



# RESIDENTIAL ENERGY PREPARATION SERVICES |REPS

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# ABOUT

This successful program was created pursuant to Public Acts 21-2 and 21-48 with \$8.824 million in funding from the American Rescue Plan Act (ARPA) and Low-Income Home Energy Assistance Program (LIHEAP).

It launched in April 2023, and addressed barriers to weatherization, like mold & moisture, asbestos, knob & tube wiring, and vermiculite.

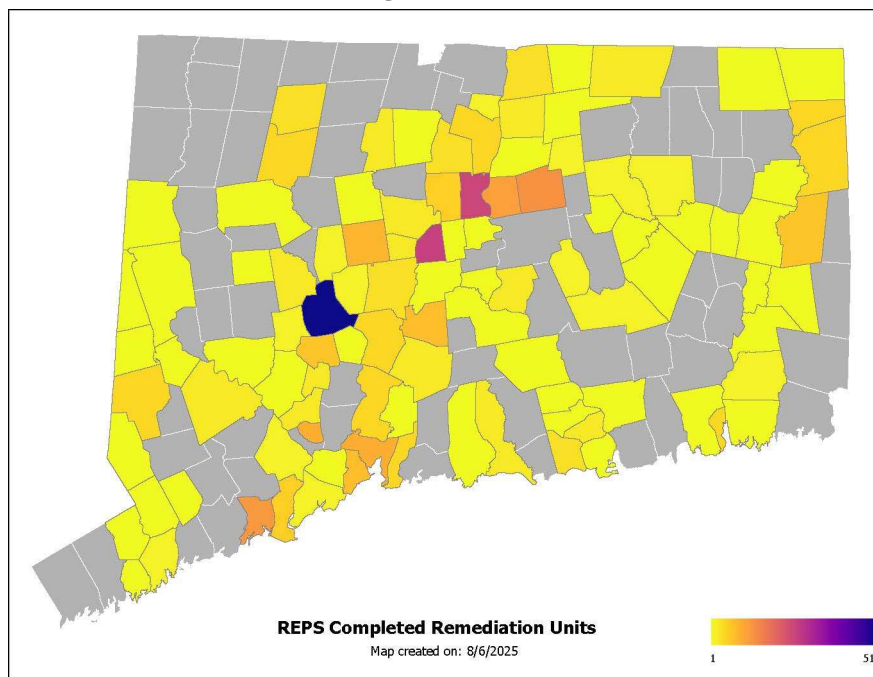
It served low-income customers living in 1- to 4-unit homes who had been deferred for health and safety barriers from the utility-funded Home Energy Solutions – Income-Eligible (HES-IE) Program or the U.S. Department of Energy-funded Weatherization Assistance Program (WAP).

Now, REPS has expended all its funding and is placing interested customers on a waitlist due to a lack of continued available funding.

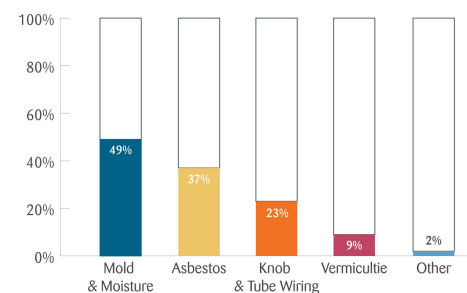
# PROGRAM REACH: WHAT WE DELIVERED

## COMMUNITIES SERVICED

REPS completed remediation in 391 units across 110 towns. The top five towns served in REPS were Waterbury, New Britain, Hartford, Manchester, & Bridgeport.



As of data from November, the average cost to perform remediation on a REPS unit was approximately \$17,000 and the most common barrier found in REPS was mold & moisture



\*Note that some units have multiple barriers, causing the total percentage to exceed 100%.

# CUSTOMER BENEFITS

Of the 391 units remediated through REPS, 110 have been confirmed as having completed weatherization, with the rest with weatherization in-progress, in the pipeline to be weatherized, or not confirmed by the weatherization agencies to be completed. Based on the 110 homes\* confirmed to have progressed through the post-REPS weatherization process to date, the REPS program helped households with the highest energy burden to make their homes healthier, safer, and more resilient while saving energy and significantly reducing their energy bills.

