

Rhode Island Energy Efficiency

Third Quarter 2021 | National Grid

November 12, 2021

Overview

National Grid's energy efficiency programs continued to deliver energy savings for Rhode Island customers by achieving 556,014 net lifetime MWh of electric savings (43.1% of the net lifetime goal) and 1,910,542 net lifetime MMBtu of natural gas savings (46.9% of the net lifetime goal) while continuing to address the challenges faced due to the COVID-19 pandemic.

Income Eligible Services: In Q3, National Grid distributed the quarterly Welcome E-Mail and Welcome Direct Mail marketing strategy (with English on the front of the letter and Spanish on reverse) that leverages personalization to promote IES, displaying the regionally appropriate CAP agency based on the customer's service address.

Residential HVAC: A new weekly HVAC program newsletter was launched in July specifically for HVAC companies, contractors, technicians, distributors, and other trade allies. The goal is to engage industry stakeholders in the program by sharing important information such as program updates and deadlines, best practices, tips for technicians, helpful links to resources and information about programs such as EnergyWise and the Heat Loan; offering technical support and assistance with data and rebate processing; and soliciting feedback and communication from contractors.

Community Initiatives: The Company continued its work with Quonset Development Corporation (QDC) under a three-year memorandum of understanding to provide EE services to businesses at the Quonset industrial park. As of 2018, Quonset supported 22,300 jobs and \$4.3 billion in economic output, which represent 4.5% of Rhode Island's workforce and 7% of its gross domestic product.¹ Since January 2020, more than 30 participating customers have benefited from annual energy savings totaling \$1.8 million.

¹ Tebaldi, Edi. 2019. *The Quonset Economic Impact 2019*. Bryant University. http://www.quonset.com/resources/common/userfiles/file/Bryant%20University%20Economic%20Impact%20Report_9.12.19_FINAL.pdf

2021 Program & Initiative Updates – Q3

Residential New Construction (RNC)

The Residential New Construction (RNC) program achieved 9,474 net lifetime MWh of electric savings (52.4% of the lifetime goal) and 21,582 net lifetime MMBtu of gas savings (25.3% of the lifetime goal) through the third quarter of 2021.

The program completed 37 housing units this quarter and enrolled 10 more customer residences in the program. Of the 37 customer residences completed, five (14%) used electric heat and 17 (46%) had gas heat. Thirty-three (89%) of completed residences were new construction/gut rehabs while four (11%) were renovations/rehab. Two units was certified as meeting U.S. DOE's Zero Energy Ready Home standard and will be certified as Passive House. Twenty-four master-metered, income eligible, housing units were built to RNC Program Standards. Two hundred ten units of Zero Energy Ready homes are currently in the pipeline, including 205 seeking Passive House certification and five seeking DOE Zero Energy Ready certification.

Challenges and Responses

Pricing for certain materials (including lumber) has continued to be escalated due to COVID-19, and there have been shortages of equipment such as heating systems and windows. While these factors have delayed construction schedules, the high demand for housing means these delays should be temporary and should not cause long term issues.

With the increase in all electric new construction homes being built in Rhode Island it remains a challenge to achieve the RNC Gas participation and savings goals.

Customer Highlight

A multi-unit project in Providence will incorporate 95.9% AFUE combination boilers + domestic hot water, ENERGY STAR appliances, ERVs (energy recovery ventilation), HERS Index range: 48-55, and Tier 2 Savings (25-34% over baseline).

Income Eligible Services (IES)

The National Grid Income Eligible Services program achieved 12,452 net lifetime MWh of electric savings (33.7% of the lifetime goal) and 77,204 net lifetime MMBtu of gas savings (38.4% of the lifetime goal) through the third quarter of 2021.

Field operations with COVID-19 precautions continued in the third quarter with all six CAP agencies providing in-home services. One CAP continued virtual services at the request of their customers.

The third quarter IES Best Practice meeting was held virtually on August 26. This meeting focused on safety, 2021 program delivery updates, COVID-19 updates, and the Third-Party Referral Program, including enhanced referrals and a marketing update.

The key performance indicator (KPI) process was continued in the third quarter to improve communications between CAPs and the lead agency. KPI meetings were held with each CAP, the Company’s lead vendor and at least one Rhode Island Department of Human Services (DHS) representative. These meetings ensure that the CAPs are aware of their KPI goals, they are on pace to meet the goals and provide a dedicated time for constructive dialog.

One CAP Executive Director Meetings was held in the third quarter on August 25th. These meetings included most CAP Executive Directors, National Grid, RI DHS and the lead vendor. The meeting focused on performance, challenges/opportunities, customer communications, sharing of consistent information across all CAPs and opportunity for open discussion.

In Q3, National Grid distributed the quarterly Welcome E-Mail and Welcome Direct Mail marketing strategy (with English on the front of the letter and Spanish on reverse) that leverages personalization to promote IES, displaying the regionally appropriate CAP agency based on the customer’s service address.

	Welcome E-Mail on Tue 9/21/21	Welcome Direct Mail in Early Oct
Total	2,771	5,157

Challenges and Responses

Staffing at some of the CAPs continues to be a challenge to IES Program implementation. National Grid IES is implementing several approaches to reduce the impact of these barriers:

- Contracting for additional auditors providing freelance audit services to the agencies.
- The Enhanced Referral program where completed audits are referred by the CAP agencies to third party implementation services.
 - 15 complete through Q3, 12 In Progress
- Rhode Island Builders Association Auditor & Installer program was developed in the first quarter and refined in the second quarter to provide equity-based training and certification to local unemployed or underemployed people, providing skills to participate in all facets of the green energy economy. The Rhode Island Builders Association, Comprehensive CAP and TriCounty CAP, along with CLEAResult, are leading this effort. Training will begin at a newly constructed training

center in Coventry, RI in in the fourth quarter. An additional cohort is scheduled for 2022.

- Virtual AMPs have slowed in Q3 due to customers doing in-person AMPs. Over 2,000 virtual AMPs completed since the program's inception.

Agency Audit Staffing:

- Blackstone Valley Community Action Agency – 4.5 Auditors
- CAP of Providence – 2 Auditors
- Comprehensive Community Action Agency – 6 Auditors
- East Bay Community Action Agency – 3 Auditors
- TriCounty Community Action Agency – 9 Auditors
- Westbay Community Action Agency – 7 Auditors
- Contract Auditors – 3 Auditors

Customer Highlight

A sampling of customer feedback from customer comment cards:

“Thank you for helping me at a difficult time in my life. I won't have to worry.”
Connie from Bristol

EnergyWise Single Family

The EnergyWise Single Family program achieved 12,573 net lifetime MWh of electric savings (87.4% of the lifetime goal) and 448,153 net lifetime MMBtu of gas savings (94.0% of the annual goal) through the third quarter of 2021.

