



STATE OF RHODE ISLAND

ENERGY EFFICIENCY & RESOURCE MANAGEMENT COUNCIL

CONSULTANT TEAM

2020 Year-End and 2021 Q1 Results Update

Presented By: EERMC Consultant Team

Date: May 20, 2021



Outline

2020 SRP Activities

Portfolio Takeaways on 2020 Year-End Performance

Select Residential Program Highlights

Select Commercial & Industrial Highlights

Update on 2021 Plan Commitments

Discussion



SRP 2020 Activity Summary

All 2020 SRP Commitments were either completed, or are ongoing processes or perpetual commitments

All ongoing commitments are currently in good standing

SRP Three-Year Plan was a major focus, including for the SRP TWG

As noted in SRP Year-In-Review presentation at Jan. Council meeting

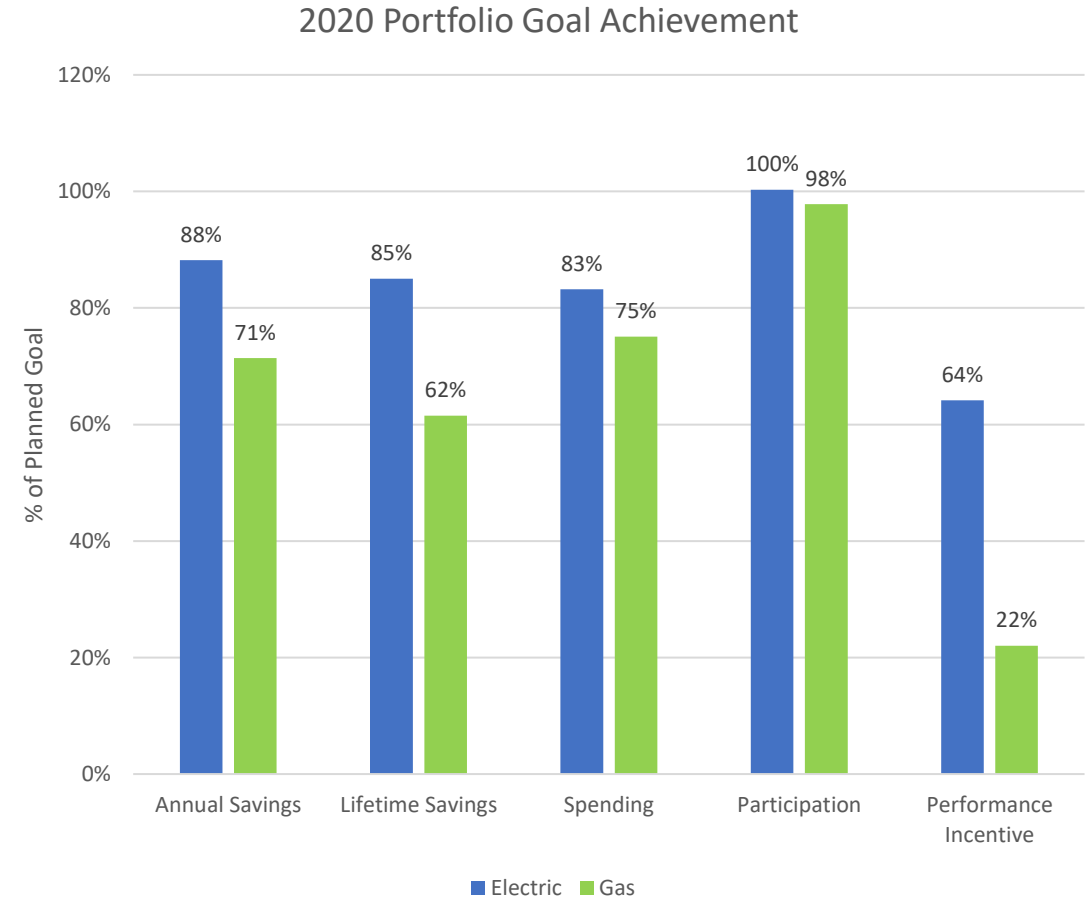
SRP spending was below the planned budget for 2020

Due to COVID-19 impacts on planned Market Engagement activities



Portfolio Takeaways

- Minor changes between Q4 and Year-End Report
- Underachievement in both electric and gas portfolios
- Lower than planned cost-to-achieve in the electric portfolio; higher than planned in the gas portfolio
- Participation at or near goal translates to lower savings per participant
- Performance Incentive earned only 54% of planned



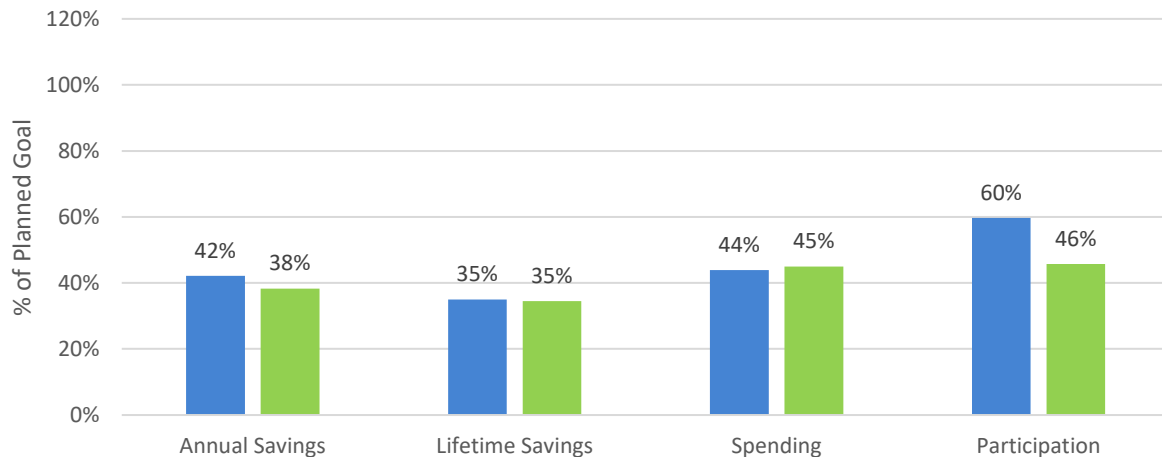
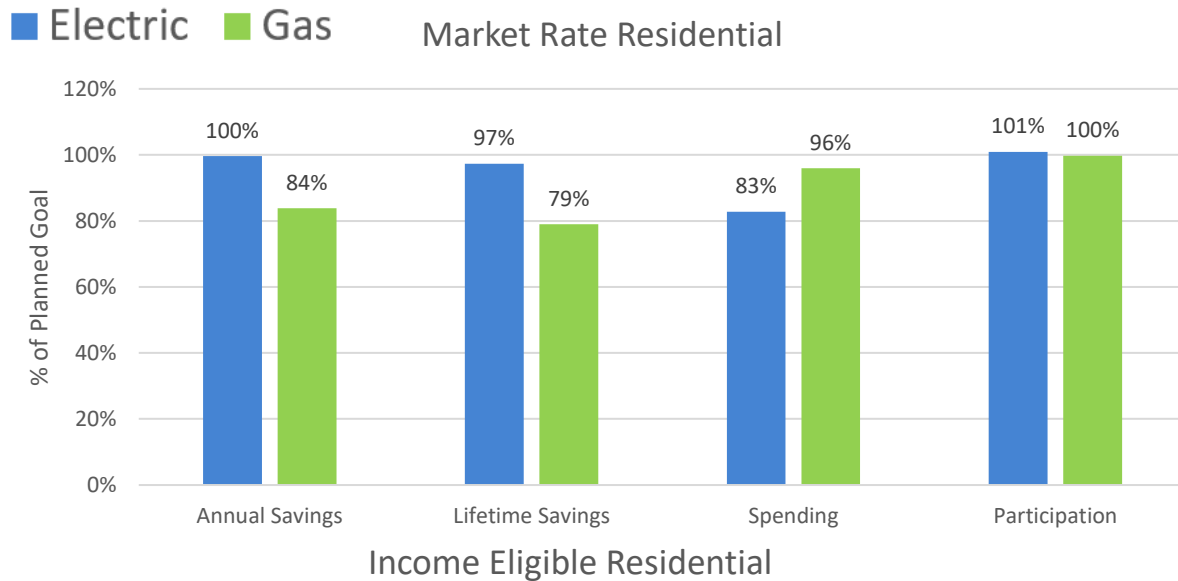


Residential Program Highlights

- Residential in 2020
 - Programs that did well in 2020
 - Electric: HVAC, Home Energy Reports, Lighting, and New Construction
 - Gas: EnergyWise
 - Programs that underperformed in 2020
 - EnergyWise Multifamily, Income Eligible Single and Multifamily
 - HVAC and New Construction Gas
- Q1 2021
 - Income Eligible off to a slow start
 - Most market rate programs off to a good start - Consumer products already at 40% of goal
 - RGGI-Funded Enhanced Heat Pump Incentive for Residential Oil/Propane Heating Customers launched on March 1st



Market Rate vs. Income Eligible 2020 Goal Achievement



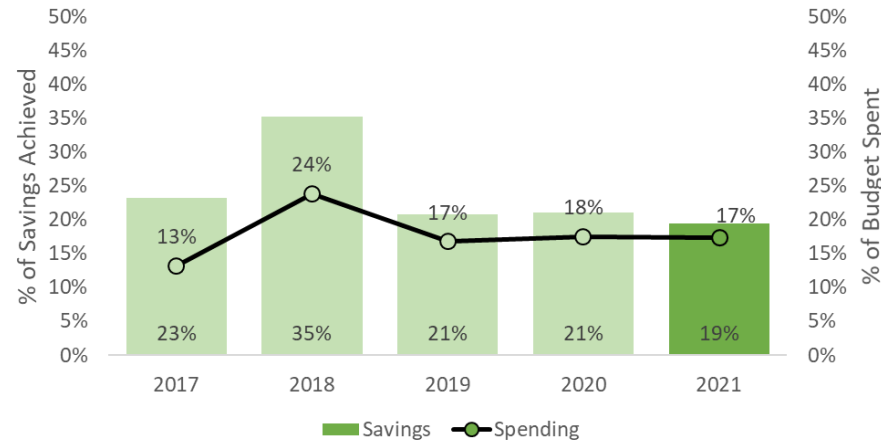
- Market rate programs significantly outperformed Income Eligible programs across both fuels and key metrics
- Electric programs outperformed gas programs in Market Rate, but achieved similar performance to electric in Income Eligible
- Addressing underperformance of Income Eligible programs is a key area of focus for the 2022 Plan



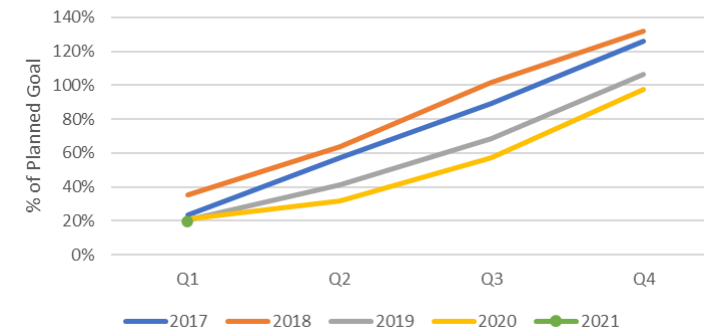
Market Rate vs. Income Eligible 2021 Q1 Performance

- Market Rate programs through Q1 in par with historical performance
- Income Eligible programs off to a slower start for the fourth consecutive year
- Getting off to a good start in the first half of the year crucial for hitting goals at year end

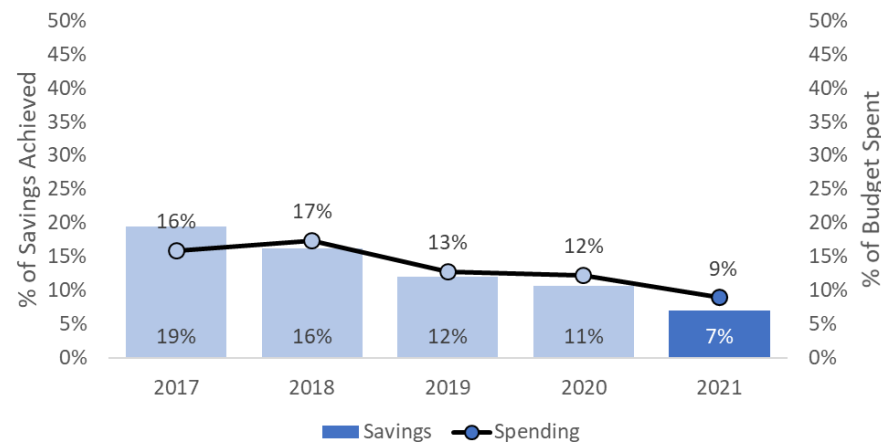
Residential Sector Total - Lifetime Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



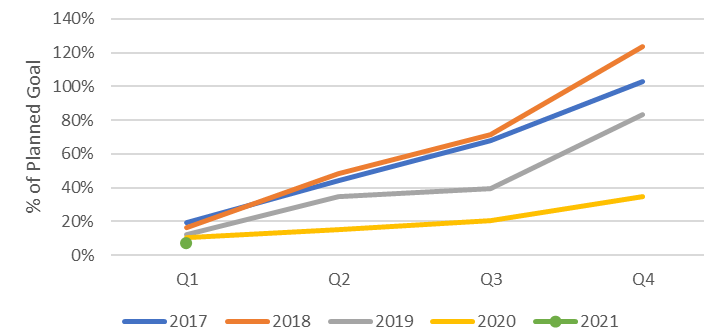
Market Rate Annual Savings Goal Achievement by Quarter



Income Eligible Sector Total - Lifetime Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)

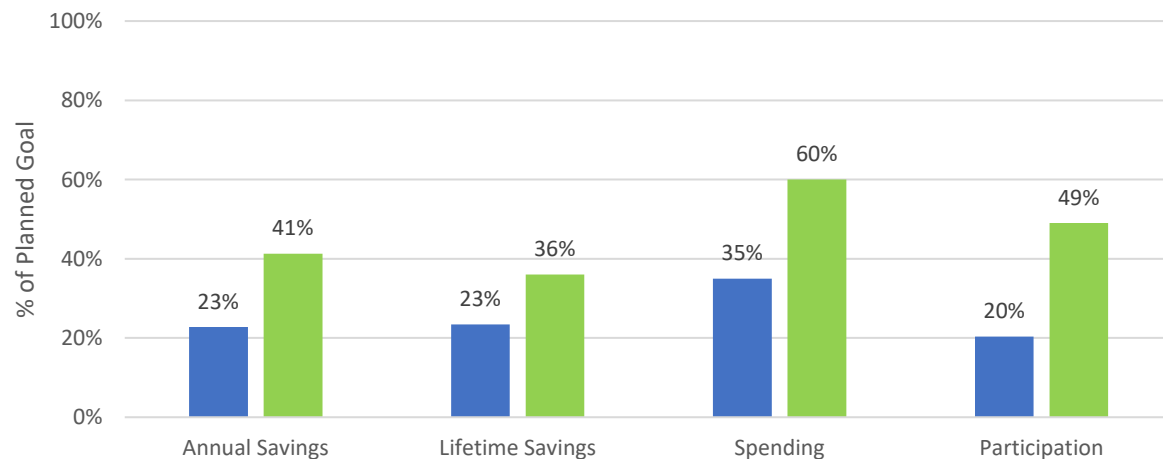
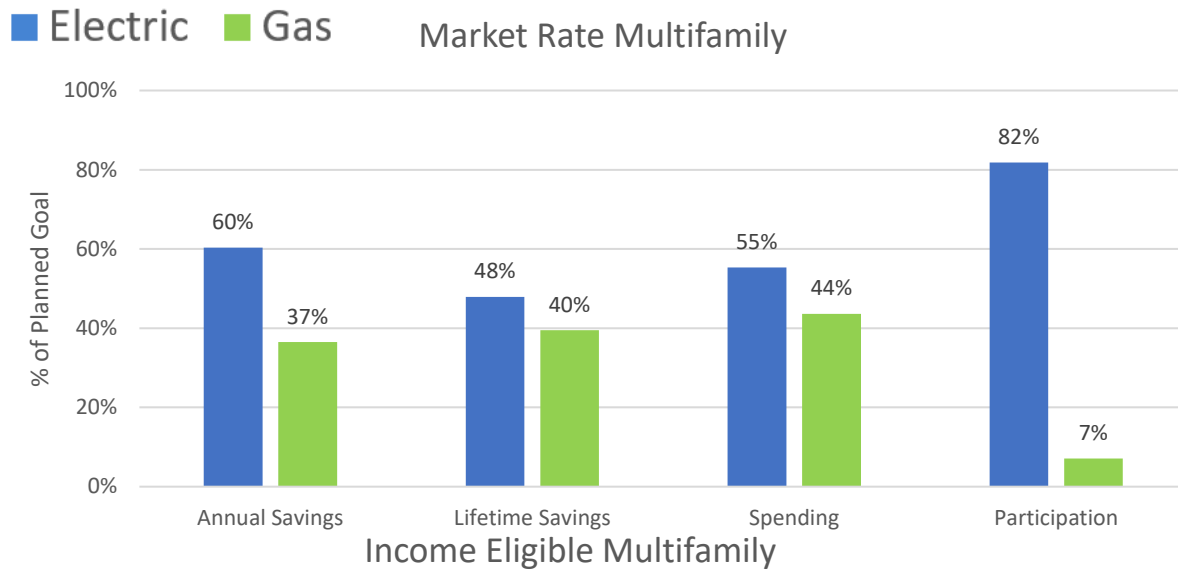


Income Eligible Annual Savings Goal Achievement by Quarter





Multifamily 2020 Goal Achievement



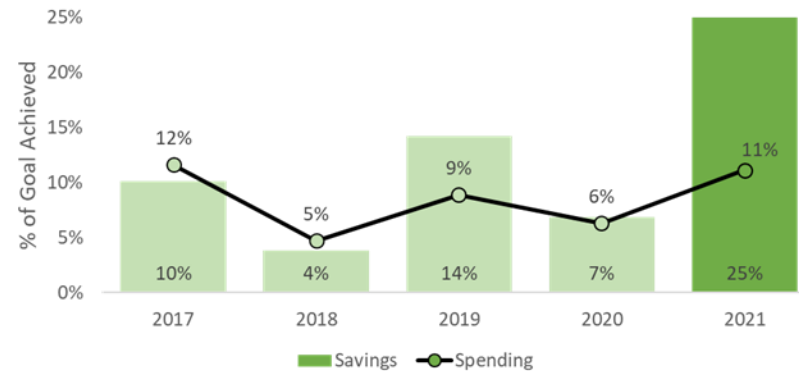
- Both Market Rate and Income Eligible Multifamily programs struggled in 2020
- Income Eligible significantly outperformed by Market Rate for electric, similar performance for gas
- Addressing underperformance of the Multifamily programs is another key area of focus for the 2022 Plan



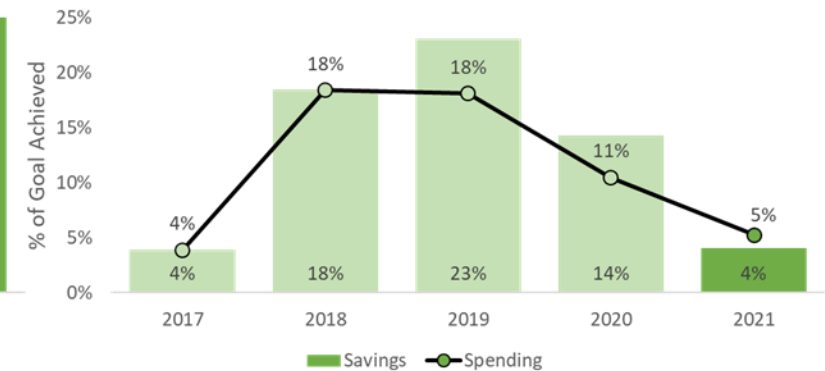
Multifamily 2021 Q1 Performance

- Market Rate programs strong start to Q1 on the electric side, but not on the gas side
- Income Eligible programs have claimed zero savings through Q1 for both electric and gas

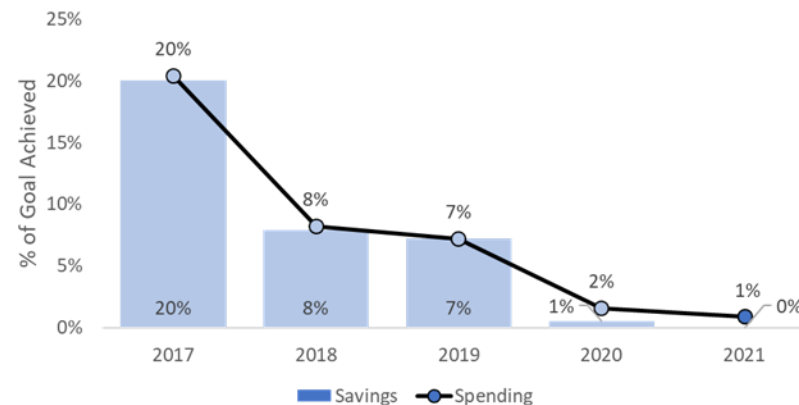
EnergyWise Multifamily (5+ Units) - Lifetime Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



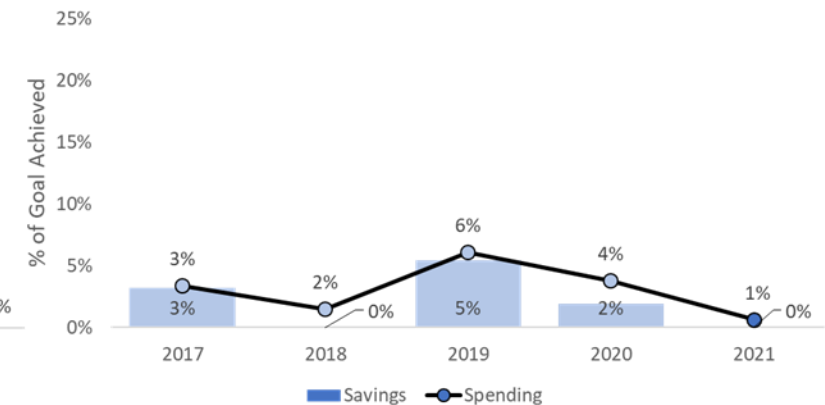
EnergyWise Multifamily (5+ Units) - Lifetime Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



IES Multifamily (5+ Units) - Lifetime Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



IES Multifamily (5+ Units) - Lifetime Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)

