

Rhode Island Energy Efficiency

Fourth Quarter 2021 | National Grid

February 8, 2022

Overview

National Grid's energy efficiency programs continued to deliver energy savings for Rhode Island customers by achieving 1,031,963 net lifetime MWh of electric savings (80.0% of the net lifetime goal) and 3,429,128 net lifetime MMBtu of natural gas savings (84.2% of the net lifetime goal) while continuing to address the challenges faced due to the COVID-19 pandemic.

Community Initiatives: The Company continued its partnership with Quonset Development Corporation (QDC) under a three-year memorandum of understanding to provide EE services to businesses at the Quonset industrial park. In 2021, QDC achieved 215% of its electric savings target for the year, with projects totaling 7.5 million kWh of savings initiated in 2021 vs a 3.5 million kWh target. Roughly \$1.8 million in incentives was approved to fund these energy efficiency projects, plus associated technical assistance and education.

Strategic Energy Management Plan (SEMP) Initiative: The Office of Energy Resources and the Rhode Island Department of Education have announced the School LED Lighting Accelerator Program, which will provide up to 100% of the project costs for LED lighting transformations projects for qualifying schools. The program is funded via Regional Greenhouse Gas Initiative (RGGI) proceeds, and the Company's existing energy efficiency incentives. The Company will also provide lighting audits, RFP assistance, and additional technical support for all of the schools in West Warwick, Woonsocket, and Pawtucket. As of the end of 2021, the Company has installed LED lighting and controls in over 200 Rhode Island schools.

2021 Program & Initiative Updates – Q4

Residential New Construction (RNC)

The Residential New Construction (RNC) program achieved 14,677 net lifetime MWh of electric savings (81.1% of the lifetime goal) and 31,532 net lifetime MMBtu of gas savings (37.0% of the lifetime goal) through the fourth quarter of 2021.

The program completed 113 housing units this quarter and enrolled 59 more customer residences in the program. Of the 113 customer residences completed, 60 (53%) used electric heat and 21 (19%) had gas heat. One hundred five (93%) of completed residences were new construction/gut

rehab while eight (7%) were renovations/rehab. One unit was certified as meeting U.S. DOE's Zero Energy Ready Home standard and 51 units met Passive House standards and are pursuing official certification. Sixty-two income eligible housing units were built to RNC Program Standards.

Challenges and Responses

Pricing for certain materials (including lumber) continue to increase 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

Completed two, 24-unit Passive House affordable apartment buildings in East Greenwich. Remaining two buildings, also twenty-four units each, to be completed in 2022. The project brings affordable housing units to a municipality with few affordable homes. This is RI's first Passive House multifamily building.



Income Eligible Services (IES)

The National Grid Income Eligible Services program achieved 21,500 net lifetime MWh of electric savings (58.3% of the lifetime goal) and 132,704 net lifetime MMBtu of gas savings (66.0% of the lifetime goal) through the fourth quarter of 2021.

The fourth quarter IES Best Practice meeting was held virtually on November 10. 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 fourth 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.

Two CAP Executive Director Meetings was held in the fourth quarter on October 6th and 11th. These meetings included most CAP Executive Directors, National Grid, 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. The fourth quarter discussions reviewed recommended IES infrastructure changes to ensure successful outcomes for our customers in 2022.

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.
- Rhode Island Builders Association Auditor & Installer program and RWCP (Residential Construction Weatherization Program) were developed in the first quarter and refined in the second and third quarters. Training began at a newly constructed training center in Coventry, RI in the fourth quarter. The goal of the RWCP is to provide equity-based training & 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, TriCounty CAP, along with CLEAResult, are leading this effort. An additional cohort is scheduled for 2022.

Agency Audit Staffing:

- Blackstone Valley Community Action Agency – 4 Auditors
- CAP of Providence – 2 Auditors
- Comprehensive Community Action Agency – 5 Auditors
- East Bay Community Action Agency – 4 Auditors
- TriCounty Community Action Agency – 9 Auditors
- Westbay Community Action Agency – 7 Auditors
- Contract Auditors – 3 Auditors

Customer Highlight

"I am very grateful for the young man they sent here. He was absolutely perfect and caring. Thank you so much."

Meghan from Westerly

EnergyWise Single Family

The EnergyWise Single Family program achieved 20,494 net lifetime MWh of electric savings (142.5% of the lifetime goal) and 786,836 net lifetime MMBtu of gas savings (165.1% of the lifetime goal) through the fourth quarter of 2021.

EnergyWise had strong performance through Q4 and exceed both the gas and electric goals. Fifteen customers were served on Prudence Island during the fourth quarter. Design of the Regional Greenhouse Gas Initiative Moderate Income offering began in conjunction with the Rhode Island Office of Energy Resources.

Challenges and Responses

Pricing on materials and labor continue to increase. Independent Insulation Contractors have expressed a need to revisit pricing due to upward pressure on materials and more favorable pricing in Massachusetts. This topic was discussed at January 2022 Contractor meeting.

Customer Highlights

The average customer overall satisfaction ratings for the fourth quarter are:

- 8.85 out of 10 for in-person home energy assessments
- 9 out of 10 for virtual home energy assessments
- 9.2 out of 10 for weatherization

Customer feedback themes from weatherization contractors included:

- Appreciation of the contractor professionalism
- Noticing a difference in home with the weatherization
- Long timeframe for work was noted
- Impressed with teams finding solutions with pre-existing problems

EnergyWise Multifamily, Income Eligible Multifamily, C&I Multifamily

The EnergyWise Multifamily program achieved 10,294 net lifetime MWh of electric savings (63.1% of the lifetime goal) and 148,623 net lifetime MMBtu of gas savings (100.0% of the lifetime goal) through the fourth quarter of 2021. The Income Eligible Multifamily program achieved 23,636 net lifetime MWh of electric savings (104.8% of the lifetime goal) and 186,932 net lifetime MMBtu of gas savings (59.2% of lifetime goal) through the fourth quarter of 2021. The C&I Multifamily program achieved 57,807 net lifetime MMBtu of gas savings (40.7% of the lifetime goal) in the fourth quarter.

Customer Highlights

West Warwick Housing Authority

Completed two 24 kW CHP installations for Warwick Housing Authority. Warwick Housing Authority is one of several Income Eligible Multifamily customers to install a micro-CHP system in 2021.

Photos below are of the system installed at a property in Warwick, RI.



This unit is projected to save 148 gross annual MWh.