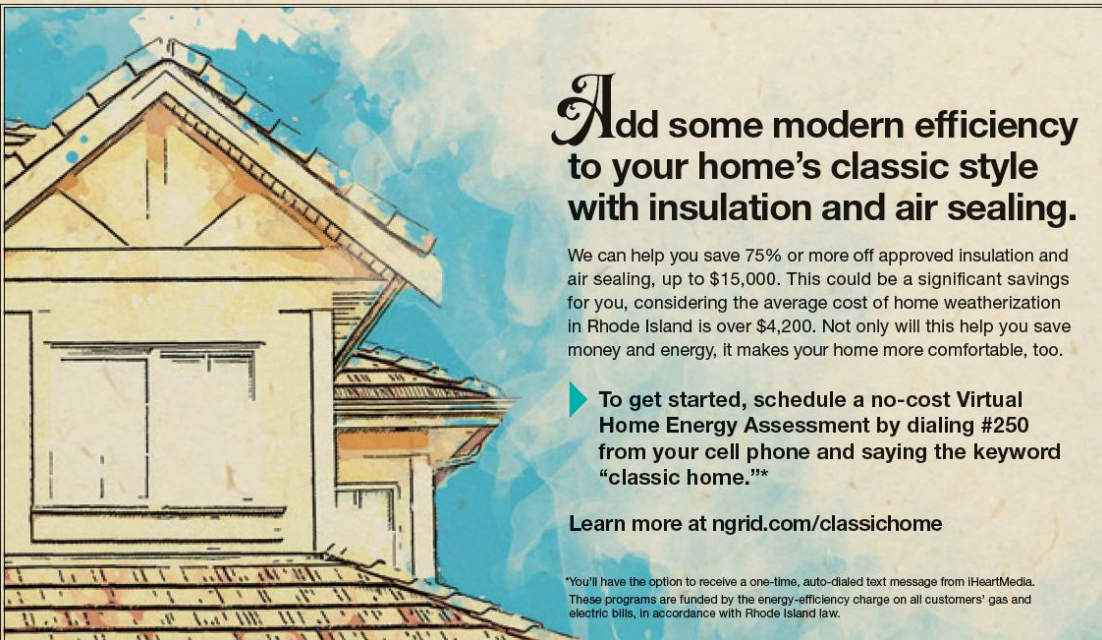
Through the third quarter of 2021, EnergyWise continues to support the strong customer interest in the program. Gas program spend is at 121% of planned budget with electric spend at 86% of the planned budget. Savings are 94% and 87% respectively. The customer pipeline is strong and estimated customer spend forecast at 200% for the gas program and 135% for the electric program have not changed since the second quarter. Through September, 6,764 assessments have been completed and 3,514 weatherizations.

Notable EnergyWise activities during the third quarter include:

- Working with Narragansett Indian Tribe to provide assessments and weatherization services to tribe members.
- Served ten customers on Prudence Island.
- Classic home mailer sent to customers cross-promoting weatherization, Low-Emissivity storm windows, and refrigerator recycling in July.



**Vintage homes
like yours radiate
beauty and charm.**



**Add some modern efficiency
to your home's classic style
with insulation and air sealing.**

We can help you save 75% or more off approved insulation and air sealing, up to \$15,000. This could be a significant savings for you, considering the average cost of home weatherization in Rhode Island is over \$4,200. Not only will this help you save money and energy, it makes your home more comfortable, too.

▶ **To get started, schedule a no-cost Virtual Home Energy Assessment by dialing #250 from your cell phone and saying the keyword "classic home."***

Learn more at ngrid.com/classichome

*You'll have the option to receive a one-time, auto-dialed text message from iHeartMedia. These programs are funded by the energy-efficiency charge on all customers' gas and electric bills, in accordance with Rhode Island law.



A new, innovative way to make your vintage home more energy efficient.

One of our energy specialists will take a secure, virtual tour of your home and share personalized energy- and money-saving ideas. Plus, you could receive no-cost energy-saving products, like water-saving shower heads shipped directly to you.

Join over 4,500 of your neighbors in Rhode Island who have taken a no-cost Virtual Home Energy Assessment.

▶ **To get started, schedule a no-cost Virtual Home Energy Assessment by dialing #250 from your cell phone and saying the keyword "classic home."***

Learn more at ngrid.com/classichome

*You'll have the option to receive a one-time, auto-dialed text message from iHeartMedia. These programs are funded by the energy-efficiency charge on all customers' gas and electric bills, in accordance with Rhode Island law.



Have an old fridge you'd like to recycle?

Your old fridge or freezer could be costing you up to \$150 a year in energy costs. If you're looking to save money and energy, while protecting the environment, our Appliance Recycling Program can help. We'll safely remove and responsibly recycle your old fridge or freezer at no cost. As a thank you, we'll send you \$50.

▶ **To schedule a safe pickup, dial #250 from your cell phone and say the keyword "fridge pickup."***

Learn more at ngrid.com/fridgepickup

*You'll have the option to receive a one-time, auto-dialed text message from iHeartMedia. These programs are funded by the energy-efficiency charge on all customers' gas and electric bills, in accordance with Rhode Island law.

Challenges and Responses

At the July EERMC meeting, there was to be a vote whether to support continued spending of EnergyWise but was delayed due to lack of a quorum. This vote was moved to August meeting where the Council voted support of EnergyWise continuing to serve customers up to the portfolio overspend level of 115%. The Company continues to monitor the spending of the EnergyWise program while serving Rhode Island customers.

Customer Highlights

The average customer overall satisfaction ratings for Q3 are:

- 8.89 out of 10 for in-person home energy assessments
- 8.1 out of 10 for virtual home energy assessments
- 9.15 out of 10 for weatherization

A sampling of customer feedback from customer satisfaction surveys follow:

“This program is fantastic, I have a home from 1745, while it is a great home there are flaws. We have replacement windows but the cold air and heat escape because there is no insulation because of the horsehair plaster. My gas and electric bills are extremely high every month, I do try to adjust the thermostat and only heat and cool the rooms we need and use less in the areas we don't. While we've learned to become better the insulation will be a huge help year round. I was extremely happy with the proposal, and outlined work. I already had led light bulbs throughout the house but that was great too I didn't take advantage of something I did not need. Everything is led so we don't get the flickering if you mix. Thank you very much [staff] from Rise Engineering and National Grid for a wonderful program. Respectfully, [customer] Middletown RI”

“We are just awaiting a scheduled appointment for the work to be done. I understand these are being booked out through November, so I would like to get this on the books.”

“Both contractors we used were extremely professional and polite! They are excellent contractors and would recommend them to anyone! Thank you so much!”

EnergyWise Multifamily, Income Eligible Multifamily, C&I Multifamily

The EnergyWise Multifamily program achieved 6,697 net lifetime MWh of electric savings (41.1% of the lifetime goal) and 48,131 net lifetime MMBtu of gas savings (32.4% of the lifetime goal) through the third quarter of 2021. The Income Eligible Multifamily program achieved 6,627 net lifetime MWh of electric savings (29.4% of the lifetime goal) and there were 16,812 net lifetime MMBtu of gas savings (5.3% of lifetime goal) through the third quarter of 2021. The C&I Multifamily program achieved 12,736 net lifetime MMBtu of gas savings (9.0% of the lifetime goal) in the third quarter.

The Company started working on refreshing the tiered incentive offer with the lead vendor in order to start marketing it to customers in Q4 2021 to help build the 2022 pipeline.

Based on the positive feedback from the sales training provided in early 2021, the Company is looking into additional workforce development sales training that could be offered to the lead vendor and other trade allies in 2022. The lead vendor communicated that having trainings in the beginning of the year is

preferred and based on this feedback, The Company is working to schedule trainings based on this preference.

Customer Highlights

Case Study: Coddington Cove Apartments – Navy Housing Site

In an effort to increase outreach and awareness to convey the benefits of the Multifamily program, Coddington Cove Apartments has agreed to be featured in a case study which will illustrate the benefits of various measures that the customer had installed in addition to the process of going through the program.

The Navy has two additional sites that they are looking to have measures installed through the Multifamily program in 2022.

Below are pictures documenting some of the work that is currently being completed at Coddington Cove that have been provided by the lead vendor:



Air Sealing



Insulation

Customer Feedback:

“The supervisor was very helpful; and knowledgeable. He also made sure he cleaned up after the team. Much appreciated.”

