

## **NATIONAL GRID**

### **INNOVATING FOR A SUSTAINABLE AND EFFICIENT ENERGY FUTURE**

A Rhode Island Customer Listening Forum

August 1, 2018 – 9 a.m. to 3 p.m.  
Omni Hotel, Providence, RI

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The following white paper summarizes the purpose and intent of the workshop, approach and feedback from the participants. It captures major themes and re-occurring responses. The report is organized around the major headings and compiles answers to the questions developed during the design process.

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## Summary

On August 1, 2018, National Grid convened “Innovating for a Sustainable and Efficient Energy Future, A Rhode Island Customer Listening Forum” at Omni Hotel in Providence, Rhode Island. The goal of the workshop was to present information on energy efficiency programs, create an environment to solicit open and honest feedback, and to connect with National Grid customers, leaders and businesses. Ninety-two participants attended the workshop (see a full list of attendees in Appendix A). This included 32 participants attending for National Grid. The balance was stakeholders and consumers. This workshop was produced in cooperation with Lighthouse Consulting Group ([www.lighthousecg.com](http://www.lighthousecg.com)).

To focus the activities of the day, National Grid worked with Lighthouse Consulting Group before the workshop to identify discrete workshop objectives:

1. To inform and educate participants on the benefits and successes of Rhode Island’s energy efficiency program and highlight comprehensive energy solutions such as electric vehicles and renewable energy.
2. To create an environment conducive to collecting open and honest feedback on how to improve the company’s energy efficiency programs today and into the future and inform the growth of the company’s energy solutions such as electric vehicles and renewable energy.

These objectives reflect the desire to facilitate the exchange of ideas between National Grid and customers, participants, businesses/organizations, policymakers and vendors/consultants for incorporation into the company’s energy efficiency program planning and implementation for 2019 and beyond. An interactive workshop format was intentionally selected to bring National Grid face-to-face with stakeholders to answer questions, listen to feedback and generate dialogue.

From the comments received at the kiosks and during the report-outs, the following themes emerged. (A complete discussion of these themes is presented later in this report):

**Provide incentives and financing for solar energy** - *National Grid should expand solar incentives and financing options, possibly tying programs to energy efficiency programs*

**Financing and incentives** - *Access to financing options is important to customers, and National Grid should expand incentives offered*

**Income-eligible and hard to serve customers; renters** - *National Grid should clearly justify and communicate rate hikes on customers and focus on electrification of heating and cooling, especially for elderly customers*

**Move toward electrification in transportation, heating and cooling** – *Overall, attendees supported electric vehicle adoption and having National Grid play a role in advancing the electrification of transportation and heating and cooling*

**Improve data quality** - *Data quality is important to meeting National Grid and State energy efficiency goals; National Grid should continue to develop programs that help accurately capture energy consumption and other data for its customers*

**Clarify confusion between program offerings** - *National Grid should work to reduce confusion between program offerings so customers can efficiently access information on programs they are eligible for*

**Marketing and Awareness** - *Customer program awareness is important; National Grid should continue to market programs in new and innovative ways*

**Reduce administrative burden of programs** - *Program delivery speed is important. National Grid should work to improve the efficiency at which its programs are delivered.*

## **Welcome and Opening Remarks/Program Kick Off**

Opening remarks and program kick off were provided by Michael McAteer and Matthew Ray, both from National Grid. The speakers offered background on the broader policy framework for Rhode Island's energy efficiency work, shared their experience of how energy efficiency translates into tangible savings on the ground, and introduced National Grid's energy efficiency themes for the upcoming year.

Michael McAteer discussed the success of National Grid programs over the last decade, which led Rhode Island to rank third among states in energy efficiency according to ACEEE (the American Council for an Energy-Efficient Economy). The programs have resulted in \$1.02 billion in cumulative energy savings. While energy efficiency is supporting jobs, 726 Rhode Island firms are delivering energy efficiency services. For the years 2018-2020, Rhode Island expects to realize an additional \$1.6 billion in benefits, to increase state gross product by \$325 million, and to reduce 3.7 million tons of carbon emissions — the equivalent of taking 800,000 cars off the road for a year. Rhode Island has also made historic strides in renewable energy, being the first state to develop offshore wind with the 30 MW Block Island project, and recently announced another proposed 400 MW to be developed through the Revolution Wind project. For 2018, Rhode Island plans to procure an additional 400 MW of renewable energy.

The second part of opening remarks was dedicated to recognizing the successes of Rhode Island municipalities that have gone beyond in engaging their communities in National Grid programs and reducing their municipality's energy consumption. Awards were presented to the towns of Cumberland, Richmond, North Kingstown and Smithfield.

Next, National Grid kiosk leaders introduced the five kiosk themes, discussing for each kiosk the current and planned program offers, and then posed questions to program attendees. This combination of providing information and calling for participant questions and offering answers laid the groundwork for future National Grid program plans.

## Kiosks: An Interactive Listening and Feedback Session

During the kiosk session, participants were invited to visit each of 12 kiosks to meet National Grid representatives, learn about energy efficiency services in Rhode Island (current and planned), and provide feedback. The kiosks were divided into five themes, each representing a customer or topic group: business, communities, homes, financing, or comprehensive energy solutions. These themes were further subdivided into the following topics:

**Table 1. Themes & Kiosks**

Theme	Kiosk
<b>Business</b>	Small Business
	Large Business
	Multifamily Property Owners and Renters
	Commercial Property Owners and Developers
<b>Communities</b>	Municipalities and Schools
<b>Homes</b>	Income-Eligible and Hard to Reach Customers
	New Homeowners
	Homeowners and Renters
<b>Financing</b>	Finance Offerings
<b>Comprehensive Energy Solutions</b>	Electric Vehicles
	Advanced Metering Functionality
	Renewable Energy and RI System Data Portal

At each respective kiosk, National Grid set up a poster with information about energy efficiency offerings (current and planned) for that topic and a blank foam board where participants could post comment cards. At least one National Grid representative conversant in the topic was stationed at each kiosk to field questions and interact with participants.

The kiosk posters included a summary of services currently provided and services planned for the near future. The posters also included questions that the National Grid team wanted participants to consider.

Example questions included:

- How do you prefer to receive information from National Grid?
- Have you heard of National Grid’s small business program?
- Financing can be a major hurdle to customers, but what else stands in the way? How would you approach these issues?


A sample kiosk poster is on page 6; see Appendix B for the full collection of posters.



Figure 1 - Sample Kiosk Poster

Participants wrote comments and answered questions on comment cards; a sample of the Participant Comment Card is below.

**Comment Card** **Homeowners and Renters**



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Innovating for a Sustainable and Efficient Energy Future

**A Rhode Island Customer Listening Forum**  
August 1, 2018 | Omni Hotel, Waterplace Ballroom  
1 West Exchange Street, Providence, Rhode Island 02903

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Name: \_\_\_\_\_ Profession: \_\_\_\_\_

Figure 2 - Sample Comment Card

## Reports from Kiosks: What Did We Hear, What Did We Miss?

National Grid received 116 written comment cards during the kiosk session and many oral comments during in-person conversations with attendees. The number of comment cards submitted varied by kiosk. For example, the “Commercial Property Owners and Developers” kiosk received zero comment cards, while the “Homeowners and Renters” kiosk received almost 30 comment cards. National Grid also received oral comments during the report-out session. After the workshop, National Grid also received comments via an online survey. A full inventory of the written comments is listed in Appendix C, categorized by kiosk.

Participants submitted a wide variety of comments. In many cases, comment cards submitted to a kiosk did not necessarily pertain to that specific kiosk; some of these unrelated comments addressed a different kiosk or none of the kiosks at all. Some comments addressed issues that are not under the purview of National Grid. Therefore, it is important for National Grid to review the individual comments and evaluate which program the comment applies to, and if the comment does not apply to National Grid at all, recommend what entity should address the issue. However, the large majority of comments offered did offer real, concrete insight into how National Grid’s energy efficiency programs are perceived, used, and could be improved. These comments are clearly driven by customers’ experiences. The volume and quality of comments received show the event achieved the objective of creating “a forum that allows for honest and open feedback about the energy efficiency in Rhode Island.”

During the afternoon session, National Grid representatives from each kiosk reported back to the forum participants. The goal was to ensure the National Grid team heard participants’ feedback correctly, to give workshop attendees the chance to fill in any gaps, to address areas that were missed, or to offer more ideas.

Each team of kiosk volunteers combined the comments from both the cards and conversations into a three to five bullet-point PowerPoint slide. The slides summarized common, recurring themes for each kiosk. These are presented in Appendix D. Below, broad themes that cut across the different kiosks are presented. **The parenthetical citations in this section refer to the number of the corresponding comments as listed in Appendix C.**

### **Provide incentives and financing for solar energy**

*National Grid should expand solar incentives and financing options, possibly tying programs to energy efficiency programs.*

Some workshop attendees emphasized connecting energy efficiency incentive and financing programs with solar incentive and financing programs (73, 84,

“How would one determine the size solar system for my house to reduce energy cost? What grants are available for homeowners looking to install solar panels?” - Allen Fraser / Homeowner

110). This would create a one stop shop for energy efficiency and renewable programs. Attendees requested zero percent financing on solar energy and expanded offerings to finance solar energy through National Grid programs (61, 62). Based on various questions from the comment session, National Grid could provide information on solar panels and the process of installation (60). One attendee also suggested outreach efforts to small and medium businesses to educate on the potential savings (67), and another suggested supporting community solar (97).

