217_CI_PRO%2CIMP_SBEA_ILL_0.pdf.

¹¹⁹ See, Connecticut Energy Efficiency Board, C2217 Connecticut Small Business Energy Advantage Program Impact and Process Evaluation, December 31, 2025, *available at*: https://www.energizect.com/sites/default/files/documents/2025-12-31_Final%20Report_C2217_CI_PRO%2CIMP_SBEA_ILL_0.pdf. The Evaluation conducted exactly 15 in-depth interviews with contractors. The vendors interviewed for this study noted that because individual commercial tenants or small business renters often have remaining lease terms that are shorter than the time required for a deep energy retrofit to pay for itself, the investment is frequently deemed economically unfeasible. While the report notes that high upfront costs are a universal barrier, the specific statistic regarding 11 of the

Technology Adoption Rates: Specific counts of adopted technologies, such as heat pumps or lighting, are not available for SBEA renters versus owners. Evaluators noted that customer concerns about upfront costs and payback periods are particular barriers to non-lighting upgrades for all participants of this program. Approximately 69% of participants in a 2024 evaluation survey expressed concern about whether the program would help them save money or whether their business could afford the upgrades — a concern that may be more acute for renters, who face uncertainty about recouping efficiency investments over the duration of their lease.¹²⁰

3. Outcomes

Satisfaction Rates: Satisfaction rates specifically for renters (tenants) within SBEA are not disaggregated in the data.¹²¹

Renter Benefits: The SBEA benefit data is not disaggregated by tenants versus non-tenants.

Energy Conscious Blueprint (ECB)

The ECB program is a C&I energy efficiency program that targets projects in the early design phase of new construction, where key decisions are made by developers and building owners, and renters are generally not included in the decision-making process. As such, renter-specific data is not tracked for this program, which limits this report's ability to draw any conclusions on renter utilization of ECB. It should also be noted that the most comprehensive study on the ECB program, the C20: Energy Conscious Blueprint 2013-2014, was published in 2014, so some of the findings in this section may be outdated. Beginning in 2026, program administrators are expected to begin collecting renter status information from customers and vendors and inputting it into program tracking systems, which should improve the availability of renter-specific data in future reporting cycles.

1. Access

¹⁵ vendors underscores how prevalent the lease/payback mismatch is for contractors trying to implement the SBEA program within multifamily and commercial rental settings.

¹²⁰ See, Connecticut Energy Efficiency Board, C2217 Connecticut Small Business Energy Advantage Program Impact and Process Evaluation, December 31, 2025, available at: https://www.energizect.com/sites/default/files/documents/2025-12-31_Final%20Report_C2217_CI_PRO%2CIMP_SBEA_ILL_0.pdf.

¹²¹ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

Eligibility: ECB is available to non-residential customers (commercial, industrial, or municipal) of any size, as well as large multifamily properties four stories or higher. The program explicitly includes tenant fit-outs as an eligible project type, which focus on making an interior space suitable for occupation by a tenant during an initial lease phase.¹²² Direct renter participation typically requires the signed consent of the building owner, as the program involves permanent building modifications or system upgrades.

Awareness & Outreach: The program primarily targets market actors (e.g., architects, developers, engineers, and property managers) who are involved early in the building design phase. Historical evaluation data shows that for retrofit projects, awareness is most commonly driven by vendors and contractors (49%), while utility or program staff are the primary drivers for new construction projects (50%).¹²³ For the 2025-2027 term, the Utilities plan to continue outreach to renters, landlords, and property management firms to raise awareness of C&I construction offerings.¹²⁴

2. Uptake

Enrollment Rate: Renter-specific enrollment count for the 2022–2024 term is unavailable. In official utility filings (DEEP-Q-84), Eversource reported that renter participation in ECB was "Not Available," and UI confirmed it does not maintain a methodology to accurately estimate renter participation.¹²⁵ Historically, a 2014 ECB Process Evaluation found that 21% of respondents rented or leased their space, while another 21% managed and leased their space to others.¹²⁶ The 2024 CT C&I Baseline Study (DNV) found that 43.9% of

¹²² See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹²³ See, Connecticut Energy Efficiency Board, C20 Impact Evaluation of Energy Conscious Blueprint Program Years 2012-2013, November 6, 2015, available at: https://www.energizect.com/sites/default/files/documents/ECB%20Impact%20Evaluation%20%28C20%29%20Final%20Report%2C%2011-6-15_0.pdf.

¹²⁴ See, Connecticut Energy Efficiency Board, C2217 Connecticut Small Business Energy Advantage Program Impact and Process Evaluation, December 31, 2025, available at: https://www.energizect.com/sites/default/files/documents/2025-12-31_Final%20Report_C2217_CI_PRO%2CIMP_SBEA_ILL_0.pdf.

¹²⁵ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

¹²⁶ See, Connecticut Energy Efficiency Board, C20 Impact Evaluation of Energy Conscious Blueprint Program Years 2012-2013, November 6, 2015, available at: https://www.energizect.com/sites/default/files/documents/ECB%20Impact%20Evaluation%20%28C20%29%20Final%20Report%2C%2011-6-15_0.pdf.

Connecticut C&I businesses in the general market lease or rent their space, suggesting that a substantial share of the ECB-eligible population are renters. However, because ECB does not track renter status among participants, it is unknown what proportion of actual program participants are renters.¹²⁷

Application-to-Enrollment Conversion: Renter-specific conversion rates are not tracked. However, vendor surveys indicate that conversion is high once customers are informed of the program: 16 of 41 surveyed vendors reported that more than 80% of their customers chose to participate after learning about available incentives.¹²⁸

Drop-out Rates: Renter-specific dropout data is not available. A 2014 census of program dropouts- inclusive of both renters and building owners found that 25% of those who abandoned projects cited the high cost of equipment as the primary reason.¹²⁹

Technology Adoption Rates: Renter-specific adoption rates are not available for the ECB program.

3. Outcomes

Satisfaction Rate: Satisfaction is not tracked by renter versus owner status. However, all participants have historically reported very high overall satisfaction, with a rating of 4.8 out of 5. Satisfaction with the energy performance of new buildings (4.6) and bill savings from new equipment (4.4) was also strong.

Renter Benefits: Outcome data for renters within ECB is not disaggregated from building owner data.

¹²⁷ See, Connecticut Energy Efficiency Board, C2201 C&I Baseline Study and Database, December 23, 2025, available at: https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.energizect.com%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2F2025-12-24_Final%2520Report_C2201_CI_BAS_OTH_DNV.docx&wdOrigin=BROWSELINK.

¹²⁸ See, Connecticut Energy Efficiency Board, C2201 C&I Baseline Study and Database, December 23, 2025, available at: https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.energizect.com%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2F2025-12-24_Final%2520Report_C2201_CI_BAS_OTH_DNV.docx&wdOrigin=BROWSELINK.

¹²⁹ See, Connecticut Energy Efficiency Board, C2201 C&I Baseline Study and Database, December 23, 2025, available at: https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.energizect.com%2Fsites%2Fdefault%2Ffiles%2Fdocuments%2F2025-12-24_Final%2520Report_C2201_CI_BAS_OTH_DNV.docx&wdOrigin=BROWSELINK.

Energy Opportunities (EO)

The Energy Opportunities (EO) program incentivizes energy efficiency upgrades at large-scale commercial, industrial, and municipal facilities. It is designed for complex environments, such as manufacturing plants, large retail complexes, and government buildings, where high-efficiency retrofits can yield significant long-term savings. The program is structured to serve utility account holders broadly, including business facility owners, property managers, and renters. Renters may benefit indirectly when facility owners or property managers make improvements to leased spaces, or they may participate directly as the utility account holder. Renter utilization in the program is difficult to characterize because no renter-specific data is currently collected. However, the 2024 CT C&I Baseline Study (DNV) found that 43.9% of Connecticut C&I businesses lease or rent their space, suggesting that a substantial share of EO-eligible customers are renters.¹³⁰ Beginning in 2026, program administrators are expected to begin collecting renter status information from customers and vendors and inputting it into program tracking systems, which should improve the availability of renter-specific data in future reporting cycles.¹³¹

1. Access

Eligibility: The EO program is open to all utility account holders, including business facility owners, property managers, and renters. Renters may participate directly or benefit from improvements made by their landlord or property manager. Direct renter participation may require written authorization from the building owner, given that the program typically involves permanent equipment upgrades. The Utilities' 2025–2027 Program Plan includes an explicit strategy to continue outreach to renters, landlords, and property management firms for C&I portfolio offerings like EO.¹³²

Awareness & Outreach: The number of renters aware of the EO program is not available. For the 2025-2027 term, the Utilities plan to conduct targeted education and outreach to

¹³⁰ See, Connecticut Energy Efficiency Board, C2201 C&I Baseline Study and Database, December 23, 2025, available at: https://www.energizect.com/sites/default/files/documents/2025-12-24_Final%20Report_C2201_CI_BAS_OTH_DNV.docx.