“I recommend this service to everyone! I previously had service done at my one-family home and it saved me \$\$\$\$ in heating bills!”

The average customer satisfaction survey score (based on the survey administered by the program’s lead vendor) in Q3 is 93%.

Challenges and Responses

There has been a delay in receiving some materials for a few projects that are currently in progress which has delayed the overall completion date. The lead vendor is confident these projects will be completed by the end of the year despite the delays in receiving materials.

Customer Feedback:

“I got many lightbulbs, some of which lit up the bathroom like Broadway! I tried them for a day, then had to gradually remove them and go back to the original globes. In other areas they did help.”

Based on the customer feedback above, The Company will be working with the lead vendor to understand how we can better meet customer needs when it comes to installing lighting upgrades. For example, providing customers with the education of showing them the various warm and cool hues of an LED could help to ensure customers are choosing lighting upgrades that meet their needs.

ENERGYSTAR® HVAC (Heating and Cooling)

The ENERGYSTAR® HVAC (Heating and Cooling) program achieved 38,123 net lifetime MWh of electric savings (74.3% of the lifetime annual goal) and 294,275 net lifetime MMBtu of gas savings (44.1% of the lifetime goal) during the third quarter of 2021.

Three remote half-day HVAC Check trainings were held during the third quarter to provide both refresher courses and new trainings for a total of 18 HVAC technicians.

HVAC Check testing must be done in warm weather, so the volume of HVAC Check tests completed in Q3 increased from prior quarters. A total of 372 tests were completed in Q3. 142 onsite Quality Control (QC) inspections were performed on recently installed heat pumps.

A new weekly HVAC program newsletter was launched in July specifically for HVAC companies, contractors, technicians, distributors, and other trade allies. The goal is to engage industry stakeholders in the program by sharing important information such as program updates and deadlines, best practices, tips for technicians, helpful links to resources and information about programs such as EnergyWise and the Heat Loan; offering technical support and assistance with data and rebate processing; and soliciting feedback and communication from contractors. The current distribution list is over 650. The program received positive feedback from many contractors and as a result of the newsletter has responded to questions including access to and use of the program portal and scheduling additional trainings.

The HVAC Team developed and shared two resources for contractors in Q3 – MS Check Testing Procedure and AC Check Testing Procedure that outline the steps for proper testing. These were distributed directly to contractors and made available on the contractor portal.

The Enhanced Heat Pump Rebates for Residential Oil or Propane Heating Customers which launched on March 1st and is offered through a partnership between National Grid and the RI Office of Energy Resources, saw an increase in activity in Q3. 85 customers were served, 111 systems were installed, and 31 loans were processed. Over 130 additional projects are in the process of being installed or scheduled.

There are currently 74 Rhode Island HVAC program-approved contractors that have participated in the HVAC Check or MS Check training and testing process. In late spring the HVAC team followed up with all program contractors to ensure that the required training and testing had been done in order to be listed on the updated Approved Contractor list that was posted in July, and again over the summer in order to be included on the list that was posted in September. This resulted in a significant increase in tests performed by contractors in Q3, and lead to more trainings for new technicians and companies, particularly those looking to offer the Enhanced Rebates, as being listed as an Approved Contractor is a requirement for participation.

On the gas side, distributors, gas equipment factory representatives and contractors were included on the weekly HVAC newsletter distribution list, which included the promotion of 2021 Gas HVAC incentives.

Rhode Island HVAC Report nationalgrid

Weekly Update #12

October 12, 2021

The National Grid Rhode Island Electric Heating and Cooling Program team welcomes our HVAC partners to the new weekly program newsletter. This newsletter will help us stay connected so we can better serve our shared customers, drive energy efficiency goals, and continue to develop groundbreaking solutions. Look for information every Tuesday to:

- Keep up on program updates
- Learn tips to help you serve our shared customers
- Stay up to date on key deadlines

2021 National Grid Rhode Island H&C Program: Reminders for Office/Sales Staff ... and Techs

Submit Customer Rebates **ON TIME**

The 2021 Enhanced Rebates are a great sales tool, but there are requirements:

- All 2021 Rebated Jobs must be completed by December 31, 2021
- All 2021 Rebate Applications must be received by January 31, 2022

Some tips:

- **Quality Control (QC) inspection is required**, advise your customers to expect a call to schedule an inspection. These are exterior, verification visits and the customer does not need to be present. The Call Center will be calling from the following number: 1-800-473-1105.
- **Submit online or provide a completed application to your customer:** There are two different Enhanced Rebates: [Electric Heat Displacement](#) and the OER/National Grid [Oil and Propane Displacement](#) rebate. Eliminate confusion and processing delays by doing the rebate application for your customers.

Approved Contractor Listing Is Regularly Updated

We have passed the most recent listing update deadline, but if a company

Challenges and Responses

The process for a customer to receive an Enhanced Rebate for Residential Oil or Propane Heating Customers can become lengthy and complex. A home energy assessment is required, and the customer must commit to making their home energy efficient before purchasing and installing equipment. This ensures the energy load is reduced prior to system installation and that the equipment is properly sized, resulting in a better experience for the customer with their new heating system. Customers may also apply for a Heat Loan for the equipment, which involves finance institution approval and disbursement. The customer can submit the rebate form once the system has been installed, which is then reviewed by the processing center. Prior to approval for payment the equipment must also be inspected by the program for verification purposes. The program vendors who partner on this initiative continue to collaborate to streamline the process for the customer.

Customer Highlight

The Program was invited by Lawrence Air Systems Inc. a Barrington-based HVAC contractor to provide training at MTTI, a technical career training school based in Seekonk MA and East Providence
<https://www.mtti.edu/programs/hvacr-technician>.

“Thank you so much for bringing your training into MTTI. This group of students are very excited to get out there and practice what they learned last night. I have shared your message with the other instructors. We have four classes going on at all times and we are all at different stages in the curriculum. They will be reaching out soon. Thanks again, my students gained a lot from your session. This level of training will make a big impact on the quality and efficiency of installations for years to come!” - Jason T. Lawrence, Owner/General Manager

ENERGYSTAR® Lighting and Residential Consumer Products

The ENERGYSTAR® Lighting program achieved 18,716 net lifetime MWh of electric savings (69.8% of the lifetime goal) and the Residential Consumer Products program achieved 22,013 net lifetime MWh of electric savings (57.7% of the lifetime goal) during the third quarter of 2021.

2021 is the final year of the ENERGY STAR® lighting program. In preparation for smooth culmination of program activities, all incentives will conclude on September 30th to allow for adequate time for final invoicing.

In July, the classic homes campaign was jointly promoted with weatherization, low-E storm windows, and refrigerator and freezer recycling. Images from the mailing are shown in the EnergyWise section. Additional marketplace campaigns in July included promotion of window air conditioning and

dehumidifiers. The National Grid marketplace promoted lighting and advanced product strips in August.

In Q3, there were dehumidifier turn-in events in Westerly, Warwick, and North Providence resulting in 226 dehumidifiers collected for recycling. The Lead Vendor began the retail store survey documenting the prevalence of ENERGY STAR® and non-ENERGY STAR consumer products, retail price, smart product connectivity features, and number of models.

Home Energy Reports (HER)

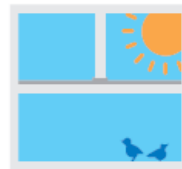
Home Energy Reports presented customers with the summer edition of the report recommending tips to save on cooling and other savings opportunities.