### **Financing and incentives**

*Access to financing options is important to customers and National Grid should expand the incentives offered.*

Financing was, of course, tied to many of the kiosk themes. Many attendees agreed that zero percent financing in various forms should stay, even if incentives go down — meaning prioritize financing over incentives. The call for zero percent financing was reiterated many times (106). Attendees did suggest alterations to some of the financing programs, including tying financing to

“Offer 0% financing more but make the term the same months as payback, i.e. payback is 37 months make loan 37 months” - Dan Broder / Customer

payback period (52), offering zero percent financing on more projects (106), rate reductions for building owners committed to energy efficiency savings (109), and on-bill repayment for more programs (116).

Several attendees said that, in general, they would also like to see expanded incentives (9, 10). A few expressed dissatisfaction with the amount of incentives after completing an energy efficiency audit (8, 51) or with the rebate program (B2). Another suggestion was to increase the maximum cut-off for finance qualification to 300kw (53). One attendee suggested broadening the scope of the multifamily program, making it more holistic, looking at transportation (EV charging), water and energy efficiency, metering and solid waste systems (49).

Educating customers on incentive and financing programs was a concern of many attendees. Also, many attendees asked questions about incentives and financing available to them, indicating a lack of awareness (12, 17, 18, 37). National Grid should continue to educate customers and spread awareness of its financing and incentives programs (6, 7, 9) through new approaches (14, 25).

Attendees agreed, for all segments, that incentives for advanced metering is a valuable and important next step. Another next step is to integrate renewable and energy efficiency incentives and financing offerings.

### **Income-eligible and hard to serve customers; renters**

*National Grid should clearly justify and communicate rate hikes on customers and focus on electrification of heating and cooling, especially for elderly customers.*



Some attendees were concerned with the impact of rate hikes on income-eligible customers and those making just above the income-eligible bracket. They suggested that the rate hike would result in more shut-offs. They also suggested that rate hikes need to be clearly justified and clearly communicated to customers (5, 20, 34). One attendee suggested doing away with shut-offs for residential customers (A4, B5), and another suggested instituting “lifeline rates”, which are lower rates for the first essential amount of energy used in a household (33, A5).

Following a recent rate hike announcement, this listening forum provided members of the public with the opportunity to share their concerns with National Grid representatives (16, 34). Public concerns were recorded and are included in this document.

Various attendees suggested that income-eligible programs should focus exclusively on electrification of heating and cooling. They suggested that not only is heat pump heating more efficient, the added cooling is important for many residents, especially elderly, where cooling could save lives (26, 31, A1, A2). National grid should move away from low-hanging fruit to more deep retrofits (105).

*“Electric resistance should only be replaced by heat pumps. The added cooling is critical for many of the residents, especially elderly. It could save their lives. Need to figure out how to reach landlords. Partner with cities to enforce health and safety codes.” - Leah B. / Sustainability*

Another concern focused on the landlord/renter split, asking what can be done to ensure renters are reached (13, A3). National Grid should provide greater outreach to renters, so they know what programs are available to them (14, 15). According to one attendee, Providence is more than 50 percent renter occupied, meaning that addressing the landlord/renter split incentive is important to reaching Rhode Island’s energy consumption goals.

### **Move toward electrification in transportation, heating and cooling**

*Overall attendees supported electric vehicle adoption and having National Grid play a role in advancing the electrification of transportation and heating and cooling.*

A major theme of the day transition toward electric vehicles (EVs) and the expansion of the charging infrastructure needed to support the electrification in transportation and in heating and cooling.

EVs were a major focus. Many attendees agreed that National Grid should do more to promote and encourage EV adoption and support the expansion of charging infrastructure. They expressed the need for National Grid to raise awareness of EVs, encourage off peak charging, expand infrastructure and develop new ideas for the future as important to National Grid’s and the state’s energy efficiency goals.

*“Being able to inform and educate customers about all the charging infrastructure, using multiple forms is a must!” – Allison Callahan*

Many attendees brought up the need to raise EV awareness, suggesting National Grid should help educate consumers on EVs including total cost of ownership (85,

88) and available makes and models (82, 88), developing a charging station smart phone application (90, 88), and helping to educate dealers (82, 88). Many attendees also agreed that incentives should be increased (84), including the development of off-peak charging rates (89, 92) and bringing back the state incentive for electric vehicles (89). Also suggested was that National Grid should look at alternative incentives for EV purchases (84, 88, 89). A few attendees suggested the Rhode Island gas tax needs to be increased to disincentivize the purchase of gasoline and diesel vehicles (82, 91).

Some attendees recommended that Rhode Island needs more EV charging infrastructure, including charging stations where customers pay to charge their vehicle (92). One attendee also suggested National Grid help educate landlords on EV charging (87, A8). Overall, attendees suggest that National Grid should play a part in changing the perception of EVs from them being expensive and “elitist” to being competitive in cost to internal combustion engines (83, 89).

Many attendees also commented on the electrification of public transportation and the expansion of electric bike infrastructure in Rhode Island and suggested the state should be considering transportation needs from a more comprehensive perspective (e.g., electrification of vehicles, bike lanes, public transit) (93, 94, 96, A9).

Participants suggest that National Grid should only incentivize the use of heat pump heating and cooling in energy efficiency programs (26, A6). Heat pump heating and cooling is considered more efficient than traditional boiler or furnace heating. In income-eligible programs, heat pump technology should be the only heating and cooling that National Grid is investing in.

Future electrification programs and research should look at fleet conversions and financing road infrastructure through alternative means to the gas tax (95).

### **Improve data quality**

*Data quality is important to meeting National Grid and State energy efficiency goals. National Grid should continue to develop programs that help accurately capture energy consumption and other data for its customers*

Many attendees agreed that quality of data and data reporting was important to reaching energy efficiency goals. Attendees representing communities were concerned with the quality of the data used in proving energy savings and justifying energy efficiency investments. In general, there was concern with estimated meter readings versus actual meter readings (100). Accurately measuring energy consumption, according to attendees, is important to proving energy savings.

*“Consider enhanced data analytics programs for some of the larger municipalities and universities (e.g., Brown is using Skyspark). Consider enhanced metering (real time) with incentives that will allow municipalities, schools, universities greater visibility into their energy usage, ultimately leading to additional EE [energy efficiency] measures.” - Ron Gillooly / Leidos*

Community representatives see advanced metering as a way to improve data collection (99, A10). Advanced metering, according to attendees, will also help better manage municipal facilities (99, 100). It was also suggested that advanced data collection would help customers from large building managers to small business owners in justifying energy efficiency (45). Some attendees suggested real time data would help them better manage their facilities (45, 77).

Many attendees suggested that homeowners would benefit from advanced metering because it would help homeowners understand which appliances use the most energy and when (75, 76). A few attendees also requested specific information be included on their bill (6, 28), including energy consumption per person in household (28).

Other forms of data collection were also suggested. Municipal government attendees suggest that heat maps need to be created to help community managers plan where to focus outreach and education (105). Overall, attendees agreed that advanced metering and additional data collection is a next step in managing buildings and residences.

### **Clarify confusion between program offerings**

*National Grid should work to reduce confusion between program offerings, so customers can efficiently access information on programs they are eligible for.*

A major theme of the day was clarifying program offerings. According to many attendees, there is confusion about which customers qualify for which programs (54). National Grid offers many programs for a variety of customer types. Attendees suggested the following strategies: establish a National Grid office for in-person customer services, questions and bill payment (24); coordinate program offerings between Rhode Island and Massachusetts, so there is less confusion on what is offered in Rhode Island (111); and reorganize the website, so information is easy to find.

*“We are seeing an increase in mixed use new construction and renovation projects in RI. It can be confusing to know what programs are available to the commercial space (e.g., first floor retail below 4 floors of residence). Especially if retail space is fitted out for a specific use months or years after the construction is complete.” - Anonymous*

Some attendees raised the issue of financing offerings as a major area of confusion (113, 115, A12). A few described the website as being insufficient in explaining which programs apply to different customer bases (23). Attendees suggested having clearer information available online, including best practices for all customers (44). The suggestion was made to create a best practice guide for energy efficiency contractors to help contractors connect their clients with financing options (48, 108). Finally, attendees expressed the need to clarify multi-use property incentives and financing options.

### **Marketing and awareness**

*Customer program awareness is important. National Grid should continue to market programs in new and innovative ways.*

*“I have not heard of the small business program. It might help to feature some small businesses in your newsletter and other channels to spread awareness. Video is also a great medium.” - Robert Beadle*

Many attendees commented on improving customer awareness of the programs through new marketing strategies. They suggested National Grid should continue to build on marketing efforts aimed at integrating various involved stakeholders (55, 56, 107). For example, supporting communities in marketing various National Grid programs. Attendees suggested many ways marketing can reach new energy efficiency customers. Strategies suggested can be integrated into current marketing efforts, including reaching out to neighborhood councils.

Attendees suggested using small business success stories to promote programs to small businesses (56, 114). Another suggestion was for National Grid to better use social media as a platform.

### **Reduce administrative burden of programs**

*Program delivery speed is important. National Grid should work to improve the efficiency at which its programs are delivered.*

Across many of the kiosks, participants agreed that program delivery could be more efficient — to improve customer experience and increase the number of customers using National Grid programs.