Customer Feedback:

“We have successfully worked with RISE on several energy saving projects, most recently the installation of a micro CHP. We are pleased with the liaison and more importantly-the savings.” - Stephen O’Rourke, Director of the West Warwick Housing Authority

Challenges and Responses

Many projects that were expected to be completed in fourth quarter were delayed and pushed to the 2022 pipeline. The primary cause of project delays has been material shortages. Many exterior LED fixture installations and Heat Pump installations had to be postponed to the first quarter of 2022.

There were also several installations that had to be postponed due to the pandemic. Some properties expressed concerns about having crews onsite as COVID cases began to rise in the state and many properties are facing

shortages in their maintenance staff, who are generally required to be onsite for the duration of installations.

The Lead Vendor continues to follow up with customers and contractors regularly to keep projects moving forward and they are completing all other aspects of a project while awaiting necessary materials.

ENERGYSTAR® HVAC (Heating and Cooling)

The ENERGYSTAR® HVAC (Heating and Cooling) program achieved 76,687 net lifetime MWh of electric savings (149.5% of the lifetime annual goal) and 514,514 net lifetime MMBtu of gas savings (77.1% of the lifetime goal) during the fourth quarter of 2021.

Two remote half-day HVAC Check trainings were held during the fourth quarter to provide both refresher courses and new trainings.

HVAC Check testing must be done in warm weather, so the volume of HVAC Check tests completed in Q4 decreased. Follow up with outstanding testing results spurred an additional 143 tests to be processed. One hundred sixty-nine onsite Quality Control (QC) inspections were performed on recently installed heat pumps.

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 Rhode Island Office of Energy Resources, saw steady activity in the fourth quarter. Eighty customers were served, 86 systems were installed, and 30 loans were processed.

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 Q4 the HVAC team followed up with all program contractors to ensure that the required training and testing had been done to be listed on the updated Approved Contractor list that is posted on National Grid's website. To be eligible for Enhanced Rebates customers must select an Approved Contractor so the program team actively engaged with contractors to ensure they met and continue to meet the requirements for being listed.

Challenges and Responses

Due to high participation levels, the Program has placed a pause on accepting new customer applications for the Enhanced Heat Pump Rebates for Residential Oil and Propane Heating Customers. This was done to ensure that the supplementary funds provided by OER would adequately cover all customers currently in the pipeline.

The intent is to relaunch the Enhanced Rebate offering in the spring of 2022. Fortunately, this pause coincides with the seasonal decrease in sales as

contractors pivot to winter service support, so there was no notable adverse reaction from participating contractors. It did create an urgency push by contractors and customers to complete jobs before the end of the calendar year which resulted in a strong fourth quarter in 2021.

Contractor Highlights

“Almost all the installations I’ve done since becoming an Approved Contractor have been either an electric heat, propane or oil displacement installation” - Frank DeCaro, DV Mechanical, Westerly RI

“When my dad passed in 1992 (I was 23) we were just a discount oil company. No service. Service started in the mid-90's... then heating installations (all oil boilers and furnaces at first). HVAC followed a decade later with our first hybrid heat pump systems going in during the 2014-2015 season. Now we are installing heat pump systems that can take care of (up to) 100% of a residential heating requirement. 2022 will be 30 years in this field for me, and I think by 2030 fossil fuel will be a backup fuel (at best) for the Northeast as heat pumps get better and better. Hopefully we have the electricity available to take care of this and all the electric vans my guys will be driving around in... :-). Thank you for helping us to evolve more quickly and with structure.” - Jim Lathrop, Owner, Best Energy

Community Support & Workforce Development

In October the Heating & Cooling Program team donated HVAC equipment to HVAC & Plumbing students at Providence Career & Technical Academy. Equipment included digital gauges, duct thermometers, refrigerant scales, flaring tools, torque wrenches and digital multimeters.



ENERGYSTAR® Lighting and Residential Consumer Products

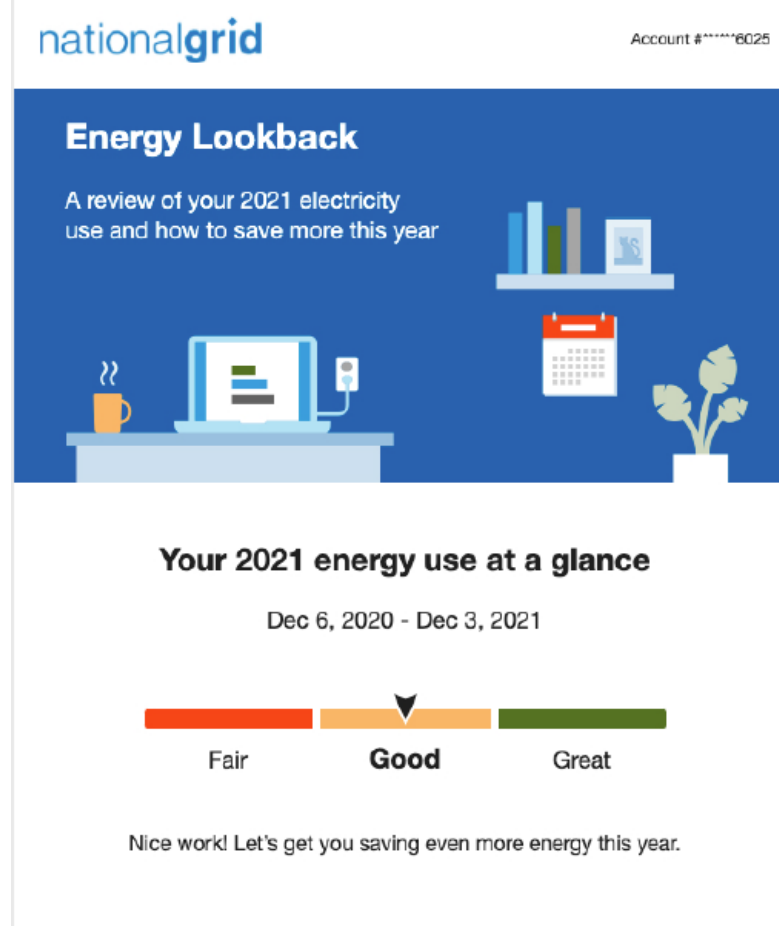
The ENERGYSTAR® Lighting program achieved 26,542 net lifetime MWh of electric savings (99.0% of the lifetime goal) and the Residential Consumer Products program achieved 35,285 net lifetime MWh of electric savings (92.5% of the lifetime goal) during the fourth quarter of 2021.