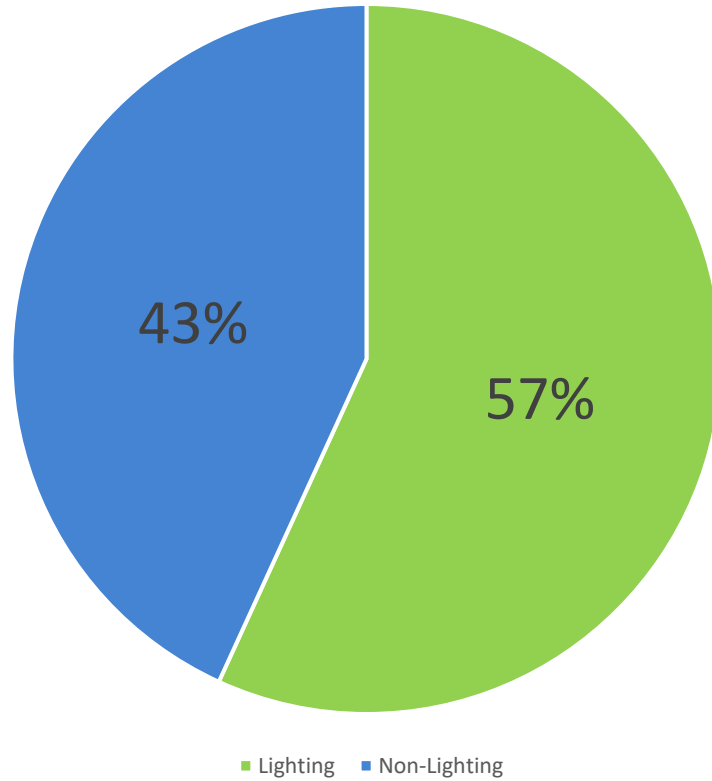




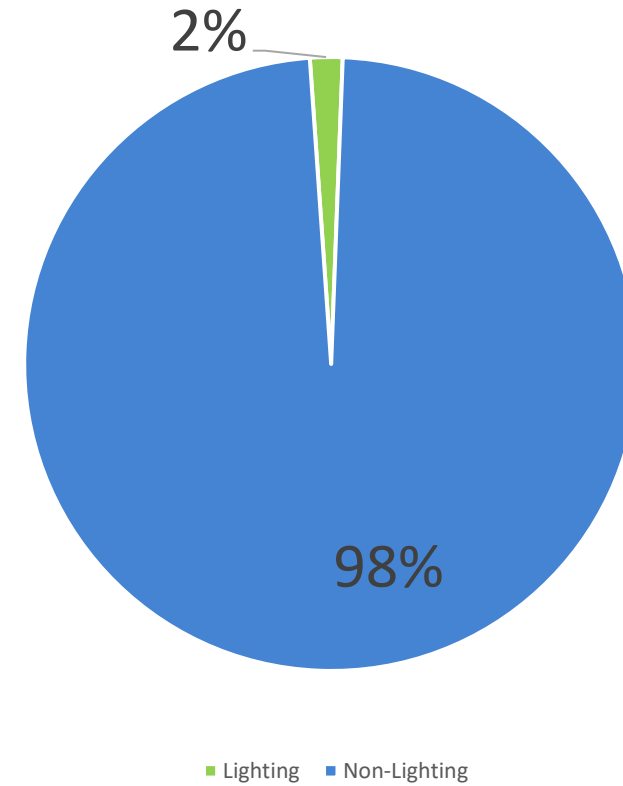
Residential Savings by End-Use

The Big Shift is Coming

Residential Lifetime Electric Savings by End-Use
(2020 Actuals)



Residential Lifetime Electric Savings by End-Use
(2022 Plan)





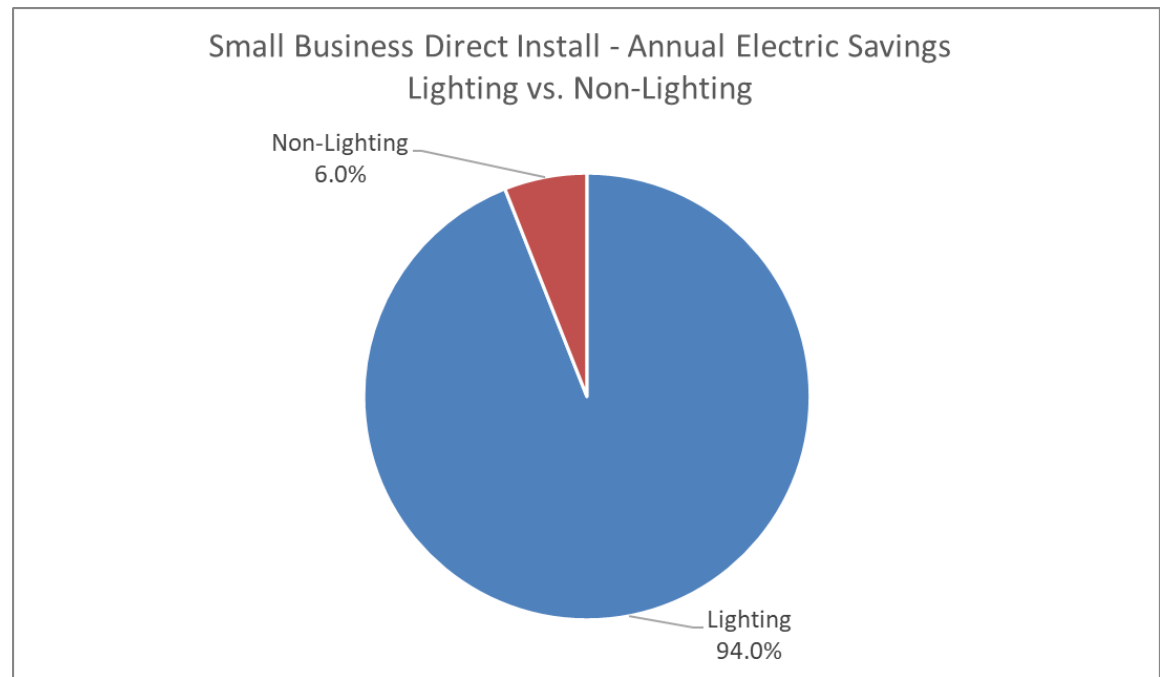
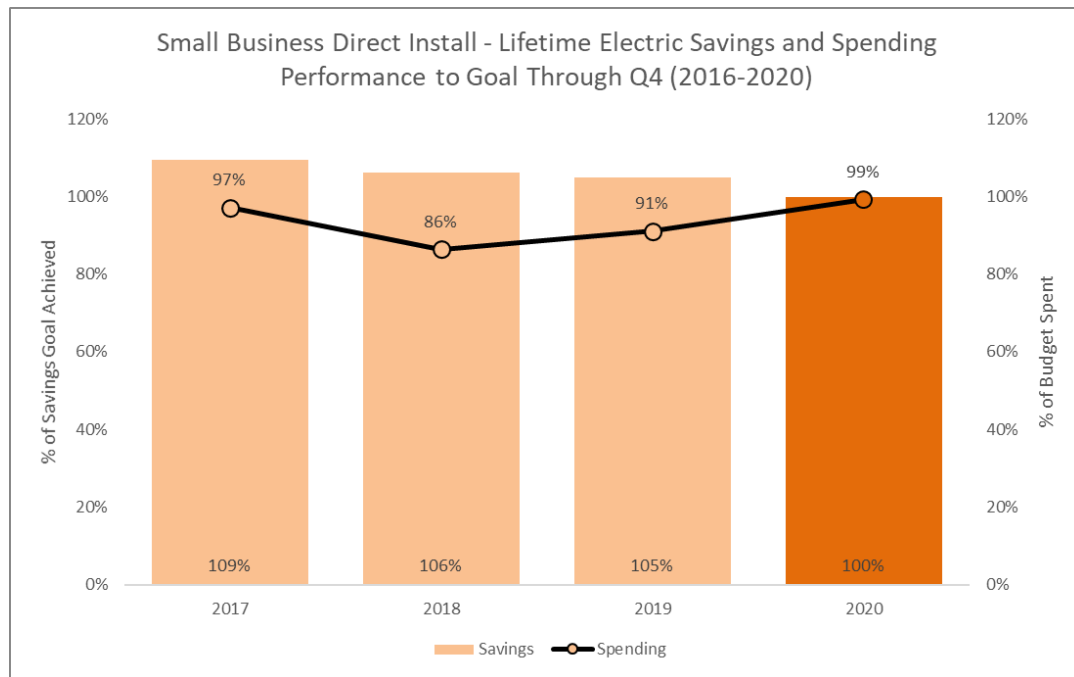
C&I Program Highlights

- C&I in 2020
 - Programs that did well in 2020
 - Small Business Direct Install
 - New Construction
 - Programs that underperformed in 2020
 - Large Retrofit
- Q1 2021
 - Expect the “hockey-stick” trend for Large Retrofit/New Construction
 - Several changes to Small Business Direct Install program to keep an eye on



C&I Program Highlights – Small Business

- Strong performance in 2020 for both electric and gas SBDI
- Incentives boosted to 100% in 2020 (normally up to 70%)

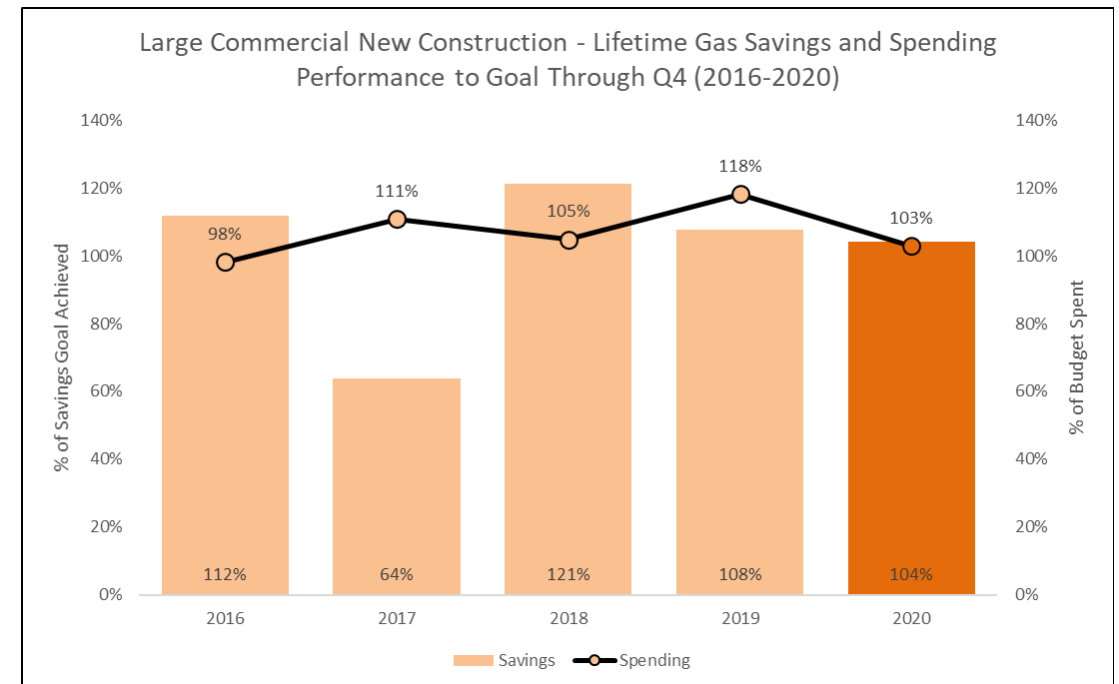
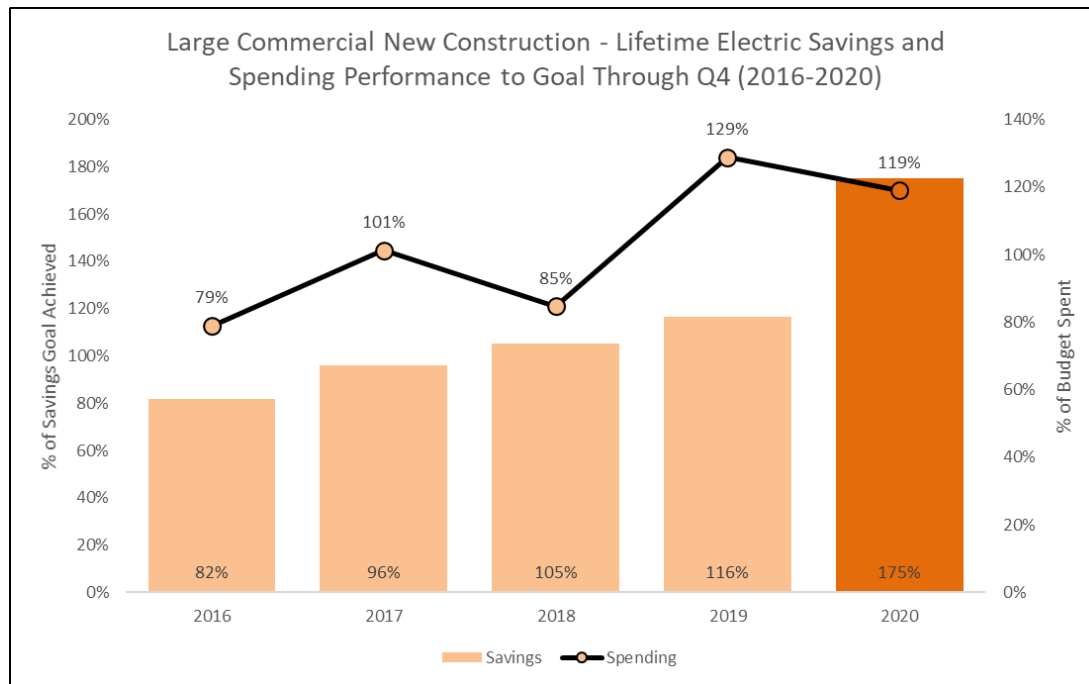


- Began offering enhanced weatherization incentives (gas savings) in Q1 2021



C&I Program Highlights – New Construction

- Strong performance in both electric and gas
- Diverse mix of measures/end-uses in both programs

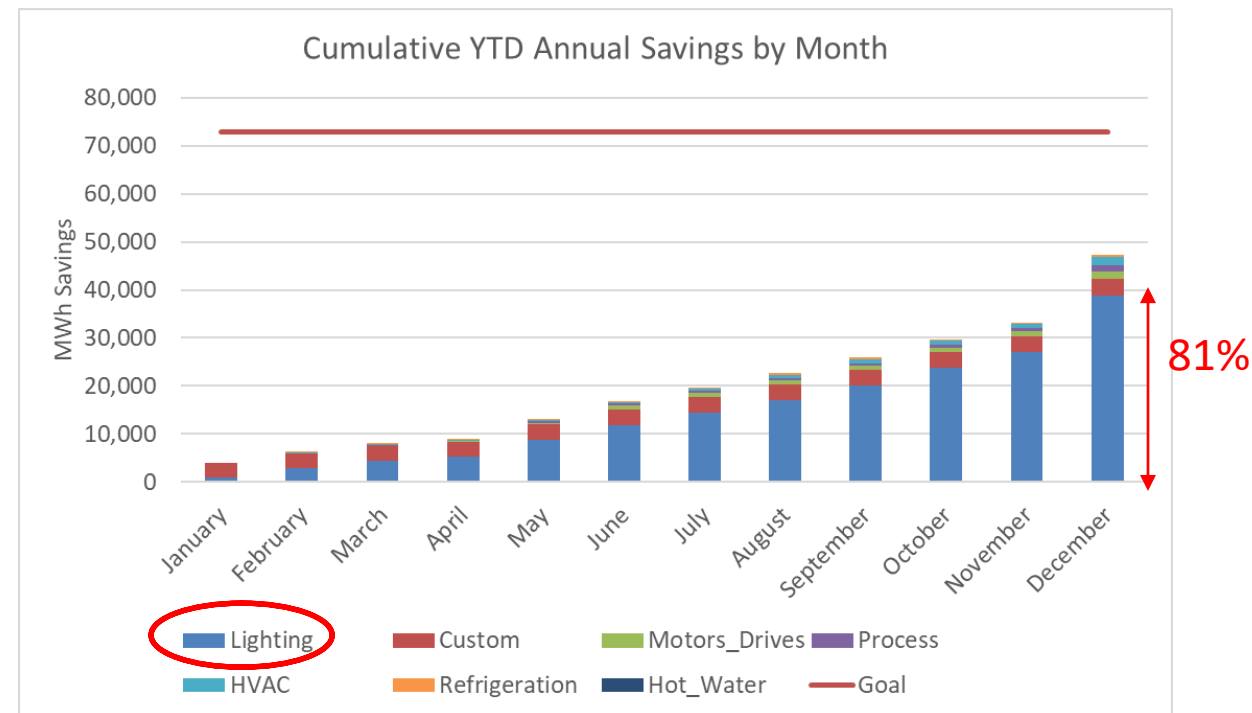
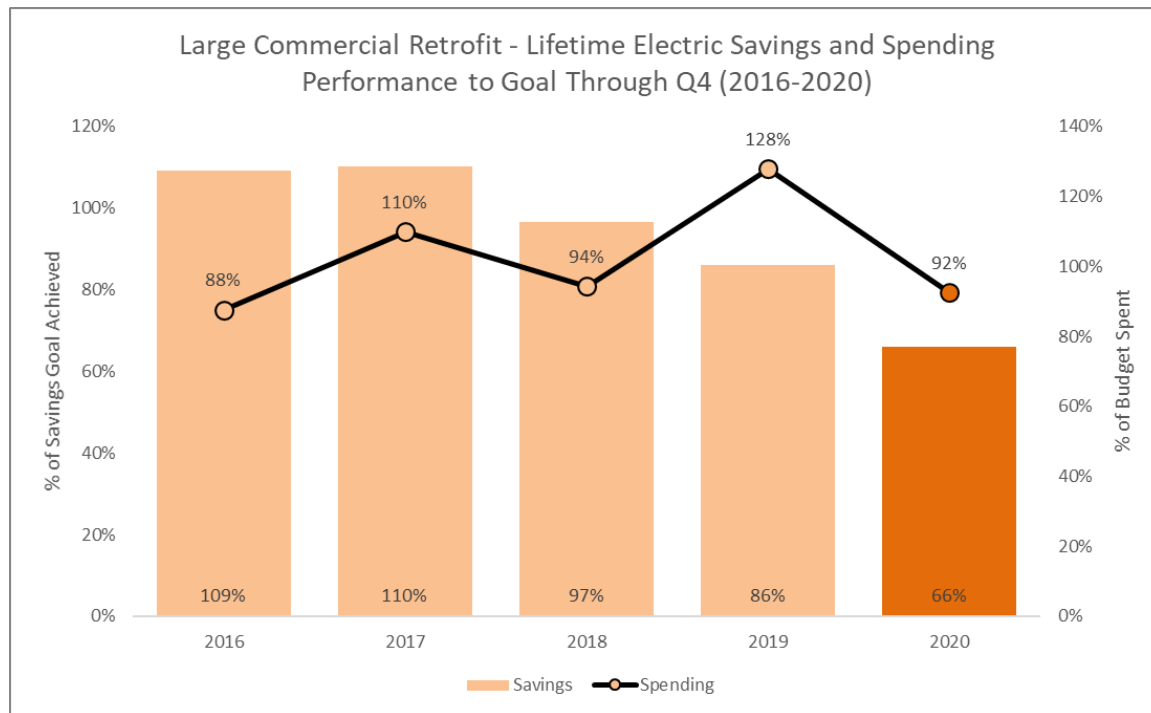


- Began offering 2 new pathways in Q1 2021: Zero Net Energy and Whole Building EUI



C&I Program Highlights – Large Retrofit (electric)

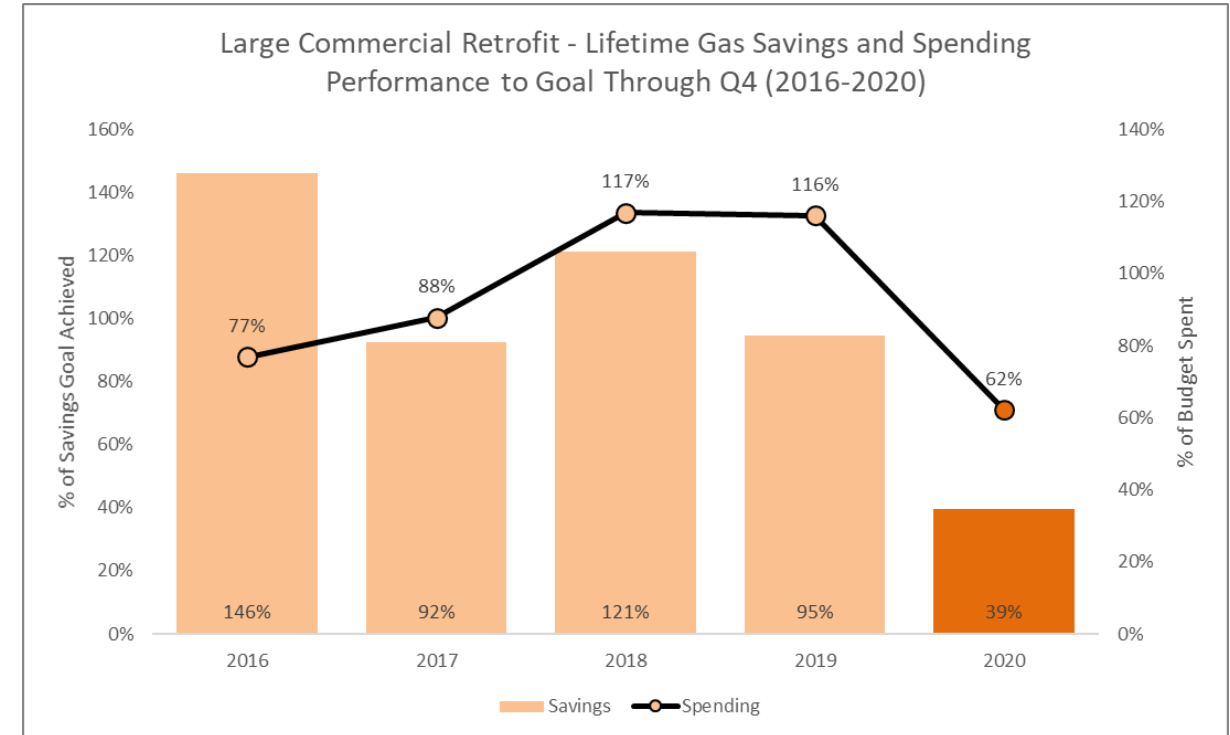
- Retrofit was majority of planned electric C&I savings (75%)
- Diversifying measure mix beyond lighting still a challenge