¹³¹ Email communications with the Utilities.

¹³² See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

businesses across market segments, with specific efforts to reach renters and property management firms.¹³³

2. Uptake

Enrollment and Conversion Rates: Renter-specific uptake data for EO is currently unavailable. In response to official data requests (DEEP-Q-84), Eversource reported that renter participation counts for Energy Opportunities from 2022 to 2024 are "Not Available."¹³⁴ Similarly UI confirmed it does not maintain a data source or methodology to accurately estimate renter participation in the EO program.

Drop-out and Technology Adoption Rates: No data is available on application-to-enrollment conversion, drop-out rates, or technology adoption rates (such as heat pump or lighting installs) for renters in the EO program.

3. Outcomes

Satisfaction Rates: Renter satisfaction rates are not available, nor are estimates of benefits achieved by renters compared to non-renters.

Renter Benefits: For the 2025-2027 term, the Utilities project the EO program will serve 2,323 customers and generate over 6 million MMBtu in lifetime savings.¹³⁵ The portion of these benefits flowing to renters versus property owners is not disaggregated.

¹³³ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹³⁴ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

¹³⁵ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

Renter Utilization Data in Demand Response Programs

Eversource ConnectedSolutions and UI Smart Savers Rewards

The Eversource ConnectedSolutions and UI Smart Savers programs incentivize demand response by rewarding residential and commercial customers for allowing the respective utility to manage smart thermostat devices to reduce electric cooling loads during periods of peak demand. Both programs provide customers with an upfront enrollment incentive as well as participation incentives for participation during the warmer summer months in Connecticut (June 1 – September 30). Customers must cool their homes with a central air conditioning unit or with a heat pump controlled by a smart thermostat.

1. Access

Eligibility: The programs are open to both residential and commercial renters. Renters are eligible to participate if they have a compatible Wi-Fi enabled smart thermostat. Device enrollment typically occurs through one of three paths: direct web portal registration, in-app Original Equipment Manufacturer (OEM) programs, or marketplace point-of-sale sign-ups. Renter participation typically requires the signed consent of the building owner if the equipment being controlled is a permanent fixture of the building.

Awareness & Outreach: Data on the number of renters who are aware of the program is not available. However, for the 2025-2027 term, Eversource plans to “continue outreach to renters, including to landlords and property management firms” specifically to raise awareness of demand response offerings.¹³⁶ UI primarily promotes the program to customers who have recently purchased smart thermostats and to participants in the HES and HES-IE programs.¹³⁷ These customers may or may not be renters. Overall, Utility outreach for these programs is primarily targeted to customers with high energy use or an interest in emerging technologies to maximize grid benefits for all ratepayers.¹³⁸

2. Uptake

¹³⁶ See, 2026 Plan Update to Connecticut’s 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹³⁷ Utilities’ comments.

¹³⁸ Utilities’ comments.

Enrollment Rate: Renter participation in the programs is currently difficult to discern because the Utilities do not consistently track renter status.¹³⁹ However, participants skew toward customers with higher incomes, larger homes, and higher electricity consumption.¹⁴⁰ In contrast, Connecticut renter data indicates that renter demographics commonly have lower incomes and smaller homes, which suggests low renter participation rates.¹⁴¹

Application-to-Enrollment and Drop-out Rates: Specific conversion and drop-out rates for renters are not available in the provided utility data.

Technology Adoption Rates: According to a 2025 Residential Appliance Saturation Survey (RASS) report, when looking at thermostat configuration by tenure, approximately 18% of renter respondents owned a smart thermostat, and 11% of renters reported having their thermostat controlled by automation devices.¹⁴² Using the multifamily definition of 5+ units, approximately 6% of multifamily respondents reported having thermostats controlled by automation devices, and 56% of single-family homes reported having thermostats controlled by automation devices. These figures compare to the 21% of households statewide with thermostats controlled by automation devices.

3. Outcomes

Satisfaction Rate: Specific satisfaction rates for renters are not available.

Renter Benefits: Renter versus non-renter benefits are not tracked by the programs.

¹³⁹ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

¹⁴⁰ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

¹⁴¹ See, Partnership for Strong Communities and CTData Collaborative, Housing Data Profiles, 2024, available at: <https://housingprofiles.pschoosing.org/profile/>.

¹⁴² See, Connecticut Energy Efficiency Board, R2202 Residential Appliance Saturation Survey, September 17, 2025, available at: https://www.energizect.com/sites/default/files/documents/2025-09-17_Final%20Report_R2202_Res_OTH_ESP_NMR.pdf.

Commercial & Industrial Active Demand Response (C&I ADR)

C&I ADR is an initiative that incentivizes business and municipal customers to reduce their electrical or gas load through discrete actions, such as adjusting HVAC set-points or shifting industrial processes, during periods of peak grid stress.¹⁴³ The program is designed to enhance grid reliability and reduce greenhouse gas emissions while providing financial benefits to participants. The C&I ADR program targets C&I customers who possess an Energy Management System (EMS), Building Management System (BMS), or similar automated lighting and logic controllers.¹⁴⁴ Participants must have a curtailable load they are willing to reduce during demand events. UI requires a minimum commitment of 50 kW of load reduction, while Eversource does not set a minimum but requires properties to have -or be willing to install- interval metering to verify demand response performance.¹⁴⁵ As an alternative, Eversource allows businesses that rely on smart thermostats for cooling to enroll through the ConnectedSolutions program. Because the program often involves controlling permanent building systems such as centralized HVAC or BMS, tenant participation typically requires the signed consent of the building owner.

Renter utilization in the C&I ADR program is difficult to characterize and constrained by structural barriers inherent to commercial leasing. The program's technical requirements, an EMS, BMS, or interval metering, depend on building-level infrastructure owned and controlled by landlords, not tenants. Even where a commercial renter is the utility account holder and would receive participation incentives, they generally cannot authorize the necessary modifications to centralized building systems without landlord approval. This split-incentive dynamic is particularly pronounced in C&I settings, where landlords bear the burden of approving system modifications while tenants capture the financial benefits, making participation economically unfeasible for many commercial renters. Neither Eversource nor UI currently tracks renter status among C&I ADR participants, making it impossible to quantify renter enrollment.

1. Access

¹⁴³ See, Energize CT, Commercial Demand Response, available at: <https://www.energizect.com/explore-solutions/commercial-demand-response>.

¹⁴⁴ See, Energize CT, Commercial Demand Response, available at: <https://www.energizect.com/explore-solutions/commercial-demand-response>.

¹⁴⁵ Utilities' comments.

Eligibility: All C&I Eversource and UI customers, including renters, are eligible to participate if they meet program-specific criteria.¹⁴⁶

Awareness & Outreach: The program targets diverse segments, including commercial offices, hospitals, manufacturers, restaurants, and retail stores, but does not explicitly target renters. Awareness is primarily driven through use of Curtailment Service Providers (CSPs), Utility websites, emails, and referrals from assessment programs like the Multifamily Initiative and energy-efficiency Account Executives. For the 2025-2027 term, the Utilities committed to “additional education and outreach to businesses” to increase ADR participation across all customer classes.¹⁴⁷

2. Uptake

Enrollment Rate: In a 2025 data request, Eversource reported that the number of renters in the C&I ADR program was “Not Available.”¹⁴⁸

Application-to-Enrollment and Drop-out Rates: Specific conversion and drop-out rates for renters are not available.

Technology Adoption Rates: While renter-specific counts are unavailable, for 2025-2027, the utilities plan to enroll 1,485 total C&I units statewide.¹⁴⁹ Overall, the program focuses on enrolling controllable HVAC systems and BMS.

3. Outcomes

Satisfaction Rate & Renter Benefits: Satisfaction rates for renters in the C&I ADR are not available. Similarly, renter-specific benefit data is not available.

¹⁴⁶ See, Energize CT, Commercial Demand Response, available at: <https://www.energizect.com/explore-solutions/commercial-demand-response>.