2021 is the final year of the ENERGY STAR® lighting program. All in store incentives concluded on September 30th to allow for adequate time for final invoicing.

The Consumer Products program had strong performance with dehumidifiers, pool pumps, and room air cleaners in the fourth quarter.

Home Energy Reports (HER)

Home Energy Reports presented customers a year end summary of energy use in the fourth quarter.



How your energy use compares to others over the last 11 months



- **Efficient homes:** 1,872 kWh
- **You:** 3,780 kWh
- **Similar homes:** 4,015 kWh

Efficient homes represent the 20% of similar homes in your comparison group that used the least energy this period. To create this group, we use your home profile to look for 100 units in multi-family buildings in your area with a similar **heating source** and **square footage**.

Need to update your home profile?
[Go to the Home Energy Survey.](#)

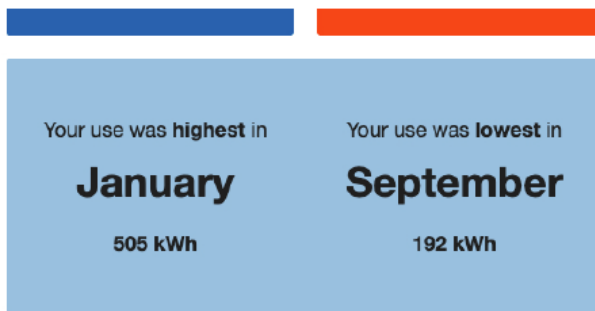
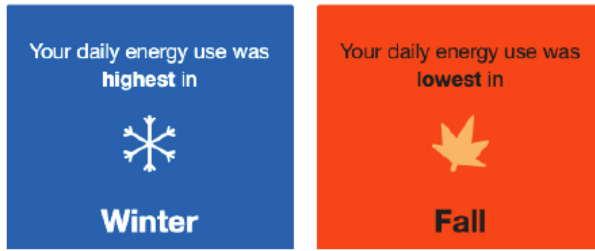
Your energy use was **higher** than efficient homes by

102%

You used less energy than similar homes



How you used energy across the year



Prepare for a year of energy savings

Start the new year off right—try these tips



Take an online home energy survey

It can be difficult to know how to make the biggest impact on your energy bills. [By answering a few questions](#) about your home, you can learn about your energy use and view the most relevant tips for you.



Turn off lights when you leave the room

Help cut electricity costs by turning off lights when they're not needed, and make it a habit every time you leave a room. To help you remember, try leaving eye-catching reminders next to light switches and doorways.

[Find more ways to save](#)

Making a difference together—you and your community

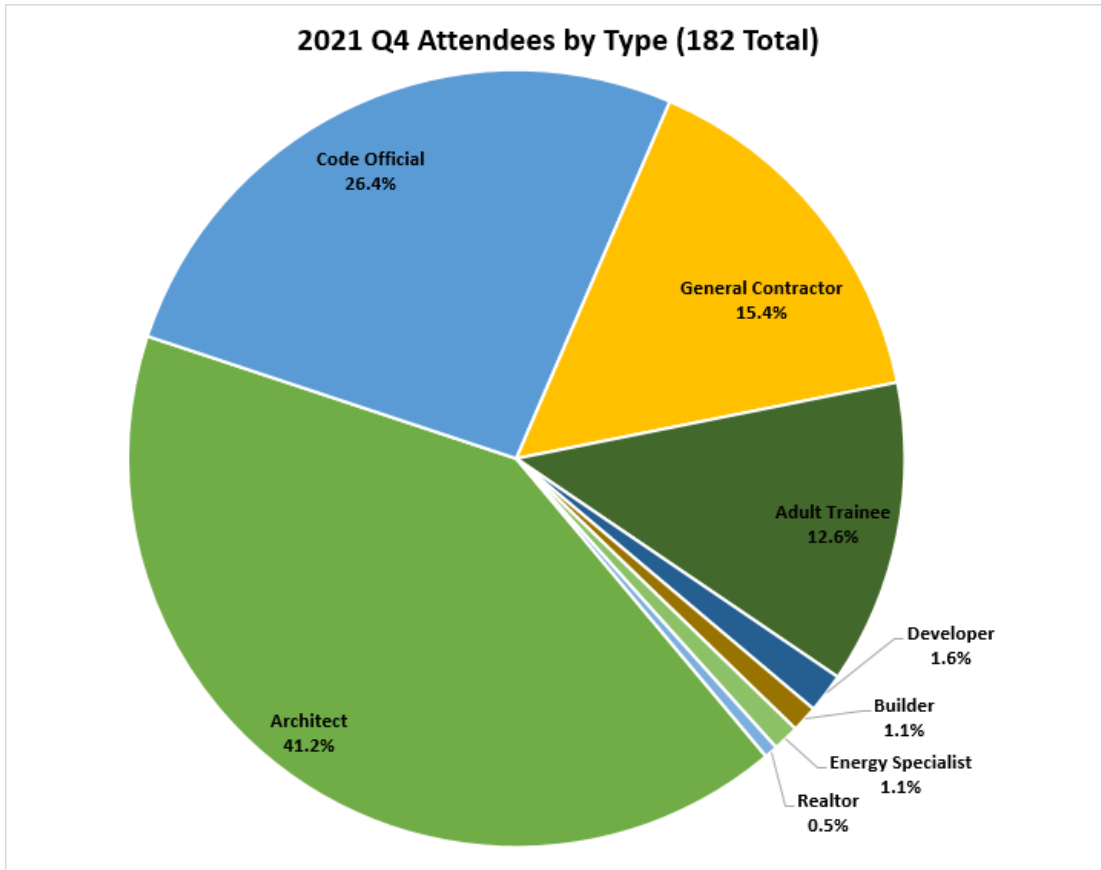


By taking steps to reduce energy consumption, you and other Home Energy Report recipients saved more than 35 million units of energy over the last 12 months. That's equivalent to the CO₂ emissions of 2.7 million gallons of gasoline!

[Learn more](#)

Code Compliance Enhancement Initiative (CCEI)

The Company sponsored eleven CCEI training events engaging 182 industry participants during this quarter. This included eight trainings focused on residential construction with 127 attendees and three commercial trainings with 55 attendees.



Q4 Training Participants – Attendees by Type

The Company has developed a new 15-week pre-apprentice training course for those seeking careers in residential construction. This is being offered through the Residential Construction Workforce Partnership. It will incorporate information on National Grid’s Income Eligible services, HVAC program, and Codes and Standards training, as well as CLEAResult’s Building Performance Institute Training & Certification.