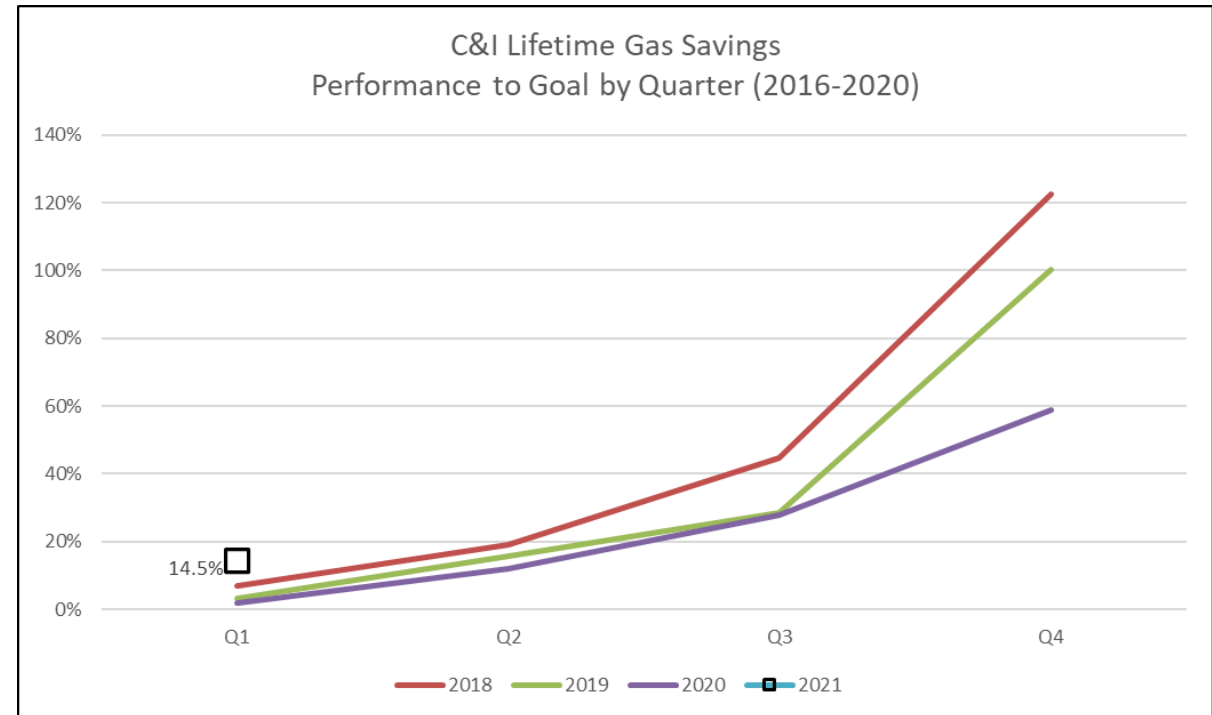
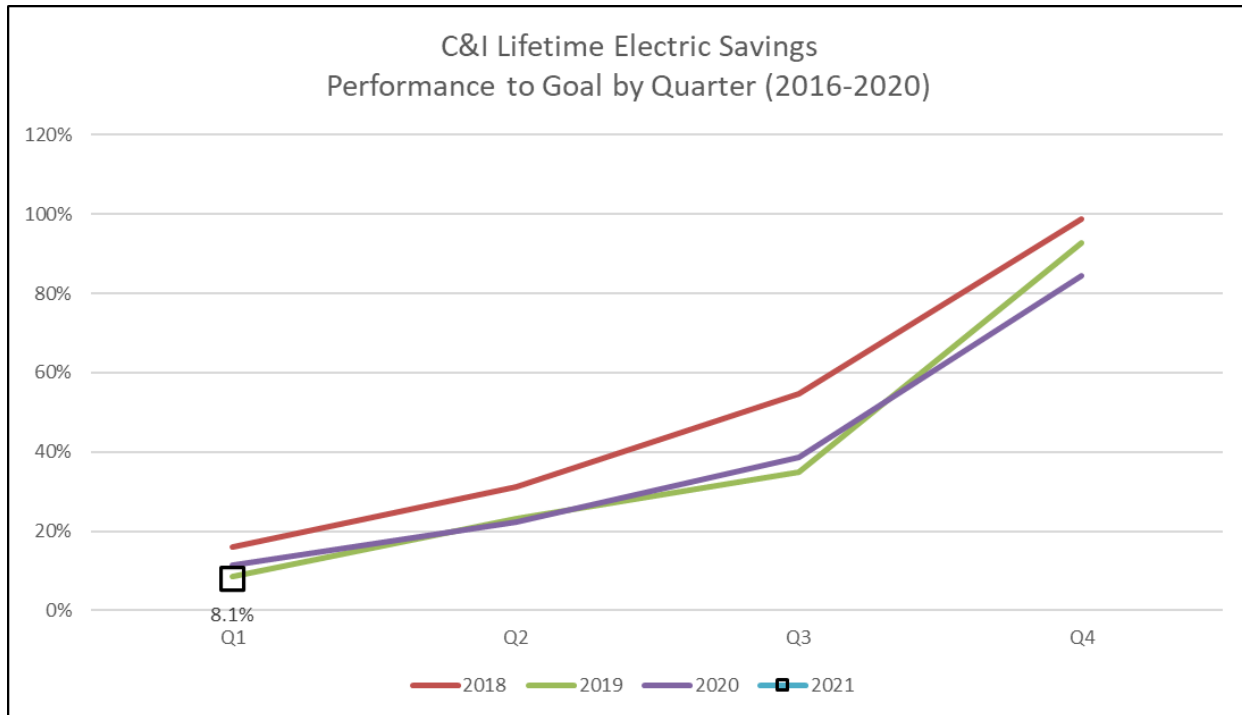
C&I Program Highlights – Large Retrofit (gas)

- Retrofit was majority of planned gas C&I savings (64%)
 - ~2/3 of gas savings came from HVAC
 - ~10% of all C&I gas savings attributable to SEM
 - Other large sources of savings
 - steam trap repair/replacement
 - HVAC controls
 - Industrial process measures





C&I Program Highlights – Q1 2021



- Continuation of typical “hockey-stick” trend for C&I from past years for Large Retrofit and New Construction
 - Small Business Direct Install brings in savings more consistently throughout the year (22% achievement as of Q1)
- Noteworthy savings from high-efficiency air purifier measures in schools and public buildings






C&I Program Highlights – Q1 2021

- Program Enhancements underway as of Q1 2021
 - New Telecom offering launched in Q1 2021; vendor has started customer outreach and began conducting site audits
 - New measures added to low/no-cost controls measures through Equipment System Performance Optimization offering (“ESPO”)
- More opportunities to work w/ re-opening businesses given new heightened attention to ventilation/HVAC
 - Reminder: HVAC was the largest source of untapped savings from market potential study



2021 Plan Commitments

- C-Team compiled all 120 commitments made in the 2021 Plan narrative
- Tracking methods, metrics, and timelines developed in collaboration with National Grid, OER, and the Division

 Complete	8
 In Progress/On Track	37
 Not Started	21

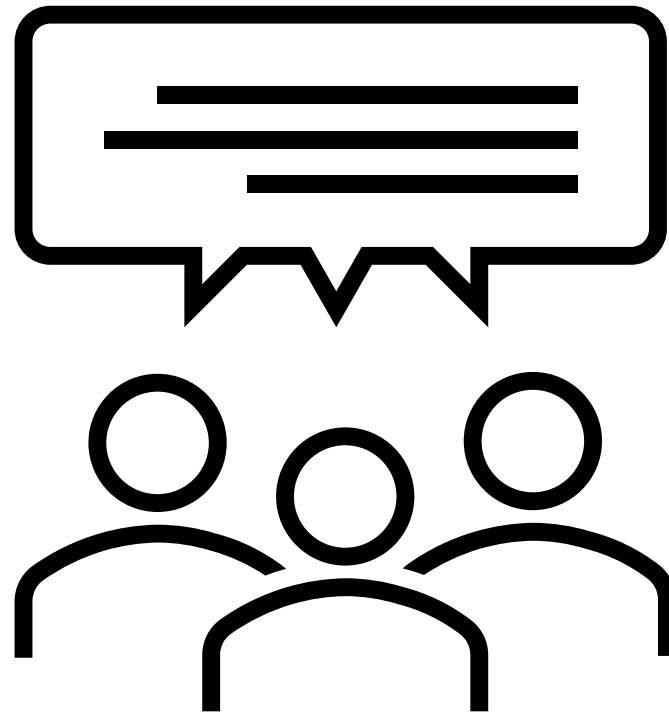


2021 Plan Commitments

Sector	Program	Topic	Commitment	Tracking Metric	Tracking Method	Timeline	Commitment Update	Status
Residential	EnergyWise Single Family	Virtual Home Energy Assessments	The program is assessing how closely the weatherization scopes developed from a VHEA match conditions, needs of contractors implement the weatherization work, and the cost implications.	Data that tracks change orders between VHEAs and in-person assessments.	written update on a quarterly basis.	Ongoing	Q1 HEAs: 836 (77.6% changed) Q1 VHEAs: 528 (86% changed)	In Progress/On Track ●
Residential	EnergyWise Single Family	Bundled Incentives	The Company will design a bundled enhanced incentive that supports customers who commit to comprehensive savings by combining weatherization with another major energy system, such as heating and cooling or hot water heaters. Program design will occur in Q1 and Q2 along with beta testing and optimization and will roll out on a limited basis in Q3 and Q4 to help refine the offers and customers support systems, with full implementation planned for 2022.	Updates on design and pilot rollout.	written update on a quarterly basis.	Ongoing	Initial design leans towards coupon towards next major measure (heating, weatherization, hot water) within this 2021-2023 period. Coupon empowers customer to interalize and take action on efficiency actions. Reduces tracking costs if the coupon is used rather than verifying participation. Next Steps: Determine potential levels for enhanced incentive and whether this could be limited to LMI population.	In Progress/On Track ●
Commercial & Industrial	Large C&I New Construction	New Construction Pathways	The Company will offer two new pathways, Zero Net Energy Ready (ZNER) and Whole Building Energy Use Intensity to drive deeper, more comprehensive savings by using EUI as a tool.	Information about how the new pathways are being implemented and promoted, including marketing materials and/or program website description updates	provide written updates quarterly with specific timelines on roll-out of new approach	Q1	See Q1 report and website: https://www.nationalgridus.com/RI-Business/Energy-Saving-Programs/New-Construction-Major-Renovations	Complete ●
Commercial & Industrial	Large Commercial Retrofit Program	Telecommunications Initiative	In 2021, the Company will launch a new Telecommunications Initiative to serve mobile, fiber optic, and cable data companies and their associated infrastructure through technical assistance, project management, and incentives, delivering savings from non-lighting as highlighted in the Market Potential Study.	Information that shows the Company has launched the new initiatives including any marketing materials and/or website updates to reflect this new offering.	Written updates quarterly and gross savings by program and sub program.	Q1	5/5 11 customers have been contacted. Five are in various stages of assessments/audits	In Progress/On Track ●



Council Member Discussion





Appendices

-
- [Appendix A – Changes from Q4 to Year-End Report](#)
 - [Appendix B – Program Performance Charts](#)
 - [Appendix C – National Grid 2020 Year-End & 2021 Q1 Highlights](#)
 - [Appendix D – 2021 Plan Commitments Updates](#)



Appendix A

Changes from Q4 to Year-End Report



Differences between Q4 and Year-End (Electric Portfolio)

Annual Electric Savings (MWh)					
Sector	Program	2020 Q4	2020 Year-End	Delta	% Change
Commercial & Industrial	Small Business Direct Install	17,161	17,160	-1	0.0%
	Large Commercial New Construction	49,585	49,456	-129	-0.3%
	Large Commercial Retrofit	10,275	10,340	65	0.6%
	C&I Total	77,022	76,956	-66	-0.1%
Income Eligible	Single Family - Income Eligible Services	1,984	2,042	58	2.9%
	Income Eligible Multifamily	545	546	1	0.2%
	Income Eligible Total	2,529	2,588	59	2.3%
Residential	Residential New Construction	784	784	0	-0.1%
	ENERGY STAR® HVAC	3,136	3,101	-35	-1.1%
	EnergyWise	4,523	5,160	637	14.1%
	EnergyWise Multifamily	1,673	1,683	10	0.6%
	Home Energy Reports	26,244	26,345	101	0.4%
	ENERGY STAR® Lighting	36,940	36,733	-207	-0.6%
	Residential Consumer Products	3,996	3,996	0	0.0%
	Residential Total	77,296	77,802	506	0.7%
Total - All Programs		156,847	157,346	499	0.3%



Differences between Q4 and Year-End (Gas Portfolio)

Annual Gas Savings (MMBtu)					
Sector	Program	2020 Q4	2020 Year-End	Delta	% Change
Commercial & Industrial	Small Business Direct Install	54,455	54,948	493	0.9%
	Large Commercial New Construction	86,489	86,451	-38	0.0%
	Large Commercial Retrofit	3,513	3,513	0	0.0%
	Commercial & Industrial Multifamily	1,564	1,564	0	0.0%
	C&I Total	146,022	146,476	454	0.3%
Income Eligible	Single Family - Income Eligible Services	3,142	3,142	0	0.0%
	Income Eligible Multifamily	10,068	10,091	23	0.2%
	Income Eligible Total	13,210	13,233	23	0.2%
Residential	EnergyWise	23,544	23,612	68	0.3%
	ENERGY STAR® HVAC	24,135	23,974	-161	-0.7%
	EnergyWise Multifamily	5,309	5,314	5	0.1%
	Home Energy Reports	102,975	103,159	184	0.2%
	Residential New Construction	3,077	3,077	0	0.0%
	Residential Total	159,040	159,136	96	0.1%
Total - All Programs		318,272	318,845	573	0.2%



Appendix B

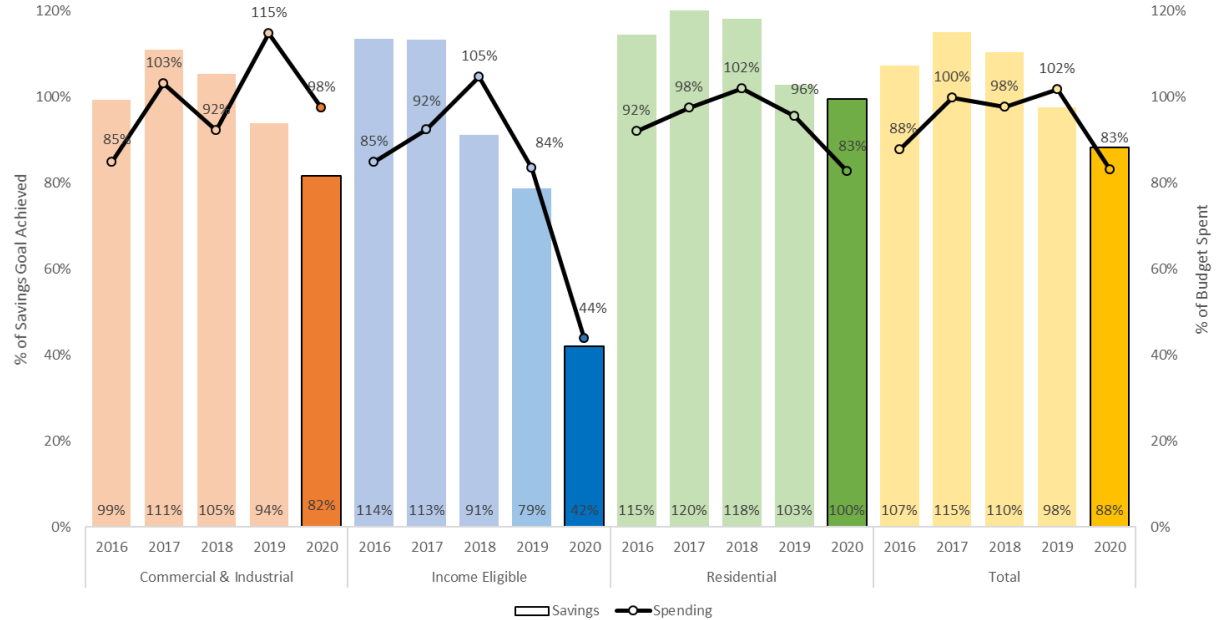


Program Performance Charts

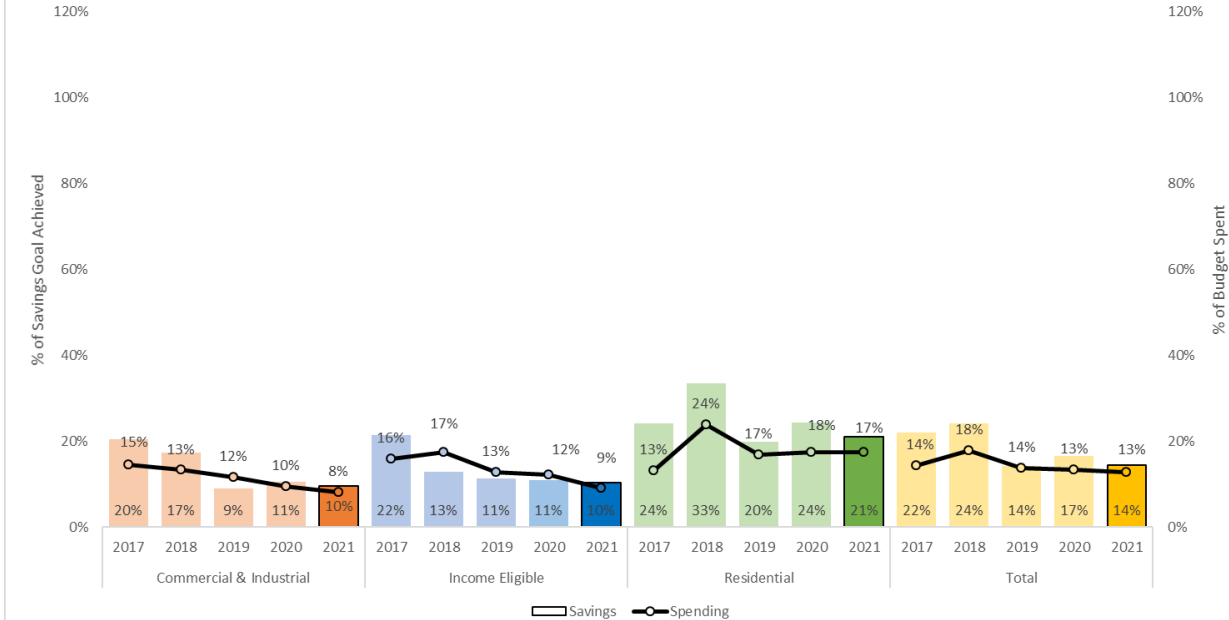


Electric Performance

Annual Electric Savings and Spending
Performance to Goal Through Q4 (2016-2020)



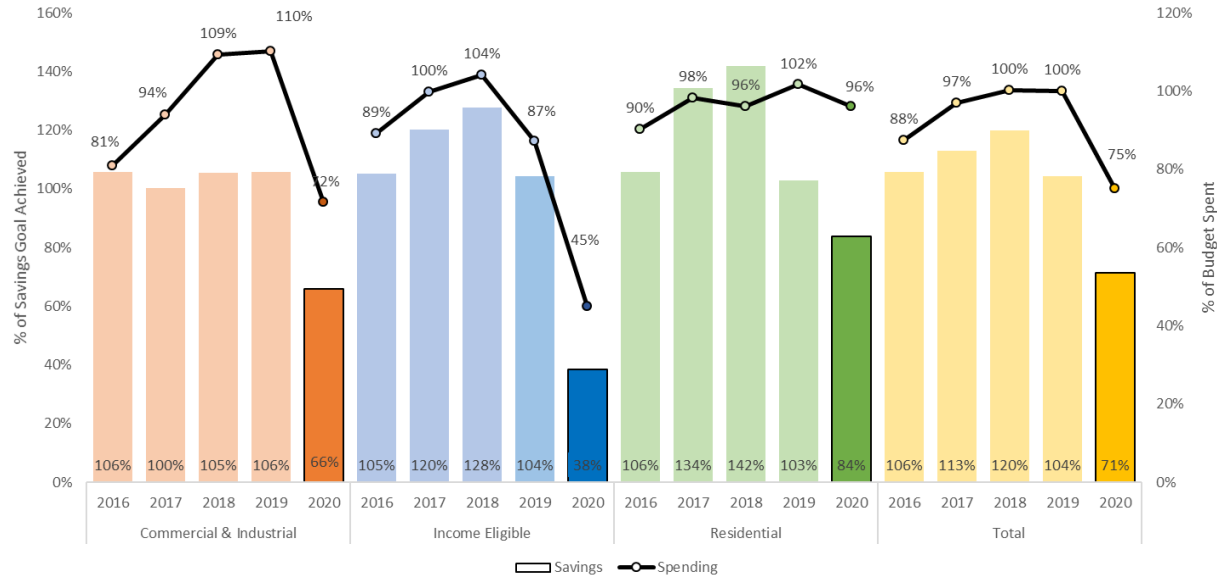
Annual Electric Savings and Spending
Performance to Goal Through Q1 (2017-2021)



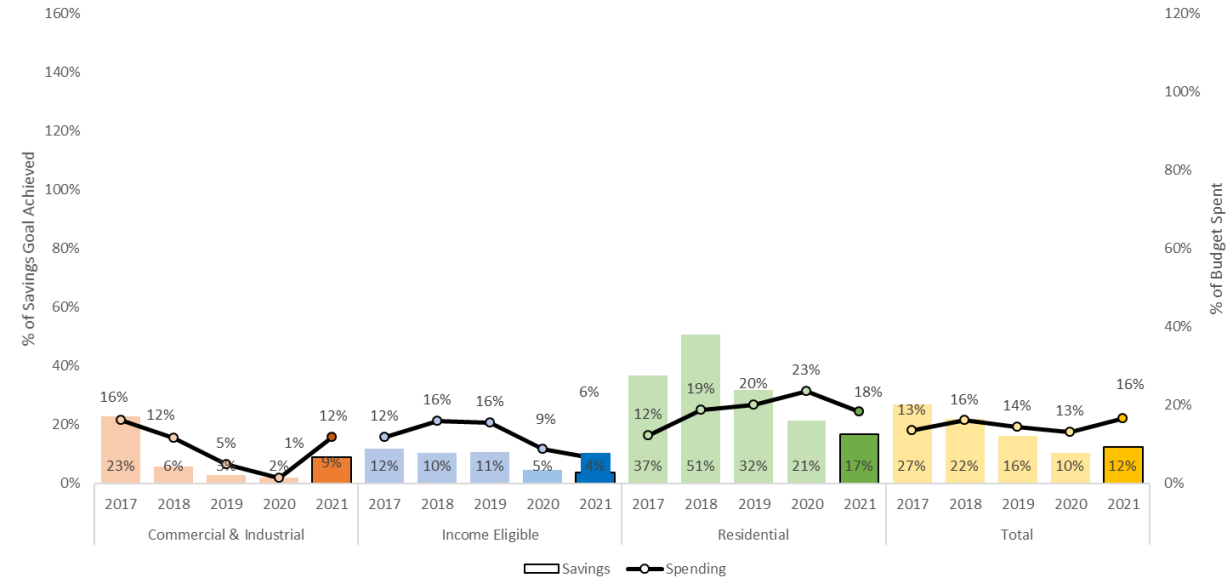


Gas Performance

Annual Gas Savings and Spending
Performance to Goal Through Q4 (2016-2020)