¹⁴⁷ See, 2026 Plan Update to Connecticut’s 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹⁴⁸ See, Utilities’ Response to DEEP’s Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

¹⁴⁹ See, Utilities’ Response to DEEP’s Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

Energy Storage Solutions (ESS)

The ESS program is an initiative implemented collectively by the Connecticut Green Bank, Eversource, and UI that provides incentives for residential and C&I customers in Eversource and UI service territories to install behind-the-meter battery energy storage systems (BESS). The program is designed to enhance grid resilience and reduce peak demand through passive and active dispatch of enrolled batteries. Renter participation in ESS faces structural obstacles- most notably, building owners often lack the financial motivation to invest in permanently installed assets like BESS when the primary benefit (backup power) accrues to their tenants rather than to owners. Hence, renter participation is limited. Between 2022 and 2025, Eversource identified just 12 renters participating in the program, representing 2.2% of total participants.¹⁵⁰ As of 2025, the Green Bank has financed 5 battery storage projects in affordable multifamily housing, estimated to provide resiliency to 402 rental units.¹⁵¹

1. Access to Programs

Eligibility: Within the ESS program, renters in the multifamily affordable housing program (MFAH) properties are the only renter category with explicit program recognition.¹⁵² MFAH properties qualify for the low-income incentive rate, with the stated goal of extending resilience benefits to tenants. For residential renters in 1-4 unit properties and commercial renters, the program documents neither explicitly include nor exclude participation; eligibility hinges on being the utility account holder, though structural barriers, including the requirement for permanently installed, grid-connected equipment and the practical need for building owner consent, would apply. Building owners would be the ones to purchase the BESS and receive the enrollment and performance incentives while the benefits (such as backup power) accrue to the tenant.¹⁵³ Portable storage devices are

¹⁵⁰ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

¹⁵¹ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

¹⁵² See, CT Green Bank, Energy Storage Solutions Program Manual, January 17, 2025, available at: <https://energystoragect.com/wp-content/uploads/2025/01/ESS-Program-Manual-01172025-Clean-FINAL.pdf>, and email communications with PURA.

¹⁵³ See, CT Green Bank, Energy Storage Solutions Program Manual, January 17, 2025, available at: <https://energystoragect.com/wp-content/uploads/2025/01/ESS-Program-Manual-01172025-Clean-FINAL.pdf>, and email communications with PURA.

ineligible for ESS incentives because the program aims to deliver multiple benefits to the grid, and a portable device typically cannot discharge onto the grid at this time. This limitation creates a barrier for renters who may prefer BESS that are transferable if they relocate.

For renters in larger affordable multifamily complexes, participation is primarily facilitated through the Solar MAP+ initiative, which provides no-cost technical and financial assistance.¹⁵⁴

Awareness & Outreach: Specific data on the number of renters aware of the ESS program is not available.

2. Uptake

Enrollment Rate: Between 2022 and 2025, Eversource identified 12 renters (2.2% of total participants) in the ESS program. UI does not currently track or maintain a methodology to estimate the number of renters participating in the ESS program.¹⁵⁵

Application-to-Enrollment Rates & Drop-out Rates: These rates for renters are not available as they are not tracked by the programs.

Technology Adoption Rates: Battery storage adoption rates in rental versus owner-occupied units are not available.

3. Outcomes

Satisfaction Rate & Renter Benefits: Satisfaction rates for renters in the ESS program are not available. Neither are program benefits, such as individual electric peak reduction and backup power during outages, tracked in a manner that can compare renter versus non-renter participants.

¹⁵⁴ See, CT Green Bank, Energy Storage Solutions Program Manual, January 17, 2025, available at: <https://energystoragect.com/wp-content/uploads/2025/01/ESS-Program-Manual-01172025-Clean-FINAL.pdf>, and email communications with PURA.

¹⁵⁵ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

Renter Utilization Data in **Electric Vehicle** Programs

Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR)

The CHEAPR program focuses on accelerating the adoption of zero-emission vehicles (ZEVs) by providing financial incentives for the purchase or lease of eligible battery electric (BEV), plug-in hybrid (PHEV), and fuel cell EVs. The program is implemented by DEEP with the input of a seventeen-member advisory board and is administered by the Center for Sustainable Energy.¹⁵⁶ Dealers serve as principal partners in the program- all rebate applications are processed through a dealership or by an Original Equipment Manufacturer (OEM) under a direct consumer sale- and Tesla, as a direct-sales OEM, has processed approximately 29% of total program rebates.¹⁵⁷ Renter utilization is not tracked by the program, though renters are eligible to participate. Unlike EV charging infrastructure programs, CHEAPR does not require building owner consent because the rebate applies to the vehicle itself rather than to permanent property improvements, reducing one of the primary structural barriers renters may face in other programs. However, limited access to home charging infrastructure remains a significant barrier to renter EV adoption more broadly. Because most renters cannot install permanent Level 2 chargers without landlord consent, they are more likely to rely on public charging or slower Level 1 charging, which may deter EV adoption even when the upfront purchase cost is offset by a rebate.¹⁵⁸

1. Access

Eligibility: The program is open to any Connecticut resident purchasing or leasing an eligible vehicle from a participating dealership or OEM. The program imposes no housing tenure restrictions, and renters may establish proof of Connecticut residency using, among other documents, a signed, dated, and notarized residential rental agreement.¹⁵⁹ Unlike EV charging infrastructure programs, participation in CHEAPR does not require the signed consent of a building owner because the rebate applies to the vehicle itself, not to

¹⁵⁶ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁵⁷ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁵⁸ See, Eversource, 2026 EV Charging Rebates Program Changes, available at: <https://www.eversource.com/residential/save-money-energy/clean-energy-options/electric-vehicles/charging-stations/connecticut-ev-program-changes>.

¹⁵⁹ See, CT DEEP, CHEAPR Program Implementation Manual, May 15, 2026, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/cheaprimplementationmanual.pdf>.

permanent property improvements.¹⁶⁰ The enhanced Rebate+ incentive is available to residents of Environmental Justice Communities or Distressed Municipalities, households with income below 300% of the Federal Poverty Level, or individuals enrolled in qualifying income-based programs such as SNAP, Medicaid, Section 8, or the Connecticut Energy Assistance Program (CEAP).¹⁶¹ Given that renters are more likely than homeowners to fall into these income categories, many renters may qualify for the enhanced Rebate+ tier.

Awareness & Outreach: Data on renter awareness of CHEAPR outreach campaigns targeted at renters is not available. However, broad market research indicates that range anxiety and access to charging remain critical barriers for prospective EV purchasers who live in multi-unit dwellings- a population that is predominantly renters- suggesting awareness gaps may exist among this group.¹⁶² DEEP has identified continued and expanded outreach to environmental justice communities as a program priority, including providing program materials in languages other than English.¹⁶³

2. Uptake

Enrollment, Application-to-Enrollment, and Drop-Out Rates: Program records do not break down CHEAPR rebate recipients by renter status. Since the program's inception in 2015 through May 2024, CHEAPR has issued over \$28.5 million in rebates for the purchase or lease of more than 15,000 EVs, with BEVs accounting for approximately 96% of all rebates issued.¹⁶⁴ Renter-specific enrollment, conversion, and drop-out rates are not tracked.

Technology Adoption Rates: Adoption of all-electric vehicles (BEVs) through CHEAPR has grown steadily, with BEV rebates dominating the program at roughly 90% of total incentives

¹⁶⁰ See, CT DEEP, CHEAPR Program Implementation Manual, May 15, 2026, *available at*: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/cheaprimplementationmanual.pdf>.

¹⁶¹ See, CT DEEP, CHEAPR Program Implementation Manual, May 15, 2026, *available at*: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/cheaprimplementationmanual.pdf>.

¹⁶² See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, *available at*: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁶³ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, *available at*: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁶⁴ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, *available at*: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>, table 1.

compared to PHEVs at less than 10%.¹⁶⁵ While the program does not track renter versus owner status directly, 2025 survey data provides insight into the housing tenure of participants. Among BEV recipients, 79% reported living in detached houses and 14% in apartments or condominiums.¹⁶⁶ Among PHEV recipients, 82% reported living in detached houses and 11% in apartments or condominiums. Notably, Rebate+ recipients were more likely to live in apartments or condominiums (20%) compared to Standard rebate recipients (12%), suggesting that the income-targeted Rebate+ tier is reaching a somewhat more renter-likely demographic than the broader program.¹⁶⁷ While the program does not track renter versus owner status, a study by the Transportation Research Center at the University of Vermont found that people living in rental homes are one third to one half less likely to adopt a BEV, suggesting that renter participation in CHEAPR may be lower than renters' share of the overall population.¹⁶⁸ Notably, the Rebate+ incentive, which targets low-to-moderate income residents more likely to include renters, saw a nearly 75% year-over-year increase in new EV uptake and a 123% year-over-year increase in used EV uptake during the three-year period from July 2021 through July 2024.

3. Outcomes

Satisfaction Rate: Program satisfaction rates are not tracked by renter status. However, overall program survey data shows strong rebate essentiality — 61% of BEV recipients and 46% of PHEV recipients rated the CHEAPR rebate as "very" or "extremely" important in their purchasing decision, with Rebate+ participants especially likely to rate the rebate as "extremely important."¹⁶⁹

Renter Benefits: Data is not available to compare renter versus non-renter benefits. However, EV owners broadly benefit from reduced total cost of ownership compared to

¹⁶⁵ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁶⁶ See, *ScienceDirect*, Transportation Research Part D: Transport and Environment, Volume 154, Pezeshknejad et al., "Barriers to electric vehicle home charging and impacts on adoption," May 2026, available at: <https://www.sciencedirect.com/science/article/pii/S1361920926000556>.

¹⁶⁷ Unpublished 2025 CT survey data from communications with program administrators.