National Grid RI Home Energy Reports
1 Willow Street, Suite 2
Southborough, MA 01772-1026

Home Energy Report: Summer Edition
June 17, 2021

Stay cool and save more this summer



Cooling has a big impact on summer energy bills

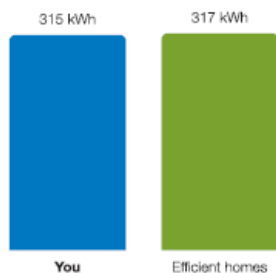
56% of your total energy use went towards **cooling*** last summer

*Can include window units, central AC, and fans



LAST SUMMER

✓ Nice work! You used about the same amount of energy on cooling as efficient homes



Efficient homes are the 20% of similar homes that used the least amount of energy from Jun 4 - Sep 14, 2020.

THIS SUMMER

When you're out for a few hours, turn up your thermostat for easy energy savings



Try raising settings by

5-8°F

Recommended by the Department of Energy

Make it easier: Installing a smart thermostat lets you switch between home and away temperature settings using your smartphone. If you're away at regular times during the week, you can set your thermostat to adjust automatically based on your schedule.

Ready to save more this summer? Turn over for ways to stay cool while you save.



0366220-029-20210720-433-GEN_R006_N10_49HW010-300_L000_L0_IN00RTI-STANDARD-1-1-19-2016

More ways to save this summer

These low-cost tips were chosen for you based on how you use energy in your home.



Adjust the display on your television

The default display settings on many TVs are energy intensive and often unnecessarily bright. Depending on the model, turning down your TV's brightness can reduce its power use without compromising image quality.

Save up to \$10 per TV per year



Use advanced power strips

Many computers, televisions, and other "vampire" devices use power even when they're off. Plug these devices into an easy-to-reach power strip and turn it off when you're not using them.

Save up to \$15 per year

For more ways to save, visit ngrid.com/ee-tips.

An easy way to save

Let us recycle your old fridge

Have an old fridge you don't use much? We'll pick it up and haul it away at no cost to you. Plus, we'll send you \$50 to show our appreciation.

Schedule a safe pickup at ngrid.com/rirecycle or call (877) 889-4762.



We're here to help



(866) 903-2811



EnergyReportsRI@ef.org

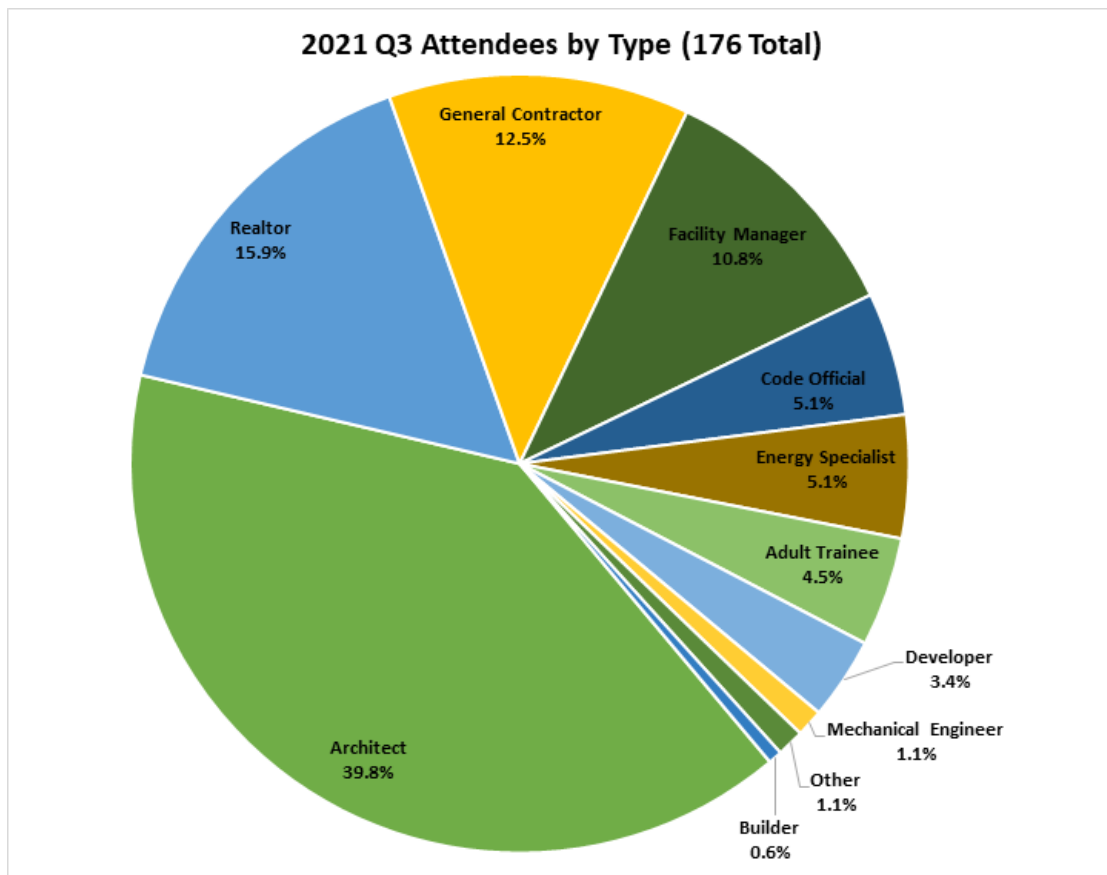


ngrid.com/ri-reports

Save more with special rebates and energy-efficient products you can buy at ngrid.com/save.

Code Compliance Enhancement Initiative (CCEI)

18 training events engaging 204 industry stakeholders were held during this quarter. 12 of these events were trainings focused on residential construction with 93 attendees, four commercial trainings with 83 attendees, one circuit rider project site trainings engaged 20 attendees, and one circuit rider design support meeting with eight attendees.



Q3 Training Participants – Attendees by Type

CCEI developed and delivered four **new** trainings during the third quarter focusing on REScheck and COMcheck and deeper dives into Advanced Framing and Green Building Fundamentals. These trainings were developed at the request of industry stakeholders including builders, building inspectors, contractor and realtors. Q3 Training continued to be delivered virtually due to COVID-19. Q3 Training topics:

- Residential
 - Building Science
 - Weatherization
 - Blower Door Testing
 - Advanced Building Science, Zero Energy Homes & the RI Stretch Code
 - Healthy Homes: Indoor Air Quality & Your Health
 - Home Comfort: Heating, Cooling & Ventilation
 - **NEW** - Green Building Fundamentals
 - **NEW** – Residential Energy Code & REScheck
 - **NEW** – Advanced Framing
- Commercial
 - URI Virtual Tour
 - Commercial Zero Energy Buildings & the RI Stretch Code
 - **NEW** – Commercial Energy Code & COMcheck

Challenges and Responses

CCEI continues to deliver a full suite of interactive webinars while public health guidelines continue to limit in-person trainings. CCEI will consider resuming in-person activities later this year.

Next code update

- The state Board began its review of the next energy code (based upon 2018 IECC) in September 2019, with the intent to adopt in 2020
- Review was delayed due to COVID-19
- It was made available for public review in Q2 of 2021 and was moved to final legislative approval in Q3
- It is anticipated to take effect by the end of 2021/early 2022 with a concurrency period
- The code still contains several weakening amendments

Future code update

- Once the code based upon 2018 IECC has been adopted, review of 2021 IECC will begin
- National Grid, CCEI and other stakeholders will work on continuing to remove RI's weakening amendments, and will submit proposals for strengthening amendments that result in energy savings for RI residents

Large Commercial New Construction

The Large Commercial New Construction program achieved 126,592 net lifetime MWh of electric savings (66.8% of goal) and 472,585 net lifetime MMBtu of gas savings (108.0% of goal) through the third quarter of 2021.