*“When we had our home assessment we were left a list of incentives but no information on what or how we should proceed. It would be helpful to have a point person “General Contractor” to organize and prioritize the projects so that there is an actual plan on how to proceed. Otherwise we don’t get anything done.” – Anonymous*

Homeowners said home energy audits take too much time from the point of the first phone call to the energy audit completion (11, 13). After audit, one homeowner did not know what to do next (8). Business owners and building managers also discussed the speed at which programs were completed (41, 42, 43, 112). Some attendees suggested faster processing and approval of customer applications (42, 43), and others suggested National Grid support resources (such as interns) to help with paperwork (41). On the other hand, attendees were happy with the quality of in-person customer service. For new construction homes, one attendee suggested expediting the interconnection of zero energy homes (36).

### **Major Conclusions and Summary**

This report summarizes the outputs of a successful forum. Its outputs will be used to influence National Grid’s efforts to improve energy efficiency services in Rhode Island in 2018 and beyond. This section summarizes the major conclusions and recommendations for each of the report’s themes areas. While

not every suggestion made at the workshop is included, what follows captures those most commonly expressed.

**Provide incentives and financing for solar energy** - *National Grid should expand solar incentives and financing options, possibly tying programs to energy efficiency programs.*

**Financing and incentives** - *Access to financing options is important to customers and National Grid should expand incentives offered.*

**Income-eligible and hard to serve customers; renters** - *National Grid should clearly justify and communicate rate hikes on customers and focus on electrification of heating and cooling, especially for elderly customers.*

**Move toward electrification in transportation, heating and cooling** – *Overall, attendees supported electric vehicle adoption and that National Grid should play a role in advancing the electrification of transportation and heating and cooling.*

**Improve data quality** - *Data quality is important to meeting National Grid and State energy efficiency goals. National Grid should continue to develop programs that help accurately capture energy consumption and other data for its customers.*

**Clarify confusion between program offerings** - *National Grid should work to reduce confusion between program offerings, so customers can efficiently access information on programs they are eligible for.*

**Marketing and awareness** - *Customer program awareness is important. National Grid should continue to market programs in new and innovative ways.*

**Reduce administrative burden of programs** - *Program delivery speed is important. National Grid should work to improve the efficiency at which its programs are delivered.*

## **Workshop Delivery**

This workshop was designed and delivered in partnership with Lighthouse Consulting Group. For more information about Lighthouse and its event and facilitation services, visit its website: [www.lighthousecg.com](http://www.lighthousecg.com).

This report, in its entirety, is available at [www.riermc.ri.gov](http://www.riermc.ri.gov). If you have comments, suggestions, or ideas after reviewing the report, please email: [john.richards@nationalgrid.com](mailto:john.richards@nationalgrid.com).

**Appendix A: Attendees**

<i>First Name</i>	<i>Last Name</i>	<i>Affiliation</i>
Laurie	Acone	National Grid
Steve	Ahlquist	UpriseRI
Kimberly	Ash	
Michael	Baer	Rhode Island Infrastructure Bank
Leah	Bamberger	Director of Sustainability
Robert	Beadle	RI Office of Energy Resources
Juliana	Berry	Richmond
Bruce	Borowsky	Democratic Socialists of America
Justin	Boyan	Climate Action Rhode Island
Dan	Brodeur	CRH Americas
Don	Bruen	Eagle Electric
Allison	Callahan	Rhode Island Department of Environmental Management
Wendy	Carriero	National Grid
Linda	Carter	CEP
David	Crocker	Rhode Island School of Design
Robert	Darley	US Navy NUWC
Jared	DeSousa	National Grid
Jeff	Diehl	RI Infrastructure Bank
Mark	Dipetrillo	National Grid
Kimberly	Dipietro	
Ishaga	Disgana	National Grid
Jeff	Dunham	National Grid
Jed	Ferris	National Grid
Gail	Fisher	
Daniel	Fisher	
Ryan	Foley	URI Energy Fellow
David	Fontes	Middletown School District
Shirley	Francis-Fraser	
Allen	Fraser	
Kathleen	George	National Grid
Carrie	Gill	Office of Energy Resources
Ron	Gillooly	Leidos
Sidney	Goode	RHODES TECHNOLOGIES
Brian	Goray	PACE Equity, LLC
Lindsey	Goulet	Energy Source
Vin	Graziano	RISE Engineering
Mike	Guerard	Optimal Energy
Rachel	Henschel	National Grid
Christy	Hetherington	State of RI/Department of Attorney General
Alice	Hourihan	National Grid
Malinda	Howard	
Raymond	Hull	State RI Representative
Janet	Isserlis	
Brian	Kearny	RISE
Mark	Kravatz	Optimal Energy
Ted	Kresse	National Grid

Courtney	Lane	National Grid
Jannine	LaPete	RISE Engineering
Angela	Li	National Grid
Brandon	Lopes	National Grid
Katie	MacIntyre	National Grid
Shevaugn	Mackinnon	
Donna	MacRae-Daigle	RI Attorney's General Office
Kevin	Maloney	North Kingstown
Adam	Markopoulos	National Grid
Michael	McAteer	National Grid
Ethan	McIntosh	
Zack	McKanna	Naval Undersea Warfare Center
Maureen	McManus	NuGen Capital Management, LLC
Erin	Motta	National Grid
James	Murphy	RI College
William	Murray	Cumberland
Hannah	O'Connor	Optimal Energy
Shigeru	Osada	
Pam	Palumbo	National Grid
Karen	Pinch	Richmond
Rachel	Pinnons	CLEAResult
Chris	Powell	EERMC Council
Bill	Pratt	Utilidata, Inc
Alex	Quintal	Leidos Engineering
Matt	Ray	National Grid
John	Richards	National Grid
Ben	Rivers	National Grid
Laura	Rodormer	National Grid
Mike	Rossacci	National Grid
Randy	Rossi	Smithfield
Tim	Roughan	National Grid
Paul	Russell Salk	National Grid
Kai	Salem	People's Power & Light
Rachel	Sholly	
Mark	Siegal	National Grid
Jorge	Sousa	National Grid
Lori	Spangler	National Grid
Judy	Torrissi	National Grid
Cassandra	Vickers	National Grid
Hank	Webster	Acadia Center
Jennifer	Wheelehon	
Carol	White	Leadership - National Grid
Chon	Wong	Care Technology LLC
Belinda	Wong	
Jason	Young	A/Z Corporation

## Appendix B: Kiosk Posters

National Grid presented the posters shown in this section to workshop attendees during the public listening session. National Grid representatives displayed the posters next to public comment boards; workshop attendees could use comment cards to comment on current and planned programs or answer questions provided by National Grid.

**Theme: Homes Kiosk: Homeowners and Renters**

Energy Efficiency for Rhode Island Homes  
**Homeowners and Renters**  
nationalgrid

**CURRENT**

- No Cost Home Energy Assessment with upgrades to lighting and other no-cost energy savings items. Recommendations for insulation services to reduce drafts in your home.
- Incentives and rebates for heating/cooling and hot water heating equipment as well as ENERGY STAR® lighting and consumer products.
- 0% interest financing for qualifying customers.
- Home Energy Reports, educational reports, and Community outreach and education.

**PLANNED**

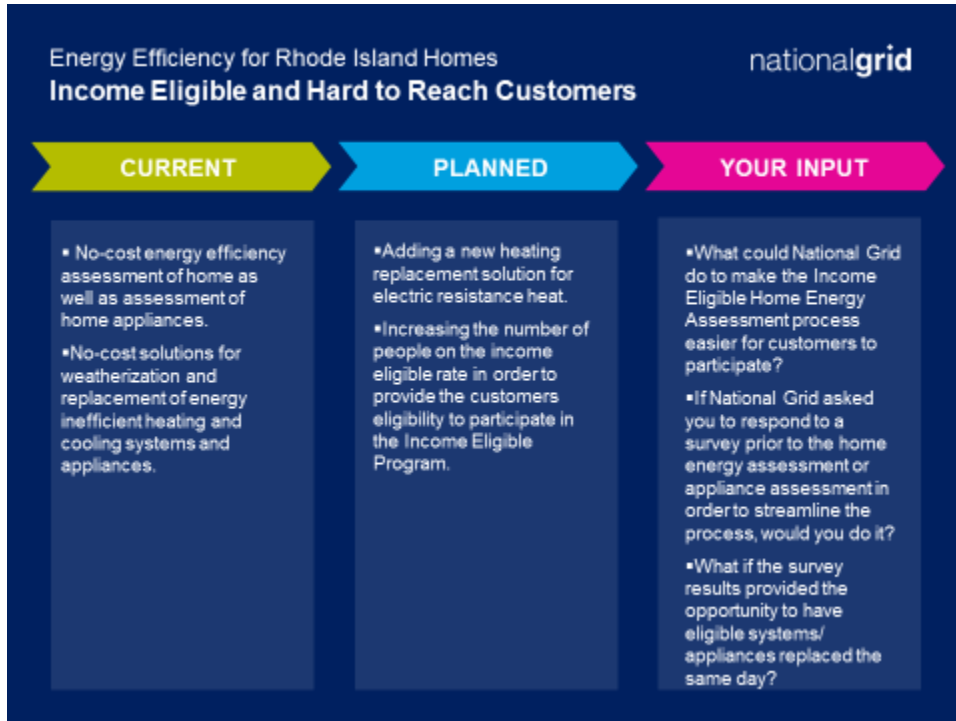
- Online Home Energy Assessment scheduling.
- Enhanced incentives for oil and propane customers.
- Ductless mini-split heating system incentives.
- Low e storm window incentives.