¹⁶⁸ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁶⁹ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

internal combustion vehicles. The program has resulted in over 18,000 metric tons of CO₂ emissions reductions in 2023 alone, with meaningful air quality benefits concentrated in EJ communities and areas overburdened by air pollution — areas where renters are disproportionately represented.¹⁷⁰ As of May 31, 2024, CHEAPR has issued over \$28.5 million in rebates to Connecticut residents who have purchased or leased more than 15,000 new or used EVs since the program's inception in 2015.¹⁷¹

Electric Bicycle (eBike) Incentive Program

The Connecticut eBike Incentive Program offers financial incentives to Connecticut residents for the purchase of eligible electric bicycles, providing Standard Vouchers of \$500 and enhanced Voucher+ incentives of up to \$750 for qualifying applicants, for a total maximum voucher of \$1,250.¹⁷² The program is administered by the Center for Sustainable Energy in coordination with DEEP, and vouchers may only be redeemed at participating retailers with physical locations in Connecticut.¹⁷³ Unlike electric vehicle or energy efficiency programs, the eBike program does not require the installation of permanent equipment or building owner consent, which removes one of the primary structural barriers renters face in other clean energy programs. Renter utilization is not explicitly tracked, though the program's design — particularly its prioritization of low-income residents and Environmental Justice communities — suggests meaningful renter participation, as renters are disproportionately represented in these groups. Survey data indicates that 24% of eBike Incentive Program participants reported living in apartments or

¹⁷⁰ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁷¹ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁷² See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike-annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁷³ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike-annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

condominiums, suggesting the program is reaching renters at a higher rate than most other programs in Connecticut's EV portfolio.¹⁷⁴

1. Access

Eligibility: The program is open to all Connecticut residents 18 years or older. Unlike most other programs covered in this report, participation does not require building owner consent, as the incentive applies to the purchase of a portable device rather than a permanent property improvement.¹⁷⁴ The enhanced Voucher+ incentive is available through three pathways: participation in a qualifying state or federal income-based program, household income below 300% of the Federal Poverty Level, or residency in an Environmental Justice (EJ) Community or Distressed Municipality.¹⁷⁵ These eligibility criteria align closely with the demographic profile of Connecticut renters, many of whom have lower incomes and are more likely to reside in EJ communities and distressed municipalities.

Awareness & Outreach: Renter-specific awareness data is not available. However, outreach for Round 2 was targeted specifically at income-qualified residents and residents of EJ communities - populations that are disproportionately renters.¹⁷⁶ Outreach channels included pre-launch webinars with over 1,000 registered attendees, a lead generation email database segmented by audience type, strategic email communications with a 72% open rate on the Round 2 launch announcement, and partnerships with community-based organizations to assist applicants with limited internet access.¹⁷⁷

¹⁷⁴ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁷⁵ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁷⁶ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁷⁷ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

2. Uptake

Enrollment Rate: Round 1 of the program was oversubscribed, with voucher demand far outpacing available funds.¹⁷⁸ Round 2 received 4,523 applications during its two-week application window (September 17 – October 1, 2024). Of these, 78% applied through income-qualifying pathways — 31% through public assistance programs, 13% through income verification, and 35% through the EJ community pathway — while 22% applied for the standard voucher only. As of February 1, 2025, 561 vouchers had been approved and 201 redeemed, with \$249,702.93 disbursed out of the \$750,000 program budget. Given the program's prioritization of income-qualified applicants, all 600 Round 2 awards were drawn from Tier 1 alone, meaning no EJ community or standard applicants received vouchers in this round. Renter status is not tracked.

Application-to-Enrollment and Drop-Out Rates: The application-to-approval process involves multiple verification steps, and applications can be canceled for failure to complete an application within 15 days, failure to meet eligibility requirements, or failure to provide clarifying documentation.¹⁷⁹ Renter-specific conversion and drop-out rates are not available. Among approved Tier 1 applicants, the largest share qualified through SNAP (47%) and Medicaid (34%), followed by HUD Housing Choice Voucher recipients (8%) — the latter being an explicitly renter-identifying category.

Technology Adoption Rates: Renter-specific adoption rates are not available. Among all Round 2 redemptions, the majority of purchases were Class 3 eBikes (60%), which provide pedal-assist up to 28 mph, followed by Class 2 (30%) and Class 1 (10%).¹⁸⁰ The most popular manufacturer was Velotric at 45% of redeemed vouchers, followed by Aventon at

¹⁷⁸ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁷⁹ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁸⁰ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

23%.¹⁸¹ Most eBikes purchased had an MSRP above the \$1,250 total voucher value, meaning most participants paid out-of-pocket costs beyond the incentive.¹⁸²

3. Outcomes

Satisfaction Rate: Satisfaction data for Round 2 is not yet available, as the consumer survey results will be covered in the next program report which is not available at the timing of this analysis.¹⁸³ Renter-specific satisfaction rates are not tracked.

Renter Benefits: Renter-specific benefit data is not available. However, the program's structure provides benefits particularly relevant to renters: it requires no home installation, no landlord consent, and no permanent property modification. Survey data from Round 1 indicated that the top reasons participants chose to purchase an eBike were to replace or reduce motor vehicle use and to reduce environmental impacts — outcomes that benefit the surrounding community through reduced emissions, particularly in EJ communities where renters are disproportionately represented.¹⁸⁴ The 8% of Round 2 approved applicants who qualified through HUD Housing Choice Vouchers represent a verifiable subset of renter beneficiaries, though the full extent of renter participation is not tracked.¹⁸⁵

Residential & Commercial EV Charging Program

¹⁸¹ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbdba542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁸² See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbdba542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁸³ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbdba542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁸⁴ See, CT DEEP, 2023-2024 Connecticut Hydrogen and Electric Automobile Purchase Rebate (CHEAPR) Legislative Report, March 2025, available at: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024-cheapr-legislative-report---final.pdf?rev=c606c811db394ad1aac38e456f93cfd5&hash=F705DA63AD661DB82CD36A20C7829B45>.

¹⁸⁵ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbdba542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

The Light-Duty EV Charging Program focuses on accelerating EV adoption by providing hardware and installation rebates for Level 2 and Direct Current Fast Charging (DCFC) equipment across residential, workplace, and destination locations in Eversource and UI service territories, while utilizing managed charging to optimize the resulting impact on the electric grid.¹⁸⁶ The primary driver of enrollment awareness is utility-led communication — websites and targeted emails — for residential participants, whereas contractors and vendors serve as the leading source of information for most commercially metered sites, including large multifamily buildings. The program faces obstacles in serving renters, including an awareness gap where 89% of multifamily residents are unfamiliar with existing upfront rebates, and the split-incentive barrier where renters frequently lack the decision-making authority to install chargers.¹⁸⁷ Limited charging access is a barrier to renter adoption of EVs more broadly. Eversource and UI are also offering a MUD Managed Charging pilot program testing multiple enrollment pathways, including site owner/manager engagement to enroll the property's chargers and enabling residents to directly enroll and participate through their vehicle's telematics.¹⁸⁸

1. Access

Eligibility: The program is open to all customers, including renters, within the service territories of Eversource and United Illuminating. For residential customers in 1-4 units dwellings, the program provides rebates for charger hardware and wiring upgrades. Effective January 1, 2026, upfront rebates of \$1,500 for charger and wiring upgrades are limited to residential customers with household income at or below 300% of the Federal Poverty Level, and/or who live in designated High Poverty, Low Opportunity areas — a change that may benefit income-qualifying renters while restricting access for others.¹⁸⁹ For multifamily properties with five or more units, the commercial program applies,

¹⁸⁶ See, 2026 Plan Update to Connecticut's 2025-2027 Conservation & Load Management Program, refiled March 9, 2026, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/2026%20Plan%20Update%20Refiled%2003-09-2026.pdf).

¹⁸⁷ See, Eversource and United Illuminating, Connecticut Statewide Electric Vehicle Charging Program, Program Cycle 1 EM&V Report, June 2024, available at: https://ctgovexec.sharepoint.com/sites/DEEPEnergyTechPolicy/BTD/Building%20%20Transportation%20Documents/Legislation/2025/Reports%20Required%20by%202025%20Leg/Renter%20Utilization%20Report/References/ATT%205%20CT_EV_Infrastructure_Program_Cycle_I_EMV_Report.pdf?CT=1780952582955&OR=ItemsView.

¹⁸⁸ See, 2025-2027 Conservation & Load Management Plan, November 1, 2024, available at: <https://www.energizect.com/media/27791/download?inline=>.

¹⁸⁹ See, Eversource and United Illuminating, Connecticut Residential Electric Vehicle (EV) Charging Program Frequently Asked Questions, rev. March 2, 2026, available at: <https://www.uinet.com/documents/d/uinet/final-eversource-ui-faqs-residential-pdf>.

providing charger and infrastructure rebates to the site host.¹⁹⁰ Renters are eligible with landlord consent and, for residential rebates effective January 1, 2026, if they meet income or geographical eligibility requirements.

