

Update on Program Implementation During COVID-19 Pandemic

RI EERMC
April 30, 2020

National Grid



Overall Goals



Suspension

Due to public health and safety concerns, National Grid decided to suspend contracted vendor delivery of on-premise energy efficiency activity

No incentives associated with contracted on-site services during this period

Exceptions permitted on a case-by-case basis for safety or emergency situations

National Grid will consider resuming on-premise services based on guidance from federal, state, and local public health officials and after development of appropriate health and safety protocols

Continuing Efforts

Active energy efficiency services

- Online energy efficiency assessments (both residential and SMB)
- Upstream/Point-of-Sale offerings
- Retail rebates
- Active demand response
- Trade ally driven C&I incentives
- In some limited cases, "virtual" pre- and post-inspections for C&I projects

Adjustments have been made where practicable

- Refrigerator recycling pickups permitted, as long as the refrigerator is left outside
- HEAT Loan available – on-premise Home Energy Assessment (“HEA”) requirement temporarily suspended
- Offering other remote options, including virtual HEAs and Small Business Virtual Audits

National Grid COVID-19 Response Efforts

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National Grid COVID-19 Response Efforts



VENDOR COMMUNICATIONS & SUPPORT

- Development of and frequent updates to FAQ page on ngrid.com/covid-19-ee
- Launch of [Contractor Resources portal](#) for easy access to info about state and federal relief measures
- Contractor online trainings



PIPELINE AND BACKLOG DEVELOPMENT

- Focus on providing contractor access / visibility into project pipeline and backlog to support rapid restoration / recovery efforts once on-premise efforts continue
- Enhanced marketing efforts to support customer enrollment in current offerings
- Create and promote targeted, enhanced incentives on future savings opportunities

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VIRTUALIZATION

- Accelerated development and launch of “Virtual Home Energy Assessment”
- Development and deployment of virtual pre and post inspection protocols
- EM&V planning for virtual data collection and alternative analysis methods for high priority studies and shifting project timelines for those with lower priority

VIRTUAL HOME ENERGY ASSESSMENTS (VHEAs)

Soft launch on April 6

First offered to customers who had HEAs cancelled postponed, then market to new participants

Measures identified during VHEA to be delivered to customer's home

On-premise work identified through VHEA will occur after suspension lifted

Offering 100% insulation incentive to encourage participation, build strong pipeline up to \$4,000 max incentive

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ENHANCED TRAINING AND WORKFORCE DEVELOPMENT

- Procured and promoted 'no cost to student' on-line learning modules for both residential and C&I contractor staff
- Partnered with external organization to provide financial incentive for residential training module participation
- Regional effort across MA, RI, NH, and CT
- Phase II will add more trainings



C&I EFFORTS

- "Virtual" post inspections operationalized
- Protocol in place for limited work-in-progress projects
- Enhanced financial support package for small business customers
- Following from VHEA launch, now offering "virtual" small business audits

National Grid Information Resources

Frequently Asked Questions:

ngrid.com/covid-19-ee

Contractor/Vendor Resources:

ngrid.com/businesshelp

AVAILABLE TRAININGS TO DATE

Building Operator Training (BOC)

Design Lights Consortium (DLC)
Networked Lighting Controls

BPI Building Science Principles

BPI Building Analyst, Envelope
Professional and Infiltration and Duct
Leakage trainings

ResCaz Simulation

OSHA Confined Space: Attics &
Crawlspace

COVID-19 Impacts on SBC Fund Balances

Driver	Fund Balance Impact
Statewide energy consumption is down	↓
Near-term program expenditures are down	↑
Full-year program expenditure impacts are currently unknown	?

**COVID-19 impacts on SBC fund balances can move in both directions
Too early to know full-year impacts**

Impacts on EM&V

Short-term Impacts	Medium-term impacts
<ul style="list-style-type: none">• Paused on-site data collection (mainly impacts C&I studies)• Temporarily paused customer outreach (e.g. surveys) – now preparing to restart surveys where possible• Tweaking survey instruments in order to attempt to measure any effects of COVID-19 on results, e.g. shifts in free-ridership or spillover	<ul style="list-style-type: none">• 12 of 30 in-progress and planned studies impacted by COVID-19• C&I custom studies: Contingency plans in place to inform Plan values by supplementing on-sites with desk reviews• C&I Net-to-Gross: Results expected in time for 2021 plan• Multiple residential studies: Surveys slightly delayed; anticipate results in time for three-year plan• Potential effects on impact results due to changes in energy consumption levels/patterns

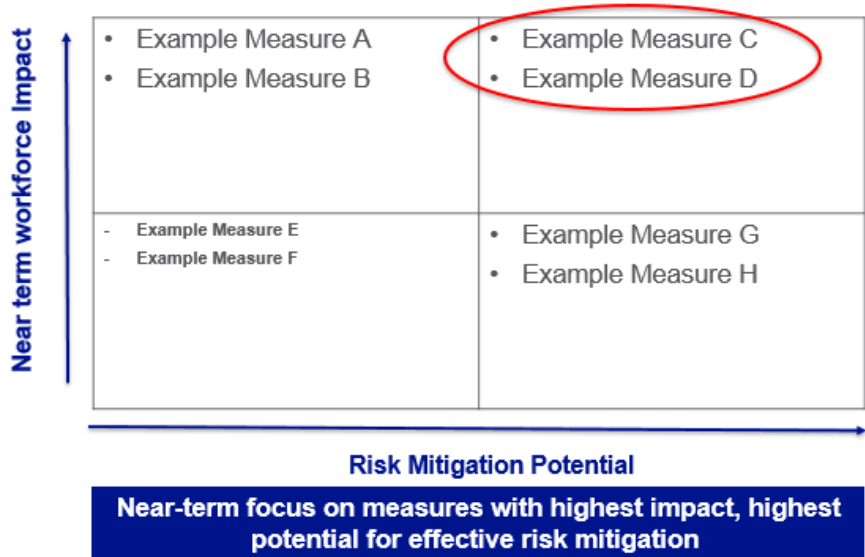
Vendor Communications

- Company continuing to use web site / FAQs / contractor resources pages as primary channel for vendor information dissemination
- Company has established structured processes to intake, evaluate and communicate responses to individual requests through sales and program implementation teams
- Ongoing engagement through regular regional and state-level working groups
- Leveraging lead vendor relationships where appropriate to increase efficiency of information exchange
 - Training and information resource dissemination
 - Performing “State of the industry” contractor surveys

Multi-channel approach to maintaining open lines of communication with RI EE vendor community

Preparing to Resume On-Site Services

1) Identifying measures / situations for prioritized restoration



2) Supporting industry development of safe delivery standards and practices

- Co-funding regional, multi-stakeholder, vendor-driven effort to identify go-forward modifications to established practices and procedures in post-COVID environment
- Effort includes vendor input, external environment health and safety expertise
- Initial focus on 'high priority' measures / measure groups in both residential and C&I sectors

2-pronged approach to restoration of on-site service delivery

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