There are 28 active projects as of early October. Two more buildings signed up to participate in the Zero Net Energy pathway in Q3: an adult learning center and a multifamily building for homeless individuals.

The Company has signed up the first building in a large, mixed-use development to participate in the program. Program staff are working with the developer to recruit other buildings in the complex, which includes multifamily, hotels, restaurants, and retail facilities.

Program staff continued to actively engage school buildings to build the list of active projects in Q3.

Cross-Pollination with Communities Initiative: Program staff are meeting regularly with QDC staff to identify and engage customers building new facilities in the Quonset industrial park.

Challenges and Responses

Large new construction projects often require several years to engage and influence. COVID-related financial and supply chain disruptions extend the already lengthy construction timeline for these projects, which further increases the amount of engagement needed over the project lifetime.

Potential participants have expressed concerns about the Company's long-term commitment to the programs with the announcement of the PPL merger. The Company continues to communicate that energy efficiency programs are expected to proceed as normal, which has generally alleviated this concern.

Large Commercial Retrofit

The Large Commercial Retrofit program achieved 211,389 net lifetime MWh of electric savings (28.4% of goal) and 444,254 net lifetime MMBtu of gas savings (30.5% of goal) through the third quarter of 2021.

Industrial Initiative: An industrial customer installed two new injection-molding units used to manufacture personal protection equipment. The Industrial Initiative vendor worked with the customer to select high-efficiency units that saved the customer 38,368 gross annual kWh while reducing operations and maintenance costs by \$2,400 per year (non-energy benefits).

Telecommunications Initiative: Two new local team members were hired to help service the National Grid MA and RI territory. One is a RI resident and has direct experience with National Grid's energy efficiency offerings. The initiative is working on three projects that may be completed with the assistance of On Bill Repayment (OBR).

SEMP Initiative: The Company successfully recruited an additional University to participate in the Strategic Energy Management Planning initiative. The University has agreed to a 3-year MOU with the Company that established specific and aggressive energy efficiency targets and strategies.

EnergySmart Grocer Initiative:

A regional grocery chain opened a new grocery store in Warwick. This store installed a wide range of energy efficiency measures including night covers, hybrid condensers, destratification fans, VFDs, heat reclamation, kitchen equipment, and lighting. All measures resulted in total gross annual savings of 430 MWh and 1,465 gross annual MMBtus.



Challenges and Responses

Supply shortages caused by the pandemic are driving project delays and price increases across a wide range of capital projects.

Budgets remain constrained in some industries due to COVID-related changes, especially the eat-in restaurant, office space, and lodging sectors.

Small Business Direct Install

The Small Business Direct Install program achieved 68,248 net lifetime MWh of electric savings (64.9% of goal) and 18,624 lifetime MMBtu of gas savings (38.1% of goal) through the third quarter of 2021.

Enhanced reporting

The Company will be reporting the number of gas weatherization projects and the number of LED retrofit kits and luminaires with controls in 2021 to show National Grid's progress in these priority areas.

There were no gas weatherization projects in Q3 2021. However, the SMB vendor has begun marketing weatherization projects that will use enhanced offerings made possible by RGGI funds.

The table below shows the numbers of luminaires and retrofit kits with controls for Q3 compared to previous quarters and 2020.

# Luminaires			# Luminaires with controls		
All 2020	13,032		All 2020	149	
Q1 2021	3,425		Q1 2021	25	
Q2 2021	2,537		Q2 2021	94	
Q3 2021	1,735		Q3 2021	29	

# Retrofit kits		# Retrofit kits with controls		
All 2020	17,260		All 2020	450
Q1 2021	4,372		Q1 2021	125
Q2 2021	2,357		Q2 2021	118
Q3 2021	2,154		Q3 2021	95

Equity Note

The Company’s vendor is now a member of Rhode Island Black Business Association. They were featured in the September newsletter as a new member.

The Company’s vendor also gathered a list of women owned businesses from an article in RI Monthly. Many of these businesses have been contacted via email. Phone follow ups will begin soon.

Customer Highlights

The program completed projects at two family-owned restaurants. The first restaurant received CoolTrol refrigeration controls and high efficiency EC motors in the evaporators. Interior and exterior LED fixtures were installed throughout the second restaurant as well as several low flow kitchen spray valves. The combined savings of the two restaurants is 2.2 net annual MWh per year and 11.4 net annual MMBtu.

High efficiency LED fixtures with optics were installed in the office and warehouse areas of a family owned moving and storage company. It is predicted that the customer will save 1.08 net annual MWh per year.

Evaluation, Measurement, and Verification

The following study was completed in Q3 of 2021:

Impact Evaluation of PY2019 Rhode Island C&I Upstream Lighting Initiative calculates annual savings realized by various lighting technologies offered through the initiative primarily by assessing 1) the wattage saved by converting from existing fixtures to program-incentivized fixtures, and 2) the installation rate of program-incentivized fixtures. Additionally, HOU metering was performed at five sites that received integrated controls through the program.

Community Initiatives

East Providence continues to work with National Grid’s Municipal Energy Specialist to complete construction and inspection of their Community Initiative project to add energy-efficiency lighting at the Rumford Little League

field. Funds earned through the successful achievement of the Community Initiative will be utilized for the completion of this project.

The Company continued its work with Quonset Development Corporation (QDC) under a three-year memorandum of understanding to provide EE services to businesses at the Quonset industrial park. As of 2018, Quonset supported 22,300 jobs and \$4.3 billion in economic output, which represent 4.5% of Rhode Island's workforce and 7% of its gross domestic product.² Since January 2020, more than 30 participating customers have benefited from annual energy savings totaling \$1.8 million, with reductions of 10 million kWh (electric) and over 100,000 therms (gas), leveraging \$2.2 million in energy efficiency incentives.

Connected Solutions

This summer (including June through September) the Company called:

- 6 C&I Targeted Dispatch events,
- 30 C&I Daily Dispatch events,
- 13 thermostat events, and
- 30 battery events.

The load reduction caused these events is still being calculated.

There are currently:

- 29 gross MW worth of capacity commitments in C&I Targeted Dispatch
- 16 gross MW worth of capacity commitments in the C&I Daily Dispatch
- 5,566 customers registered for the thermostat measure
- 245 customers registered for the battery measure
- 897 customers registered for the solar inverter power quality demonstration, which will be enough for the evaluation.

This year several customers left Targeted Dispatch to join Daily Dispatch. This benefits peak shaving since Daily Dispatch customers are called more often resulting in more peak shaving system benefits.

Initial results from the solar inverter power quality demonstration appear promising, with the evaluation concluding in 2022.

² Tebaldi, Edi. 2019. *The Quonset Economic Impact 2019*. Bryant University.
<http://www.quonset.com/resources/common/userfiles/file/Bryant%20University%20Economic%20Impact%20Report%209.12.19%20FINAL.pdf>

Rhode Island Pilots, Demonstrations and Assessments

PDA Name		Q3 2021 Updates
<u>New Air Sealing & Insulation - Demonstration - Resi</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Manufacturer interviews showed best fits for air sealing with new construction, working to identify sites for that application. Injection insulation is still appropriate for a retrofit though the manufacturer is backlogged until spring 2022.
	Next steps	Presenting updating findings to sector team and implementation vendor as well as writing copy for customer recruitment through Q4 2021, Q1 2022.
<u>Solar Inverter DLC - Demonstration - Resi</u>	Date	9/30/2021
	Stage	Demonstrate
	Recent Activity	897 solar inverters have been enrolled in the RI portion of this demonstration which is enough for the evaluator. Solar inverter settings have been successfully changed and we are collecting data which will be used by the evaluator to calculate the savings. Since the evaluation won't be done until sometime in 2022. This demonstration has been re-proposed as a demonstration in the 2022 EE plan.
	Next steps	The solar inverters are gathering reactive power generation/absorption data which will be used by the evaluator to calculate savings.
<u>Pre-Fab Energy Retrofit - Assessment - Resi</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Conversations with consultant on findings and conclusions. Beginning to summarize research and develop recommendations.
	Next steps	Final write up of research
<u>Gas HPs - Demonstration - Resi</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	The residential-scale manufacturer is at an early stage of commercialization, and low production volume means that there is a product backlog until spring 2022.