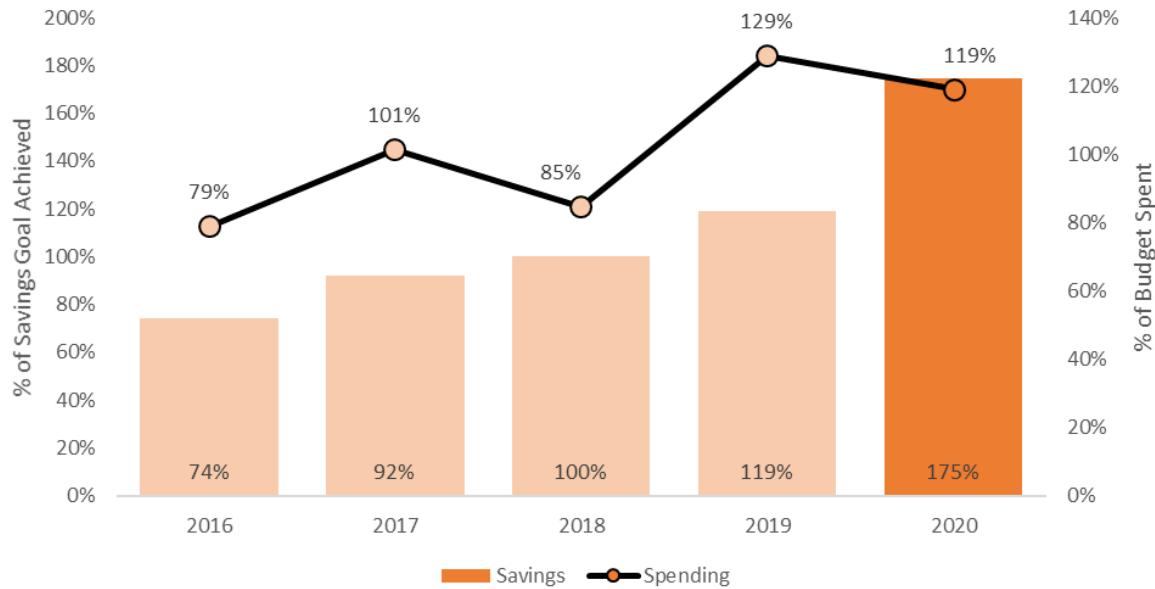
Annual Gas Savings and Spending
Performance to Goal Through Q1 (2017-2021)



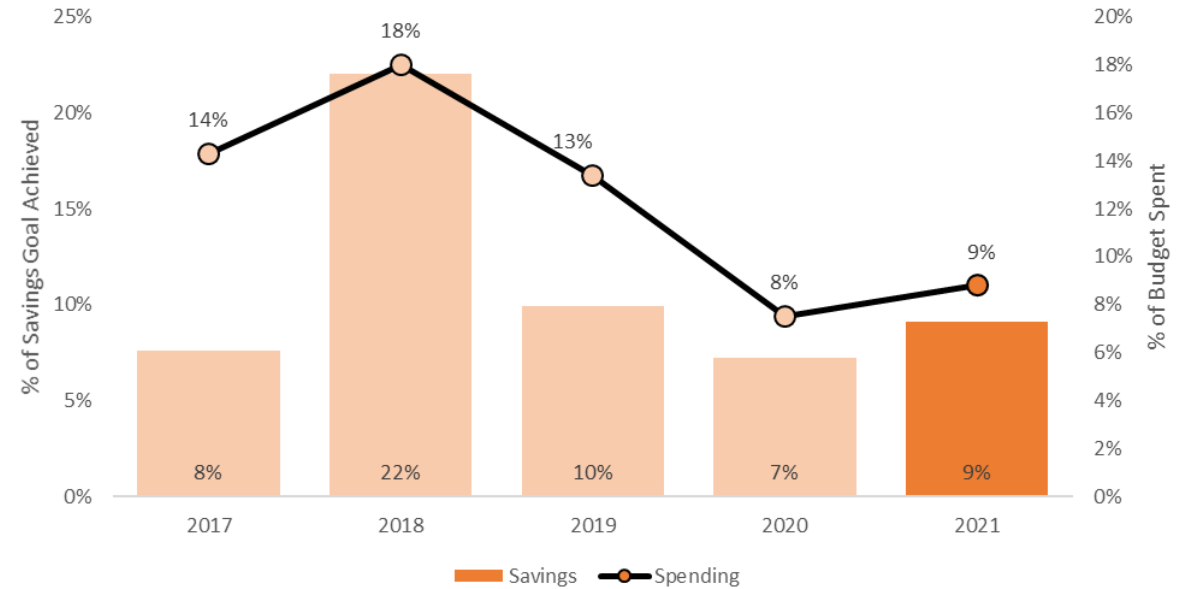


Electric C&I Programs

Large Commercial New Construction - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



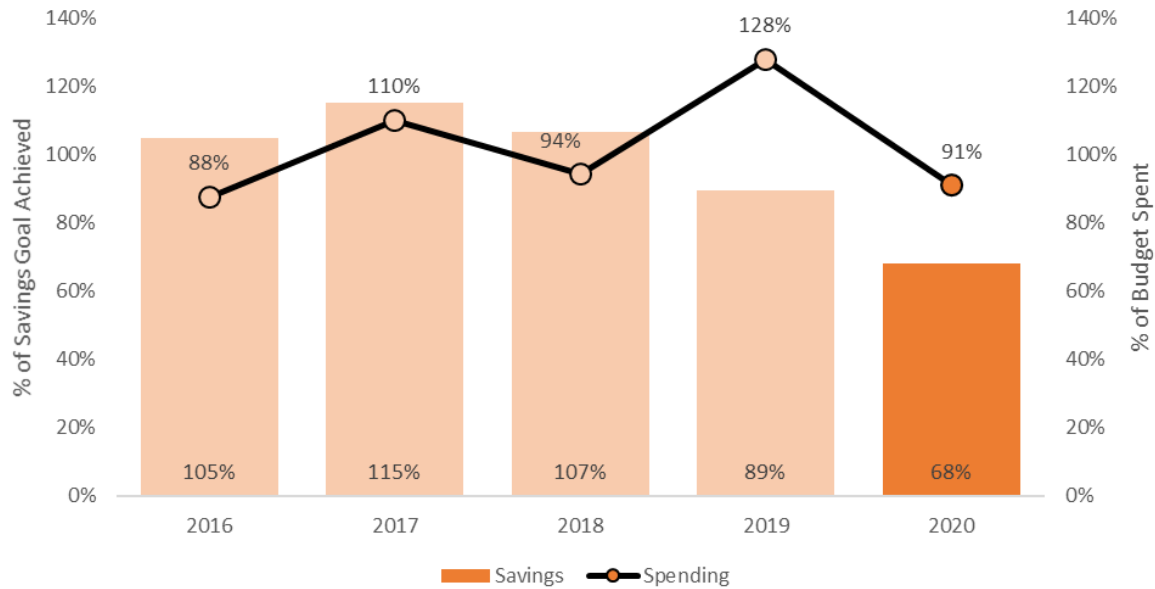
Large Commercial New Construction - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



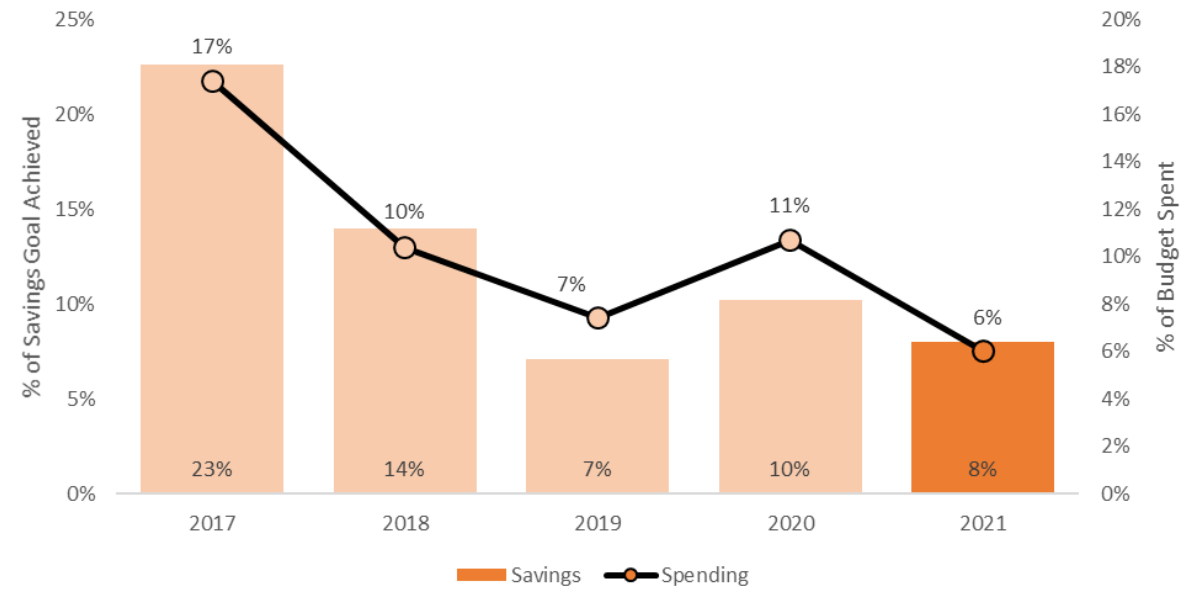


Electric C&I Programs

Large Commercial Retrofit - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)

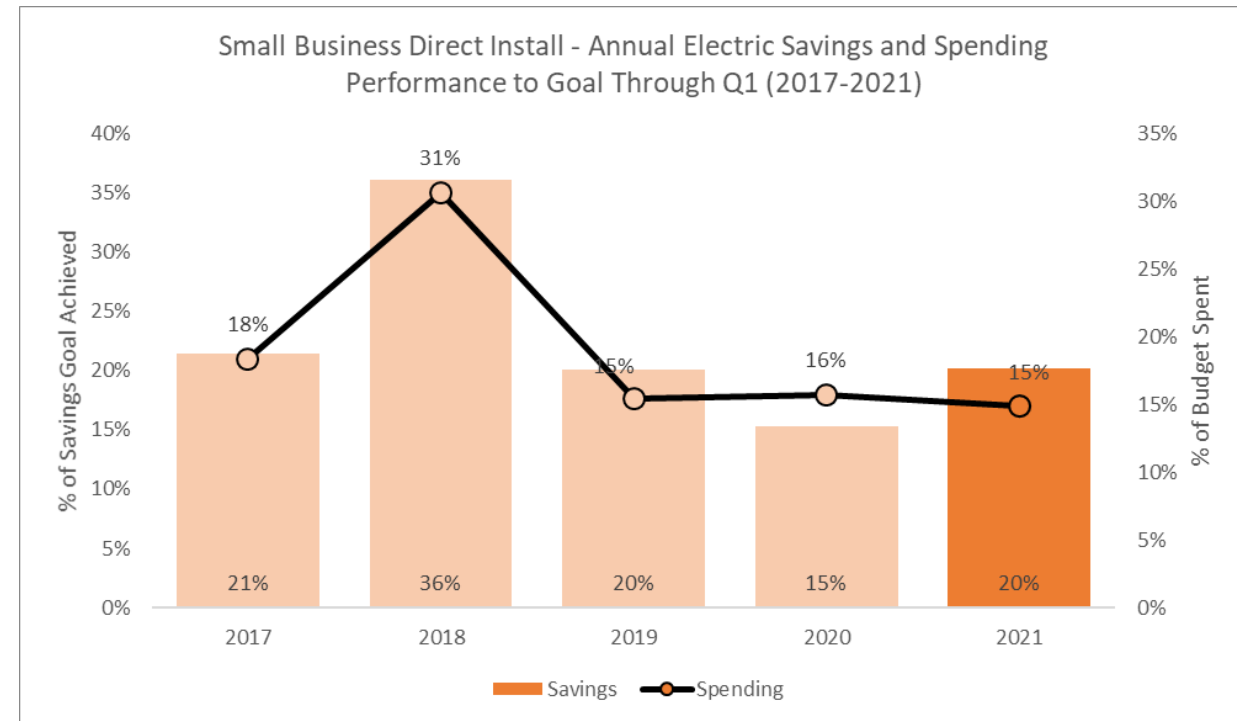
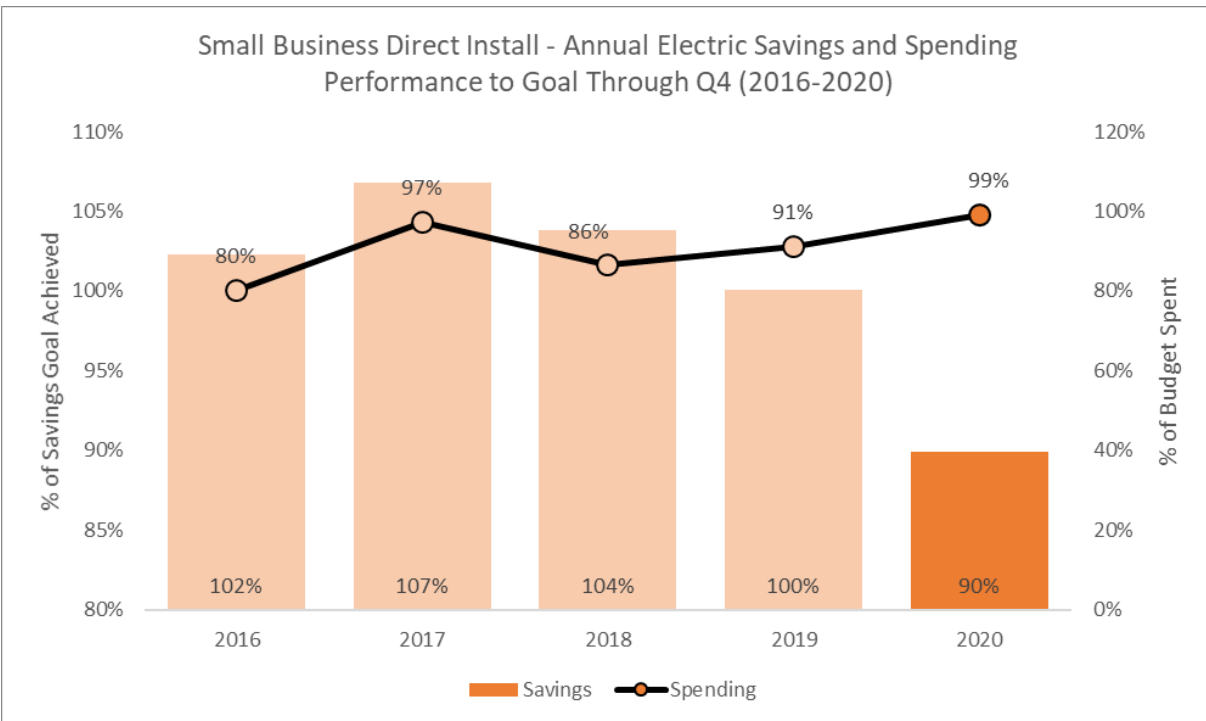


Large Commercial Retrofit - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)





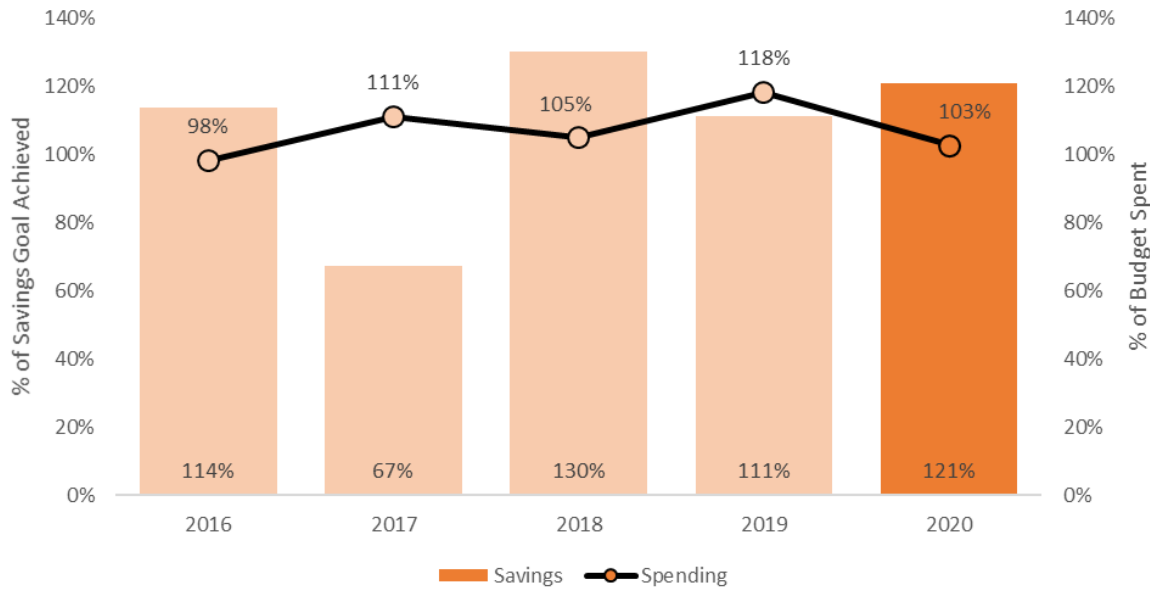
Electric C&I Programs



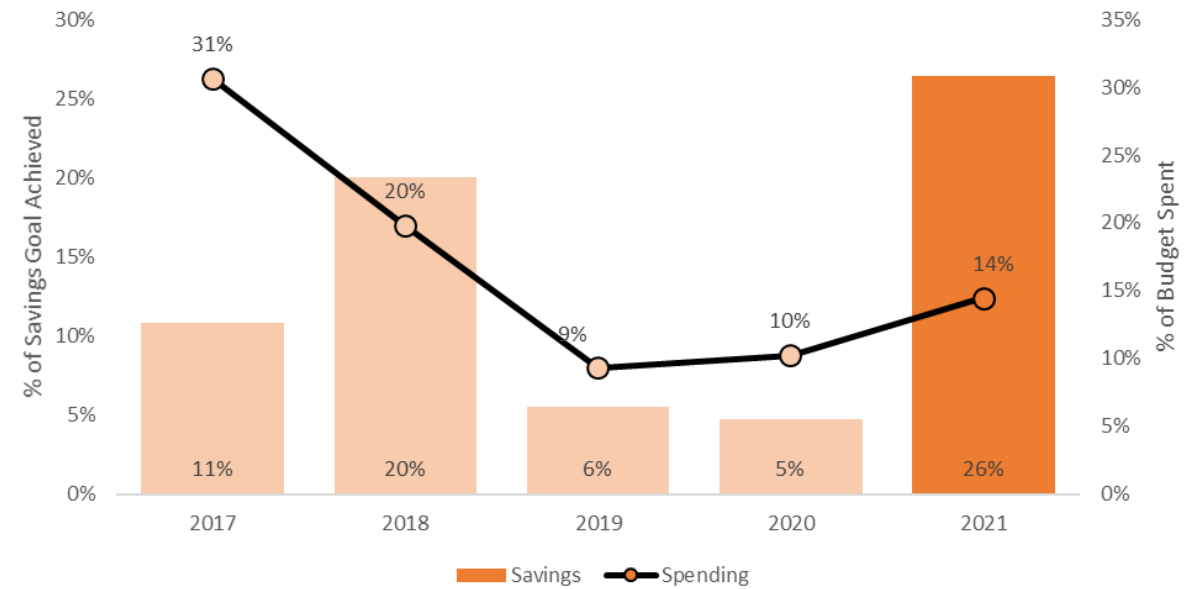


Gas C&I Programs

Large Commercial New Construction - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



Large Commercial New Construction - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)