The Company and its vendor continued to partner with several organizations to sponsor and promote trainings in Q4. Organizations include Rhode Island Builders Association (RIBA), Rhode Island Building Officials Association (RIBOA), and AIA-Rhode Island. Topics included:

- Weatherization, Insulation, and Building Science (RIBA)
- Zero Energy Homes (RIBA)
- Insulation and Wallboard (RIBA)

- Heat Pumps (RIBOA)
- Brown University Virtual Tour (AIA-RI)
- Small Homes Overview and Tour (AIA-RI)
- Commercial Zero-Energy Buildings and RI Stretch Code (AIA-RI)

These trainings are approved for RI Contractor Registration and Licensing Board continuing education units.

Finally, the team continued Submission of articles to RIBA's monthly magazine.

Challenges and Responses

New Code Adoption: The RI Building Code Commission officially approved a new energy code during Q4, and the Legislature adopted this code. The new code is based upon 2018 IECC and goes into effect on 2/1/2022. The code still contains several weakening amendments. National Grid, CCEI, and other stakeholders will work on continuing to remove these amendments and will submit proposals for strengthening amendments in future codes that result in energy savings for RI residents. Now that this code has been adopted, review of 2021 IECC will begin, along with development of a stretch code.

COVID-19: All trainings are currently being delivered virtually. All in-person trainings were postponed or shifted to a virtual format.

Large Commercial New Construction

The Large Commercial New Construction program achieved 203,779 net lifetime MWh of electric savings (107.6% of goal) and 699,081 net lifetime MMBtu of gas savings (159.8% of goal) through the fourth quarter of 2021.

There are 29 active projects, and several were completed in Q4. A Zero Net Energy (ZNE) multifamily project meets the initiative's established EUI target, and program staff expect the building will qualify it for the ZNE program.

In Q4, two additional schools undergoing major renovation in the City of Providence have been engaged, and the study process is underway to support these projects. In addition, there is one proposed new school building in Providence that is considering the ZNE program pathway.

In Q4, the State of Rhode Island voted to adopt a new building energy code (see above). The code takes effect Feb 1, 2022. The Company is updating the program savings calculations to account for any resulting baseline changes.

Cross-Pollination with Communities Initiative: Quonset Industrial Park, owned by QDC, is seeing significant new development. Three buildings in the Park are pre-approved for participation in the New Construction program, having

completed the study phase of the program. The effort to connect the building community with NGRID has been highly successful. Early engagement in the building design process has opened the opportunity to influence the design team to adopt high-efficiency practices.

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 450,961 net lifetime MWh of electric savings (60.6% of goal) and 718,401 net lifetime MMBtu of gas savings (49.3% of goal) through the fourth quarter of 2021.

Industrial Initiative: Earlier in 2021, a manufacturer participating in the Industrial Initiative completed a multi-year effort to construct a new process line. The project included installation of a 2,200-ton chilled water plant with free cooling. With assistance from the Industrial Initiative, the customer installed a process measure that will reduce energy consumption by 1,047,219 kWh of gross annual savings and demand by 131 kW – a 55% reduction in energy use from the system. This was achieved by reducing the pressure for the majority of the water in the chilled water loop (only the internal skid loop, which represented 12% of the water demand, needed to be high pressure). To accomplish this, the customer installed a 50 HP booster pump to help pressurize the internal skid loop, eliminating the need for high pressure in the remainder of the loop, and in turn dramatically reducing consumption from the 250 HP pumps used in the system.

Telecommunications Initiative: The vendor also developed marketing materials to educate customers about common measures (primarily HVAC) and associated incentives. The Company also worked with the vendor to clarify program processes and lay the groundwork for success in 2022.

Strategic Energy Management Plan (SEMP) Initiative: The Office of Energy Resources and the Rhode Island Department of Education have announced the School LED Lighting Accelerator Program, which will provide up to 100% of the project costs for LED lighting transformations projects for qualifying schools. The program is funded via Regional Greenhouse Gas Initiative (RGGI) proceeds, and the Company's existing energy efficiency incentives. The Company will also provide lighting audits, RFP assistance, and additional

technical support for all of the schools in West Warwick, Woonsocket, and Pawtucket. As of the end of 2021, the Company has installed LED lighting and controls in over 200 Rhode Island schools.

EnergySmart Grocer Initiative: A regional grocery chain opened a new location in Johnston. This store installed a wide range of energy-efficient measures including night covers, destratification fans, VFDs, heat reclaim, lighting, and kitchen equipment. These measures are predicted to save 690 gross annual MWh and 2,300 gross annual MMBtu.



A local supermarket in Pawtucket participated in the Company's Performance Lighting offering as well as installing night covers. These measures are predicted to save 50 gross annual MWh and 84 gross annual MMBtu.



Challenges and Responses

Many projects have been impacted by supply chain disruptions, increasing parts and labor prices, and COVID-19. Some sectors, such as restaurants and offices, continue to experience financial hardship related to COVID-19, making customers reluctant to invest in energy efficiency – especially measures with longer payback periods.

The Company’s EnergySmart Grocer vendor made the following statement: “Customers and contractors have expressed difficulty in obtaining materials. Supplies are in high demand and delays with shipping have pushed projects out from original completion dates. Additionally, install schedules are being impacted by employee absences due to Covid-19.”

Small Business Direct Install

The Small Business Direct Install program achieved 118,133 net lifetime MWh of electric savings (112.4% of goal) and 64,537 lifetime MMBtu of gas savings (132.1% of goal) through the fourth quarter of 2021.

Enhanced reporting

The Company will be reporting the number of 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 four weatherization projects in Q4 2021.

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	
Q4 2021	5,107		Q4 2021	98	

# 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	
Q4 2021	7,049		Q4 2021	570	

Equity Notes

Our vendor has a landing page specifically for the Women and Minority Small Business efforts - <https://info.riseengineering.com/smbd>

They have added a Spanish version - <https://info.riseengineering.com/smbds>

Women in Hospitality (RIHA) Event 10/7 – Shared Small Business program and secured an audit with Woman-Owned Apponog Brewery for refrigeration controls.

Hispanic Chamber of Commerce - Cafe Con Leche & Business Expo December 3rd – RISE sponsored the event and had a booth in the expo center. We provided English and Spanish flyers with information on the Small Business National Grid program.