Participation for a renter generally requires the building owner, property management company, or condominium association to submit the application and approve any alterations to the property.¹⁹¹ For commercial properties, site hosts must attest to either ownership of the land, possession of a site lease of 10 years or longer, or written consent from the landowner for the EVSE installation.¹⁹² Furthermore, the site host must agree to make the charging equipment available to all tenants at the site.

The multi-unit dwelling (MUD) component, as well as the DCFC, Destination Level 2, and Workplace/Fleet charging parts of the program can help renters access EV charging at their large multifamily building, their employer's site, or along their travel routes.¹⁹³

Awareness & Outreach: The program's outreach for multifamily housing (5+ units) primarily targets market actors such as building managers, developers, and property owners, rather than individual renters. As previously mentioned, awareness among renters is low; 89% of multifamily residents were unaware of the program in 2025.¹⁹⁴ Utilities can find it difficult to market directly to renters because many do not have an individual electric account and are therefore "unknown" to the utilities.¹⁹⁵ For those few renters who are aware, most reported learning about the program through utility websites or direct communication from the utility.¹⁹⁶

2. Uptake

¹⁹⁰ See, Eversource and United Illuminating, Connecticut Residential Electric Vehicle (EV) Charging Program Frequently Asked Questions, rev. March 2, 2026, available at:

<https://www.uinet.com/documents/d/uinet/final-eversource-ui-faqs-residential-pdf>.

¹⁹¹ See, Eversource, 2026 EV Charging Rebates Program Changes, available at:

<https://www.eversource.com/residential/save-money-energy/clean-energy-options/electric-vehicles/charging-stations/connecticut-ev-program-changes>.

¹⁹² See, Limitless Electric, Understanding the CT Eversource EV Rebate Before 12/31/2025, available at:

<https://www.limitless-electric.com/eversource-ev-charger-rebate-2025/>.

¹⁹³ See, 2025-2027 Conservation & Load Management Plan, November 1, 2024, available at:

<https://www.energizect.com/media/27791/download?inline=>.

¹⁹⁴ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024,

available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

¹⁹⁵ Utilities' comments.

¹⁹⁶ Utilities' comments.

Enrollment Rate: Renter participation in the program is low. From 2022 to 2025, Eversource identified approximately 203 participants as renters, representing approximately 2% of total participants.¹⁹⁷ UI does not currently collect or track renter status for participants in the EV Managed Charging – Light Duty program, and Eversource relies on Experian data flags as a proxy for identification.¹⁹⁸ In the first program cycle (2022–2024) participation was heavily skewed toward property owners. In the residential sector, survey respondents were overwhelmingly homeowners (99%) with private driveways and household incomes often exceeding \$100,000.¹⁹⁹ In the commercial sector, 87% of respondents owned the property where charging equipment was installed, while only 9% leased it.²⁰⁰

Application-to-Enrollment and Drop-Out Rates: Renter-specific data is unavailable.

Technology Adoption Rates: While renter-specific data on adoption rates is not available, over three-quarters of all participants (renters and non-renters) received the charger rebate and incentives for managed charging. Residential managed charging is available to Eversource customers in single-family dwellings of 1-4 units who have a qualifying EV with telematics or a qualified EV smart charger — a requirement that may disproportionately exclude renters who have not installed a permanent charger.

3. Outcome

Satisfaction Rate: Renter-specific satisfaction rates are unavailable.

Renter Benefits: While renter-specific benefits are not available, the program does see managed charging participants consuming less proportionally during peak grid periods than unmanaged charging counterparts. All reductions in peak demand help to reduce

¹⁹⁷ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

¹⁹⁸ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 84, December 19, 2025, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf).

¹⁹⁹ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

²⁰⁰ See, CT DEEP, CHEAPR and CT eBike Incentive Program Annual Report, July 2023 – December 2024, available at: https://portal.ct.gov/-/media/deep/air/mobile/cheapr/2024---2023-cheapr-and-ctebike_annual-report_jul2023-dec2024_final.pdf?rev=52731b8c1f9b4056a7acbda542b6c0f8&hash=DA5DB3A0F65D0CB0B51DA67A2B4C2D7F.

overall system costs which are paid for by all ratepayers, including renters. The post-2026 income restriction on residential rebates may concentrate future program benefits among lower-income households, a group that disproportionately includes renters.

Medium & Heavy-Duty (MHD) EV Charging Program

The Medium and Heavy-Duty (MHD) EV Program was established by the Public Utilities Regulatory Authority's (PURA's) final decision in Docket No. 21-09-17, issued on August 13, 2025, and creates a five-year program available to applicable customers within the service territories of Eversource and UI.²⁰¹ The program consists of three components: 1) Fleet Advisory Services (FAS), 2) MHD-specific electric rates for commercial and industrial customers serving the entire requirements of MHD fleet EV charging stations, and 3) An incentive pilot supporting up to two demonstration projects per utility service territory for the electrification of school buses in disadvantaged communities (DACs).²⁰² The Connecticut Green Bank administers the fleet advisory services component, while CALSTART was selected through an open solicitation to administer the Electric School Bus (ESB) Charging Infrastructure Demonstration Program.²⁰³ The Utilities' primary role is limited to offering MHD-specific rates and assisting with load and interconnection-related aspects of demonstration projects; they do not have an active administrative or oversight role in the program beyond this.²⁰⁴ Renter utilization of the MHD EV program is not currently tracked. Commercial businesses that rent their space may participate in MHD-specific EV charging rates as they are established, though the demonstration pilot is limited to public school districts and equivalent entities.

1. Access

Eligibility: Fleet advisory services are available to school districts. The Electric School Bus (ESB) Charging Infrastructure Demonstration Program is limited to public school districts, municipalities, Boards of Education, or third-party operators serving Connecticut schools that deploy at least two battery electric school buses, demonstrate that the project site is located in or that at least 50% of mileage occurs within a DAC, and submit a Fleet

²⁰¹ See, CT PURA, Docket No. 21-09-17 PURA Investigation into Medium and Heavy-Duty Electric Vehicle Charging, July 9, 2025, *available at*: https://assets.ctfassets.net/3kqczntcg31/3aM1lWwp2HJDmopOyzKxos/b34a0118c2c1f48995e05cad9d605dcd/PURA_decision.pdf.

²⁰² See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, *available at*: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

²⁰³ Email communications with PURA.

²⁰⁴ Utilities' comments.

Electrification Plan.²⁰⁵ Applicants must also pursue all eligible funding sources and avoid prohibited duplication of funding.²⁰⁶ Commercial renters are eligible for MHD-specific EV charging rates as they are established, as these rates are available to all C&I customers meeting program-specific criteria. Because the demonstration program focuses on public school districts rather than private commercial operations, the split-incentive barrier that affects renters in other programs — where building owners must approve permanent infrastructure improvements — is less directly applicable here, though commercial renters seeking to install MHD charging infrastructure at leased facilities would still require building owner consent.

Awareness & Outreach: Renter specific awareness and outreach data is not available. Outreach for the ESB demonstration program has been conducted through CALSTART-hosted informational webinars and office hours sessions open to eligible applicants.²⁰⁷ The Connecticut Green Bank, which administers fleet advisory services, has focused outreach to date on school district outreach for school bus electrification. The application period opened May 1, 2026, with applications open through July 15, 2026, and anticipated selection by October 31, 2026.²⁰⁸

2. Uptake

Enrollment Rate: Renter-specific enrollment data is not available. The demonstration pilot is limited to up to four projects statewide — two per utility service territory — meaning overall program scale is intentionally limited during this phase to generate actionable insights for future deployment.²⁰⁹

Application-to-Enrollment and Drop-Out Rates: Renter-specific application, enrollment, and drop-out rates are not available. Given the program is in its initial application phase as of the time of this report, these figures are not yet available for any participant class.

Technology Adoption: Renter versus non-renter adoption rates are not currently available. The demonstration projects are designed to collect standardized datasets on charging

²⁰⁵ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

²⁰⁶ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

²⁰⁷ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

²⁰⁸ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

²⁰⁹ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

profiles, operational characteristics, system impacts, and associated costs to inform future program design.²¹⁰

3. Outcomes

Satisfaction Rate: Renter-specific data is unavailable. The program is in its early implementation phase, and outcome data has not yet been reported.

Renter Benefits: While data on benefits delivered to renters is not available, air quality benefits from fleet electrification in DACs — where bus electrification is being prioritized by this program — are likely to disproportionately benefit renters, who are overrepresented in these communities. The program is explicitly structured to prioritize deployments in communities disproportionately affected by transportation emissions, and to evaluate equity and environmental justice outcomes as part of its demonstration goals.²¹¹ Moreover, if the program successfully increases the number of electric fleets that charge off-peak, system cost savings may be experienced by all ratepayers, including renters.