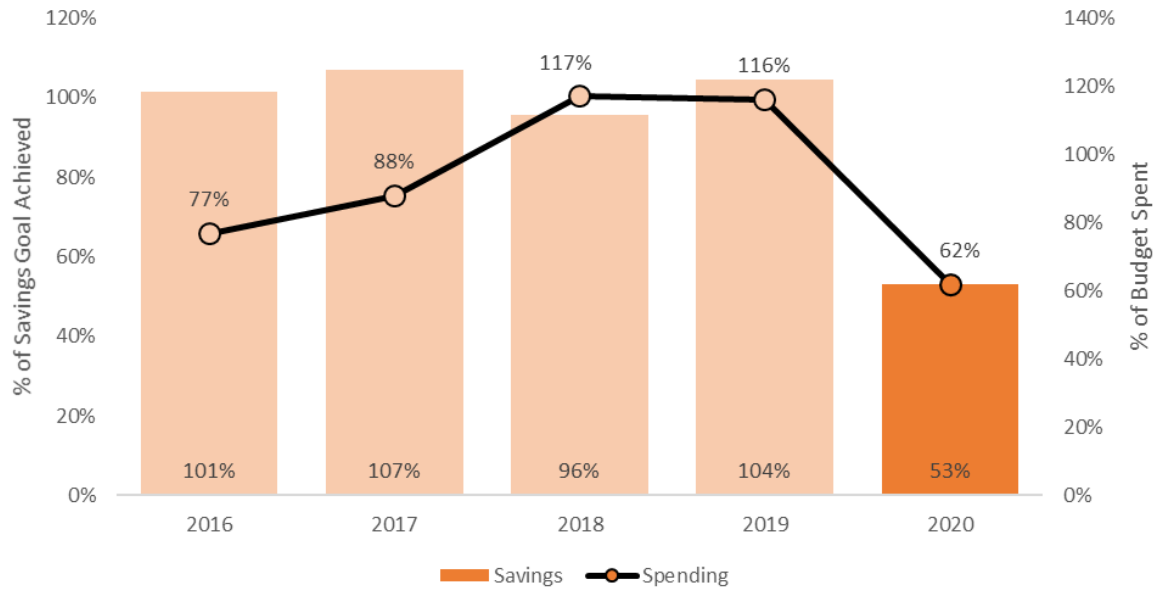




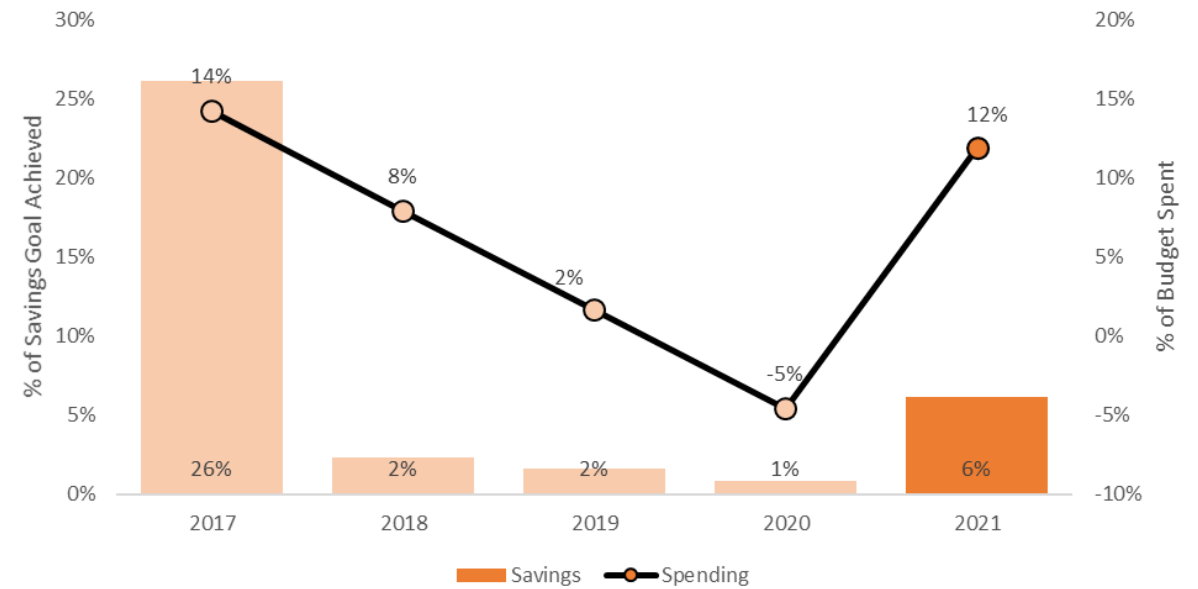
Gas C&I Programs



Large Commercial Retrofit - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



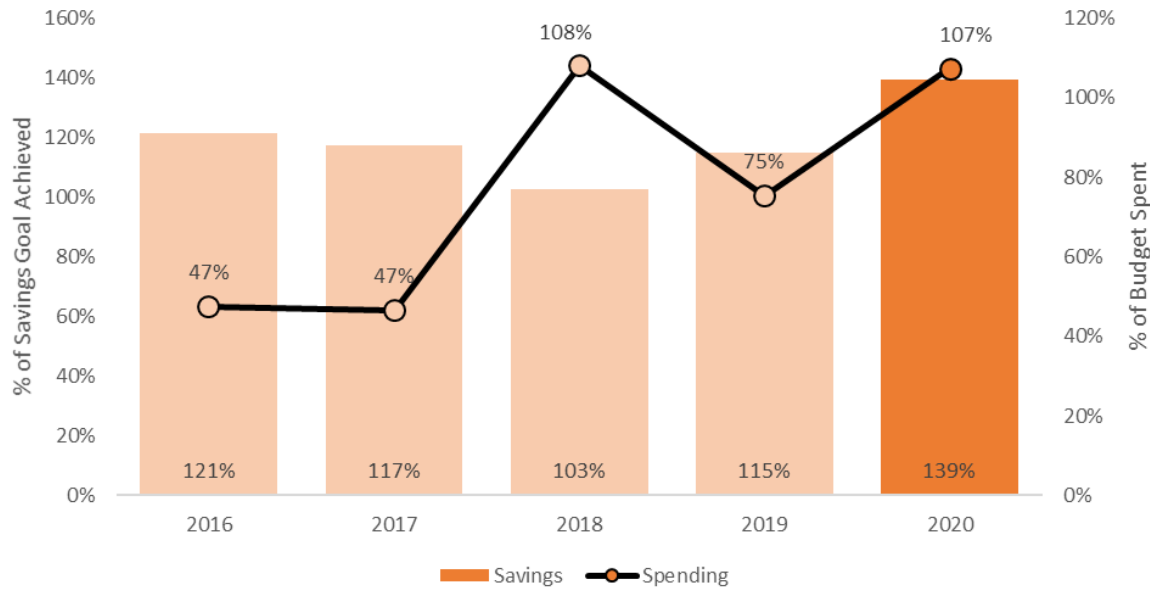
Large Commercial Retrofit - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



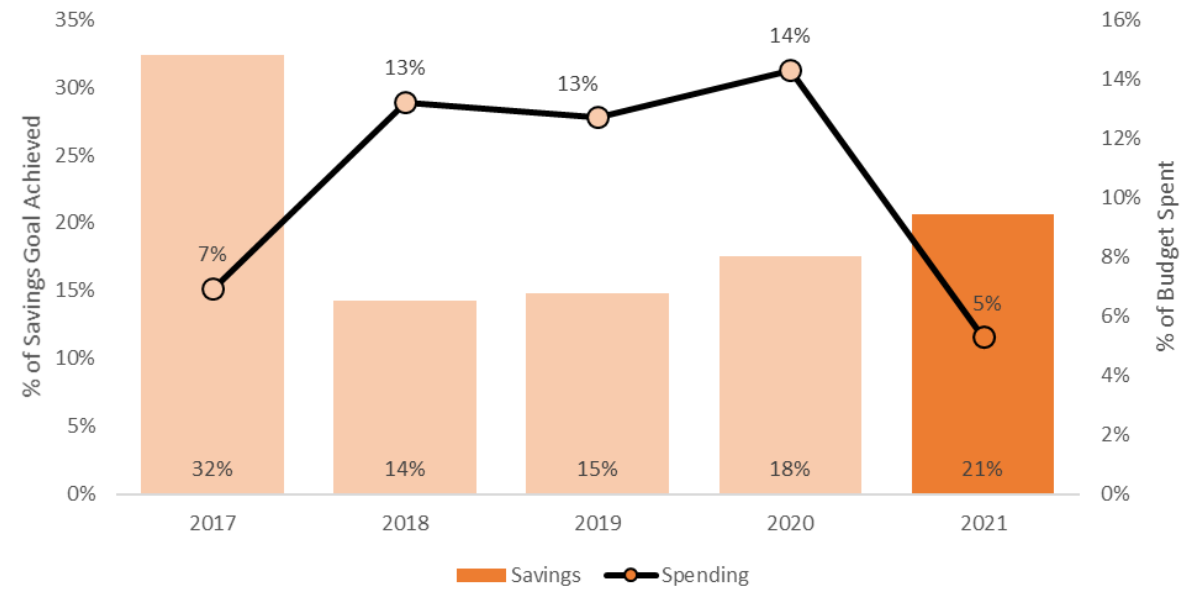


Gas C&I Programs

Small Business Direct Install - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



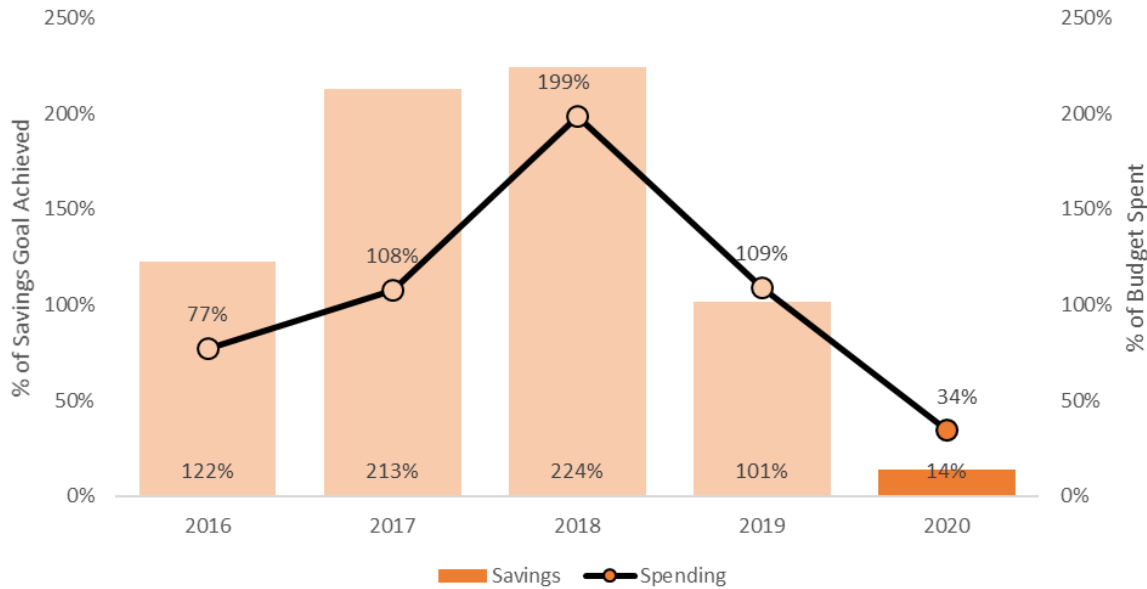
Small Business Direct Install - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



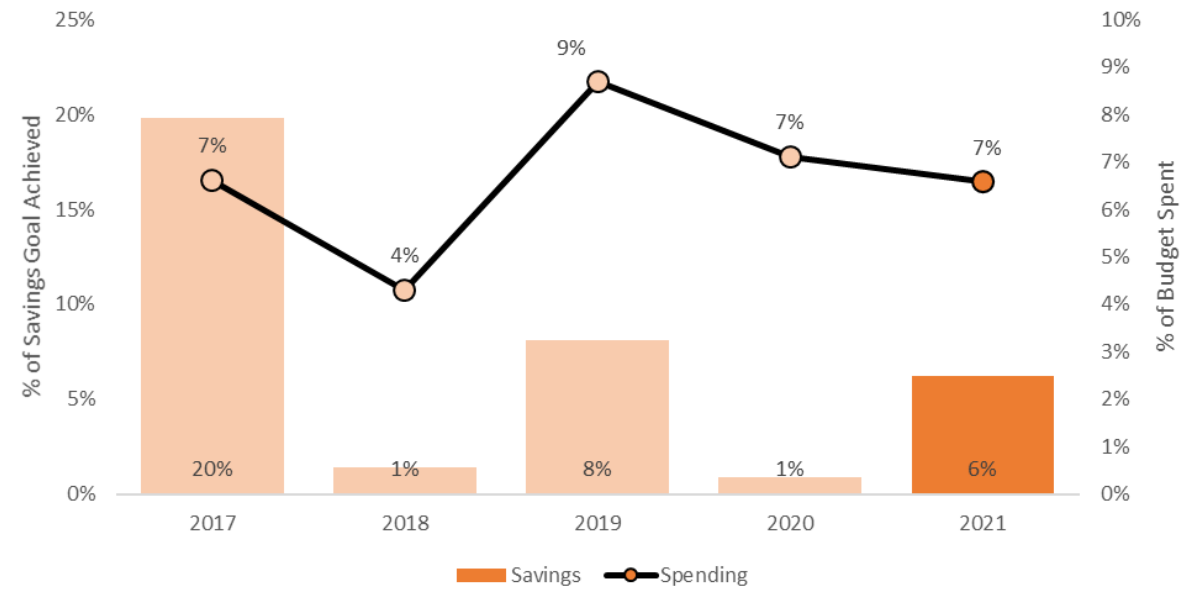


Gas C&I Programs

C&I Multifamily - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



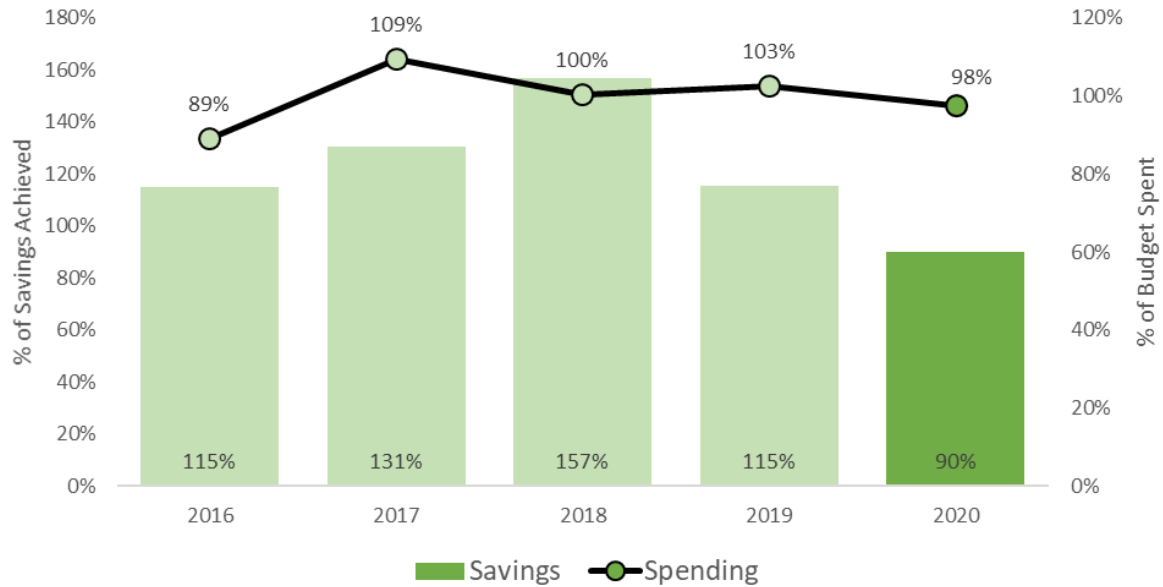
C&I Multifamily - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



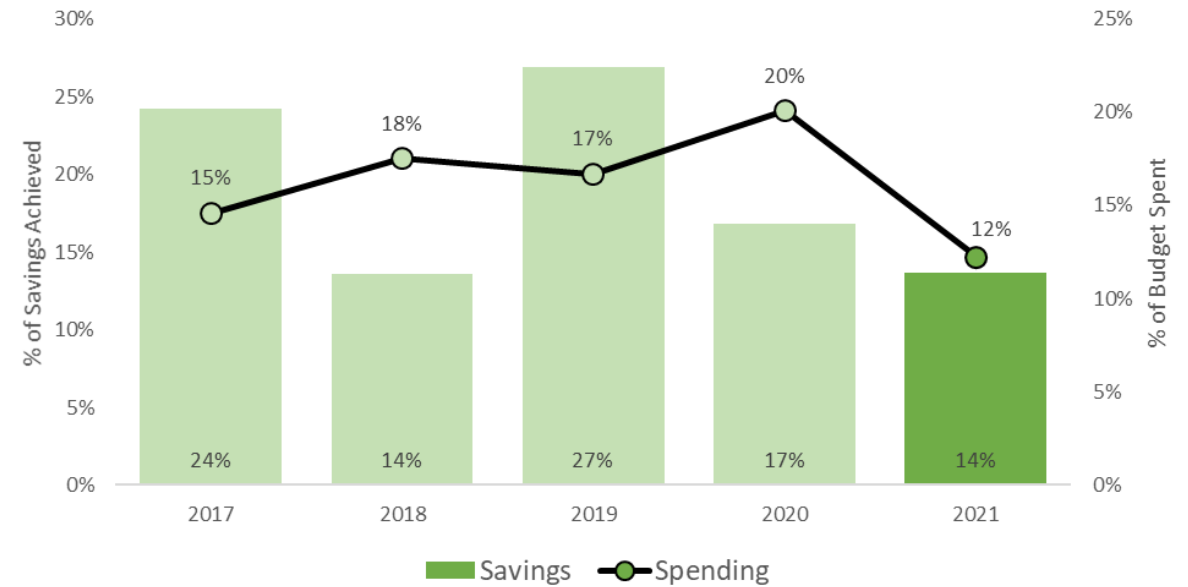


Electric Residential Programs

New Construction - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



New Construction - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)

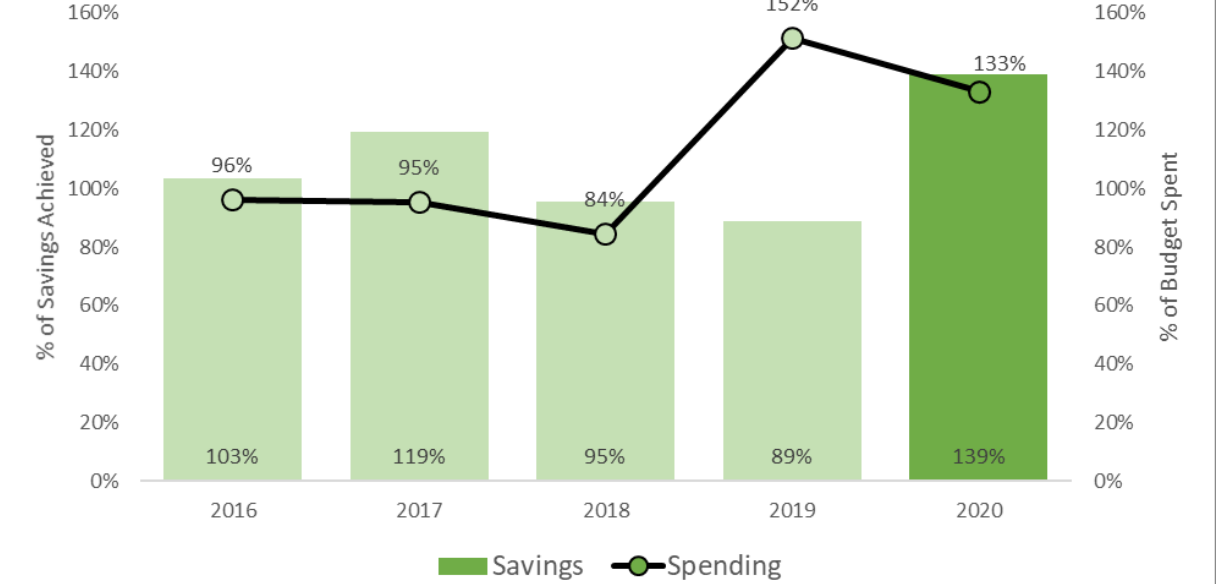




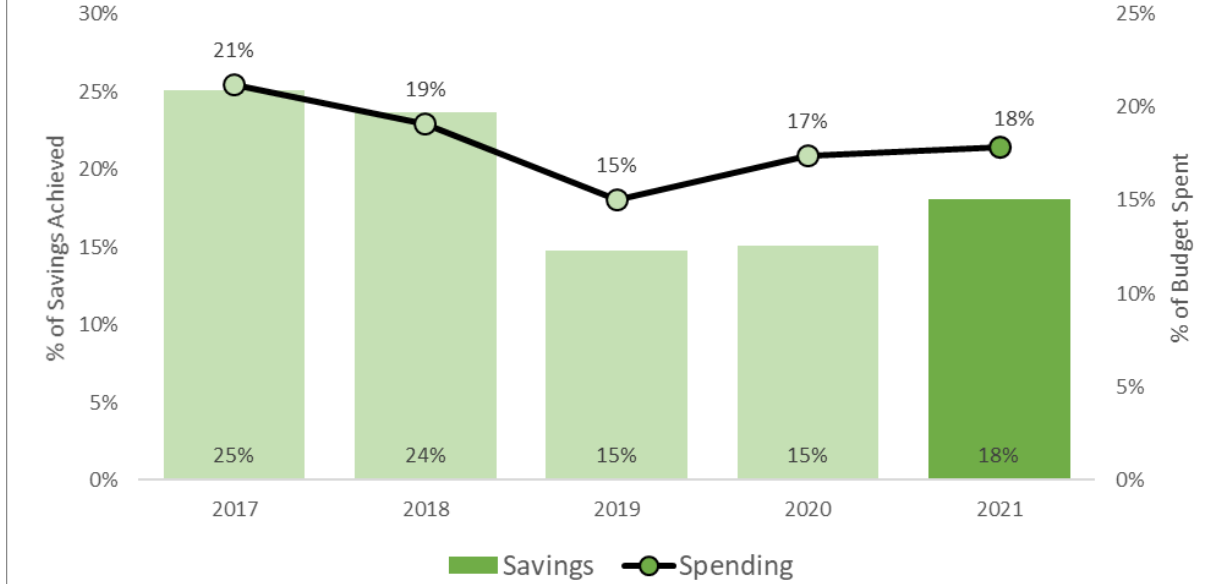
Electric Residential Programs



Energy Star HVAC - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



Energy Star HVAC - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)