	Next steps	Outreach will continue into Q4 to verify product availability, including with alternate manufacturers and
<u>HVAC Lighting Controls Plus - Demonstration - C&I</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Working with sales team and Slipstream to move forward on two strong candidates for participation in the demonstration.
	Next steps	Customer recruitment and project initiation.
<u>Kitchen Exhaust - Demonstration - C&I</u>	Date	9/30/2021
	Stage	Referred
	Recent Activity	We have ended the demonstration on the two technologies. Electrostatic filtration - RI does not have the odor/pollution control policies that require restaurants to have filtration. Without this requirement the measure does not make energy or economic sense. We were unable to recruit eligible customers after engaging with the vendor, sales teams, and marketing teams. Energy Recovery - The energy recovery product we had assessed in Phase I of the study became unavailable when the patent holder and manufacturer went their separate ways. Delays in engaging and new manufacturers resulted in the project being closed at this time. Stage marked as "Referred" because the technology could still be implemented on a custom basis when the products are available and appropriate. No further demonstration activity will continue at this time to develop a more prescriptive offering.
	Next steps	N/A
<u>Enzyme-based HVAC Coil Cleaning - Demonstration - C&I</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Metering has been set up at the customer sites and the coil cleaning vendor is performing the coil cleaning.
	Next steps	Following a data gathering period, the metering vendor will analyze results and submit a final report.
	Date	10/18/2021
	Stage	Develop or Demonstrate

<u>Refrigeration Leak Survey & Repair - Assessment - C&I</u>	Recent Activity	Have moved this from an assessment activity to a demonstration activity. Working with a vendor and consultant to recruit two RI grocery customers to participate in M&V activity. Metering is expected to begin in November and conclude in the spring, with the survey and repair occurring in January.
	Next steps	Identify and recruit two RI customers for participation in demonstration work.
<u>Gas DR - Pilot - C&I</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Enrollment efforts have begun in anticipation of the 2021-22 winter season. Outreach includes additional new customers with the potential to participate in the Peak Period program.
	Next steps	Finalize all enrollments by 10/31. Update metering for new customers (if necessary) .
<u>Gas HPs - Demonstration - C&I</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Interviewed and screened Tecogen Ilios gas compression-driven heat pump which was found generally not to be cost-effective for space heating loads alone, and would likely require significant process heating loads to pass BCR.
	Next steps	Evaluating other commercial-scale gas compression-driven heat pump products for cost-effectiveness.
<u>HVAC Automation for DR - Assessment - C&I</u>	Date	9/30/2021
	Stage	Plan
	Recent Activity	EMS vendors are unresponsive - following this stage of external data gathering, now comparing correlation of controls installation with participation in Connected Solutions. In parallel with the previous qualitative assessment of the space, this will provide quantitative assessment of DR seeding potential.
	Next steps	Gathering upstream installation data, DR participation data, summarizing findings in memo.
<u>Shared Laundry Facilities - Assessment - MF</u>	Date	9/30/2021
	Stage	Plan
	Recent Activity	Received summary of other program activities in the country related to MF laundry facilities from ESource.

	Next steps	Will be contacting program managers of other programs for additional detail on their success and approach. Review savings estimates and update if necessary.
<u>SEM/CEI - Demonstration - C&I</u>	Date	9/30/2021
	Stage	Demonstration
	Recent Activity	The SEM/CEI vendor conducted on-site Treasure Hunts with the participating customers in search of Low Cost/No Cost Energy Efficiency opportunities.
	Next steps	The Company will look to claim electric savings in Q4 of 2021. The SEM/CEI gas savings will be claimed in Q1 of 2022.
<u>Submetering to Support EE - Assessment - C&I</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Have presented offering redesign internally and received approval to move to finalize program details. Working with CEM teams in MA and RI to develop action plan for launching updated program in 2022.
	Next steps	Determine if and how to engage procurement for program Guidebook and ongoing program management.
<u>Smart Valves for Chilled Water Systems - Demonstration - C&I</u>	Date	9/30/2021
	Stage	Develop or Demonstrate
	Recent Activity	Working through some technical issues (not caused by the smart valves, but interferes with the smart valves ability to save energy) with the first customer which may result in longer metering period. Actively working with sales team and marketing to identify additional customers to participate.
	Next steps	Resolve technical issue on site and extend metering period. Continue customer recruitment efforts.