RI Black Business Association (RIIBA) – October 26th. Kevin Matta (Thielsch Diversity & Inclusion Manager) and Krystal Potenza (RISE Marketing Manager) presented at the monthly general membership meeting on our commitment to diversity, equity, and inclusion and how the small business program works. Also presenting was Lt Governor, Sabina Matos.

Customer Highlights

Mr. William Gasbarro owns two commercial buildings in Rhode Island rented to various doctors' offices and medical facilities. Both locations received new LED fixtures, digital thermostats and aerators. Tenants expressed how pleased they were with the three installers' work ethic, and professionalism. Mr. Gasbarro shared the feedback with RISE, "Each of your installers went about his job with no confusion or disruption to any of our tenants or their patients. At the end of each day, the building was clean, presentable, uncluttered, and ready for the process to begin again on the next day. All your personnel are a real tribute to your company and they are what gives RISE it's stellar reputation and approval rating."

The two buildings are projected to save 71 gross annual MWh and 16 gross annual MMBtus in gas.

The Providence branch of Boys & Girls Club of America is a non-profit that provides safe and inclusive environments for youth and teens. In Q4, this facility was retrofitted with new LED fixtures and domestic hot water controls at zero cost to the organization. This retrofit is projected to save 52.7 gross annual MWh and 195 gross annual MMBtus in gas.

Evaluation, Measurement, and Verification

The following studies were completed in the fourth quarter of 2021:

Rhode Island Appliance Recycling report estimated the gross and net energy savings achieved by the program in 2019 and 2020. The study also explored optimal incentive levels and the importance of incentives relative to other program benefits. While the incentive proved to be the most important program driver for participants, nearly one-half of respondents would have

participated without one. The study recommends updating gross and net savings, continuing to offer a \$50 incentive, holding higher incentive promotions, and exploring scenarios without an incentive.

Impact Evaluation of PY2019 Custom Gas Installations in Rhode Island, by DNV, quantified natural gas savings for custom gas projects completed during the 2019 program year (PY) and calculated a three-year rolling realization rate of 87%. Savings were quantified through site-specific inspections, end-use monitoring, and analysis. Site-specific results were aggregated to determine realization rates for National Grid's custom gas installations in RI. The study also recommended improved documentation for specific types of custom projects.

Community Initiatives

Community Initiatives: The Company continued its partnership with Quonset Development Corporation (QDC) under a three-year memorandum of understanding to provide EE services to businesses at the Quonset industrial park. In 2021, QDC achieved 215% of its electric savings target for the year, with projects totaling 7.5 million kWh of savings initiated in 2021 vs a 3.5 million kWh target. Roughly \$1.8 million in incentives was approved to fund these energy efficiency projects, plus associated technical assistance and education. In the fourth quarter, the Company also collaborated with QDC to develop a case study flyer for customers located at the Quonset business park (see image below).



Connected Solutions

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

- 6 C&I Targeted Dispatch events,
- 28 C&I Daily Dispatch events,
- 12 thermostat events, and
- 28 battery events.

The load reduction caused by these events is still being calculated.

There are currently:

- 25 gross MW worth of capacity commitments in C&I Targeted Dispatch
- 13 gross MW worth of capacity commitments in the C&I Daily Dispatch
- 5,949 customers registered for the thermostat measure
- 287 customers registered for the battery measure
- 897 customers registered for the solar inverter power quality demonstration, which will be enough for the evaluation.

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

Rhode Island Pilots, Demonstrations and Assessments

PDA Name	Q4 2021 Updates	
<u>New Air Sealing & Insulation - Demonstration - Resi</u>	Date	1/13/2022
	Stage	Develop or Demonstrate
	Recent Activity	Briefed sector team and implementation contacts, developed copy for vendors to recruit customers in Q1 2022 to Q2 2022.
	Next steps	Re-engage with manufacturers following product backlog, identify customer sites.
<u>Solar Inverter DLC - Demonstration - Resi</u>	Date	1/25/2022
	Stage	Develop or Demonstrate
	Recent Activity	Data on the new solar inverters settings has been collected for several months, and this data has been sent to the 3rd party EM&V vendor. The vendor is now calculating the savings related to this demonstration.
	Next steps	The evaluations vendor is calculating savings from this effort based on the solar inverter and substation data.
<u>Pre-Fab Energy Retrofit - Assessment - Resi</u>	Date	1/11/2022
	Stage	Develop or Demonstrate
	Recent Activity	Compiled draft report with preliminary conclusions for RI.
	Next steps	Finalize conclusions and report.
<u>Gas HPs - Demonstration - Resi</u>	Date	1/13/2022
	Stage	Develop or Demonstrate
	Recent Activity	Limited product availability from other residential gas heat pump manufacturers. Possibility of continuing with limited installations, though cost-effectiveness is still questionable. Recommended partial pivot to evaluate gas heat pump water heater manufacturers; similar limited product availability but greater possibility for cost-effectiveness given absence of cooling penalties.
	Next steps	Continue outreach with residential gas heat pump manufacturers including identifying commercially available gas heat pump water heaters.
<u>HVAC Lighting Controls Plus - Demonstration - C&I</u>	Date	1/11/2022
	Stage	Develop or Demonstrate
	Recent Activity	Initial site visit for one of two promising sites to understand project and collect initial site data. Continued discussion with other customer lead. Final outreach to RI vendors for project leads. Decided to conclude recruitment at the end of January 2022 to allow for last responses after the holiday.
	Next steps	Obtain customer commitments on leads and/or conclude recruitment efforts.

<u>Kitchen Exhaust - Demonstration - C&I</u>	Date	1/11/2022
	Stage	Referred
	Recent Activity	No updates, demonstration has concluded.
	Next steps	N/A
<u>Enzyme-based HVAC Coil Cleaning - Demonstration - C&I</u>	Date	1/13/2022
	Stage	Referred
	Recent Activity	Final analysis shows no statistically significant savings; constant volume systems do not achieve savings from coil cleaning, and the particular systems with variable volume were undersized due to high ventilation requirements and therefore didn't achieve savings. Coil cleaning savings will vary significantly based on the site, and are not a good fit for prescriptive incentives, should be referred to custom program.
	Next steps	Referring product to custom programs.
<u>Refrigeration Leak Survey & Repair - Assessment - C&I</u>	Date	1/11/2022
	Stage	Develop or Demonstrate
	Recent Activity	Customer recruitment discussions with chain and independent grocery locations. M&V timeline has been delayed due to customer recruitment delays around the holidays.
	Next steps	Finalize location and timeline for M&V activity
<u>Gas DR - Pilot - C&I</u>	Date	1/21/2022
	Stage	Develop or Demonstrate
	Recent Activity	Customer recruitment for 2021-22 season. Operational season had begun, and Gas DR events have been called during called weather periods.
	Next steps	Continue monitoring weather and calling DR as needed.
<u>Gas HPs - Demonstration - C&I</u>	Date	1/13/2022
	Stage	Referral
	Recent Activity	Commercial gas heat pumps prices and performance screened and found to be generally not cost-effective, only likely cost-effective in certain industrial process heating and cooling contexts.
	Next steps	Recommending close to demonstration and continuing research on residential gas heat pump products.
<u>HVAC Automation for DR - Assessment - C&I</u>	Date	1/13/2022
	Stage	Referral
	Recent Activity	Findings summarized in memo, assessment concluded.
	Next steps	N/A
	Date	1/11/2022