**YOUR INPUT**

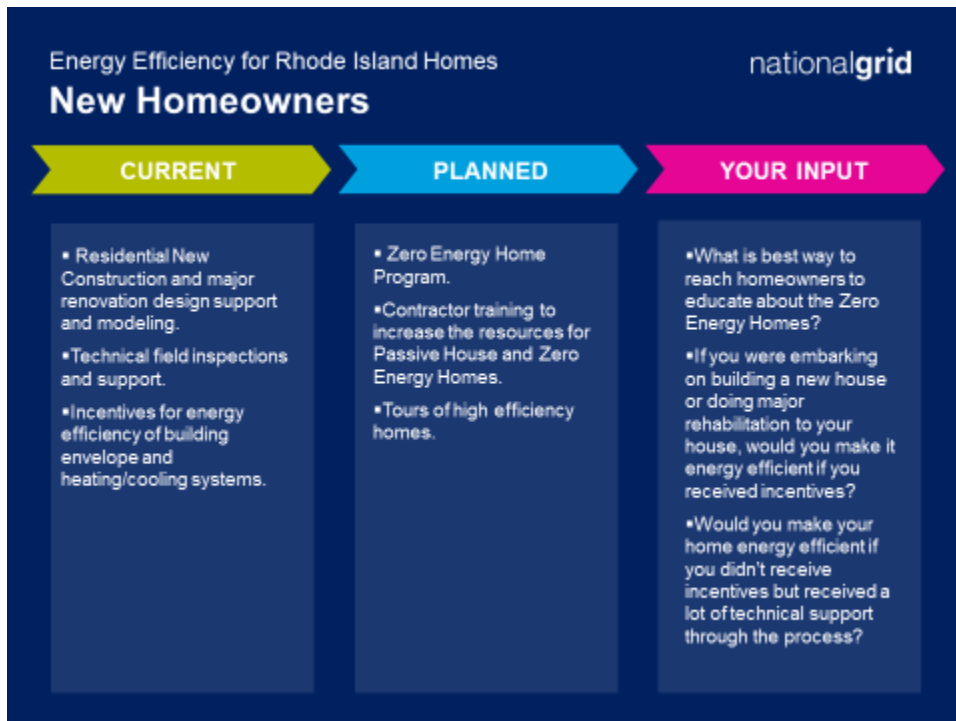
- A Home Energy Assessment can take 2-3 hours. Would you prefer to have energy specialists come to your home to provide this service, or would you rather use an online assessment that takes approximately 30 minutes?
- How do you prefer to receive information from National Grid?
- What are the home energy management improvements you would like to make?



Kiosk: Income Eligible and Hard to Reach Customers



Kiosk: New Homeowners



Theme: Communities Kiosk: Municipalities and Schools

Energy Efficiency for Rhode Island Customers  
**Municipalities and Schools**

nationalgrid

**CURRENT** **PLANNED** **YOUR INPUT**

- Incentives (5-40% of project cost) for lighting, controls, energy management systems, gas equipment, insulation, and more.
- No cost or obligation energy audits.
- Financing options – 0% interest for up to 5 years (limited funding).
- All municipal entities are eligible.

- Expanded list of energy conservation measures with custom incentives up to \$.30 per kWh saved.
- Gas measures can receive up to \$1.50 per therm saved as an incentive.
- Energy Audits are coordinated with the RI Infrastructure Bank and Office of Energy Resources for funding options.

- Have you heard of National Grid's municipal program?
  - If yes, and you've participated, would you refer a friend?
  - If yes, but you haven't participated, what were the barriers?

Theme: Business Kiosk: Small Businesses

Energy Efficiency for Rhode Island Businesses  
**Small Businesses**

nationalgrid

**CURRENT** **PLANNED** **YOUR INPUT**

- Incentives (up to 70% of project cost) for lighting, controls, refrigeration, energy management systems, gas equipment, insulation, and more.
- Financing options – 0% interest for 2 years, or 15% pre-payment bonus.
- Eligibility requirement of monthly demand less than 200 kW.
- Option to work with your own electrician and/or materials suppliers.

- New approaches for micro businesses.
- Refreshing our Main Streets approach to support municipalities in the Community Initiative.
- Extending finance terms for businesses who engage in the installation measures in addition to lighting to achieve at least neutral cash flow.

- Have you heard of National Grid's small business program?
  - If yes, and you've participated, would you refer a friend?
  - If yes, but you haven't participated, what were the barriers?
  - If no, please write down your name, organization name, and contact info. We'd love to fill you in!
  - If you are a SMB would you consider changing your signage to a more efficient option if brightness could be maintained? Night controls?

Kiosk: Large Business

Energy Efficiency for Rhode Island Businesses
**nationalgrid**

## Large Businesses

**CURRENT**

**PLANNED**

**YOUR INPUT**

- Benchmark/baseline building energy use, identify energy efficiency opportunities: Services include engineering assistance, technical assistance studies and energy audits.
- Implementation plan for installing opportunities.
- Incentives for lighting, HVAC, chillers, gas heating and hot water and more.
- Instant discounts at suppliers for lighting and controls, HVAC, pumps and more.
- Multiyear energy planning for large institutions (e.g. universities, hospitals).
- Financing including on-bill, third party no interest financing.
- Offerings for restaurants, grocery stores, industrial customers, municipalities.

- Automated upload to portfolio manager that streamlines benchmarking for customers.
- Faster and more efficient processing for project applications.
- Expansion finance products tailored for customers.
- Reduction of peak load/demand response offering for customers.
- Tailored offerings by business type (e.g., hospitality, multifamily).
- Expanded instant discounts at suppliers for more measured HVAC & commercial kitchen equipment.
- Integration of Renewables, battery storage and EV's into offerings.

- What priorities do your businesses have in their next 2-5 years, for decision-making in your business?
- What relationship do you have with your energy use/footprint at the moment?
- What are you currently doing to innovate in your business offerings?
- How do you finance your business operations?
- What payback period do you expect for energy efficiency?
- If you have participated in National Grid's programs before, how has your experience been?

Kiosk: Commercial Property Owners and Developers

Energy Efficiency for Rhode Island Businesses
**nationalgrid**

## Commercial Property Owners and Developers

**CURRENT**

**PLANNED**

**YOUR INPUT**

- Services include setting up energy targets for projects, engineering assistance and energy audits, verification services.
- Incentives for comprehensive design that reduces energy use above code, for measure: indoor/outdoor lighting, controls, HVAC, gas heating and hot water, steam traps, energy management systems, programmable thermostats.
- Instant discounts at suppliers for select LED & fluorescent tube lighting
- Instant rebates for efficient equipment when converting from oil to gas.

- Assistance for developers/owners on setting up energy targets for projects, including structuring RFP's that address energy goals.
- Passive House construction trainings, webinars and forums for the building industry as a path to achieve ultra efficient buildings (Zero Net Energy use).
- Financing for New Construction projects.
- Integration of renewables and electric vehicle infrastructure in new construction projects.
- Faster and more efficient processing for project applications.
- Lighting and controls incentives to be offered as fixed \$ per square foot.

- What are your top priorities as you build a new commercial space?
- Do you think there is value in being able to market property as "green"?
- How can National Grid make your energy efficiency experience better?
- Would you be interested in being a test case for National Grid's "Zero Net Energy demonstrations" launch?

Kiosk: Multifamily Property Owners & Renters

**Energy Efficiency for Rhode Island Homes and Businesses** nationalgrid

## Multifamily Property Owners and Renters

CURRENT	PLANNED	YOUR INPUT
<ul style="list-style-type: none"> <li>• No-cost, comprehensive assessment of facility and units with recommended energy efficiency upgrades.</li> <li>• Incentives for insulation, air sealing, lighting, appliances, and HVAC equipment.</li> <li>• Income Eligible customers and affordable housing providers receive enhanced incentives.</li> <li>• Online condo portal for selection of energy efficiency measures.</li> </ul>	<ul style="list-style-type: none"> <li>• Single point of contact for new construction and retrofit customers to make participation easier than ever.</li> <li>• Focus on retrofit opportunities for electric heat customers.</li> <li>• Coordinate with Small Business program to serve non-profit group homes and senior housing.</li> <li>• Relaxed participation rules for individual condominium owners.</li> </ul>	<ul style="list-style-type: none"> <li>• Have you heard of National Grid's Multifamily Retrofit Program?</li> <li>• If renter/condo owner: <ul style="list-style-type: none"> <li>• Have you tried to participate in the program?</li> <li>• What is the one measure you would like for your unit?</li> </ul> </li> <li>• If facility owner/developer: <ul style="list-style-type: none"> <li>• What is the one measure you would like for your property?</li> <li>• What would help you participate?</li> </ul> </li> </ul>