REPS-remediated units that completed weatherization achieved the following savings\*:



**\$787**

Average Net Annual  
Customer Cost Savings

**\$16,399**

Average Net Lifetime  
Customer Cost Savings

**33 MMBtu**

Average Net Annual  
MMBtu Savings

**697 MMBtu**

Average Net  
Lifetime MMBtu Savings



**\$86,542**

Total Net Annual  
Customer Cost Savings

**\$1,803,890**

Total Net Lifetime  
Customer Cost Savings

**3,637 MMBtu**

Total Net Annual  
MMBtu Savings

**76,725 MMBtu**

Total Net Life  
MMBtu Savings

\*Data does not include units weatherized by Avangrid

## PROGRAM REACH: WHAT WE DELIVERED

### COMMUNITIES SERVICED

110 units, across 61 towns, that completed remediation through REPS\* have since completed weatherization. The top five towns served in REPS and subsequently weatherized were Waterbury, Meriden, Killingly, Bristol, & Ansonia.



\*Data does not include units weatherized by Avangrid

# REPS PIPELINE AND FUNDING STATUS

- **Despite the sustained demand for health & safety remediation services, the REPS program exhausted its funding in January of this year**
  - While the REPS program was running, it received ~75 referrals per month
  - In 2024, ~30% of HES-IE units were unable to proceed with energy efficiency upgrades due to barriers (*Reported by Utilities at the March Residential EEB meeting*)
  - Currently, ~50% of WAP units are deferred from weatherization, primarily due to health & safety barriers
- **There are 57 units on DEEP's waitlist from the original REPS pipeline; these are homes that may have been assessed, but where a contract confirming remediation would proceed was not signed**
- **There are 17 remaining units considered "in-progress", meaning these customers either:**
  - Have a signed contract stating remediation would proceed, but do not yet have work underway; or
  - Remediation work has started in their homes but has not been completed; or
  - Remediation work has been completed, but they are waiting on a final inspection

**DEEP is allocating limited RGGI funds to complete all in-progress units, and to support a portion of customers on the waiting list. Timing for DEEP to provide these services is still to-be-determined.**



# ONGOING COORDINATION

DEEP continues to work with the REPS program implementer, ICAST to reconcile outstanding subcontractor invoices

Over the course of the past several months, DEEP has worked closely with all REPS stakeholders

- REPS Subcontractors: Actively working with ICAST subcontractors to identify and reconcile outstanding payments and gather customer documents
- REPS Customers: Reaching out to existing REPS pipeline customers to provide status updates, share project documentation, address complaints, and facilitate smooth handoffs with HES-IE and WAP
- Program Coordination: Supporting WAP & HES-IE program implementers to prioritize and queue remediated projects for weatherization and complete remediation when possible within WAP & HES-IE program rules
- Waitlist Management: Adding new customers seeking remediation services to the waitlist and connecting them with alternative programs available in the state. Providing them a comprehensive resource sheet listing statewide remediation services and programs
- Outreach and Resources: Coordinating with municipal programs for targeted outreach to customers, informing them of programs such as West Hartford's Housing Rehabilitation Program and New Haven's Energy Efficient Elm City program

# NEXT STEPS & POLICY RECOMMENDATIONS

**To prevent program stop-start cycles, sustainable and flexible funding is needed**

- **DEEP is exploring potential options to provide barrier remediation services, including state bond funds authorized under the Housing Environmental Improvement Revolving Loan and Grant Fund (RLF) ([PA 25-125](#)).**
- **Ideas for an improved future program:**
  - Channel funds directly through existing WAP and HES-IE programs rather than through a separate program. This would require HES-IE and WAP service providers to implement (or to hire others to implement)
    - DEEP believes that keeping all work within existing programs would:
      - Improve coordination
      - Eliminate data handoffs
      - Give implementers the flexibility to respond quickly and keep projects on track
      - Streamline delivery
      - Reduce delays
      - Minimize customer confusion and drop-offs by ensuring a single point of contact throughout the process

**Note: This is a preliminary idea that may change as we gather input**