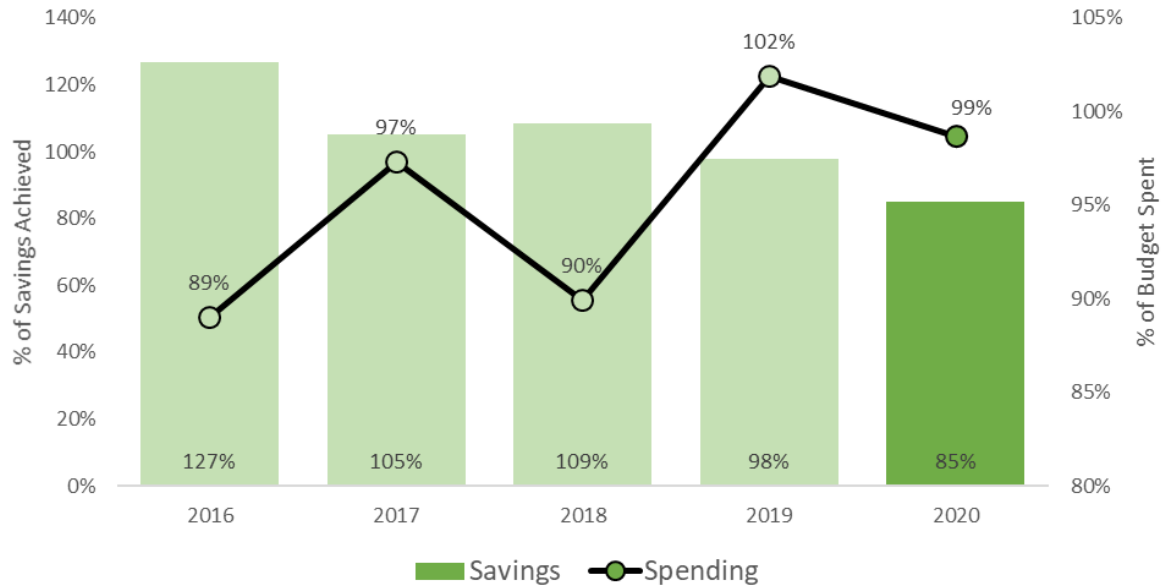




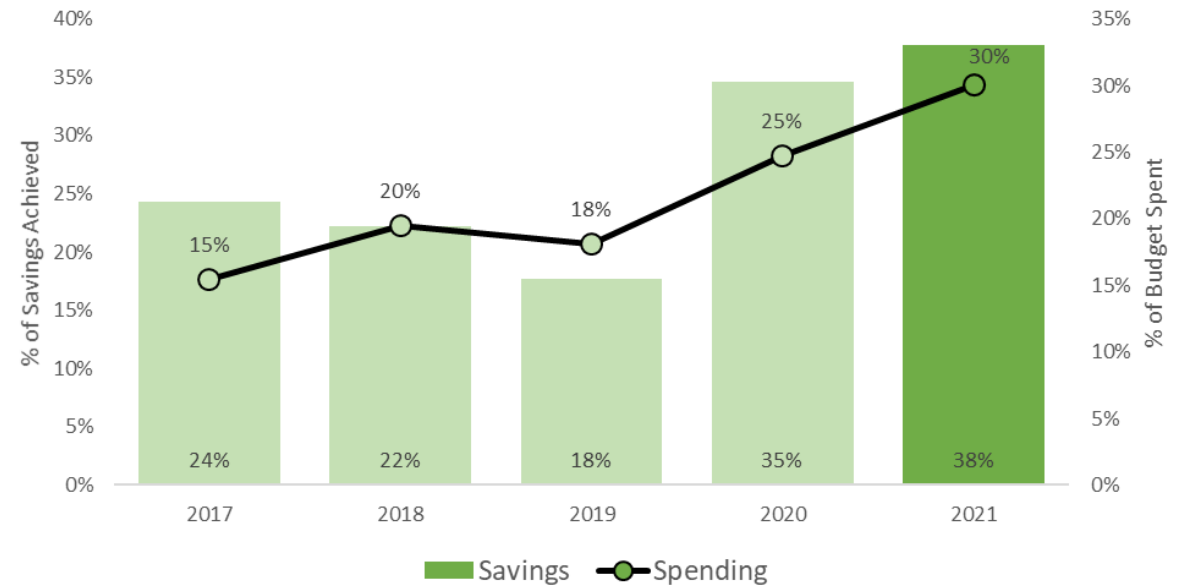
Electric Residential Programs



EnergyWise Single Family (1-4 Units) - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



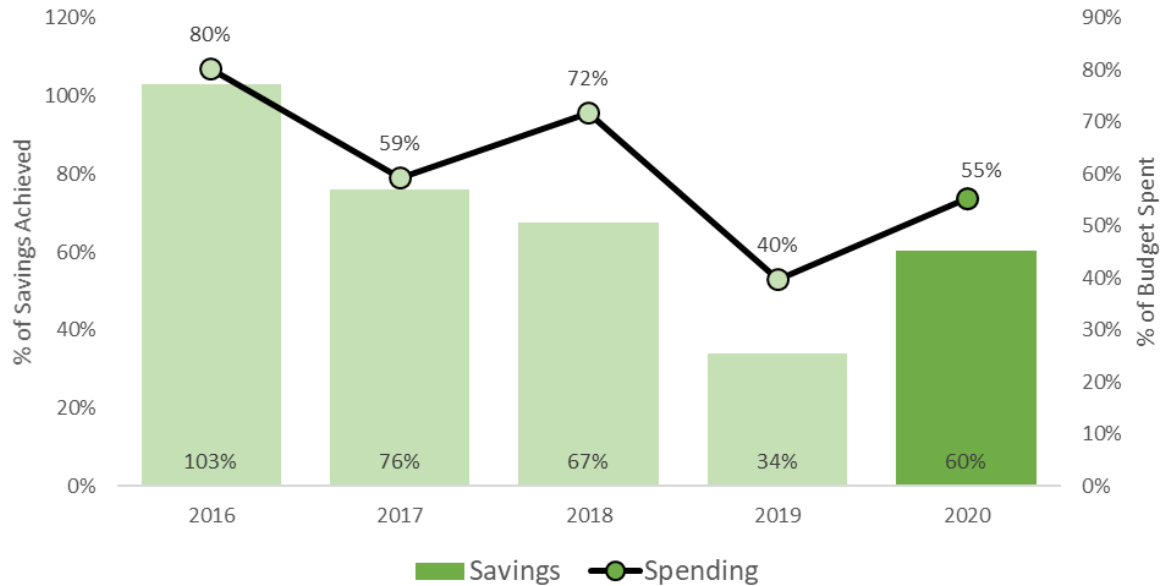
EnergyWise Single Family (1-4 Units) - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



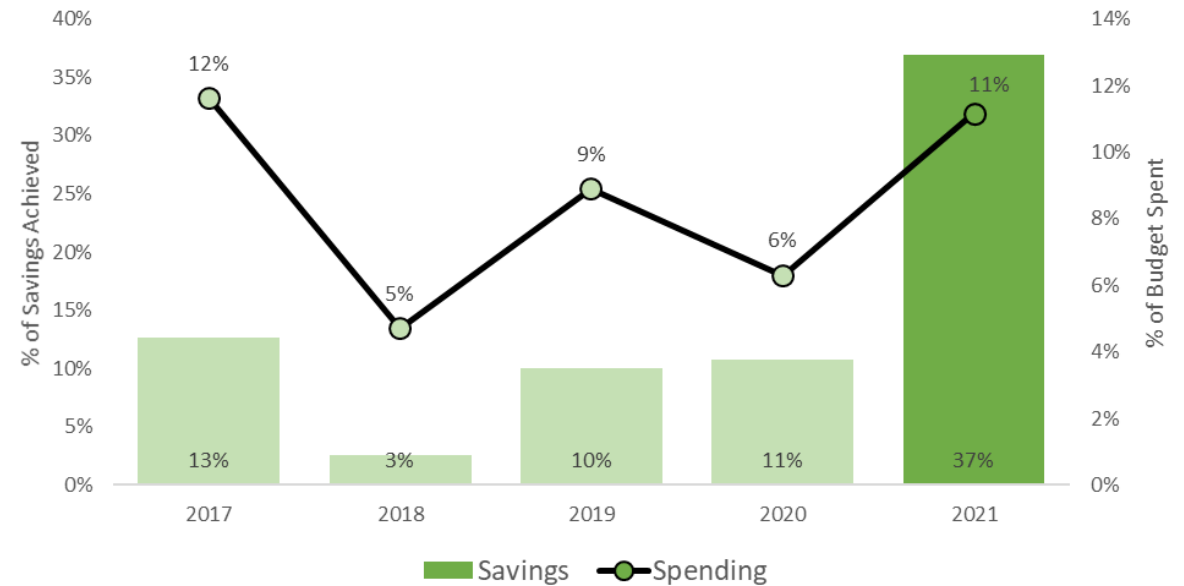


Electric Residential Programs

EnergyWise Multifamily (5+ Units) - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



EnergyWise Multifamily (5+ Units) - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)

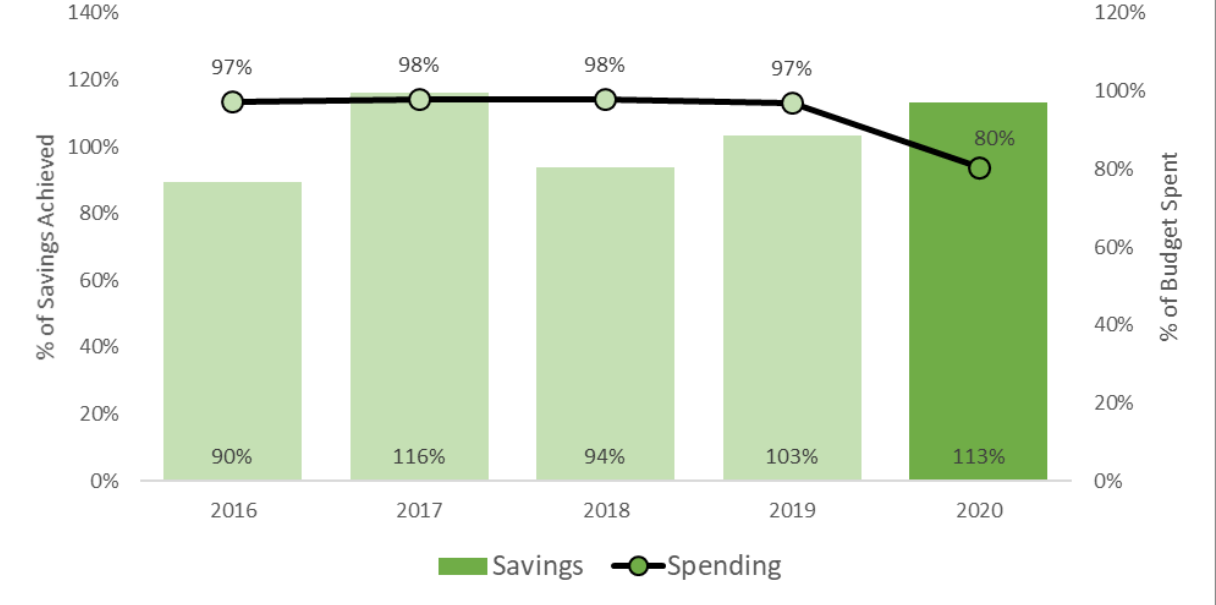




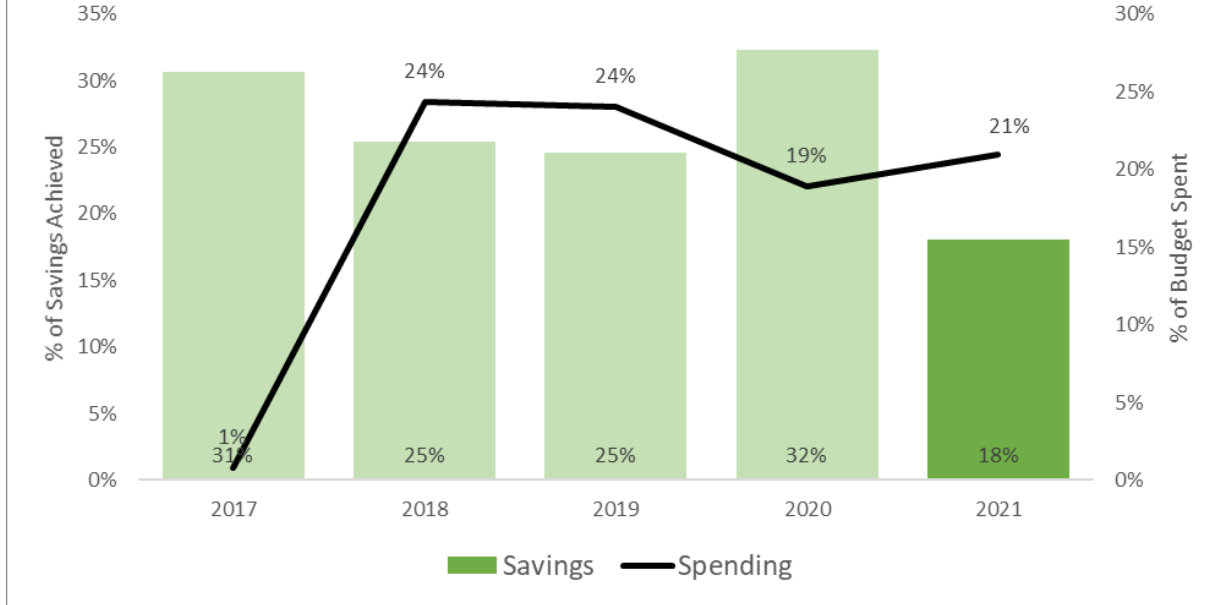
Electric Residential Programs



Home Energy Reports - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



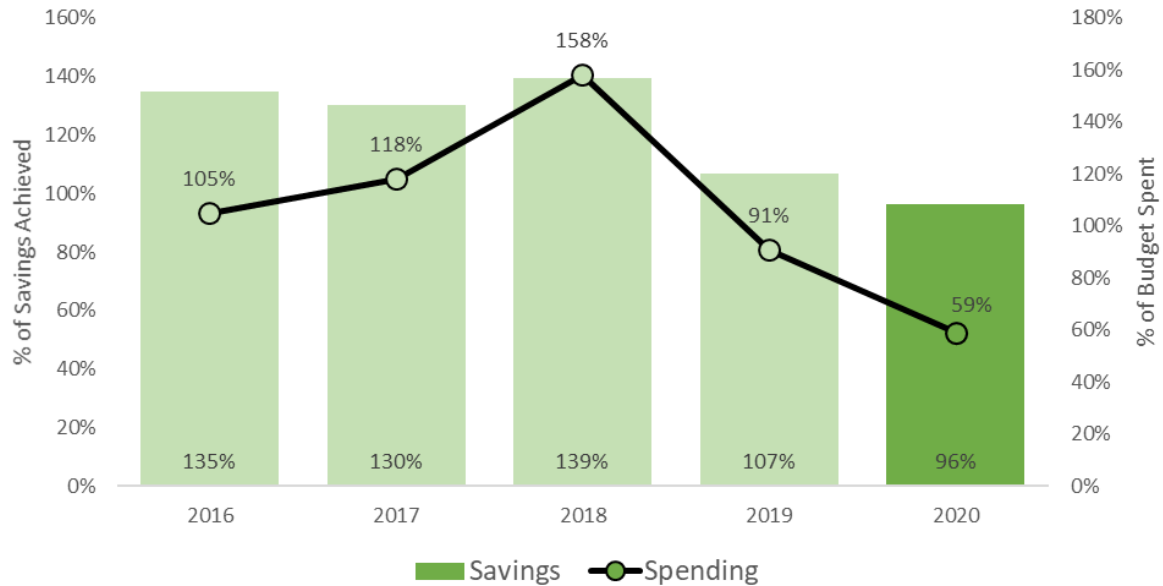
Home Energy Reports - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



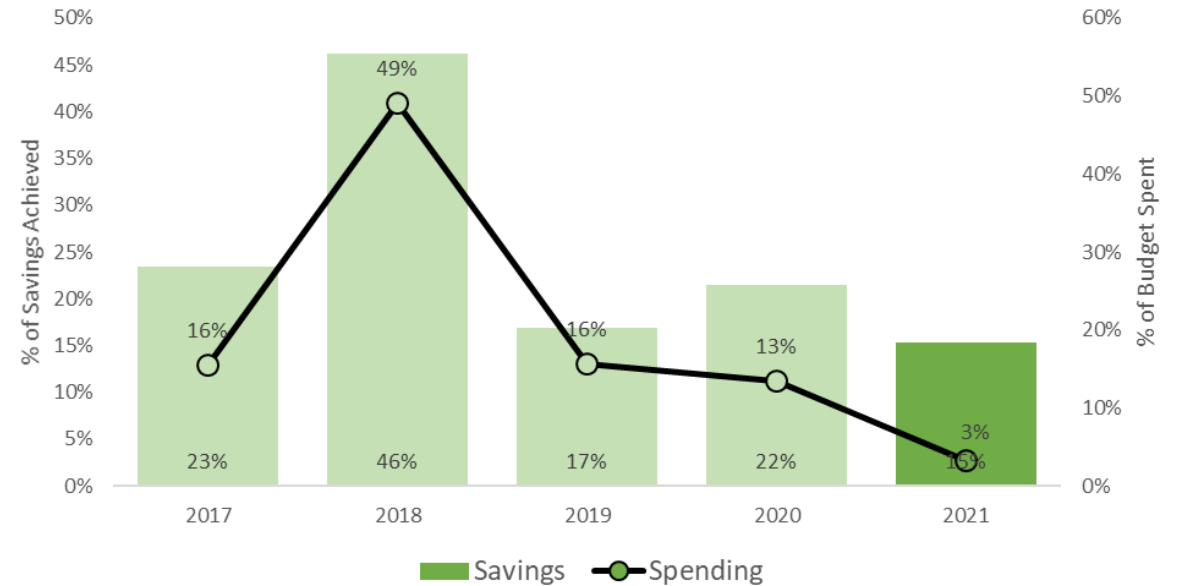


Electric Residential Programs

Energy Star Lighting - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



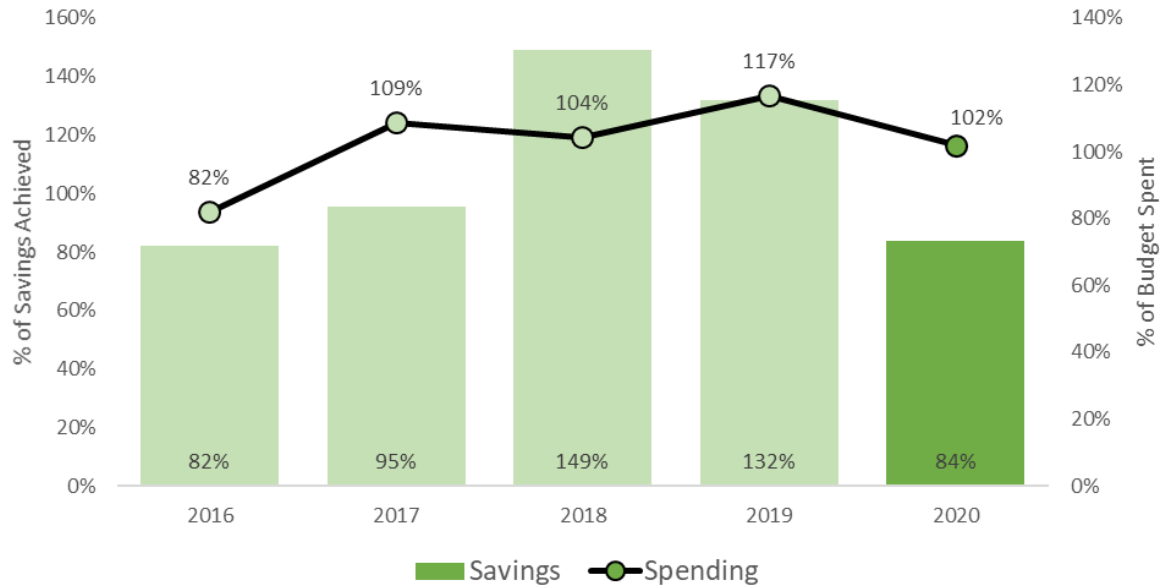
Energy Star Lighting - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



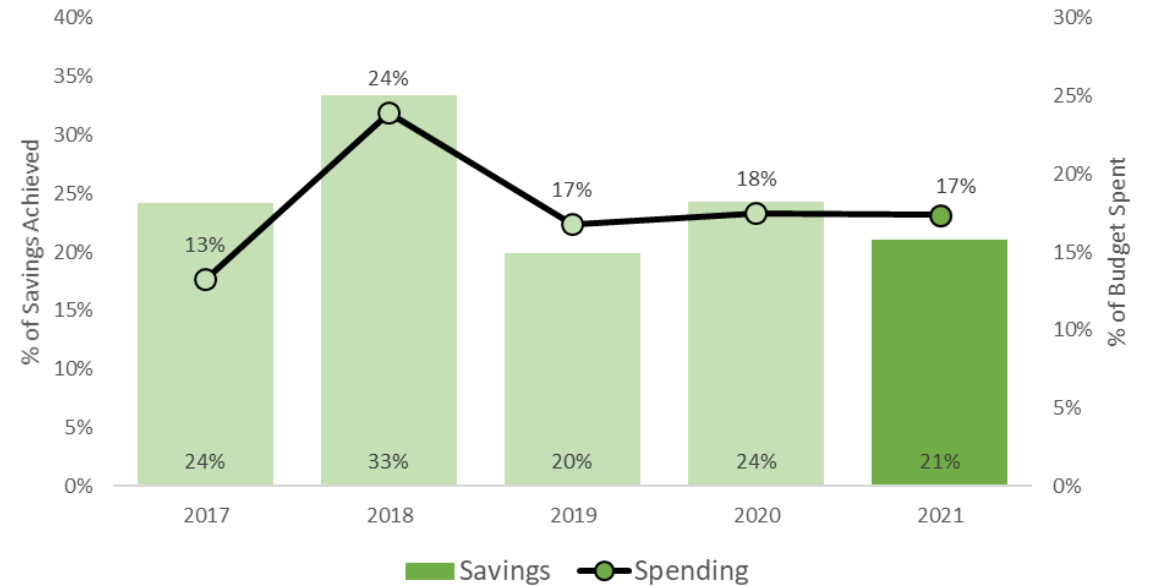


Electric Residential Programs

Consumer Products - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



Consumer Products - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)