Theme: Finance

Kiosk: Finance Offerings

**Energy Efficiency for Rhode Island Customers** nationalgrid

## Finance Offerings

CURRENT	PLANNED	YOUR INPUT
<p><b>Efficient Building Fund (Gov.)</b></p> <ul style="list-style-type: none"> <li>• Offers low interest rates and long terms plus the ability to finance energy efficiency and solar.</li> </ul> <p><b>C-PACE (Virtually All Customers)</b></p> <ul style="list-style-type: none"> <li>• Offers 100% financing, often cash flow positive on Day 1, and able to finance energy related deferred maintenance (ex. roof and solar). Frequently considered "off book".</li> </ul> <p><b>Ascentium (All Customers)</b></p> <ul style="list-style-type: none"> <li>• Offers fast approval process for up to \$250k, as well as leases.</li> </ul> <p><b>On-Bill Repayment (All Customers)</b></p> <ul style="list-style-type: none"> <li>• Offers short term, zero interest financing, but has limited funds.</li> </ul> <p><b>HEAT Loan (Residential Customers)</b></p> <ul style="list-style-type: none"> <li>• Loans up to \$25,000 for energy efficiency at 0% interest. Payback term up to 7 years.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase market awareness surrounding the benefits of C-PACE</li> <li>• Create and publish easy to follow decision tree/tool that shows customers the appropriate mechanisms for them.</li> <li>• Researching ways to return money to the OBR fund more quickly.</li> </ul>	<ul style="list-style-type: none"> <li>• Financing can be a major hurdle customers but what else stands in the way? How would you approach these issues?</li> <li>• What are the most effective ways for you to learn about finance?</li> <li>• What are the two most important attributes for a financing mechanism to have in your organization?</li> <li>• For residential customers - what energy management solutions are you interested in financing?</li> </ul>

**Theme: Comprehensive Energy Solutions**

Kiosk: Renewable Energy and RI System Data Portal

Comprehensive Energy Solutions for Rhode Island Customers **nationalgrid**

### Renewable Energy and the Rhode Island System Data Portal

CURRENT	PLANNED	YOUR INPUT
<ul style="list-style-type: none"> <li>•The Renewable Energy (RE) Growth Program pays up to 32.25¢/kWh for solar, wind, anaerobic digestion, or hydropower generation, depending on the term, technology, and other factors.</li> <li>•The program aims to install 160 MW of renewable energy nameplate capacity from 2015-2019 with an additional 40MW annually through 2029.</li> <li>•The Rhode Island System Data Portal launched in 2018 and will allow solution providers to identify what parts of the grid are available for development.</li> </ul>	<ul style="list-style-type: none"> <li>•National Grid is currently in negotiations with Deepwater Wind for a Power Purchase Agreement of 400 MW for the Revolution Wind offshore wind project.</li> <li>•In 2018 National Grid also plans to issue a Request for Proposals for up to 400 MW of renewables (solar, land-based wind, offshore wind, etc.) in Rhode Island.</li> <li>•Solution providers have opportunities to learn about and test the Rhode Island System Data Portal to assist with project planning.</li> </ul>	<ul style="list-style-type: none"> <li>•Are you interested in installing solar on your home or business?</li> <li>•If so, what questions do you have about this?</li> <li>•Have you heard about the Rhode Island Solar Marketplace?</li> <li>•Have you heard about the Rhode Island System Data Portal?</li> <li>•If you are a solution provider in Rhode Island, what can National Grid do to improve the Rhode Island System Data Portal?</li> </ul>

Kiosk: Electric Vehicles

Comprehensive Energy Solutions for Rhode Island Customers **nationalgrid**

### Electric Vehicles

CURRENT	PLANNED	YOUR INPUT
<p>National Grid partners with Rhode Island businesses:</p> <ul style="list-style-type: none"> <li>•Installed 45+ charging stations available for public use.</li> <li>•Locations such as state facilities/parks, restaurants, retail stores, colleges/universities, hospitals and TF Green Airport.</li> </ul>	<p>National Grid continues to support EV adoption:</p> <ul style="list-style-type: none"> <li>•Encouraging off-peak charging at home.</li> <li>•Increasing the number of charging stations.</li> <li>•Consumer outreach and education efforts.</li> <li>•Supporting electrification of Rhode Island business customers' vehicle fleets.</li> </ul> <p><small>* Pending Regulatory Approval</small></p>	<ul style="list-style-type: none"> <li>• How can Rhode Island increase the number of EVs on the roads?</li> <li>•How can National Grid support EV adoption?</li> <li>•What specific aspects of EVs might National Grid focus on? For example, by increasing the number of charging stations or bringing electricity to the stations.</li> </ul>

## Kiosk: Advanced Metering Functionality

Comprehensive Energy Solutions for Rhode Island Customers **nationalgrid**

### Advanced Metering Functionality

CURRENT	PLANNED	YOUR INPUT
<ul style="list-style-type: none"><li>•Current metering based on Automatic Meter Reading (AMR) technology.</li><li>•Advanced Metering Functionality (AMF) is being considered as part of the Power Sector Transformation Initiative.</li><li>•The Company proposes to install approximately 515,000 bi-directional electric AMF meters along with a flexible two-way communication system.</li><li>•Proposal currently under review by RI PUC.</li></ul>	<ul style="list-style-type: none"><li>•Upon Regulatory approval, proceed with AMF Deployment featuring state-of-the-art hardware and software platforms.</li><li>• Customer Benefits:<ul style="list-style-type: none"><li>•Access to various time varying pricing options to manage electric bill costs.</li><li>•Improved outage detection and faster outage restoration.</li><li>•Access to energy efficiency and renewable services tailored to usage.</li><li>•More efficient use of the distribution system that creates consumer savings.</li></ul></li></ul>	<ul style="list-style-type: none"><li>• What features about Advanced Metering do you think will be most beneficial for you?</li><li>• For residential customers, what potential future features are most engaging?<ul style="list-style-type: none"><li>•Choice in rates</li><li>•Understanding where energy is consumed in the house (via load disaggregation)</li><li>•Smart home integration</li><li>•Other?</li></ul></li></ul>

**Appendix C: Comments**

Here we provide all comments received during the kiosk session, the oral comments report out session, and comments received via an online survey. Comments received during the oral comment period are labelled with an A and then number and comments received via online were labelled with a B and then number.

<b>Theme: Homes</b>	
<b>Kiosk: Homeowners and Renters</b>	<b>Comments:</b>
1.	Had an energy audit completed and installed, new light bulbs, power strip to turn off TV and computers. Process was very good. I need to have attic insulation added and sealed from drafts. (Ron DiSandro- Electrical Engineer )
2.	Place where people can pay their bill in person without being charged by a 3 <sup>rd</sup> party. (St. Rep. Raymond Hull)
3.	Important to use the behavioral change model for long lasting energy efficiency changes. Incentives in the form of money and rebates will often be shore-lived once it is handed out and people will once again go back to their wasteful ways. I think much more money and time needs to go into creating behavioral change models for long lasting changes to amount of energy that is consumed. And STOP calling “natural” gas a clean energy solution and a bridge fuel! (Kendra Anderson- Climate Action RI)
4.	For those of us who do not want to bother with AC, National Grid should offer advice on how to use fans, do window management and other ideas to keep things cooler without AC.
5.	National Grid needs to do a better job educating people about why they have rate hikes.
6.	Highlight energy efficiency charge on bill; yearly/biannually report on how much homeowners are investing in EE fund. Create ownership of program. (Eric Kretsch-LCG)
7.	What grants do you have to install mini splits in homes? What incentives? (Shirley Fraser-Homeowner)
8.	When we had our home assessment we were left a list of incentives but no information on what or how we should proceed. It would be helpful to have a point person “General Contractor” to organize and prioritize the projects so that there is an actual plan on how to proceed. Otherwise we don’t get anything done.
9.	Will there be incentives/rebates for ductless mini-splits as an additional heat/cooling source for homeowners who also plan to retain oil/gas boilers. System is not at end of useful life but sometimes only one zone of house needs warming/cooling and mini-split would be more efficient and

	electric. (Hank-Attorney)
10.	Free Nest Thermostats
11.	I recently got a home assessment and it was helpful. I didn't realize I needed a new assessment every 3-5 years. Also it took a long time from scheduled call to an appointment. It took even longer to get the improvements installed. Find a way to decrease wait times, please. (Robert Bendle-Public Relations)
12.	What is National Grid offering for solar? Are there grants for financing available?
13.	It was very difficult to schedule my home delivery audit, so I'm happy to see online scheduling is planned. I appreciated (and use) the LED bulbs and the Smart Strip. I'm a renter and would I could assign a portion of saving to repayment directly on my bill, my landlord isn't willing to make those improvements, but a more discounted price could help change her mind. I wish National Grid's website on efficiency incentives was easier to understand and navigate (efficiency Vermont has a very easy to use website that's also super educational. Please continue to offer incentives!
14.	I would prefer someone come to my home then doing an online assessment. I wouldn't trust the online one. Need new ways of getting the word out to renters to let them know they can initiate this process. Many landlords are checked out and only do the bare minimum.
15.	Work with local universities to let college students and their landlords know about the free home assessment. College student's electric bills are high.
16.	Even with energy efficient homes, energy costs too much with National Grid. 20% rate increase is too expensive will result in shut offs. (George Wiley Center)
17.	What financing and rebates are available for changing an old gas furnace to on demand heating and hot water?
18.	What grants do you have to help homeowners install solar panels and mini splits. (Shirley & Alan Fraser- Homeowners)
19.	NG renter- No gas. How does NG make any distinction between its energy practices and those of arcadia? I'm fortunate to be able to pay more for electricity, but how can customers of all incomes participate more fully in such services. (Janet Isseriss -Educator)
20.	How does NG address perceptions of its rate hikes and general presence as corporate and uninterested in community wellbeing? (Janet Isseriss-Educator)
21.	Home available for tours (Joel Gates - Homeowner)



