

Rhode Island Income Eligible Energy Efficiency Programs Update

July 16, 2020

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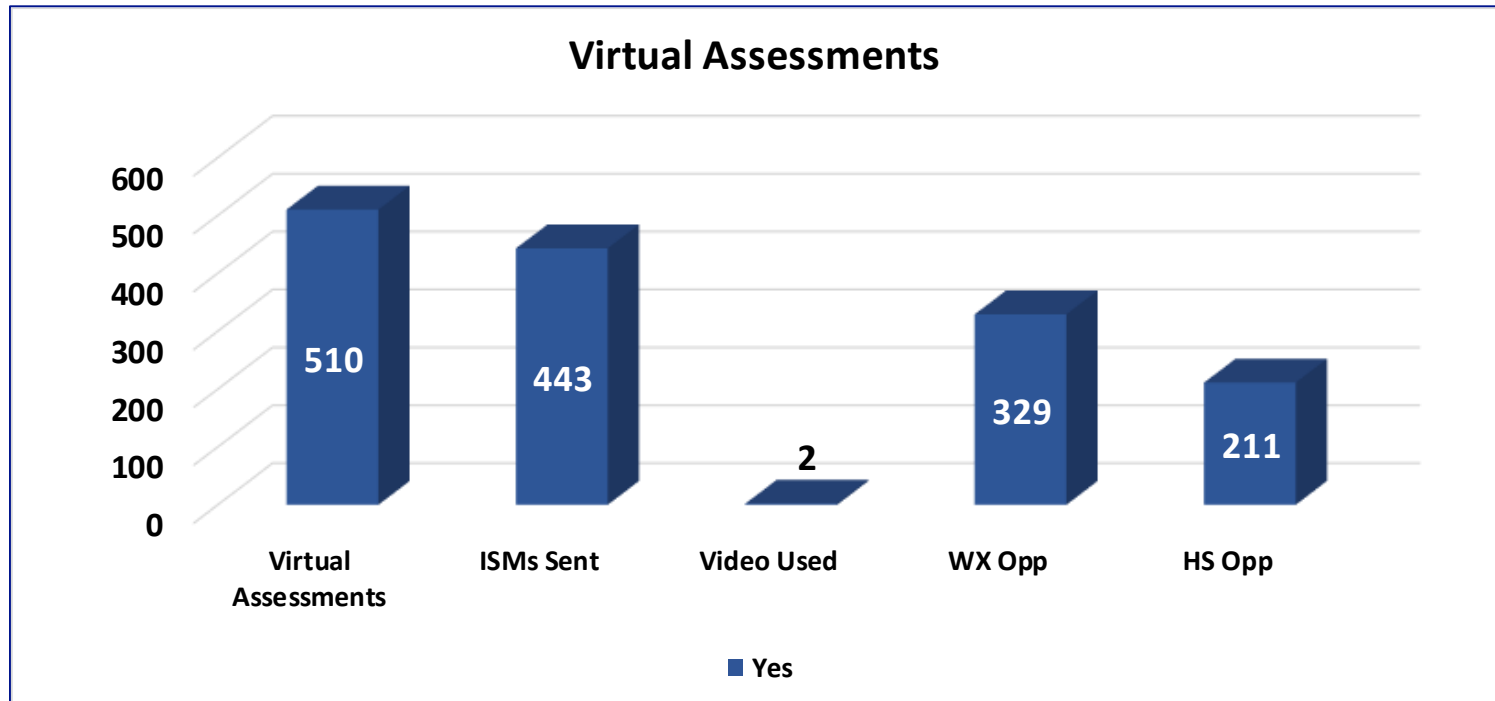
Introduction

Rhode Island Income Eligible Programs (IES Single Family 1-4 and Multifamily 5+ units)

- COVID–19 Impacts on Programs
- Current Program Status
- Gap Closures and Next Steps

COVID Impacts on IES

Stopped work March 13	Virtual Assessments began May 19	Agencies completed COVID EHE training in June
<ul style="list-style-type: none"> Some agencies wrapped up invoicing (~\$1M) Auditors laid off/furloughed 	<ul style="list-style-type: none"> 2 agencies 1st week; June 9 all Agencies <ul style="list-style-type: none"> Ramp up due to bringing people back from furlough 	<ul style="list-style-type: none"> Contractors (COVID trained and background checked) have been given Wx jobs. In-home assessments to begin soon.