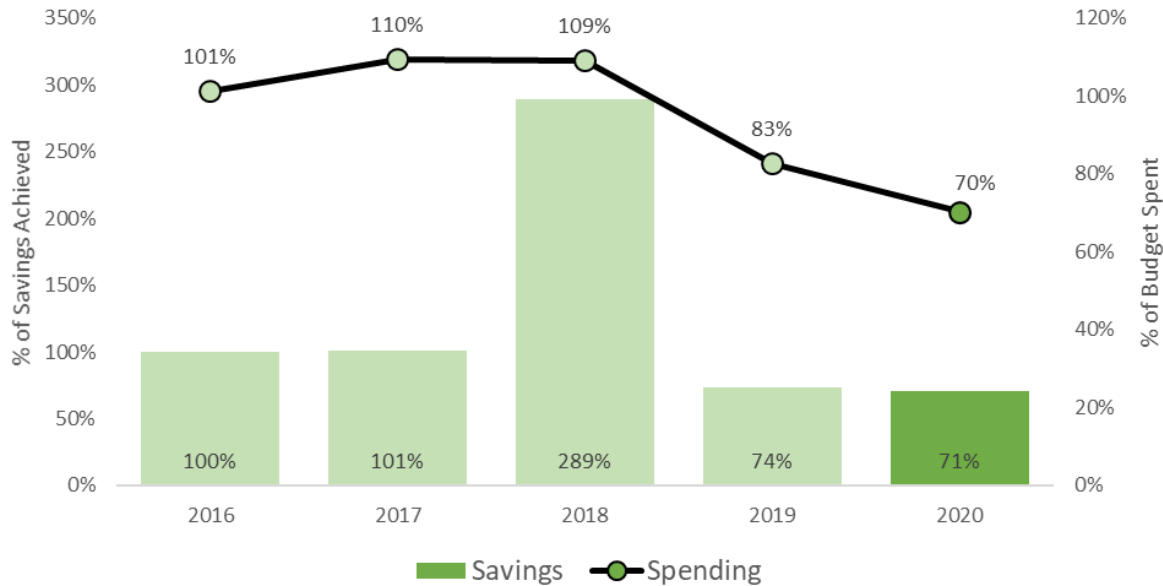




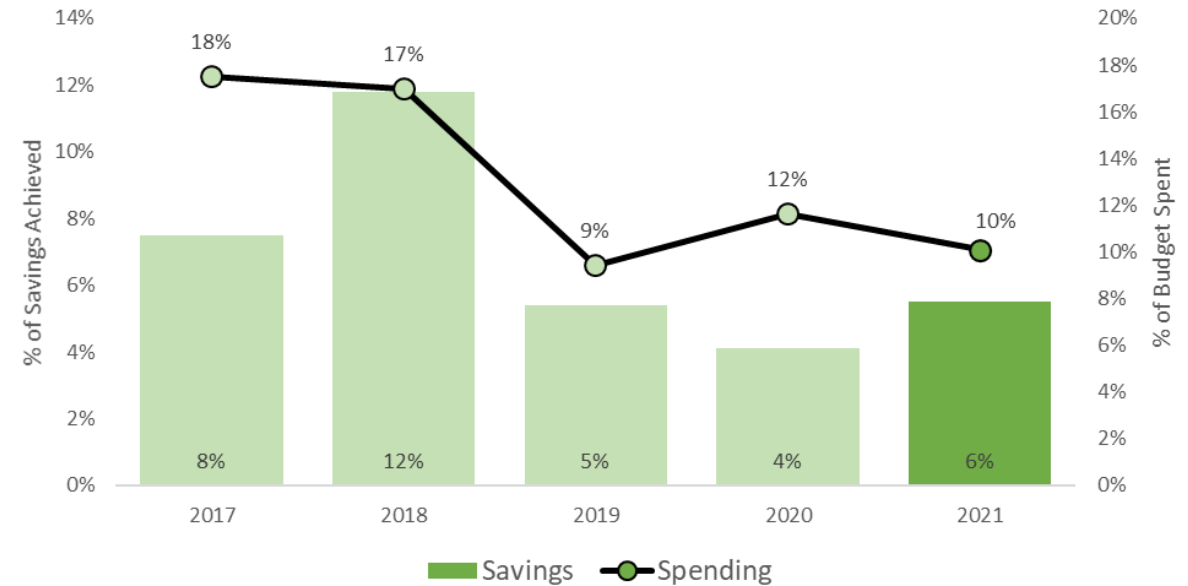
Gas Residential Programs



New Construction - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



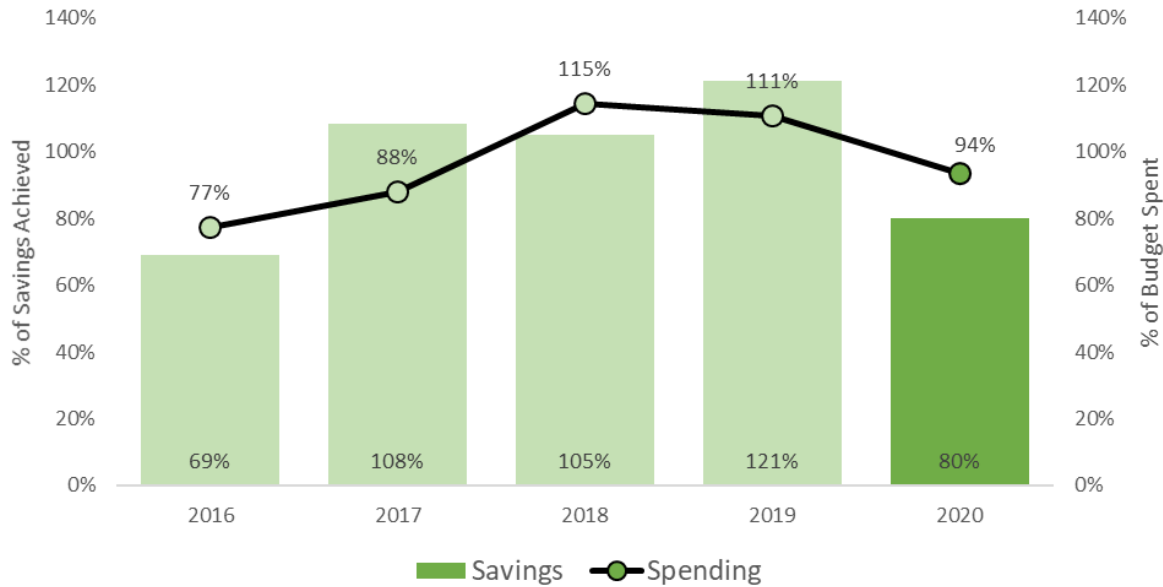
New Construction - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



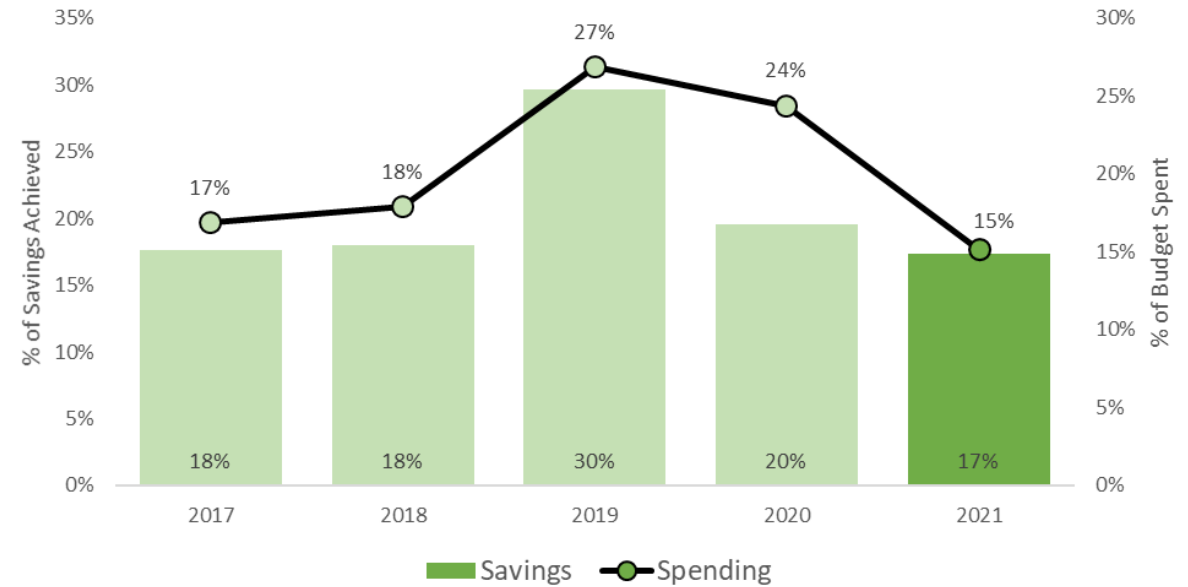


Gas Residential Programs

Energy Star HVAC - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



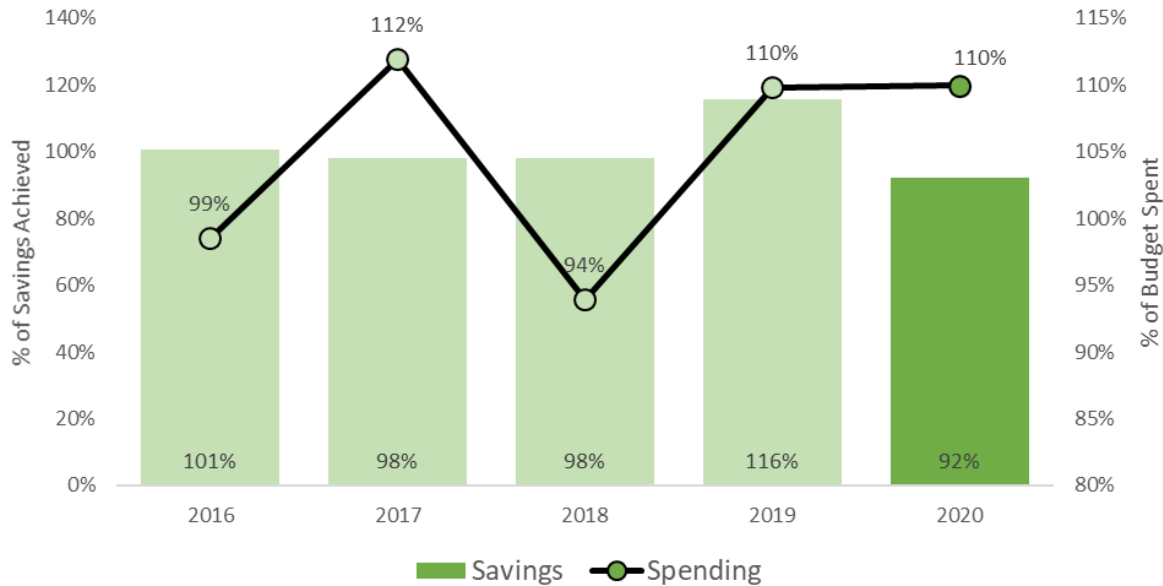
Energy Star HVAC - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



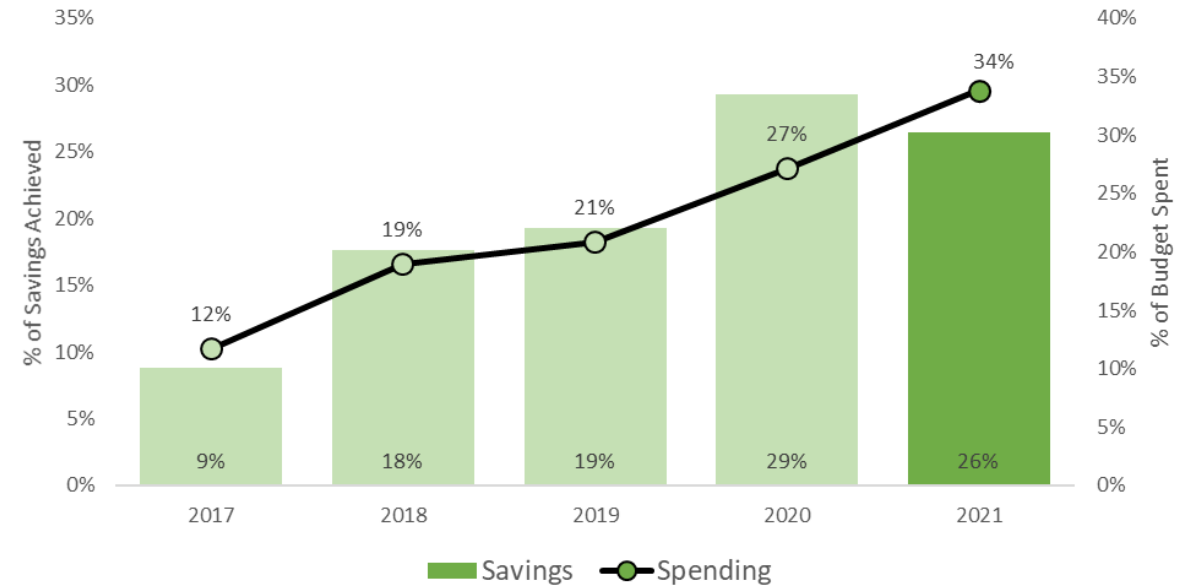


Gas Residential Programs

EnergyWise Single Family (1-4 Units) - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



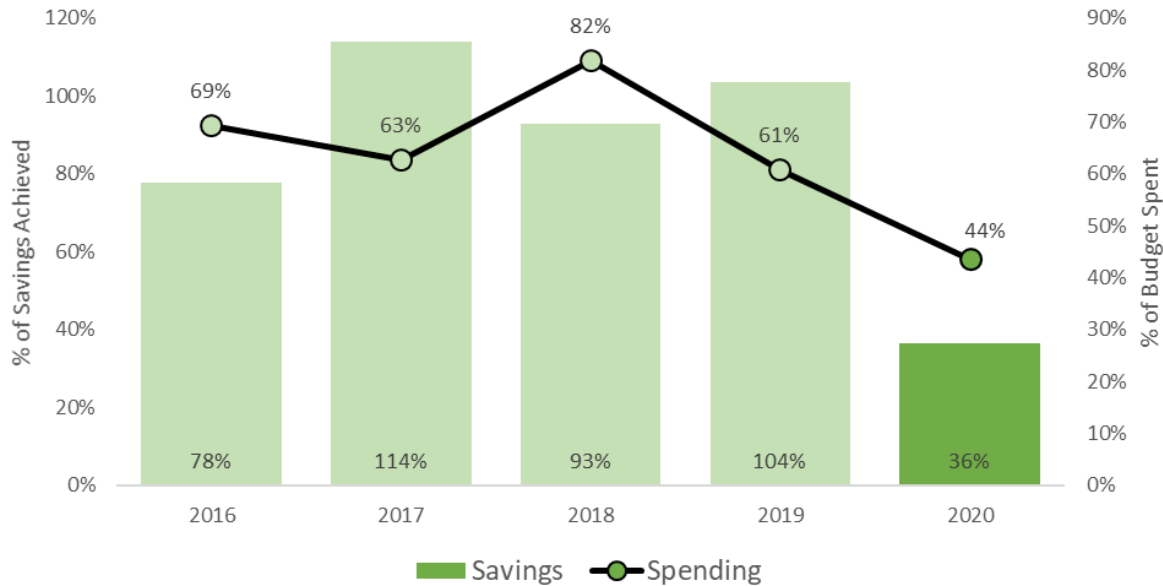
EnergyWise Single Family (1-4 Units) - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



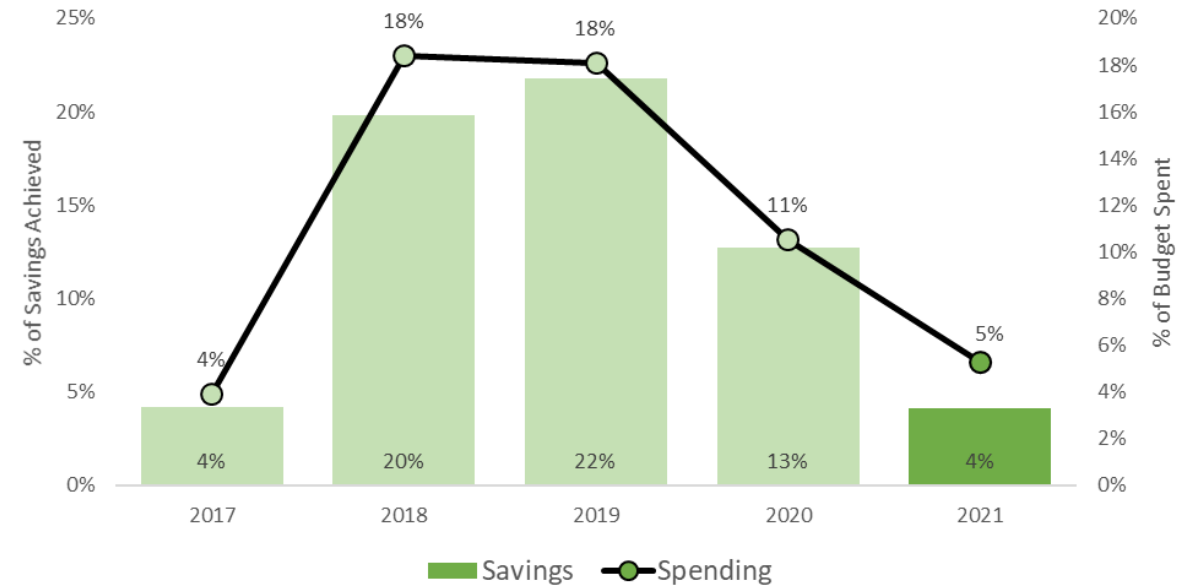


Gas Residential Programs

EnergyWise Multifamily (5+ Units) - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



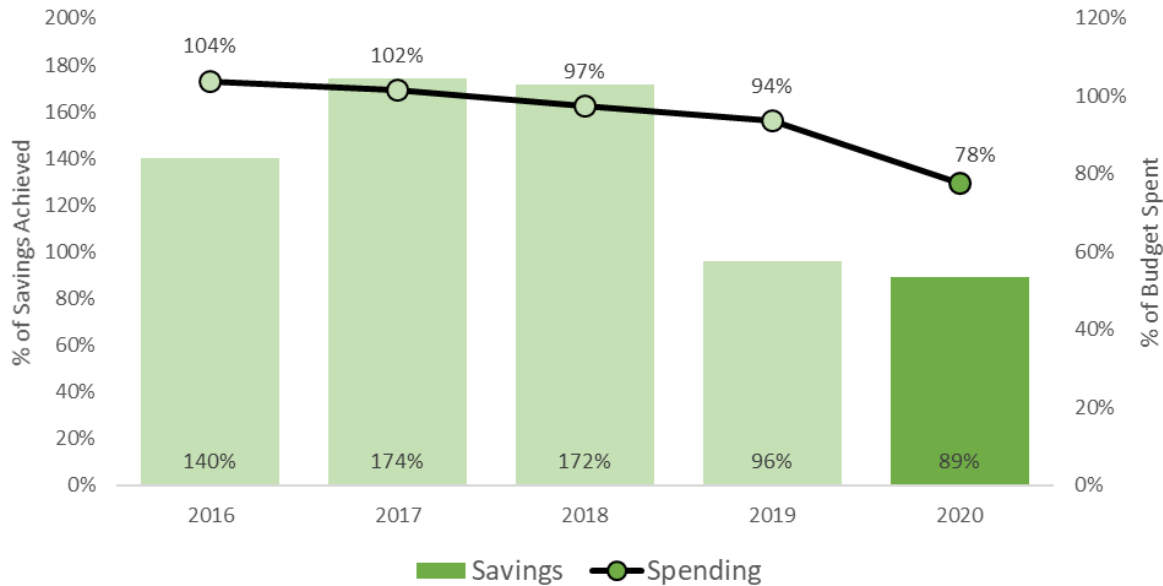
EnergyWise Multifamily (5+ Units) - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



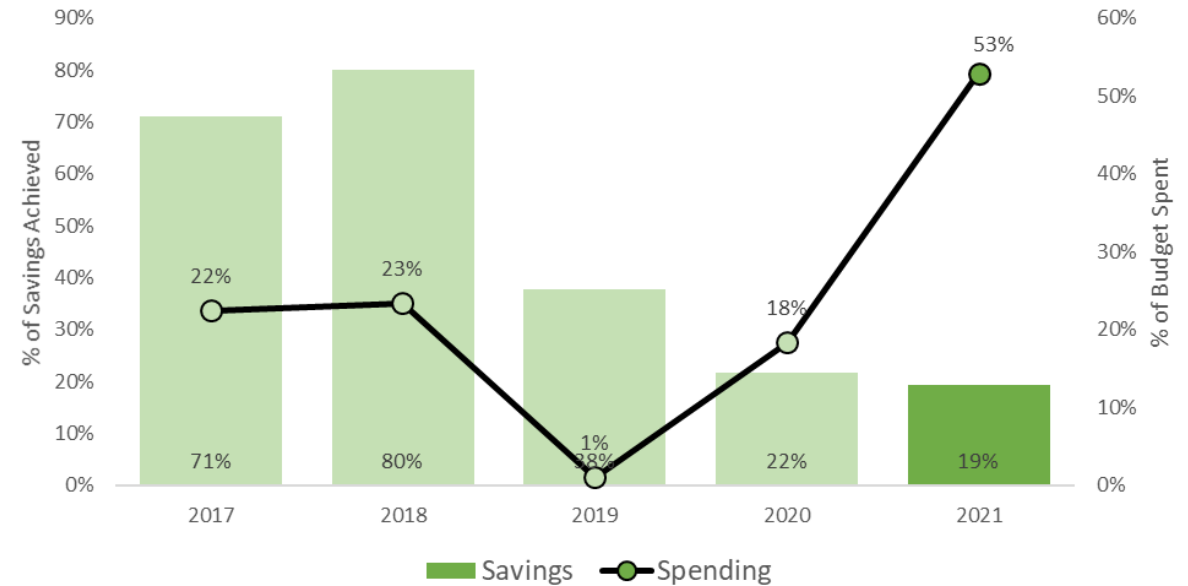


Gas Residential Programs

Home Energy Reports - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)