22.	What do you recommend as a response to the numerous sales pitches we get for solar installation pitched as a collaboration with National Grid?
23.	It's hard to find information on your website. Can you do anything to improve ease of use?
24.	National Grid's predecessor, Providence Energy started Grow Start RI to try to concentrate development in downtowns and built up areas instead of sprawl. But the downtown Providence office is gone and there is not even a place downtown to pay a utility bill. Grid should have a downtown office for customer service to encourage more energy efficient as Smart Grow intended. (Barry Schiller)
25.	Develop a new homeowner's kit to let customers know about National Grid's entire products and services portfolio. National Grid could partner with manufacturers, retailers to offer additional discounts on qualifying product measures. (Dan Krasowsky- Energy Efficient Services Consultant/Vendor)
26.	YES to ductless mini-splits. Online scheduling-renter specific program-they should get free LED's and programmable thermostats. Phase out all natural gas heating incentives. Give customers choice/foster competition in have energy upgrades. Give people option for on-line assessment, but don't phase out in-person. On land propane should only be replaced with heat pumps. The planet is warming we need more AC! (Leah Bamberger – PVD Sustainability)
27.	Like the direction we're moving.
28.	The energy report- is there a way to get it more tailored to the number of people who reside in the home? I no longer get (per my request) as how can you compare the same size home with four people to one with two? It also seems when you try to be more efficient the bill doesn't go down much or there is a rate increase.
B1.	The generation interconnection process continues to be arbitrary and burdensome with no utility accountability and no true avenue for timely or effective appeal or issues resolution process. (David Turner – Tangent Energy Solutions) <i>(Online Comment)</i>
B2.	I bought an energy efficient AC window unit last year and sent in the receipt for my rebate but they said I did not have the correct model number. (Tim Faulkner) <i>(Online Comment)</i>
B3.	I have installed solar panels on two homes in Providence. National Grid limits the capacity of the panels based upon past consumption -- but in the case of the second home, the consumption was based on the past owners (since we installed the panels shortly after purchasing the home). They lived in Florida for 1/2 year so consumption pattern was not accurate, and our system is too small. (John Marsten) <i>(Online Comment)</i>

B4.	Does National Grid offer air conditioning assistance, like the no interest loan I received from Navigate Credit Union, and a reduced price like they did for the insulation that was installed in my home a few years ago? (Joe Pomoransky) <i>(Online Comment)</i>
<b>Kiosk: Income Eligible and Hard to Reach Customers</b>	
29.	What does “hard to reach” mean? Language barrier trust issues, people think it’s a scam. Need to increase the program in this sector as there are a lot of people that this can hurt.
30.	What are the income levels? Why isn’t everyone eligible? We pay the surcharge why can’t we get the benefit?
31.	Electric resistance should only be replaced by heat pumps. The added cooling is critical for many of the residents, especially elderly. It could save their lives. Need to figure out how to reach landlords Partner with cities to enforce health and safety codes. (Leah B.- Sustainability)
32.	How do you make the leap from renters interested in EE to (absentee) landlords? (Kai Salem- PPRL Energy Associate)
33.	It’s not that easy to judge “low income” especially with the large underground economy. National Grid should consider as a strategy the idea of “lifeline” rates. The first essential amount of electricity used is very low with much higher marginal rates beyond. That should both protect real low income customers and save everyone the incentive to conserve. (Barry Shiller- Retired )
34.	No rate hike!
A1.	Income eligible heating replacement prioritizing elderly and low income homes. <i>(Oral Comment)</i>
A2.	Heat pumps for elderly in particular, replacing natural gas, electric baseboard, and fuel oil heating systems. <i>(Oral Comment)</i>
A3.	Tie landlord incentive to reduced rate or tax break, if they pursue energy efficiency <i>(Oral Comment)</i>
A4.	Doing away with shutoff for residential customers; clear & transparent decision made regarding shutoffs <i>(Oral Comment)</i>
A5.	Lifeline rates; 1 <sup>st</sup> minimum usage at low rates then escalate. This will incentivize conservation. <i>(Oral Comment)</i>
B5.	Eliminating shutoffs for all economically vulnerable households. Thank you for the opportunity to voice my concerns. (Bruce Borowsky – Providence Democratic Socialists of America) <i>(Online Comment)</i>

<b>Kiosk: New Homeowners</b>	<b>Comments:</b>
35.	Mandate fossil free homes- electric heat pumps and gas is not needed! Passive home design principles. Solar and geothermal. (Justin Boyan-Computer Scientist)
36.	Expedited interconnection for zero energy homes. Limit/phase out energy efficiency incentive and financing for new construction/large renovations that aren't going for ZEB status. Lots of training and education. (Leah Bamberger, PVD Sustainability)
37.	Regarding major renovations-would be interested in knowing more about incentives. Would want to make energy efficient and those incentives are motivating. How do you educate builders, contractors, as well as the consumer?
38.	Support retro commissions on new construction.
A6.	Stop permitting natural gas heating, move all toward electrification.
<b>Theme: Marketing &amp; Communication (not an official theme)</b>	
39.	Stop calling "natural" gas and LNG clean energy. It is NOT and continues the dangerous reliance on fossil fuels. (Kendra Anderson- President Climate Action RI)
40.	Reach homeowners through neighborhood councils and social media. (Stacey Hobart-Non-profit )
<b>Theme: Business</b>	
<b>Kiosk: Large Businesses</b>	<b>Comments:</b>
41.	Most of projects need a 2-4 year payback. The greatest challenge is a lack of internal resources that can help move these projects forward. Doing the analysis and creating proposals from Rise and NG is great. With all the dialing distractions due to business needs it becomes difficult to move projects forward. Maybe NG can have resources or interns that can help manage these projects & partner with companies. (Ron DiSandro, Product Manager)
42.	How do you plan to implement faster processing and approval of custom applications? Often times it currently takes 2-4 weeks or more! Alex (Quintal, Energy Advisor)
43.	Minor frustration: It takes too long to get into the formal TA study. Going well: very personal attention from Chandra Bilsky keeps us focused on the "prize" at the end of the tunnel. Single source focus (like Chandra) keeps us looking for additional low hanging fruit. (Sid Goode, Mechanical Engineer)

44.	Clearer info online about programs and incentives available. Work with local planning depts. To make sure developers are aware of and utilizing incentives. Require commercial property owners to use PM & report data to National grid. Phase out natural gas incentives (Leah Bamberger, PVD sustainability )
45.	Consider offering enhanced (real time) metering with incentives and claim savings based on industry studies. The enhanced metering will enable greater visibility into customer usage fostering additional EE projects. Improve P4P program with funding upfront to enable data analytics software such as KGS buildings Amgen example. (Ron Gillooly, Leidos)
46.	We need deep MBX both energy & DDC/EMS to identify & correct energy waste as a standalone program in RI and beyond. Lowest cost/KWH saved! (Chris Powell, EERMC Chair)
47.	National Grid should offer large site level II energy use and which set up project plans for 1-3 years (share cost of audits with credits back to customer through projects. (Dan Broder, Customer Energy Manager)
48.	More guidelines for best practices for energy efficiencies per building type for lighting, EMS, and HVAC so companies know what they want when choosing a project expediter. (Lindsey Goulet, Energy auditor)
B6.	I have heard that National Grid is making great strides in sustainability. We would like to help by aggregating large numbers of churches. (Steve MacAusland) <i>(Online Comment)</i>
B7.	Very informative (Don Bruen – Eagle Electric) <i>(Online Comment)</i>
<b>Kiosk : Multifamily Property Owners and Renters</b>	
49.	Broaden the scope of the MF program for larger sites to include all aspects of energy and resource use: All building systems, water efficiency, renewables, transportation (EV), metering, and solid waste/recycling. (Vin & Beca)
50.	Need better ways to get landlords to participate. Will likely have to use stick vs. just a carrot. Large multi families should have to disclose energy use. Partner W/ muni government to target problem properties. (Bamberger, PVD Sustainability )
<b>Kiosk: Small Businesses</b>	
<b>Comments:</b>	

51.	I represent a non-profit that rents a space attached to other buildings. We had an energy audit but the only thing that ended up being affordable was replacing three fluorescent lights with LED's. I was hoping to get LED's for our many recessed lights and halogen lights (that use so much energy) but the LED's were too expensive to justify. We were told they didn't have incentives to replace the halogens. We were also told there weren't incentives for heating measures at all.
52.	Offer 0% financing more but make the term the same months as payback. i.e. payback is 37 months make loan 37n months. (Dan Broder, Customer)
53.	Increase max cost off of 200 kw to 300 kw (like Mass). Make programs line up with other states. (Dan Border, Customer)
54.	We are seeing an increase in mixed use new construction and renovation projects in RI. It can be confusing to know what programs are available to the commercial space (e.g. first floor retail below 4 floors of residence). Especially if retail space is fitted out for a specific use months or years after the construction is complete.
55.	Yes to integration with community program! Need to work with property owners. (Leah Bamberger)
56.	I have not heard of the small business program. It might help to feature some small businesses in your newsletter and other channels to spread awareness. Video is also a great medium. (Robert Beadle, public relations)
57.	How can NG work directly, provide grant to small business Rhode island based LED manufacturer to implement patented LED lighting system? (Belinda)
A7.	Small businesses that don't qualify for incentive program could participate in large commercial incentive programs <i>(Oral Comment)</i>