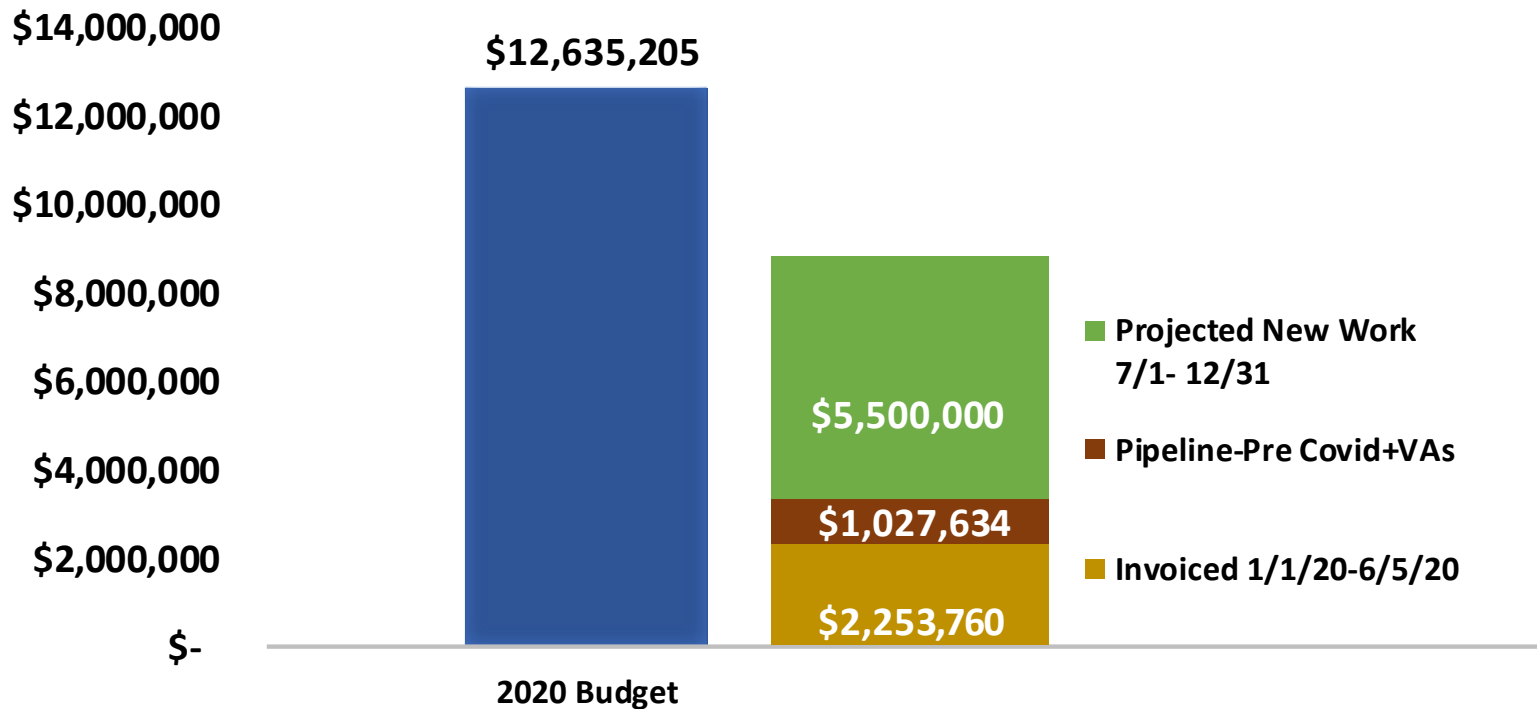
COVID Impacts on IES

- **Process Evaluation Recommendations**

- Covid 19 has paused the implementation of some Process Evaluation Recommendations
 - Landlord engagement
 - KPI Implementation of new Wx process
 - Assessor capacity (lay-offs/furloughs/new hires)
- Development of a non-SWS assessment tool has continued and is in the testing stage with a mobile application. This tool will reduce the time spent transferring data and will ensure missing data is collected.
- Post installation survey (Wx and Heating Systems) were implemented Q4 2019, but paused due to Covid.

Where are we now?