<u>Shared Laundry Facilities - Assessment - MF</u>	Stage	Develop or Demonstrate
	Recent Activity	Energy savings and costs estimates finalized. Product reviewed with internal EM&V and program managers for inclusion in 2022 programs.
	Next steps	Provide program managers and EM&V with all measure details required for incentive development and tracking.
<u>SEM/CEI - Demonstration - C&I</u>	Date	1/21/2022
	Stage	Demonstration
	Recent Activity	Three of the seven customers in the Rhode Island SEM Cohort claimed electric savings in the 4Q of 2021. The energy conservation measure ranged from the removal of office space heaters, to shutting off vacuum pumps during the weekends. In total, the savings amounted to a gross reduction of 779,679 kWh.
	Next steps	The Company will look to claim gas savings in March of 2022.
<u>Submetering to Support EE - Assessment - C&I</u>	Date	1/11/2022
	Stage	Qualify
	Recent Activity	Project has been handed off to RI team. RI in discussion with vendors to scope, develop, and launch the MBCx offering in 2022.
	Next steps	Finalize program details and launch.
<u>Smart Valves for Chilled Water Systems - Demonstration - C&I</u>	Date	1/11/2022
	Stage	Develop or Demonstrate
	Recent Activity	Technical issues with existing customer have been addressed and are being verified. Actively pursuing two additional leads for participation in the project.
	Next steps	Complete customer recruitment.

NATIONAL GRID ENERGY EFFICIENCY PROGRAMS IN RHODE ISLAND
Table 1: Summary of Electric 2021 Target and Preliminary 4th Quarter Results

ELECTRIC PROGRAMS Sector and Program	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)
	Demand Reduction (Annual kW)			Energy Savings (Annual MWh)			Customer Participation			Expenses (\$ 000)			Energy Savings (Lifetime MWh)			\$/Lifetime kWh	
	Year To Target	Date	Pct Achieved	Year To Target	Date	Pct Achieved	Year To Target	Date	Pct Achieved	Budget	Year To Date	Pct Achieved	Target	Year to Date	Pct Achieved	Target \$/kWh	Year to Date
Commercial and Industrial																	
Large Commercial New Construction	1,856	1,728	93.1%	11,837	13,527	114.3%	145	121	83.6%	\$ 8,188.2	8,291.1	101.3%	189,441	203,779	107.6%	\$ 0.043	\$ 0.041
Large Commercial Retrofit	11,648	6,199	53.2%	59,496	42,312	71.1%	2,882	3,080	106.9%	\$ 31,565.2	23,273.2	73.7%	744,562	450,961	60.6%	\$ 0.042	\$ 0.052
Small Business Direct Install	1,134	1,554	137.0%	9,696	9,616	99.2%	571	480	84.1%	\$ 8,883.6	7,483.2	84.2%	105,134	118,133	112.4%	\$ 0.084	\$ 0.063
Commercial ConnectedSolutions										\$ 2,990.1	203.2	6.8%					
Community Based Initiatives - C&I										\$ 74.5	0.0	0.0%					
Financing										\$ 5,000.0	0.0	0.0%					
SUBTOTAL	14,638	9,481	64.8%	81,029	65,456	80.8%	3,598	3,681	102.3%	\$ 56,701.6	39,250.6	69.2%	1,039,136	772,873	74.4%	\$ 0.055	\$ 0.051
Income Eligible Residential																	
Single Family - Income Eligible Services	457	396	86.7%	3,120	2,426	77.8%	3,412	5,362	157.1%	\$ 12,846.1	8,393.9	65.3%	36,909	21,500	58.3%	\$ 0.348	\$ 0.390
Income Eligible Multifamily	70	193	274.6%	1,554	1,767	113.7%	3,600	630	17.5%	\$ 3,549.0	3,435.3	96.8%	22,545	23,636	104.8%	\$ 0.157	\$ 0.145
SUBTOTAL	527	589	111.7%	4,674	4,193	89.7%	7,012	5,992	85.5%	\$ 16,395.1	11,829.2	72.2%	59,454	45,136	75.9%	\$ 0.276	\$ 0.262
Non-Income Eligible Residential																	
Residential New Construction	66	121	183.5%	979	717	73.2%	417	484	116.1%	\$ 1,611.3	1,137.8	70.6%	18,088	14,677	81.1%	\$ 0.089	\$ 0.078
ENERGY STAR® HVAC	204	273	133.5%	3,181	4,514	141.9%	5,037	8,132	161.4%	\$ 3,487.8	4,322.7	123.9%	51,309	76,687	149.5%	\$ 0.068	\$ 0.056
EnergyWise	445	731	164.4%	2,841	4,466	157.2%	11,223	14,640	130.4%	\$ 15,692.2	22,381.4	142.6%	14,385	20,494	142.5%	\$ 1.091	\$ 1.092
EnergyWise Multifamily	158	253	160.5%	1,240	1,496	120.6%	3,600	924	25.7%	\$ 2,804.3	1,335.5	47.6%	16,307	10,294	63.1%	\$ 0.172	\$ 0.130
ENERGY STAR® Lighting	1,872	2,015	107.7%	11,533	12,628	109.5%	68,164	70,210	103.0%	\$ 5,274.8	3,938.7	74.7%	26,801	26,542	99.0%	\$ 0.197	\$ 0.148
Residential Consumer Products	1,019	1,104	108.4%	5,926	5,433	91.7%	33,111	33,692	101.8%	\$ 2,681.2	2,503.6	93.4%	38,130	35,285	92.5%	\$ 0.070	\$ 0.071
Home Energy Reports	3,692	4,121	111.6%	26,852	29,975	111.6%	323,248	280,677	86.8%	\$ 2,641.7	2,374.9	89.9%	26,852	29,975	111.6%	\$ 0.098	\$ 0.079
Residential ConnectedSolutions										\$ 1,920.5	611.5	31.8%					
Energy Efficiency Education Programs										\$ 40.0	40.0	100.1%					
Community Based Initiatives - Residential										\$ 226.2	222.9	98.6%					
Comprehensive Marketing - Residential										\$ 332.7	156.0	46.9%					
SUBTOTAL	7,455	8,618	115.6%	52,553	59,229	112.7%	444,801	408,759	91.9%	\$ 36,712.7	39,024.9	106.3%	191,872	213,954	111.5%	\$ 0.191	\$ 0.182
Regulatory																	
EERMC										\$ 738.5	593.1	80.3%					
OER										\$ 738.5	738.5	100.0%					
SUBTOTAL										\$ 1,477.0	\$ 1,331.6	90.2%					
TOTAL	22,621	18,689	82.6%	138,256	128,877	93.2%	455,411	418,432	91.9%	\$ 111,286.3	\$ 91,436.4	82.2%	1,290,462	1,031,963	80.0%	\$ 0.086	\$ 0.089
<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), Refiled 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), Refiled December 22, 2020
- (11) Year To Date Expenses include Implementation expenses. The Company has not yet transferred the \$5,000,000 requested by RIIB on December 30, 2021. The Company is currently working with RIIB to ensure that all required documentation has been provided, and is in order, prior to completing the transfer. If a transfer of these funds is made to RIIB, this will be accounted for in the 2021 Year End Report.
- (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), Refiled 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 4th Quarter Results