**Theme: Comprehensive Energy Solutions**

<b>Kiosk: Renewable Energy and the Rhode Island System Data Portal</b>	<b>Comments:</b>
58.	What is NG doing to be sure that our power grid is protected from hackers?
59.	I've already shared the Data Portal with someone who was very appreciative of the info & transparency (Charlie Gill / OER)
60.	How would one determine the size solar system for my house to reduce energy cost? What grants are available for homeowners looking to install solar panels? (Allen Fraser / Homeowner)
61.	I would like to see more community solar farms built and the energy

	offered to local residential customers. I'd prefer this to having solar installed on my roof or property. Concerns about roof issues, long term costs/financing/etc. (Ron DiSandro)
62.	Why does the money run out every year for bringing residential solar to homes by making it totally affordable? More creative plans need to be made to avoid clear cutting projects. (Kendra Anderson / President – Climate Action RI)
63.	Consider using portal data for targeted EE with enhanced incentives. Consider using portal for initial storage deployments, perhaps an opportunity to utilize the portal to create a demonstration project utilizing block chain. (Ron Gillooly / Leidos)
64.	Time of use pricing is a must. I would like to invest in battery storage or hydrogen storage (fuel cells) for home back-up power. To make the C.A. make sense, I would like N.G. to use my storage (also E.U.) for peak events and I would be compensated of course. (Joel Gates/ retired)
65.	Please avoid the phrase “clean energy” which encourages many to think there is no need to conserve. There is no such thing in RI we know of woodland destruction from solar “farms”, the destruction path of transmission lines to bring hydro power from Quebec to N.E., birds and bats killed by wind turbines, plus the manufacture and disposal of renewable equipment.
66.	Don't use renewable energy as an excuse to raise the rates again. People want to know that these programs will affect cost.
67.	Education of small/medium businesses – work with chambers and assoc. groups. Bite size tips for newsletters, education sessions – need to sell the \$\$ savings side to motivate attendance. (Jennifer/ Central RI Chapter)
68.	This type of technology will be very helpful for solar developing. Thank you for the hard work. (Mo McManus / Nugen Solar)
69.	RI data portal tool could help the state, state partners, fleets interested in EV charging infrastructure to quickly identify areas/locations to focus investments (in a more cost effective manner) (Allison Callahan/DEM- air quality specialist)
70.	Do you have plans to investigate battery storage technology to link w/solar installations? I know NG in MA is starting to work on this (Alex Quintal/ Energy advisor)
71.	Integrating RE to EE charges into one program so you can seamlessly incent EE/RE projects together

72.	Care technology RI LED light manufacturer allows our lights directly power and back up battery by solar panel and access solar power can then boost up for NG. This saves additional 40% of energy because it eliminates converting solar power to AC 120 volts or 277 volts and then back down to DC to power LED lights (very efficient) (Chon Meng Wong/ Care technology/ engineer/inventor President)
B8.	Many neighbors and friends have voiced their concern with these third party vendors which go door to door signing people up for their energy service. They are not fully explaining how the process works between them and National Grid as well as cost. After several months many people report their bills going very high and are also disappointed by the distribution fees. While I realize NG is not responsible for these energy companies you do have to deal with the billing and transfer when they are not satisfied. Thank you and I commend NA for keeping us engaged and focused on clean energy. (Angel Williams) <i>(Online Comment)</i>
<b>Kiosk: Advanced Metering Functionality</b>	<b>Comments:</b>
73.	Reduce barrier between renewables and EE and create a seamless comprehensive offering.
74.	What you need is a power strip that shuts off with a remote control or can interface with your TV remote > connect with cable/satellite companies
75.	This is so cool and innovative. As the industry changes, adding congestion on the grid and helping customers know their solar power potential will be critical. (Stacey H / cems director)
76.	This would be a great tool for homeowners to use to analyze load data to better understand which appliances use the most energy and when. Also, choice of power generation type would be good for environmental conscious consumers. ( DI Sandro/ Electrical engineer /Production manager)
77.	We need real time data 24/7 on web based system!!!! Helps manage our facility better (Dan Brodeur / customer)
78.	We need grid modernization but I am very concerned about who pays for it. Wealthy homeowners w/ smart homes, EV's and solar will have no issue gaining the meters and saving money while rates go up. Low income, renters will not have those options. (Leah Bramberger/ PVD sustainability)
79.	Need more data KW, KWH, KVA, power factor, KVAR, etc. in real time 24/7 on web based system (Dan Brodeur/ customer)
B9.	We are a sensor supplier to NGrid in MA and NY and would like to assist with needs for sensors in RI as well. (Mark Federle – QuinetiQ North America) <i>(Online Comment)</i>

Kiosk: Electric Vehicles	Comments:
80.	Opportunity to add EV component/outreach program to the RI energy challenge? For example, Host 1-3 public facing info events @town mtg, school board, faith based org., community events, etc.
81.	Why I resist an electric car: How so I make a long trip to VT where there are NO charge stations? I would be embarrassed to ask my Dad (who I am visiting) to charge from his outlet. Will it be ultimately cheaper than a gas car? Is it really cleaner if the power still comes from gas power plants? (Robert Beadle / Public relations)
82.	The biggest and most effective way to get EVs on the road is to de-incentivize the sale of fossil fuel consuming cars. I own a bolt which I am very happy with. The buying process was the worst I've ever gone through. (Kendra Anderson/ President- Climate action RI)
83.	Solar carport w/ battery storage at charging stations Service vehicles for NG can be EVs good for environment/ helps change public perception Continue w/letting people know the benefits of charging off peak.
84.	Work w/ solarize RI and EVs. If you put solar on your house and have an EV you should get extra benefits
85.	Being able to inform & educate customers about all the charging infrastructure using multi forms of media is a MUST! (Allison Callahan/ DEM air quality specialist)
86.	One concern over EVs is that their widespread use will keep the dirties part of the grid going longer than it would otherwise (Barry Schiller/ retired)
87.	Renters- I have a PHEV and my landlord doesn't let me charge. Even though it's just trickle charging. He thinks the load will damage the house. (Kai Salem / People's Power & Light)
88.	Education of dealers > incentives for them to sell if this is a priority. Better resources/education of consumers > state incentives come back!! Federal rebate > \$\$
89.	NG work to reinstitute RI State incentive (rebate). Encourage off peak charging BUT time of use pricing needs to be adopted otherwise there is no incentive! Educate through outreach (emails, social media, EV showcases). Not sure of the correct approach but, "elitism" seems to surround EVs. It's all about price for many, but the overall cost can be lower or at least competitive with ICE vehicles. How do we advance that message? (Joel Gates/ Retired)



90.	I wonder what kind of sharing programs are in RI that would adopt EV' as part of their fleet. Need an app that leads people to realizing charging – maybe that exists. (Stacy H. / Non-profit)
91.	Carbon pricing- consumers will switch to EVs only when gas is taxed at a rate that accounts for the social cost of carbon pollution, and the proceeds are used to help everyone switch to EV's. Also, ban fossil fuel vehicles! (Justin Boyan/ Computer scientist)
92.	More charging stations of course, but customers should still pay for energy use. Off peak charging rates- important!
93.	NG should encourage other forms of electric transportation by reaching out to RIPTA which should be electrifying its fleet and has some VW settlement \$\$ to get this started. They need advice, charging stations, etc. (Barry Schiller / retired)
94..	NG should reach out to providers of electric assisted bikes involved in bike sharing and e-bike dealers to see what can be done to facilitate re-charging, promotion, etc.( Barry Schiller / retired)
95.	NG and other EV advocates have to work on a politically realistic way to pay for roads (and replace the part of the gas tax that RIPTA gets) since the gas tax will be less and less a funding source. ( Barry Schiller / retired)
96.	NG to reach out to RIDOT (Steve Devine) & MBTA to see what can be done to facilitate rail electrification (Barry Schiller / retired)
A8.	Renters ability to charge EV; landlord is not aware or not educated on benefits to their renters. <i>(Oral Comment)</i>
A9.	Bussing should be electrified, along with commuter rail and Amtrak; huge benefit in reducing carbon emissions. <i>(Oral Comment)</i>
<b>Theme: Communities</b>	
<b>Kiosk: Municipalities and Schools</b>	<b>Comments:</b>
97.	Support community solar/other renewables
98.	LEED certified buildings are great but there are a lot of “stuff/technology” in them so a few years after they are built they cost a lot to operate. How can we decrease these costs?
99.	Consider enhanced data analytics programs for some of the larger municipalities and universities (e.g. Brown is using Skyspark). Consider enhanced metering (real time) with incentives that will allow

	municipalities, schools, universities greater visibility into their energy usage ultimately leading to additional EE measures. (Ron Gillooly, Leidos)
100.	How do we ensure the consistency of actual meter reads? Estimated reads hinder our ability to compare data points. (Jim Murphy, Sustainability Coordinator)
101.	Many universities have old buildings (takes money to take them down/build new ones) give benefits to these universities who want to retrofit all these old buildings
102.	Help cities with code assessment and enforcement! (Leah Bamberger, Sustainability)