NATIONAL GRID ENERGY EFFICIENCY PROGRAMS IN RHODE ISLAND

Table 1: Summary of Electric 2021 Target and Preliminary 3rd Quarter Results

ELECTRIC PROGRAMS Sector and Program	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(18)	(13)	(14)	(15)	(19)	(16)	(17)
	Demand Reduction (Annual kW)			Energy Savings (Annual MWh)			Customer Participation			Expenses (\$ 000)				Energy Savings (Lifetime MWh)				\$/Lifetime kWh	
	Target	Year To Date	Pct Achieved	Target	Year To Date	Pct Achieved	Target	Year To Date	Pct Achieved	Budget	Year To Date	Pct Achieved	Year End Forecast	Target	Year to Date	Pct Achieved	Year End Forecast	Target \$/kWh	Year to Date
Commercial and Industrial																			
Large Commercial New Construction	1,856	1,000	53.9%	11,837	8,552	72.3%	145	92	63.2%	\$ 8,188.2	5,613.8	68.6%	113.7%	189,441	126,592	66.8%	130.0%	\$ 0.043	\$ 0.044
Large Commercial Retrofit	11,648	3,004	25.8%	59,496	19,494	32.8%	2,882	2,221	77.1%	\$ 31,565.2	11,549.7	36.6%	95.7%	744,562	211,389	28.4%	90.9%	\$ 0.042	\$ 0.055
Small Business Direct Install	1,134	889	78.4%	9,696	5,533	57.1%	571	324	56.7%	\$ 8,883.6	3,841.0	43.2%	100.0%	105,134	68,248	64.9%	110.0%	\$ 0.084	\$ 0.056
Commercial ConnectedSolutions										\$ 2,990.1	114.0	3.8%	100.0%						
Community Based Initiatives - C&I Financing										\$ 74.5	0.0	0.0%	100.0%						
										\$ 5,000.0	0.0	0.0%	100.0%						
SUBTOTAL	14,638	4,893	33.4%	81,029	33,580	41.4%	3,598	2,636	73.3%	\$ 56,701.6	21,118.4	37.2%	99.6%	1,039,136	406,229	39.1%	99.9%	\$ 0.055	\$ 0.052
Income Eligible Residential																			
Single Family - Income Eligible Services	457	261	57.1%	3,120	1,533	49.1%	3,412	3,809	111.6%	\$ 12,846.1	5,254.6	40.9%	85.0%	36,909	12,452	33.7%	85.0%	\$ 0.348	\$ 0.422
Income Eligible Multifamily	70	67	96.2%	1,554	609	39.2%	3,600	176	4.9%	\$ 3,549.0	638.1	18.0%	100.0%	22,545	6,627	29.4%	100.0%	\$ 0.157	\$ 0.096
SUBTOTAL	527	329	62.3%	4,674	2,142	45.8%	7,012	3,985	56.8%	\$ 16,395.1	5,892.7	35.9%	88.2%	59,454	19,079	32.1%	90.7%	\$ 0.276	\$ 0.309
Non-Income Eligible Residential																			
Residential New Construction	66	75	113.9%	979	470	48.0%	417	371	89.0%	\$ 1,611.3	704.1	43.7%	99.6%	18,088	9,474	52.4%	100.0%	\$ 0.089	\$ 0.074
ENERGY STAR® HVAC	204	126	61.6%	3,181	2,234	70.2%	5,037	3,969	78.8%	\$ 3,487.8	2,309.3	66.2%	100.0%	51,309	38,123	74.3%	117.1%	\$ 0.068	\$ 0.061
EnergyWise	445	466	104.9%	2,841	2,901	102.1%	11,223	9,705	86.5%	\$ 15,692.2	13,508.2	86.1%	134.8%	14,385	12,573	87.4%	135.0%	\$ 1.091	\$ 1.074
EnergyWise Multifamily	158	161	101.9%	1,240	1,013	81.7%	3,600	753	20.9%	\$ 2,804.3	817.5	29.2%	95.0%	16,307	6,697	41.1%	85.0%	\$ 0.172	\$ 0.122
ENERGY STAR® Lighting	1,872	1,417	75.7%	11,533	8,871	76.9%	68,164	49,871	73.2%	\$ 5,274.8	2,692.4	51.0%	100.0%	26,801	18,716	69.8%	93.3%	\$ 0.197	\$ 0.144
Residential Consumer Products	1,019	549	53.9%	5,926	3,633	61.3%	33,111	28,995	87.6%	\$ 2,681.2	1,739.3	64.9%	100.0%	38,130	22,013	57.7%	103.0%	\$ 0.070	\$ 0.079
Home Energy Reports	3,692	3,178	86.1%	26,852	23,112	86.1%	323,248	280,282	86.7%	\$ 2,641.7	1,825.7	69.1%	87.5%	26,852	23,112	86.1%	106.6%	\$ 0.098	\$ 0.079
Residential ConnectedSolutions										\$ 1,920.5	369.5	19.2%	94.1%						
Energy Efficiency Education Programs										\$ 40.0	9.0	22.5%	100.0%						
Community Based Initiatives - Residential										\$ 226.2	91.1	40.3%	100.0%						
Comprehensive Marketing - Residential										\$ 332.7	71.9	21.6%	100.0%						
SUBTOTAL	7,455	5,971	80.1%	52,553	42,234	80.4%	444,801	373,946	84.1%	\$ 36,712.7	24,137.9	65.7%	113.3%	191,872	130,706	68.1%	106.5%	\$ 0.191	\$ 0.185
Regulatory																			
EERMC										\$ 738.5	387.8	52.5%	100.0%						
OER										\$ 738.5	553.9	75.0%	100.0%						
SUBTOTAL										\$ 1,477.0	\$ 941.7	63.8%	100.0%						
TOTAL	22,621	11,193	49.5%	138,256	77,956	56.4%	455,411	380,567	83.6%	\$ 111,286.3	\$ 52,090.8	46.8%	102.4%	1,290,462	556,014	43.1%	100.5%	\$ 0.086	\$ 0.094
<i>Municipal LED Street Lights</i>										485.9	79.8	16.4%							

NOTES

(1)(4)(7) Targets from Docket 5076 - Attachment 5, Table E-7 (electric), Refined December 22, 2020

(3) Pct Achieved is Column (2)/ Column (1).

(6) Pct Achieved is Column (5)/ Column (4).

(7) Participation was planned and is reported in 'net' terms which takes into account free-ridership and spillover.

(9) Pct Achieved is Column (8)/ Column (7).

(10) Approved Implementation Budget from Docket 5076, Attachment 5 Table E-3 (electric), Refined December 22, 2020

(11) Year To Date Expenses include Implementation expenses.

(12) Pct Achieved is Column (11)/ Column (10).

(17) \$/lifetime kWh = Column (11)/Column (14)

(16) Planned \$/lifetime MWh from Docket 5076 - Attachment 5, Table E-5 (electric), Refined December 22, 2020 - adjusted to reflect format of quarterly report. Program Implementation Expenses/lifetime kWh.

(18) (19) Year End Spending and Energy Savings forecasts are best estimates based on the information available and may change throughout the year.

Values in quarterly reports are preliminary and subject to change. Data is finalized in the Year-End Report.

NATIONAL GRID ENERGY EFFICIENCY PROGRAMS IN RHODE ISLAND

Table 2: Summary of Gas 2021 Target and Preliminary 3rd Quarter Results

GAS PROGRAMS Sector and Program	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(16)	(10)	(11)	(12)	(17)	(13)	(14)	(15) Peak Hour Gas Demand Savings (MMBtu)
	Energy Savings (Annual MMBtu)			Customer Participation			Expenses (\$ 000)				Energy Savings (Lifetime MMBtu)				\$/Lifetime MMBtu		
	Target	Year To Date	Pct Achieved	Target	Year To Date	Pct Achieved	Budget	Year To Date	Pct Achieved	Year End Forecast	Planned	Year To Date	Pct Achieved	Year End Forecast	Planned	Year to Date	Year to Date
Commercial and Industrial																	
Large Commercial New Construction	27,631	34,102	123.4%	61	29	46.9%	\$ 2,634.2	\$ 1,722.8	65.4%	83.3%	437,398	472,585	108.0%	199.3%	\$ 6.02	\$ 3.65	17.05
Large Commercial Retrofit	187,283	46,460	24.8%	98	45	45.6%	\$ 5,054.1	\$ 1,977.8	39.1%	72.7%	1,455,776	444,254	30.5%	71.5%	\$ 3.47	\$ 4.45	23.23
Small Business Direct Install	4,886	1,927	39.4%	183	69	37.8%	\$ 332.7	\$ 45.2	13.6%	100.0%	48,861	18,624	38.1%	112.9%	\$ 6.81	\$ 2.43	0.96
Commercial & Industrial Multifamily	9,444	821	8.7%	729	69	9.5%	\$ 953.2	\$ 161.5	16.9%	100.0%	141,869	12,736	9.0%	70.0%	\$ 6.72	\$ 12.68	0.41
Commercial Pilots							\$ 215.8	\$ 103.8	48.1%	48.1%							
Community Based Initiatives - C&I							\$ 24.8	\$ -	0.0%	100.0%							
SUBTOTAL	229,243	83,310	36.3%	1,071	212	19.7%	\$ 9,214.8	\$ 4,011.1	43.5%	79.1%	2,083,905	948,198	45.5%	99.2%	\$ 4.42	\$ 4.23	41.66
Income Eligible Residential																	
Single Family - Income Eligible Services	10,055	3,860	38.4%	1,005	373	37.1%	\$ 5,952.3	\$ 2,426.4	40.8%	90.0%	201,104	77,204	38.4%	90.0%	\$ 29.60	\$ 31.43	1.93
Income Eligible Multifamily	14,399	926	6.4%	3,150	338	10.7%	\$ 3,009.4	\$ 284.1	9.4%	90.0%	315,545	16,812	5.3%	76.1%	\$ 9.54	\$ 16.90	0.46
SUBTOTAL	24,454	4,787	19.6%	4,155	711	17.1%	\$ 8,961.8	\$ 2,711	30.2%	90.0%	516,649	94,016	18.2%	81.5%	\$ 17.35	\$ 28.83	2.39
Non-Income Eligible Residential																	
EnergyWise	20,869	19,574	93.8%	1,694	3,415	201.6%	\$ 8,117.6	\$ 9,811.4	120.9%	198.1%	476,550	448,153	94.0%	150.0%	\$ 17.03	\$ 21.89	9.79
Energy Star® HVAC	38,345	16,609	43.3%	4,348	1,908	43.9%	\$ 3,673.0	\$ 1,590.8	43.3%	79.3%	667,485	294,275	44.1%	80.0%	\$ 5.50	\$ 5.41	8.30
EnergyWise Multifamily	8,633	2,685	31.1%	4,000	314	7.9%	\$ 1,491.6	\$ 693.8	46.5%	115.0%	148,675	48,131	32.4%	100.0%	\$ 10.03	\$ 14.42	1.34
Home Energy Reports	93,548	56,186	60.1%	152,324	152,543	100.1%	\$ 450.9	\$ 423.4	93.9%	83.3%	93,548	56,186	60.1%	83.8%	\$ 4.82	\$ 7.54	28.09
Residential New Construction	4,445	864	19.4%	323	71	22.0%	\$ 674.8	\$ 282.4	41.9%	77.9%	85,272	21,582	25.3%	59.9%	\$ 7.91	\$ 13.09	0.43
Comprehensive Marketing - Residential							\$ 64.8	\$ 28.3	43.7%	100.0%							
Community Based Initiatives - Residential							\$ 75.8	\$ 38.7	51.0%	100.0%							
SUBTOTAL	165,840	95,917	57.8%	162,689	158,250	97.3%	\$ 14,548.5	\$ 12,868.9	88.5%	149.5%	1,471,530	868,327	59.0%	103.8%	\$ 9.89	\$ 14.82	47.96
Regulatory																	
EERMC							\$ 275.1	\$ 144.4	52.5%	100.0%							
OER							\$ 275.1	\$ 206.3	75.0%	100.0%							
SUBTOTAL							\$ 550.1	\$ 350.7	63.8%	100.0%							
TOTAL	419,537	184,013	43.9%	167,915	159,173	94.8%	\$ 33,275.2	\$ 19,941.2	59.9%	113.1%	4,072,084	1,910,542	46.9%	98.6%	\$ 8.17	\$ 10.44	92.01