GAS PROGRAMS Sector and Program	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)
	Energy Savings (Annual MMBtu)			Customer Participation			Expenses (\$ 000)			Energy Savings (Lifetime MMBtu)			\$/Lifetime MMBtu		Peak Hour Gas Demand Savings (MMBtu)
	Target	Year To Date	Pct Achieved	Target	Year To Date	Pct Achieved	Budget	Year To Date	Pct Achieved	Planned	Year To Date	Pct Achieved	Planned	Year to Date	Year to Date
Commercial and Industrial															
Large Commercial New Construction	27,631	50,284	182.0%	61	47	76.8%	\$ 2,634.2	\$ 2,563.8	97.3%	437,398	699,081	159.8%	\$ 6.02	\$ 3.67	25.14
Large Commercial Retrofit	187,283	76,242	40.7%	98	66	67.5%	\$ 5,054.1	\$ 3,256.7	64.4%	1,455,776	718,401	49.3%	\$ 3.47	\$ 4.53	38.12
Small Business Direct Install	4,886	5,949	121.7%	183	106	58.0%	\$ 332.7	\$ 158.7	47.7%	48,861	64,537	132.1%	\$ 6.81	\$ 2.46	2.97
Commercial & Industrial Multifamily	9,444	3,836	40.6%	729	88	12.1%	\$ 953.2	\$ 1,566.0	164.3%	141,869	57,807	40.7%	\$ 6.72	\$ 27.09	1.92
Commercial Pilots							\$ 215.8	\$ 105.5	48.9%						
Community Based Initiatives - C&I							\$ 24.8	\$ -	0.0%						
SUBTOTAL	229,243	136,310	59.5%	1,071	307	28.7%	\$ 9,214.8	\$ 7,650.7	83.0%	2,083,905	1,539,826	73.9%	\$ 4.42	\$ 4.97	68.15
Income Eligible Residential															
Single Family - Income Eligible Services	10,055	6,635	66.0%	1,005	585	58.2%	\$ 5,952.3	\$ 3,956.4	66.5%	201,104	132,704	66.0%	\$ 29.60	\$ 29.81	3.32
Income Eligible Multifamily	14,399	11,104	77.1%	3,150	2,661	84.5%	\$ 3,009.4	\$ 2,758.4	91.7%	315,545	186,932	59.2%	\$ 9.54	\$ 14.76	5.55
SUBTOTAL	24,454	17,739	72.5%	4,155	3,246	78.1%	\$ 8,961.8	\$ 6,715	74.9%	516,649	319,636	61.9%	\$ 17.35	\$ 21.01	8.87
Non-Income Eligible Residential															
EnergyWise	20,869	34,139	163.6%	1,694	5,381	317.7%	\$ 8,117.6	\$ 16,227.2	199.9%	476,550	786,836	165.1%	\$ 17.03	\$ 20.62	17.07
Energy Star® HVAC	38,345	29,363	76.6%	4,348	3,548	81.6%	\$ 3,673.0	\$ 2,625.1	71.5%	667,485	514,514	77.1%	\$ 5.50	\$ 5.10	14.68
EnergyWise Multifamily	8,633	7,589	87.9%	4,000	420	10.5%	\$ 1,491.6	\$ 993.6	66.6%	148,675	148,623	100.0%	\$ 10.03	\$ 6.69	3.79
Home Energy Reports	93,548	88,159	94.2%	152,324	152,239	99.9%	\$ 450.9	\$ 400.3	88.8%	93,548	88,159	94.2%	\$ 4.82	\$ 4.54	44.08
Residential New Construction	4,445	1,262	28.4%	323	92	28.5%	\$ 674.8	\$ 397.6	58.9%	85,272	31,532	37.0%	\$ 7.91	\$ 12.61	0.63
Comprehensive Marketing - Residential							\$ 64.8	\$ 73.7	113.8%						
Community Based Initiatives - Residential							\$ 75.8	\$ 38.2	50.3%						
SUBTOTAL	165,840	160,512	96.8%	162,689	161,680	99.4%	\$ 14,548.5	\$ 20,755.6	142.7%	1,471,530	1,569,666	106.7%	\$ 9.89	\$ 13.22	80.26
Regulatory															
EERMC							\$ 275.1	\$ 220.9	80.3%						
OER							\$ 275.1	\$ 275.1	100.0%						
SUBTOTAL							\$ 550.1	\$ 496.0	90.2%						
TOTAL	419,537	314,561	75.0%	167,915	165,233	98.4%	\$ 33,275.2	\$ 35,617.0	107.0%	4,072,084	3,429,128	84.2%	\$ 8.17	\$ 10.39	157.28

NOTES

- (1)(4) Targets from Docket 5076 - Attachment 6, Table G-7 (gas), Refiled 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), Refiled 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), Refiled 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.