²¹⁰ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

²¹¹ See, CT PURA, Medium and Heavy Duty Electric Vehicle Program, available at: <https://portal.ct.gov/pura/electric/grid-modernization/grid-mod-programs/mhd-program>.

Renter Utilization Data of **Solar** Programs

Residential Renewable Energy Solutions (RRES)

The RRES program provides renewable energy tariffs to compensate Eversource and UI customers for the power their solar systems produce and deliver to the local electric grid. The program is available to residents of single-family and multifamily 1-4 units properties, as well as affordable multifamily buildings with five or more units. Awareness is primarily driven by solar contractors and installers, who inform potential participants of the program's benefits and requirements. The principal obstacle to renter utilization is the split incentive: the decision to install onsite solar rests with the property owner, even when tenants stand to benefit financially. Financial constraints for property owners, including debt limits and the complexity of securing lender consent, are additional barriers.

The program offers two incentive structures that partially address the split-incentive problem: (a) The Netting structure provides on-bill credits for excess solar production to the utility account holder, and (b) The Buy-All tariff structure allows incentives to be split between on-bill credits and cash payments, with the cash payment directed to a designated beneficiary who is not the customer of record, meaning a property owner can receive a cash payment while the tenant receives an on-bill credit.²¹² Buy-All participation is currently very low, at less than 1% of RRES participants. Notably, the federal Department of Housing & Urban Development (HUD) has stated that on-bill credits may not be considered income, ensuring that residents of HUD-assisted and other subsidized housing can access solar benefits through the RRES program structure without affecting their subsidy eligibility.²¹³

1. Access

Eligibility: RRES has been eligible for renters in 1–4 unit residential properties since 2022. Starting in 2023 and 2024, following the Public Act 21-48 amendment to Conn. Gen. Stat. § 16-244z(b)²¹⁴ and subsequent PURA direction, the program expanded eligibility to renters

²¹² See, Connecticut Residential Renewable Energy Solutions Program Manual, Version 2026.1, January 1, 2026, available at: <https://www.uinet.com/documents/d/uinet/rres-program-manual>.

²¹³ See, U.S. Department of Energy, Community Solar and Low-Income Utility Allowances, available at: <https://www.energy.gov/communitysolar/community-solar-and-low-income-utility-allowances>.

²¹⁴ See, Connecticut General Statutes, Chapter 283, Sec. 16-244z – Renewable Energy Tariffs, available at: https://www.cga.ct.gov/current/pub/chap_283.htm?#sec_16-244z.

in affordable multifamily properties with five or more units through three tiers:²¹⁵ (1) buildings participating in the Low-Income Housing Tax Credit (LIHTC) program or with a majority of households earning 80% or less of AMI; (2) buildings where 66% of residents are at or below 60% SMI, or Naturally Occurring Affordable Housing (NOAH) where rents are affordable to residents earning less than 80% AMI; and (3) other properties approved by PURA. While this pathway is established for larger buildings, the Green Bank notes ongoing eligibility challenges for certain segments such as senior centers and nonprofit housing.²¹⁶ For master-metered buildings, landlords must commit to not increasing rent as a result of building upgrades, and minimum tenant benefit-sharing requirements apply.

Meter and Benefit Sharing: For 1-4 family residential properties, benefits may be shared through the Buy-all incentive structure, participation of which is very low (<1% of RRES participants), suggesting low utilization of this option.²¹⁷ For 5+ unit multifamily affordable housing, the program uses two pathways to ensure that technical participation translates into tenant benefits: (a) in individually-metered buildings, owners must share at least 20% of the solar tariff via on-bill credits to tenants; (b) in master-metered buildings, owners must provide an upfront building improvement — such as broadband internet access or energy efficiency measures — valued at 20% of the system's net present value (see *note 34*).

Awareness & Outreach: Awareness remains a significant hurdle. The Green Bank identifies that many residents and property owners are still unaware of the Public Act 21-48 amendment that allows affordable multifamily projects to participate in RRES rather than commercial programs.²¹⁸

2. Uptake

Enrollment Rate: As of May 2026, the utilities noted that ten RRES multifamily projects have come online through Eversource, serving a total of 572 units — two master-metered

See, CT Green Bank, Solar MAP Affordable Multifamily Housing Program Presentation, June 6, 2024, available at: <https://www.ctgreenbank.com/wp-content/uploads/2024/05/Solar-MAP-Affordable-Multifamily-Housing-Program-Webinar-June-2024.pdf>.

²¹⁶ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

²¹⁷ See, Connecticut Residential Renewable Energy Solutions Program Manual, Version 2026.1, January 1, 2026, available at: <https://www.uinet.com/documents/d/uinet/rres-program-manual>.

²¹⁸ See, CT Green Bank, Solar MAP Affordable Multifamily Housing Program Presentation, June 6, 2024, available at: <https://www.ctgreenbank.com/wp-content/uploads/2024/05/Solar-MAP-Affordable-Multifamily-Housing-Program-Webinar-June-2024.pdf>.

(190 units) and eight individually-metered (382 units). Master-metered projects have chosen broadband internet access and energy efficiency measures as tenant benefits. UI does not yet have any multifamily projects online. Separately, the Green Bank has reported completing 19 projects estimated to benefit approximately 1,043 rental units, some of which may overlap with projects completed with the utilities.²¹⁹

Looking ahead, Eversource has 23 additional projects in its pipeline with contingent approval, comprising nine master-metered and fourteen individually-metered buildings totaling 1,754 units. UI has 38 projects in its pipeline- four master-metered and 34 individually-metered- though final unit counts are not yet available as these projects have not yet received contingent approval.

Participation Rate: Using third-party data flags, Eversource identified 1,351 renters participating in RRES between 2022 and 2025, representing 3.2% of total program participants (see note 25). In comparison, approximately 27% of Connecticut households are eligible RRES rentals- including 1–4 unit renters and low-income 5+ unit renters-, indicating significant room to grow renter participation.²²⁰

Application-to-Enrollment Conversion and Drop-Out Rates: Specific conversion rates for renter-initiated leads and renter-specific drop-out data are not available.

Technology Adoption Rates: Renter versus non-renter adoption rates are not available. Through the Solar MAP+ technical assistance program, the Green Bank is developing 19 projects totaling 4,472 kW of installed solar capacity specifically for affordable multifamily housing.²²¹

3. Outcomes

²¹⁹ Note: Data for the Solar programs was received directly from the electric distribution companies (EDCs). Figures from Green Bank ([Table 6- CT Green Bank Solar Programs and Projects that Support Renters](#)) represent Green Bank project portfolio information which leverage EDC programs. Therefore, Green Bank data is not directly comparable to, or additive with, the utility-reported counts of online RRES, NRES or SCEF projects.

²²⁰ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

²²¹ See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

Satisfaction Rate: Renter-specific satisfaction data is not available.

Renter Benefits: RRES can provide direct bill savings for renters. Currently active solar installations on individually-metered affordable multifamily projects are estimated to reduce the energy burden for over 1,000 tenants by an average of \$301 per year — a benefit typically guaranteed for a 20-year period²²². For master-metered buildings where tenants do not pay their own utility bills, realized benefits have included non-energy improvements such as broadband internet access.²²³

Non-Residential Renewable Energy Solutions (NRES)

The NRES program focuses on the deployment of renewable energy resources, such as solar photovoltaic, for commercial, industrial, state (municipal), agricultural, and nonprofit customers as well as certain multifamily properties. While the sources used for this report do not identify a single marketing driver, the program's history of being "historically oversubscribed" suggests a high level of awareness and engagement among commercial developers and property owners who actively bid into the program. Regarding renter utilization, a significant barrier is that NRES does not require property owners to share the financial benefits of solar production with their tenants, unlike the residential-specific counterpart program.

1. Access

Eligibility: NRES is technically a "non-residential" program, but it captures commercial renters through solar installations on commercial buildings and some residential renters through installations on multifamily properties that are not classified as affordable housing.

Awareness & Outreach: The program does not collect renter data and does not explicitly conduct outreach for renters or landlords.

2. Uptake

²²² See, Utilities' Response to DEEP's Notice of Request for Utility Data and Information, Question 85, available at: [https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf).

²²³ See, CT DEEP, 2025 Annual Report: Office of Affordable Housing Energy Retrofits, 2025, available at: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CA.

Enrollment Rate: Renter status is not collected as part of this program.

Application-to-Enrollment Conversion & Drop-out Rates: Data regarding the rate at which renter-initiated interests convert into actual NRES projects is not available. Renter-specific drop-out rates are also unavailable.

Technology Adoption Rates: NRES has historically been oversubscribed, but information about solar adoption through NRES by rental status is not available.

3. Outcomes

Satisfaction Rate: Satisfaction rates are not available for renter versus owner NRES projects.