103.	Incorporate new construction projects into community energy challenges. (Rachel)
104.	It's really important to me that my tax dollars aren't wasted on inefficiency! Please keep reaching out to towns/schools! Efficiency also has health, learning, productivity and other benefits that grid should more clearly communicate/publicize!
105.	Create heat map of where audits are happening so cities can help plan; Offer staff support for cities to help with outreach and education and municipal energy management; Structure incentives so we can get out of low-hanging fruit – we need to deep retrofits; Help us with project design; We need upfront money to get projects ready; We cannot rely on volunteers because that will leave out less affluent communities who don't have that capacity; Also, need better programs for renters. Providence is almost 50% renter occupied. We will never get to our goals unless we encourage renters and landlords; Require large properties to use PM and benchmark building if they get incentives. This information should be public! (Leah Bamberger, Sustainability/City of Providence)
A10.	Create ways to streamline access to community data.
<b>Theme: Financing</b>	
<b>Kiosk: Financing Options</b>	<b>Comments:</b>
106.	Offer 0% <u>on bill</u> financing for more projects even if incentives go down on project, give customer the option...more incentives or 0% financing. - (Dan Brodeur, Customer)
107.	If the Efficient Building Fund and C-PACE are such attractive programs (cash flow positive from day 1), why have so few businesses taken advantage of them? IDEA: mandate participation by large commercial property owners. - (Justin Boyan)
108.	A way of showing a large business customer what they need to look for in a project expediter. Best practices and right questions to ask for what their needs are. Why National Grid gives rebates/incentives for projects and where does it come from. - (Lindsey Goulet, Energy Source)
109.	Can National Grid offer a reduced rate to building owners who commit to EE requirements? Or at least for the limit year to help offset the upfront costs? - (Rachel)
110.	How can we combine Deep low Carbon Solutions with Financing alternatives that allow positive cash flow and is marketed and communicated to customers, especially low/moderate income and small business with one stop shopping via a call center? - (Chris Powell, EERMC Chair)

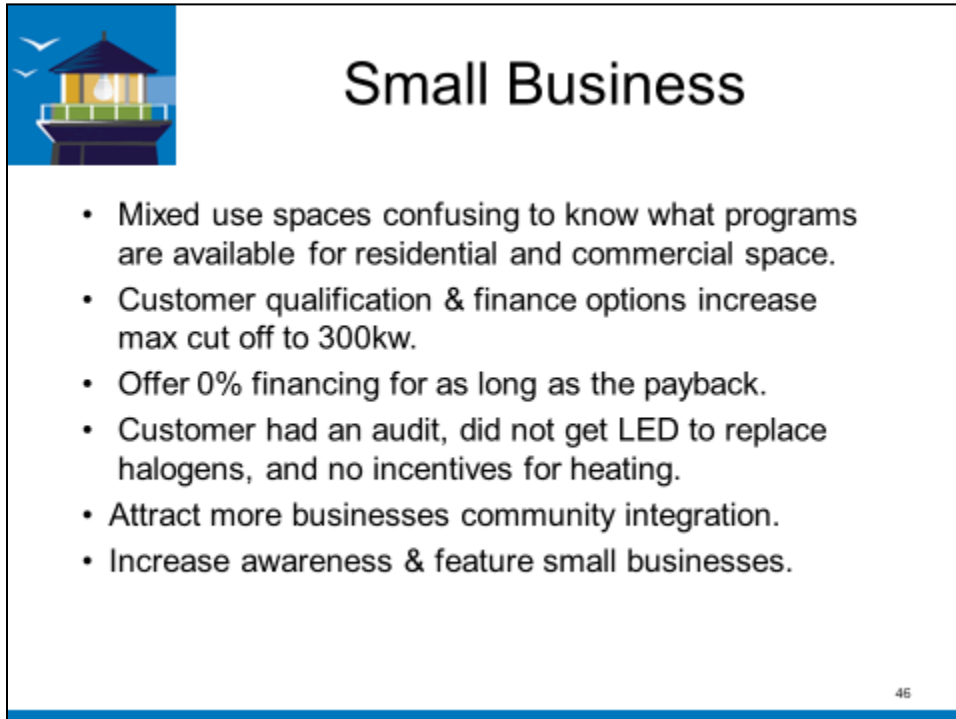
111.	Similar program offerings for MA + RI would eliminate confusion for customers and contractors who live and work in multiple states. - (Janine LaPete, Loan administrator RISE)
112.	CPACE has been a big topic recently in RI. What are your plans to market this to customers, and make it easy to understand and utilize. My experience is CT is that it takes a lot of time/effort for approval and customers do not understand it. - (Alex Quintal, Energy Advisor)
113.	More information about energy efficiency programs (finance) needs to be clearly communicated to ordinary customers! Just having it on the website is not enough!
114.	One way to increase the number of companies in programs is to feature them in articles and profiles and newsletters, websites, so that they feel good and share the article with their networks/friends. It is an advanced form of word-of-mouth marketing. - (Robert Beadle, Public Relations)
115.	How/can National Grid work more proactively to inform the public about its Heat Loan program? Are energy advocates (such as George Riley center staff and constituents aware of the program and its eligibility parameters? - (Janet Isserus, Adult Educator)
116.	As a resident I would really appreciate on-bill repayment for small improvements (eg. insulation, especially at 0% interest). It would also be amazing if a percentage of expected energy saving could go to a repayment, so that my bill would always be lower than it would have been
A12.	What is CPAC? Mechanism for financing commercial products, it is based on the financial health of the building.

## Appendix D: Report-Out Presentations

After the public listening session, National Grid Volunteers gathered public comment cards and reported out to the attendees in an afternoon report out session. Here we provide the report out slides presented to session attendees.

### Theme: Business

Kiosk: Small Business




The slide features a blue header bar at the top. On the left side, there is a small icon of a house with a lightbulb inside, set against a blue background with white birds. To the right of the icon, the title "Small Business" is written in a large, bold, black font. Below the title, there is a bulleted list of seven items. At the bottom right corner of the slide, the number "46" is displayed.

## Small Business

- Mixed use spaces confusing to know what programs are available for residential and commercial space.
- Customer qualification & finance options increase max cut off to 300kw.
- Offer 0% financing for as long as the payback.
- Customer had an audit, did not get LED to replace halogens, and no incentives for heating.
- Attract more businesses community integration.
- Increase awareness & feature small businesses.

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Kiosk: Large Business




## Large Business

- Custom projects challenges businesses lack of internal resources that make projects more forward.
- Takes too long to get formal TA study
- Want faster processing and approval of customer applications
- Clearer communication on all channels about incentives
- Offer advanced metering to enhance customer ability via greater visibility

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Kiosk: Multifamily Property Owners and Renters




## Multifamily Property Owners

- Broaden scope of multifamily program all building systems to include transportation (EV), water efficiency, metering, solid waste
- Better ways to encourage landlord participants by possibly patterning with municipalities/Govt.

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**Theme: Communities** Kiosk: Municipalities and Schools




## Municipalities and Schools

- Concerns with actual reads vs. estimated reads to prove out energy savings
- Offerings for enhanced metering
- Assistance with funds to help with energy efficiency outreach (coordinator, heat map for data)
- Bring attention to non energy efficiency benefits (health, learning, productivity, etc.)
- Offer more assistance with solar and other renewables within communities

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**Theme: Homes** Kiosk: Income Eligible and Hard to Reach Customers




## Income eligible and hard to reach customers

- Communication between renters and landlords.
- Incentive levels.
- Integrity of IES based on reported household income. How does National Grid achieve this?
- No rate hike.

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Kiosk: New Homeowners




## New Homeowners

- Theme should be New Construction, renovations and additions.
- More incentives for Zero Energy Home and Passive House.
- Help with financing.

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Kiosk: Homeowners and Renters



## Homeowners and Renters


- National Grid office for in person customer service, questions and bill payment.
- Incentives and financing for Solar energy.
- Include Solar information on National Grid Energy Efficiency website.
- Incentives for mini splits when not the main heating source.

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Theme: Financing

Kiosk: Finance Offerings




## Finance Offerings

- Increase financing awareness; marketing, clear communications to ordinary customers.
  - Website is insufficient
  - CPACE is a "big topic"
- Mandate participation in CPACE.
- Support PIPP.
- Harmonize offerings between RI and MA so it is less confusing between states.
- Offer 0% financing on projects even if incentive goes down; more financing.
- Residential solar financing.
- Guidance (website maybe) to contractors who are helping business with audits and projects.

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Theme: Comprehensive Energy Solutions

Kiosks: Electric Vehicles




## Electric Vehicles

- Education: Raise EV awareness
  1. Total cost of ownership
  2. Charging app
  3. Available makes and model
  4. Dealer education
- Incentives
  1. Off peak charging rate
  2. Bring back RI site incentive
  3. Tax gas at rate that reflects social costs of pollution and use proceeds to incent EV adoption
- Charging Infrastructure
  1. More charging infrastructure
  2. Offer EV's with solar
  3. Address landlord/renter charging infrastructure
- Future
  1. Fleet Conversion and integrated into transportation sector
  2. Look into financing road infrastructure in the future

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Kiosk: Advance Metering Functionality




### Advanced Metering Functionality

- Consideration of rate design; Time of use rates
- Analyzing load data in homes to determine which appliance uses most energy and transparent rate usages
- Reduce barriers between Renewable Energy and Energy efficiency projects to create a seamless comprehensive offering
- Real time web based data access to help manage facilities better
- Making sure that low income homes have access to equitable features of the new programs enabled by AMF

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Kiosk: Renewable Energy and RI System Data Portal



### Renewable Energy & RI system data portal

- Portal update frequency, since this is annual would like to see this on a monthly availability schedule for developers
- Data portal location incentives
- Investigate battery storage technology linked to solar
- Use LED power sources to directly backup solar energy to save on conversion costs
- What is NG doing to secure this system from cyber hackers
- Customer commented on sharing this portal and very appreciative of the info & transparency

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