NATIONAL GRID ELECTRIC ENERGY EFFICIENCY PROGRAMS IN RHODE ISLAND
Table 3: National Grid 2021 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	\$5,806,047	(3)	Committed	\$0
(4)	Paid	\$8,913,256	(4)	Paid	\$1,042,896
(5)	Repayments	\$5,106,076	(5)	Repayments	\$1,035,904
(6)	Available 12/31/21	\$-2,603,191	(6)	Available 12/31/21	\$3,137,538
(7)	Outstanding loan volume	\$16,137,367	(7)	Outstanding loan volume	\$603,706
(8)	Loan defaults during period (\$)	\$0	(8)	Loan defaults during period (\$)	\$0
(9)	Arrears over 120 days at period end (\$)	\$18,171	(9)	Arrears over 120 days at period end (\$)	\$30,615
<u>Program Impact</u>			<u>Program Impact</u>		
(10)	Number of loans	115	(10b)	Participants	598
(10b)	Participants	58	(11)	Annual Savings (Gross MWh)	10,415
(11)	Annual Savings (Gross MWh)	14,354	(12)	Annual Savings (Net MWh)	9,616
(12)	Annual Savings (Net MWh)	10,447	(13)	Lifetime Savings (Gross MWh)	127,054
(13)	Lifetime Savings (Gross MWh)	162,080	(14)	Lifetime Savings (Net MWh)	118,133
(14)	Lifetime Savings (Net MWh)	117,531	(15)	Annual Savings (Gross kW)	1,818
(15)	Annual Savings (Gross kW)	1,836	(16)	Annual Saving (Net kW)	1,554
(16)	Annual Saving (Net kW)	1,559	(17)	Total associated incentive volume (\$)	\$6,875,040
(17)	Total associated incentive volume (\$)	\$4,590,700	(18)	Total annual estimated energy cost savings (\$)	\$1,702,113
(18)	Total annual estimated energy cost savings (\$)	\$1,849,204			

Rhode Island Public Energy Partnership (RI PEP)

<u>Income Statement</u>		
(1)	2021 Funds Available	\$462,477
(2)	2021 Loan budget	\$0
(3)	Committed	\$0
(4)	Paid	\$0
(4a)	Funds Returned to OER	\$462,477
(5)	Repayments	\$46,894
(6)	Available 12/31/21	\$46,895
(7)	Outstanding loan volume	\$22,529
(8)	Loan defaults during period (\$)	0
(9)	Arrears over 120 days at period end (\$)	0
<u>Program Impact</u>		
(10)	Number of loans	0
(10b)	Participants	0
(11)	Annual Savings (Gross MWh)	0
(12)	Annual Savings (Net MWh)	0
(13)	Lifetime Savings (Gross MWh)	0
(14)	Lifetime Savings (Net MWh)	0
(15)	Annual Savings (Gross kW)	0
(16)	Annual Saving (Net kW)	0
(17)	Total associated incentive volume (\$)	\$0
(18)	Total annual estimated energy cost savings (\$)	\$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 December 31, 2021
- 4 As of December 31, 2021. This includes all projects paid through December 31, 2021 and the OBR associated with those projects. OBR payment are processed once the associated incentive has
- 4a Funds returned to RI OER.
- 5 As of December 31, 2021
- 6 Fund balance as of December 31, 2021. Committed funds are subtracted from this amount.
- 7 Total outstanding loan balance. Loans lent out that still need to be paid back. This includes loans from previous years.
- 8 Total loan value in default during period.
- 9 Total loan value in arrears for over 120 days as of December 31, 2021.
- 10 As of December 31, 2021
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
- 10b (not adjusted for net-to-gross).
- 11 As of December 31, 2021
- 12 As of December 31, 2021
- 13 As of December 31, 2021
- 14 As of December 31, 2021
- 15 As of December 31, 2021
- 16 As of December 31, 2021
- 17 Incentives paid out with loans.
- 18 Estimated energy cost savings to loan fund participants.

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

NATIONAL GRID GAS ENERGY EFFICIENCY PROGRAMS IN RHODE ISLAND
Table 4: National Grid 2021 Revolving Loan Funds

Large C&I Gas Revolving Loan Fund

<u>Income Statement</u>		
(1)	2021 Funds Available	\$1,532,113
(2)	2021 Loan budget	\$2,200,000
(3)	Committed	\$1,161,751
(4)	Paid	\$549,376
(5)	Repayments	\$443,222
(6)	<u>Available 12/31/21</u>	<u>-\$126,421</u>
(7)	Outstanding loan volume	\$1,596,990
(8)	Loan defaults during period (\$)	\$0
(9)	Arrears over 120 days at period end (\$)	\$0
<u>Program Impact</u>		
(10)	Number of loans	13
(10b)	Participants	4
(11)	Annual Savings (Gross MMBtu)	7,346
(12)	Annual Savings (Net MMBtu)	5,639
(13)	Lifetime Savings (Gross MMBtu)	60,978
(14)	Lifetime Savings (Net MMBtu)	47,450
(17)	Total associated incentive volume (\$)	\$194,569
(18)	Total annual estimated energy cost savings (\$)	\$115,616

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 December 31, 2021
 - 4 As of December 31, 2021. This includes all project paid in 2021 and the OBR associated with those projects. OBR payment are processed once the associated incentive has been paid usually in batches.
 - 5 As of December 31, 2021
 - 6 Fund balance as of December 31, 2021. Committed funds are subtracted from this amount.
 - 7 Total outstanding loan balance. Loans lent out that still need to be paid back. This includes loans from previous years.
 - 8 Total loan value in default during period.
 - 9 Total loan value in arrears for over 120 days as of December 31, 2021.
 - 10 As of December 31, 2021
 - 10b Unique customer names for large business (one customer name can have multiple sub accounts as is in the case of a franchise).
 - 11 As of December 31, 2021
 - 12 As of December 31, 2021
 - 13 As of December 31, 2021
 - 14 As of December 31, 2021
 - 15 As of December 31, 2021
 - 16 As of December 31, 2021
 - 17 Incentives paid out with loans.
 - 18 Estimated energy cost savings to loan fund participants.
- Values in quarterly reports are preliminary and subject to change. Data is finalized in the Year-End Report.

**Table 5
National Grid
2021 Test Metrics**

Customer Satisfaction¹
94.3%

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	22,625	9,390	1,188	(38)	33,165
Income Eligible	1,602	1,038	196	7	2,843
C&I	25,004	7,974	(227)	-	32,751
Total	49,231	18,402	1,157	(31)	68,759

NOTES

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

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