Renter Benefits: A major distinction between NRES versus RRES is that it does not require the financial benefits of solar to be shared with residents. This contrasts with the multifamily affordable housing option within the RRES program, which mandates that at least 20% of the tariff be shared with tenants for multifamily affordable housing projects. Consequently, while NRES projects reduce the energy burden of the building, direct on-bill savings for individual renters are not guaranteed. Quantifiable per-tenant savings data for NRES is not tracked by the Utilities because the program does not require direct credit transfers to tenant accounts.

Shared Clean Energy Facilities (SCEF)

The SCEF program provides bill savings to low-to-moderate income households and residents of qualifying affordable multifamily properties (5+ units) who participate in the program,^{224,225} by allowing subscribers to receive bill credits from solar facilities located offsite. Participation here does not require any changes to a building's envelope or electrical systems, since the generation is not connected to the building. Because no physical modifications to the property are needed, landlord consent is not required to

²²⁴ Affordable multifamily properties (5+ units) are eligible if they participate in Low-Income Housing Tax Credit Program (LIHTC), meet specified resident income thresholds ($\leq 80\%$ AMI or $\leq 60\%$ SMI), qualify as Naturally Occurring Affordable Housing (NOAH), or receive PURA approval under Tier III eligibility criteria.

²²⁵ See, CT General Assembly, Testimony of Eversource RE: H.B. 6764, An Act Concerning Solar Incentives & Shared Clean Energy Facilities, March 2, 2023, *available at*: <https://www.cga.ct.gov/2023/etdata/TMY/2023HB-06764-R000302-Rice,%20Brian,%20Dir.%20of%20Customer%20Solar%20Programs-Eversource%20Energy--TMY.PDF>.

participate, and because the bill credit is tied to the customer rather than the property, participants can continue receiving benefits if they move within the utility's service territory.

Participant awareness is primarily driven through direct mail notifications issued by the electric distribution companies (EDCs), and eligible customers are enrolled through either an automatic opt-out process or a voluntary opt-in process. Roughly 10% enrolled through an opt-in mechanism. Eversource reports that fewer than 1% of customers who receive automatic enrollment notifications subsequently decline participation, which is understandable given there is little disincentive to participation. While the opt-out model reduces the burden of program awareness and application, it does not specifically prioritize renters as a whole, unless the renters happen to meet other prioritization criteria.²²⁶

1. Access

Eligibility: SCEF is open to residential electric customers meeting specific income eligibility criteria, with a particular focus on low-income households below 60% SMI. Eligible properties include multifamily buildings with five or more units. Participants are selected via a multi-tiered eligibility and prioritization system, with priority given to customers in arrears and customers residing in Environmental Justice communities.²²⁷

Awareness & Outreach: Selected participants are notified of their selection via mail, email when available, and a notification on their electric bill. No action is required on the part of a renter to receive a SCEF bill credit — for the approximately 90% of eligible customers enrolled through the automatic opt-out pathway, participation begins without any proactive steps by the customer. Eversource reports that fewer than 1% of customers who receive automatic enrollment notifications subsequently decline participation.

2. Uptake

²²⁶ The prioritization criteria ranks SCEF participants based on indicators of economic vulnerability, giving enrollment preference to customers who are low-income, located in Environmental Justice Communities, carry utility arrearages, or reside in affordable housing facilities that face structural barriers to accessing on-site solar.

²²⁷ See, Eversource and United Illuminating, Compliance with Motion No. 5, Attachment 8: SCEF Year 7 Customer Enrollment Appendices, Docket No. 25-08-04 *Annual Shared Clean Energy Facility Program Review - Year 7*, Jan. 15, 2026. Available at: [https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/f0cf094db2de913185258d80006e19d5/\\$FILE/Att%208%20SCEF%20Year%207%20Customer%20Enrollment%20Appendices%20-%20Clean.pdf](https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/f0cf094db2de913185258d80006e19d5/$FILE/Att%208%20SCEF%20Year%207%20Customer%20Enrollment%20Appendices%20-%20Clean.pdf).

Enrollment Rate/Technology Adoption Rate: Renter participation in SCEF is higher than in most other clean energy programs, likely reflecting the opt-out enrollment structure of the program and the absence of a landlord consent requirement. Using low-income status and an apartment unit address as a proxy for renter status:

- Eversource: As of May 1, 2026, Eversource reported 7,568 active SCEF subscribers, of whom 3,522 — or 46.5% — were identified as renters. This exceeds renters' share of the general Connecticut population, where approximately 34% of households are renters eligible for SCEF, of whom 17% are low-income.
- United Illuminating: Using low-income status and a customer address with an apartment unit as a proxy for renter status, UI identified 2,572 renters in the SCEF program, or 53% of all UI SCEF customers as renters.
- Connecticut Green Bank: The Green Bank has financed two SCEF projects estimated to benefit approximately 925 rental units²²⁸.

Application-to-Enrollment and Drop-out Rates: Specific data on conversion rates for renters or why they stop using the program is not available in the sources.

3. Outcomes

Bill Savings: SCEF provides documented, long-term financial benefits to participants. On average, Eversource customers save \$22.58 per month, and UI customers save \$24.59 per month for up to 20 years.²²⁹

Renter Benefits: The Green Bank has estimated its two SCEF projects in Ellington and Derby serve approximately 925 renters and reduce their annual energy burden (percentage of gross income that goes to utility bills) by an average of \$210 per year over a 20-year period.²³⁰

²²⁸ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

²²⁹ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

²³⁰ See, Connecticut Green Bank memo to CT DEEP, RE: Connecticut Green Bank Comments on Renter Utilization Report on State Energy Efficiency and Clean Energy Programs per Section 17 of Public Act No. 25-125, August 29, 2025, available at: https://www.ctgreenbank.com/wp-content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf.

Appendix C: Key Resources

Primary Data Sources

- Connecticut General Assembly, Public Act No. 25-125: An Act Concerning the Protection of the Environment and the Development of Renewable Energy Resources and Associated Job Sectors (July 2025)
 - Link to Public Act No. 25-125:
<https://www.cga.ct.gov/2025/act/pa/pdf/2025PA-00125-R00HB-05004-PA.pdf>
- CT General Assembly, Public Act No. 22-25: An Act Concerning the Connecticut Clean Air Act:
 - Link to Public Act No. 22-25:
<https://www.cga.ct.gov/2022/act/pa/pdf/2022PA-00025-R00SB-00004-PA.pdf>
- Utility Participation Records (DEEP-Q-84, Q-85, and Q-86 Responses):
 - Link to DEEP Q84:
[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/\\$FILE/DEEP-Q-84%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/2a53bd6ae29ddc1f85258d6800452567/$FILE/DEEP-Q-84%20Response.pdf)
 - Link to DEEP Q85:
[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/\\$FILE/DEEP-Q-85%20Response.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/d1de88b7f7d7f79885258d65006630c2/$FILE/DEEP-Q-85%20Response.pdf)
 - Link to DEEP Q86:
<https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/b25a3ccd6de95ae685258d680045150e?OpenDocument>
- Office of Affordable Housing Energy Retrofits (AHER) Legislative Report (2025):
 - Link to 2025 AHER Legislative Report: https://portal.ct.gov/-/media/deep/energy/aher/aher-legislative-report_2025.pdf?rev=a22c70fd4f814ea58905acbde2d4ab23&hash=7287D483D66ECCDD839D45BB58A54CCA
- 2023 American Community Survey (ACS) 5-Year Estimates:
 - Link to 2023 ACS 5-Year Estimates Tables:
<https://data.census.gov/all?q=connecticut+2023>

[content/uploads/2025/10/REDACTED_Board-of-Directors-of-the-Connecticut-Green-Bank_102425_Part1.pdf](#).

- CT Green Bank (CTGB) Official Memo (2025):
 - Link to CTGB memo (starting at Page 191):
https://ctgovexec.sharepoint.com/sites/DEEPEnergyTechPolicy/BTD/Building_Transportation_Documents/Forms/AllItems.aspx?id=%2Fsites%2FDEEPEnergyTechPolicy%2FBTD%2FBuilding_Transportation_Documents%2FLegislation%2F2025%2FReports_Required_by_2025_Leg%2FRenter_Utilization_Report%2FReferences%2FCT_Green_Bank_Memo_-_DEEP_Renter_Utilization_Report.pdf&parent=%2Fsites%2FDEEPEnergyTechPolicy%2FBTD%2FBuilding_Transportation_Documents%2FLegislation%2F2025%2FReports_Required_by_2025_Leg%2FRenter_Utilization_Report%2FReferences%2FCT_Green_Bank_Memo_-_DEEP_Renter_Utilization_Report.pdf
- PURA Dockets
 - Link to PURA Docket No. 23-08-02: Annual Renewable Energy Solutions Program Review – Year 3:
[https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/3f12e4eca16dfcbb85258b56004f73d2/\\$FILE/230802-071024.pdf](https://www.dpuc.state.ct.us/dockcurr.nsf/8e6fc37a54110e3e852576190052b64d/3f12e4eca16dfcbb85258b56004f73d2/$FILE/230802-071024.pdf)
- Conservation & Load Management Plans
 - Link to 2025-2027 C&LM Plan:
<https://www.energizect.com/media/27791/download?inline=>
 Link to 2026 plan update (original version):
<https://www.energizect.com/media/31446/download?inline=>
 Link to 2026 plan refiling, Appendix D:
[https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/\\$FILE/Appendix%20D%20CT%202025%202027%20CLM%20Tables%20Refiled%2003-09-2026.pdf](https://www.dpuc.state.ct.us/DEEPEnergy.nsf/c6c6d525f7cdd1168525797d0047c5bf/f01f3f96f419817785258db600518b0d/$FILE/Appendix%20D%20CT%202025%202027%20CLM%20Tables%20Refiled%2003-09-2026.pdf)
- Electric Vehicle Registration Factsheet
 - Link: <https://portal.ct.gov/-/media/deep/air/mobile/cheapr/ev-reg-fact-sheet.pdf>
- Energize CT Resources:
 - Link to Community Partner Resources & Programs:
<https://www.energizect.com/resources-for/community-partners>