NOTES

- (1)(4) Targets from Docket 5076 - Attachment 6, Table G-7 (gas), Refined December 22, 2020.
 - (3) Pct Achieved is Column (2)/ Column (1).
 - (4) Participation was planned and is reported in 'net' terms which takes into account free-ridership and spillover.
 - (6) Pct Achieved is Column (5)/ Column (4).
 - (7) Approved Implementation Budget from Docket 5076, Attachment 6 Table G-3 (gas), Refined December 22, 2020.
 - (8) Year To Date Expenses include Implementation expenses.
 - (9) Pct Achieved is Column (8)/ Column (7).
 - (13) Planned \$/lifetime MMBtu from Docket 5076 - Attachment 6, Table G-5 (gas), Refined December 22, 2020 - adjusted to reflect format of quarterly report. Program Implementation Expenses/lifetime MMBtu.
 - (14) \$/lifetime MMBtu = Column (8)*1000/Column (11)
 - (15) Peak Hour Gas Demand Savings is a test metric in 2021 and represents a rough approximation of peak-hour gas demand impacts. Column(2) *0.01 *0.05
 - (16) (17) Year End Spending and Energy Savings forecasts are best estimates based on the information available and may change throughout the year.
- Values in quarterly reports are preliminary and subject to change. Data is finalized in the Year-End Report.

**Table 3
National Grid
Revolving Loan Funds**

Large C&I Electric Revolving Loan Fund			Small Business Electric Revolving Loan Fund		
<u>Income Statement</u>			<u>Income Statement</u>		
(1)	2021 Funds Available	\$7,010,036	(1)	2021 Funds Available	\$3,144,530
(2)	2021 Loan budget	\$15,000,000	(2)	2021 Loan budget	\$3,000,000
(3)	Committed	\$7,592,861	(3)	Committed	\$0
(4)	Paid	\$3,570,544	(4)	Paid	\$884,287
(5)	Repayments	\$3,770,440	(5)	Repayments	\$784,475
(6)	Available 9/30/21	-\$382,929	(6)	Available 9/30/21	\$3,044,718
<u>Program Impact</u>			<u>Program Impact</u>		
(7)	Number of loans	185	(7)	Number of loans	360
(7b)	Participants	86	(8)	Annual Savings (Net MWh)	5,533
(8)	Annual Savings (Net MWh)	13,695	(9)	Lifetime Savings (Net MWh)	68,248
(9)	Lifetime Savings (Net MWh)	151,469	(10)	Annual Savings (Net kW)	889
(10)	Annual Savings (Net kW)	1,895			
Rhode Island Public Energy Partnership (RI PEP)			C&I Gas Revolving Loan Fund		
<u>Income Statement</u>			<u>Income Statement</u>		
(1)	2021 Funds Available	\$462,477	(1)	2021 Funds Available	\$1,532,113
(2)	2021 Loan budget	\$0	(2)	2021 Loan budget	\$2,200,000
(3)	Committed	\$0	(3)	Committed	\$709,476
(4a)	Funds Returned to OER	\$462,477	(4)	Paid	\$72,885
(5)	Repayments	\$37,753	(5)	Repayments	\$377,194
(6)	Available 9/30/21	\$37,754	(6)	Available 9/30/21	\$1,126,946
<u>Program Impact</u>			<u>Program Impact</u>		
(7)	Number of loans	0	(7)	Number of loans	9
(7b)	Participants	0	(7b)	Participants	7
(8)	Annual Savings (Net MWh)	0	(8)	Annual Savings (Net MMBtu)	10,360
(9)	Lifetime Savings (Net MWh)	0	(9)	Lifetime Savings (Net MMBtu)	138,081
(10)	Annual Savings (Net kW)	0			

Notes

- 1 Amount available as of January 1, 2021. Includes line (6) "Available 12/31/20" plus line (3) "Committed" in Table E-6 and G-6 of the 2020 Year End Report.
- 2 Budget adopted by Sales Team for 2021 operations. Budget includes projections of repayments made during 2021.
- 3 As of September 30, 2021
- 4 As of September 30, 2021
- 5 As of September 30, 2021
- 6 Fund balance as of September 30, 2021
- 7 As of September 30, 2021. Number is associated with paid loans.
- 7b Unique customer names for large business (one customer name can have multiple sub accounts as is in the case of a franchise). Customer accounts used for small business (not adjusted for net-to-gross). Number is associated with paid loans.
- 8 As of September 30, 2021. Number is associated with paid loans.
- 9 As of September 30, 2021. Number is associated with paid loans.
- 10 As of September 30, 2021. Number is associated with paid loans.

**Table 4
National Grid
2021 Test Metrics**

Customer Satisfaction¹
94.2%

NOTES

¹The Customer Satisfaction metric is based on an average across the EnergyWise, Single Family Income Eligible Services, and Residential Consumer Products Programs. The metric is based off customer responses to the following questions: Would you recommend this service to friend or family? How satisfied are you with the energy efficiency services you received?

Carbon Reduction²

	CO2 (Electricity)	CO2 (Natural Gas)	CO2 (Oil)	CO2 (Propane)	CO2 (Total)
Residential	16,133	5,611	1,188	(38)	22,894
Income Eligible	818	280	196	7	1,302
C&I	12,828	4,874	(227)	-	17,474
Total	29,779	10,765	1,157	(31)	41,670

NOTES

² Carbon emissions values are from AESC 2021, Appendix G Tab 159.