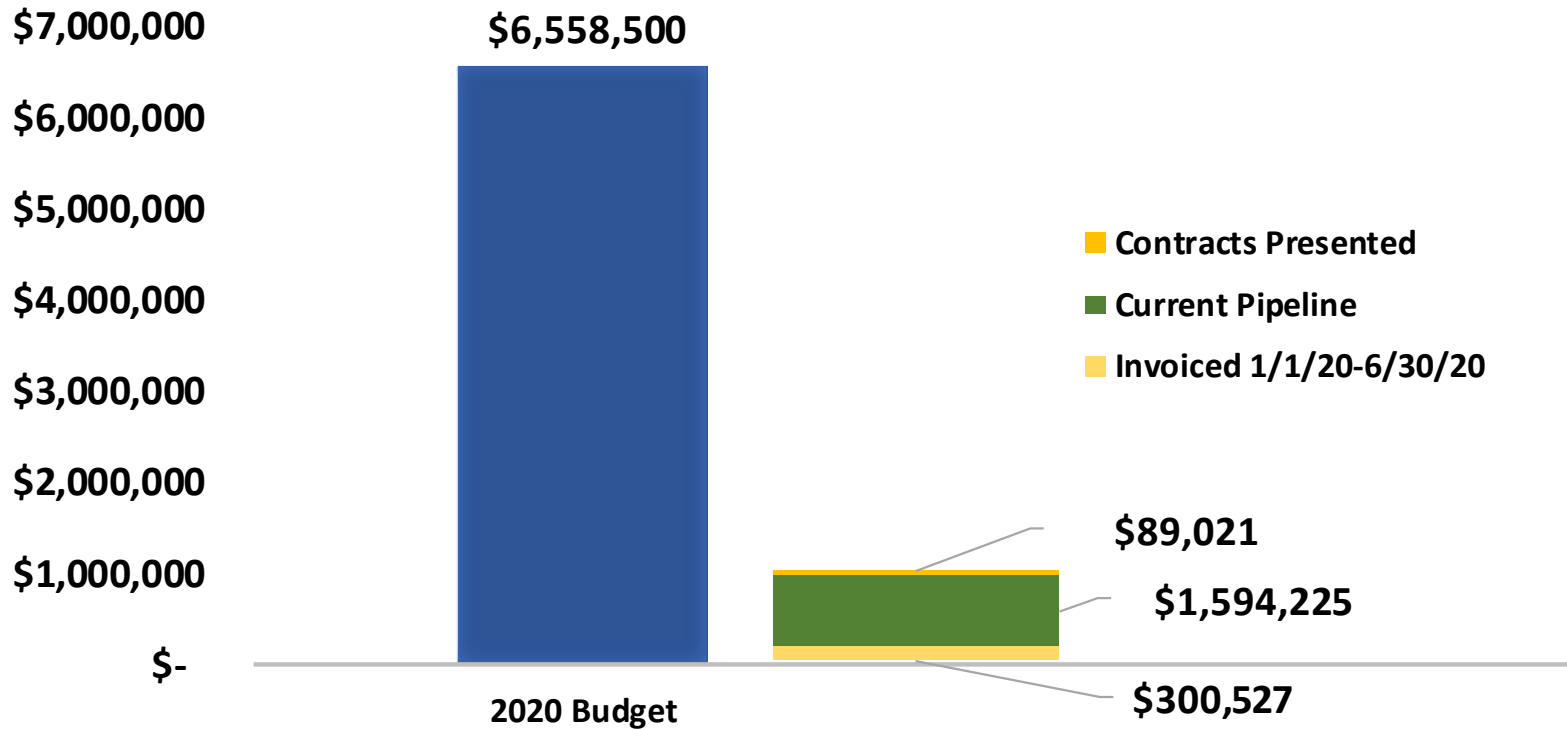
IE Single Family



“2020 Budget” = electric + gas for IES Single Family 1-4 units, excluding ~\$4M appliance incentives (paid directly to appliance vendors)

Where are we now?

IE Multifamily



Addressing the Gap

- **Meeting with CAP Executive Directors - July 22**
 - Program status
 - Strategies for reducing the gap
 - Additional auditors
 - Serving underserved renters
- **“Return from COVID” Town Hall with CAP staff – July 24**
 - Responding to customer issues
 - Ideas for meeting goals
- **Improving efficiency of audit process (iPad enabled)**
- **Communication strategy to inform customers that the IES auditors and contractors have completed necessary COVID training**
- **Meeting customer cooling needs**
 - Updated Products program to ease multifamily tenant access to A/Cs
- **Working with 4 Housing Authorities to address barriers, install ASHPs**

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