Secondary Data Sources (Evaluations and Technical Studies)

- R1983 Single Family Impact and Process Evaluation (2023) / Residential Customer Profile Study:

- o Link to R1983:
https://www.energizect.com/sites/default/files/documents/R1983_FINAL_Report_23_06_02.pdf
- R157 Multifamily Initiative Process Evaluation:
 - o Link to R157:
<https://www.energizect.com/sites/default/files/documents/R157-Multifamily.Initiative.Process-Evaluation%2CFinal.Report%2C3.8.16.pdf>
- 2019 R1706 and 2202 Residential Appliance Saturation Surveys (RASS):
 - o Link to R1706 (2019 RASS):
https://www.energizect.com/sites/default/files/documents/R1706andR1616-R1708.CT_.RASS-Lighting_Final%20Report_10.1.19.pdf
 - o Link to R2202 (2025 RASS):
https://www.energizect.com/sites/default/files/documents/2025-09-17_Final%20Report_R2202_Res_OTH_ESP_NMR.pdf
- C1639 Review Draft Report Small Business Energy Advantage (SBEA) Process Evaluation:
 - o Link to C1639:
https://www.energizect.com/sites/default/files/documents/C1639_SBEA%20Process%20Evaluation_Review%20Draft_4.24.17.pdf
- C1901 Commercial and Industrial Energy Efficiency Programs (non-SBEA) Process Evaluation
 - o Link to C1901:
<https://www.energizect.com/sites/default/files/documents/CT1901-CI%20Process%20Evaluation%20FINAL%202021-12-06.pdf>
- Statewide EV Infrastructure Program Cycle I EM&V Report (2024):
 - o Link to Program Cycle 1 EM&V Report:
https://ctgovexec.sharepoint.com/sites/DEEPEnergyTechPolicy/BTD/Building%20%20Transportation%20Documents/Legislation/2025/Reports%20Required%20by%202025%20Leg/Renter%20Utilization%20Report/References/ATT%205%20CT_EV_Infrastructure_Program_Cycle_I_EMV_Report.pdf?CT=1780952582955&OR=ItemsView
- ECB Process Evaluation (Commercial Renters Study):
 - o Link to C20:
https://www.energizect.com/sites/default/files/documents/ECB%20Impact%20Evaluation%20%28C20%29%20Final%20Report%2C%2011-6-15_0.pdf
- R2214 2023 Summer C&I Active Demand Response (ADR) Initiative:

- o Link to R2214: https://www.energizect.com/sites/default/files/documents/CT-R2214-2023_Summer_CI_ADR_Initiative-CT_Stakeholder_Presentation-FINALx2.pdf
- X2208/2235 Residential Customer Profile Study:
 - o Link to X2208/2235: https://www.energizect.com/sites/default/files/documents/CT_X2208_Residential_Participant_Non-Participant_Report_FINAL_06302025.pdf
- R2215 HES/HES-IE Audit Data Analysis:
 - o Link to R2215: https://www.energizect.com/sites/default/files/documents/2025-11-19_Final%20Report_R2251_Res_IMP_HES%2CHES-IE_NMR.pdf
- R4/R31 HES/HES-IE Process Evaluation and Real-Time Research:
 - o Link to R4/R31: https://www.energizect.com/sites/default/files/R4_HES-HESIE%20Process%20Evaluation,%20Final%20Report_4.13.16.pdf
- C2217 Connecticut Small Business Energy Advantage Program Impact and Process Evaluation
 - o Link to: https://www.energizect.com/sites/default/files/documents/2025-12-31_Final%20Report_C2217_CI_PRO%2CIMP_SBEA_ILL_0.pdf.
- CTData Collaborative Resources:
 - o Link to CTData Collaborative, CT Housing Costs: What the ACS 5-Year Estimates Tell Us: <https://www.ctdata.org/blog/acs-5-year-estimates-released?rq=ct%20housing%20costs>
 - Link to CTData Collaborative, Connecticut PUMAs and PUMA Delineation: <https://www.ctdata.org/pumas>
 - Link to CTData Collaborative & Partnership for Strong Communities, 2024 Housing Data Profiles: <https://housingprofiles.psychousing.org/profile/https://housingprofiles.psychousing.org/profile/>
- Cushman & Wakefield MarketBeat Reports:
 - o Link to MarketBeat Fairfield County Office, Q5 2025: https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/office/fairfield_county_americas_marketbeat_office_q42025.pdf?rev=584430a561724a7a9b33efbec9f391f2&gl=1*stzru3*_ga*MTY5OTlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*cze3ODA1ODI2NTkkbzEkZzEkdDE3ODA1ODI3MjUkajYwJGwwJGgw*_ga_LM51XKPGE6*cze3ODA1ODI2NjAkzbEkZzAkDDE3ODA1ODI2NjMkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3O

[DA1ODI2NjM.*_ga_B63VJVKT85*czE3ODA1ODI2NjMkbzEkZzAkdDE3ODA1ODI2NjMkajYwJGwwJGgw](#)

Link to MarketBeat Hartford Office Q4 2025:

https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/office/hartford_americas_marketbeat_office_q42025.pdf?rev=9669a9a1d7b148bbb2f5acb68f2e4dae&_gl=1*1c07ubs*_ga*MTY5OTIlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkkbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_ga_LM51XKPGE6*czE3ODA1ODI2NjAkzbEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVKT85*czE3ODA1ODI2NjMkbzEkZzEkdDE3ODA1ODM3ODIkajYwJGwwJGgw

Link to MarketBeat New Haven Office Q4 2025:

https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/office/new-haven_americas_marketbeat_office_q42025.pdf?rev=45f5d28dd03b4f4aa03118b64dda9e28

Link to MarketBeat United States Industrial Q4 2025:

<https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/national/q42025usindustrialmarketbeat.pdf?rev=5654cc1c71b744f0b68e52475c66d741>

Link to MarketBeat Hartford/New Haven Industrial Q4 2025:

https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/industrial/connecticut_americas_marketbeat_industrial_q42025.pdf?rev=d76208053e3e409c9bd402685e6949b8&_gl=1*7x46oj*_ga*MTY5OTIlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkkbzEkZzEkdDE3ODA1ODQyNTUkajU0JGwwJGgw*_ga_LM51XKPGE6*czE3ODA1ODI2NjAkzbEkZzEkdDE3ODA1ODQyNDkkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVKT85*czE3ODA1ODI2NjMkbzEkZzEkdDE3ODA1ODQyNDkkajQkbDAkDA

Link to MarketBeat United States Retail Q4 2025:

https://assets.cushmanwakefield.com/-/media/cw/marketbeat-pdfs/2025/q4/us-reports/national/q42025usretailmarketbeat.pdf?rev=d72ea2ab906a4e4ab8266971a862b6ad&_gl=1*7x46oj*_ga*MTY5OTIlyMzA2Ni4xNzgwNTgyNjYw*_ga_D68R2GB427*czE3ODA1ODI2NTkkbzEkZzEkdDE3ODA1ODQyNTUkajU0JGwwJGgw*_ga_LM51XKPGE6*czE3ODA1ODI2NjAkzbEkZzEkdDE3ODA1ODQyNDkkajYwJGwwJGgw*_gcl_au*NzE1MDE1MDE3LjE3ODA1ODI2NjM.*_ga_B63VJVKT85*czE3ODA1ODI2NjMkbzEkZzEkdDE3ODA1ODQyNDkkajQkbDAkDA

- CityFeet New Britain, CT Retail Space for Lease:

- Link to New Britain, CT Retail Space Availability:
<https://www.cityfeet.com/cont/new-britain-ct/retail-space-for-lease?sk=91f23b25194e4e52a8355d3585cb66e4>
- PropertyCashin Connecticut Commercial Real Estate Investing Market Overview:
 - Link: <https://propertycashin.com/investing-guides/commercial-real-estate-market-ct/>