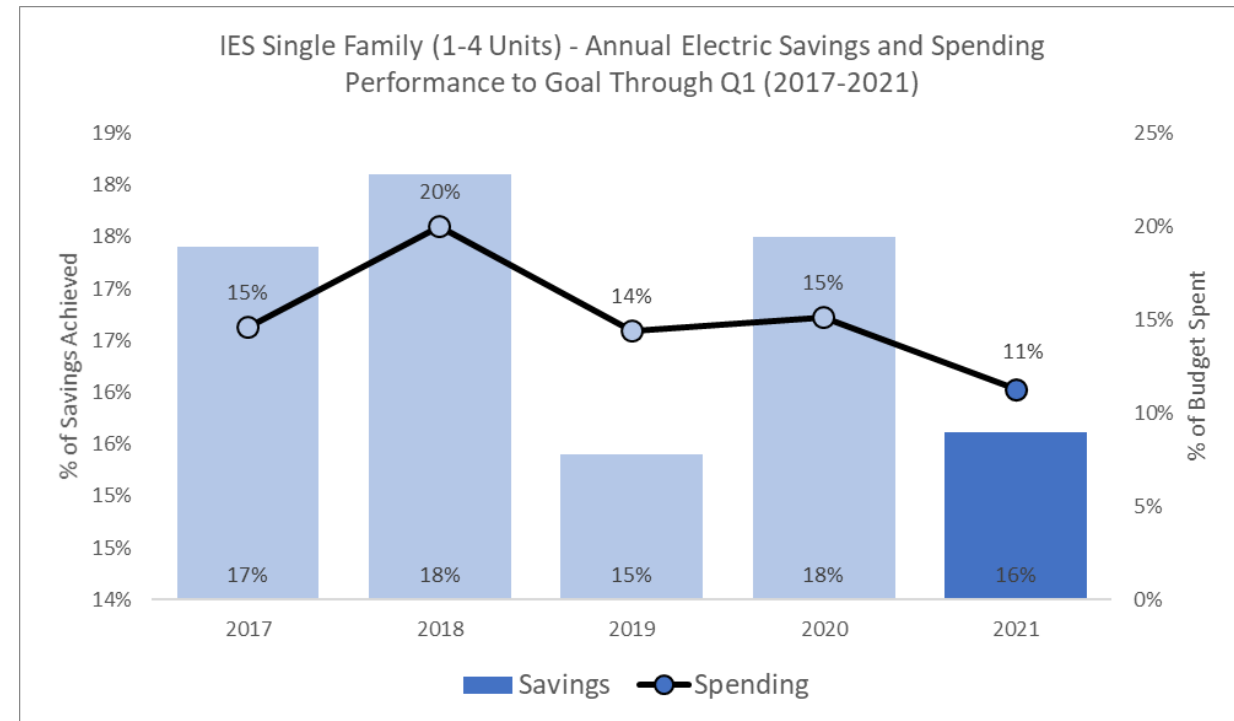
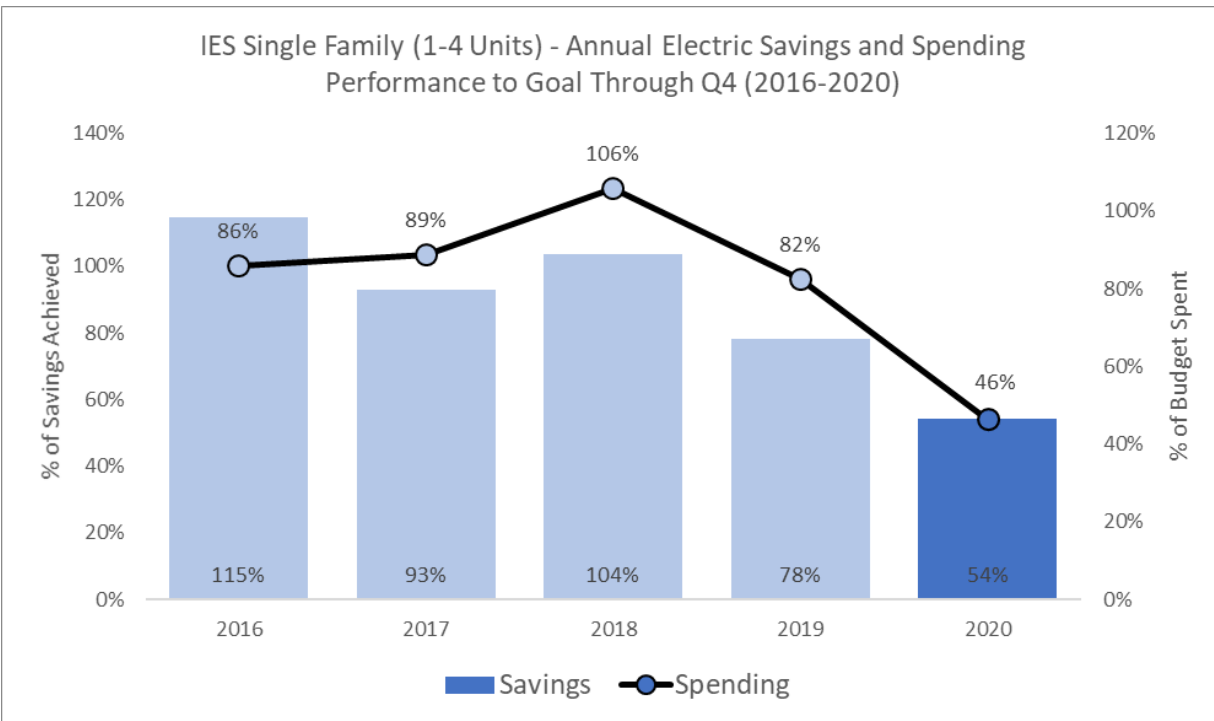


Home Energy Reports - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)





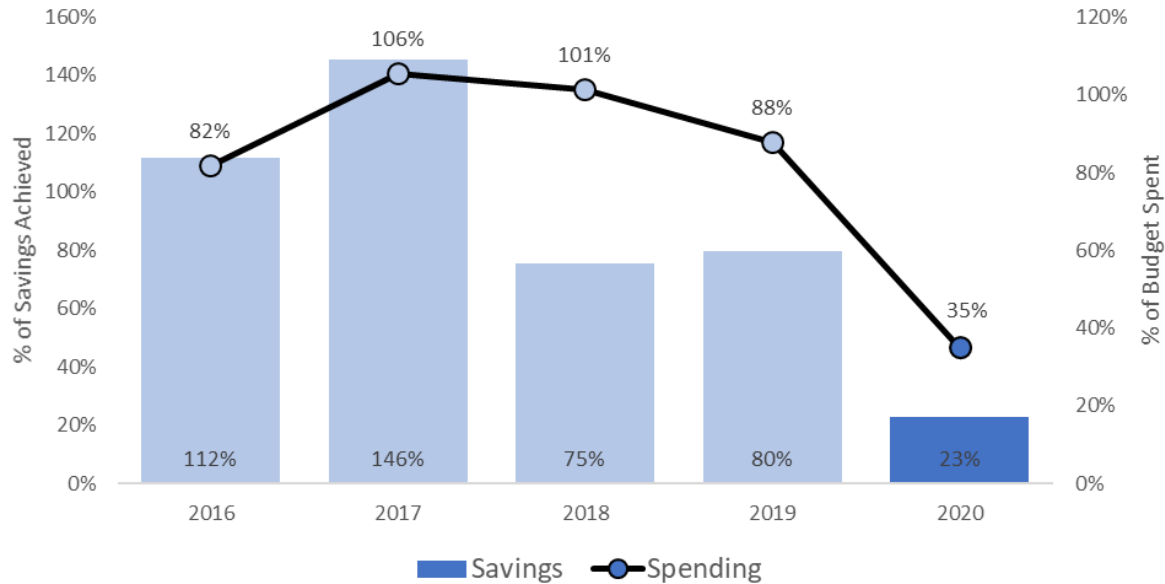
Electric Income Eligible Programs



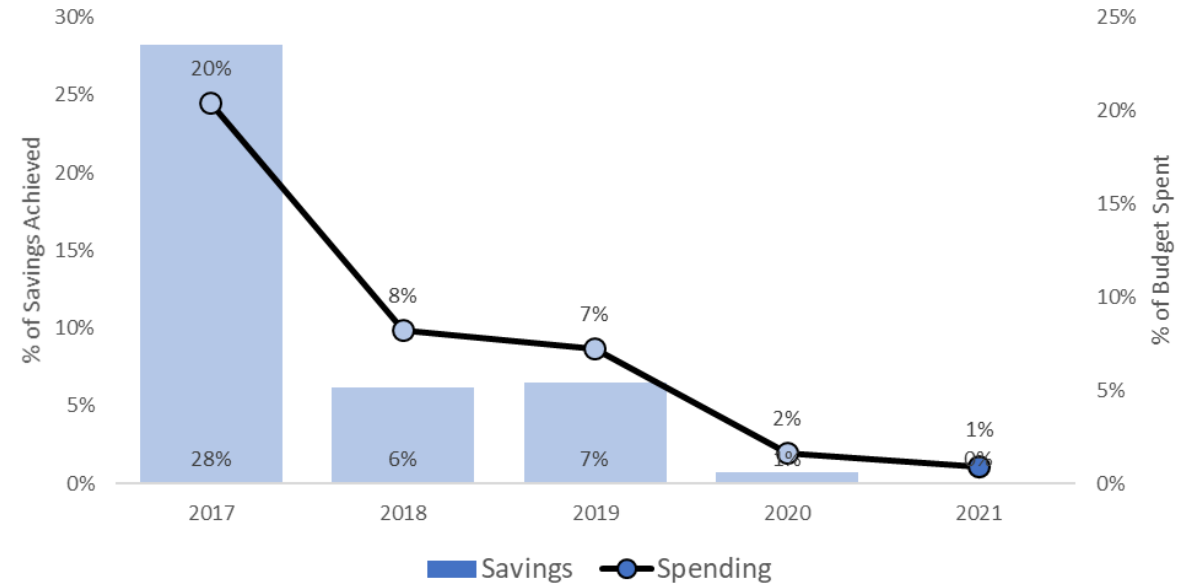


Electric Income Eligible Programs

IES Multifamily (5+ Units) - Annual Electric Savings and Spending Performance to Goal Through Q4 (2016-2020)



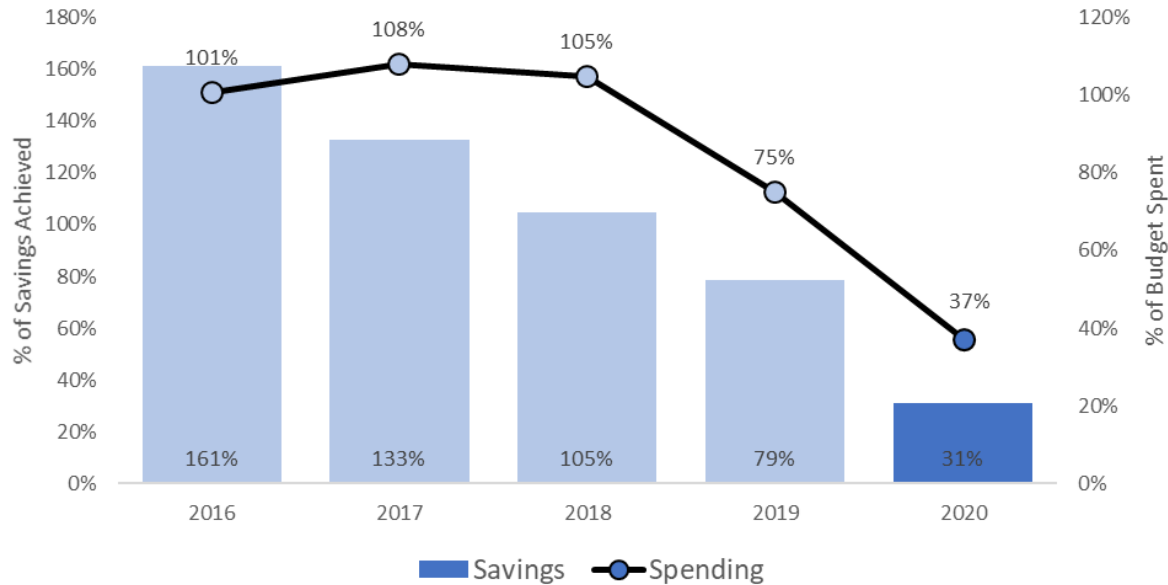
IES Multifamily (5+ Units) - Annual Electric Savings and Spending Performance to Goal Through Q1 (2017-2021)



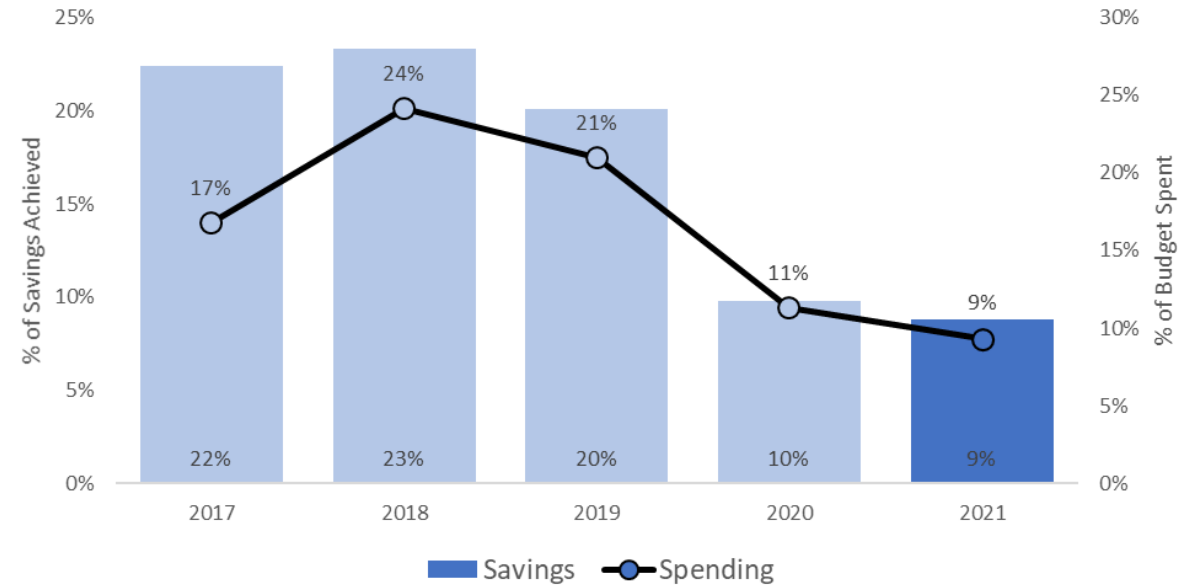


Gas Income Eligible Programs

IES Single Family (1-4 Units) - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



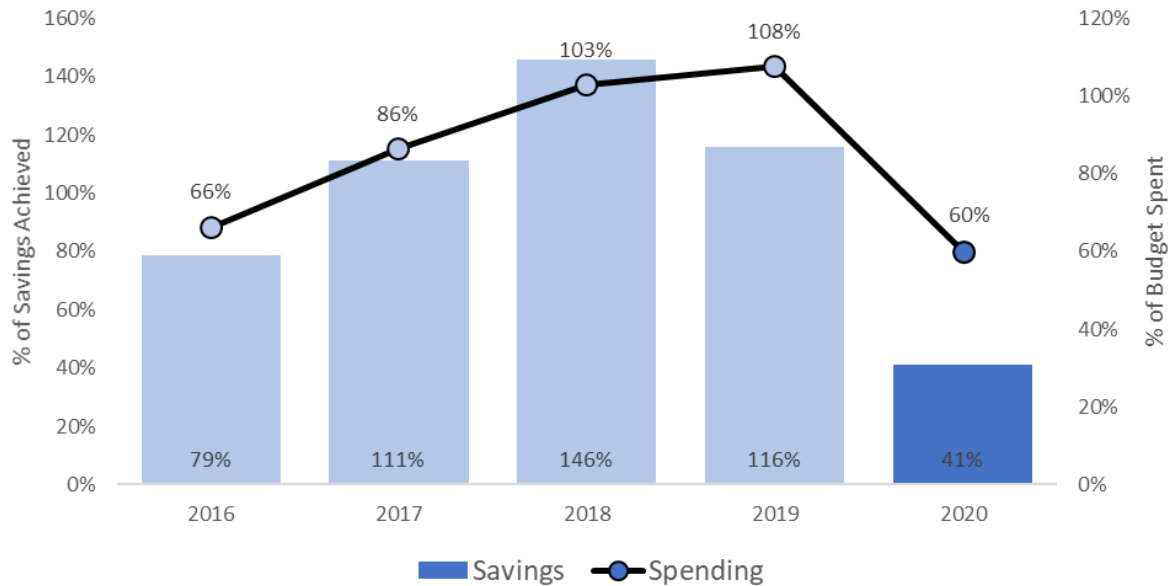
IES Single Family (1-4 Units) - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)



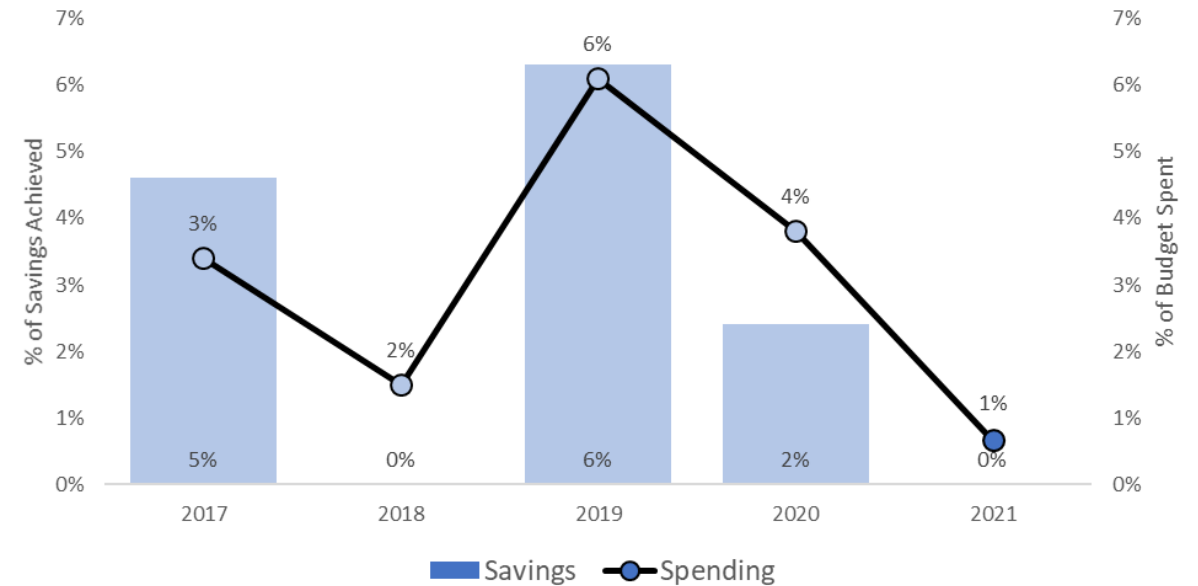


Gas Income Eligible Programs

IES Multifamily (5+ Units) - Annual Gas Savings and Spending Performance to Goal Through Q4 (2016-2020)



IES Multifamily (5+ Units) - Annual Gas Savings and Spending Performance to Goal Through Q1 (2017-2021)





Appendix C

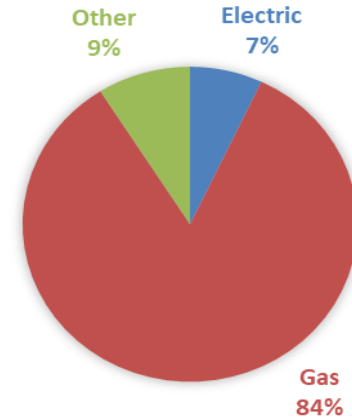
National Grid 2020 Year-End Report Highlights

Residential Highlights

- **Virtual Home Energy Assessments (VHEAs) began in early April 2020 to allow the programs to serve customers on a remote basis. At 2020 year-end, 37% of EnergyWise assessments and 47% of Income Eligible Single-Family assessments were VHEAs.**
- **For the EnergyStar HVAC program, National Grid developed remote services during COVID-19, including virtual trainings for contractors and technicians and virtual inspections to ensure proper installation while adhering with on-site restrictions and safety measures.**
- **The Residential New Construction program, continued to see a higher than planned number of non-gas heated homes with 68% electric and 18% gas compared to 7% electric and 84% gas only five years ago in 2015.**

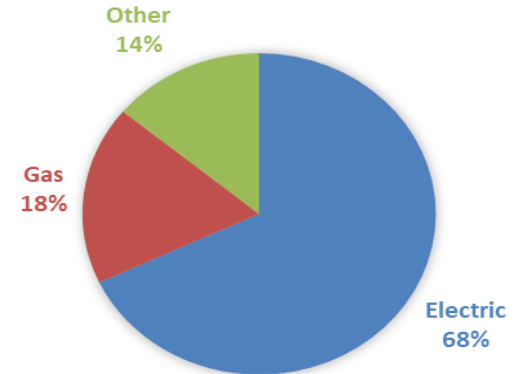
2015 RI RNC NEW CONSTRUCTION HOMES

BY FUEL TYPE



2020 RI RNC NEW CONSTRUCTION HOMES

BY FUEL TYPE



C&I Highlights

- **The market sector approach and SEMP's allowed National Grid to provide customized efficiency solutions aligned with customers' needs. This included K-12 schools, large and small grocery, higher education, manufacturing, and hospitals.**
- **Responded to COVID-related challenges, including safety, site access, cash flow, and business uncertainty. Established enhanced safety protocols and remote audit, inspection, and customer engagement processes. SMB also offered 100% incentives.**
- **Designed Zero Energy Building pathway.**
- **Signed an MOU with a large industrial park. In 2020, provided \$2 million in incentives, resulting in net energy savings of over 8 million kWh and 120,000 therms per year, valued at over \$1.4 million in annual cost savings.**
- **Procured vendor to oversee Telecommunications initiative.**
- **Ran Continuous Energy Improvement demonstration**
- **Piloted Gas Demand Response**



Appendix C

National Grid 2021 Q1 Highlights

C&I Project Highlights

New Construction Highlights:

- Launched two new program pathways promoting whole-building EUI reductions, including one focused on Zero Net Energy.
- Released an RFP this quarter to investigate a comprehensive EE plan for Tidewater Landing, a large mixed-use brownfield development site in Pawtucket.

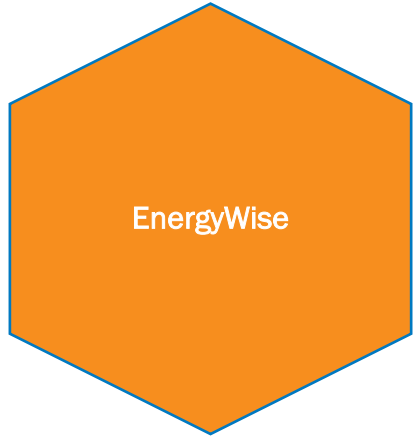
Retrofit Highlights:

- Telecom vendor began customer outreach and conducted more than 10 site audits.
- In collaboration with RIDE, supported installation of nearly 8,000 high-efficiency air purifiers at schools and state buildings, resulting in over 6,000 net lifetime MWh of savings.

Small Business Direct Install Highlights:

- Began offering enhanced gas weatherization incentives in Q1

Residential Highlights



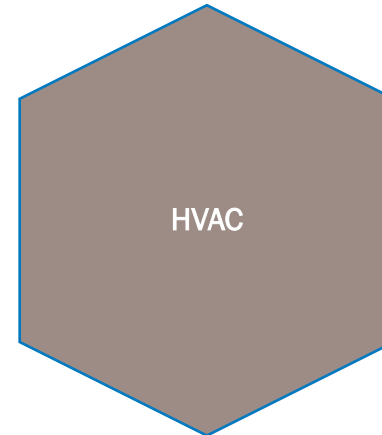
ENERGY STAR Partner of the Year
EnergyWise won the 2021 ENERGY STAR® Partner of the Year - Sustained Excellence Award from the U.S. Environmental Protection Agency and the U.S. Department of Energy for the fourth year in a row.



ENERGY STAR Marketing Award
Rhode Island garnered the ENERGY STAR Excellence in Marketing award for its successful promotion of the ENERGY STAR® brand.



Electric Heat Demand



Heating Electrification
The RGGI-Funded Enhanced Heat Pump Incentive for Residential Oil/Propane Heating Customers was launched on March 1, 2021 with RGGI funding provided via the Rhode Island Office of Energy Resources.






Appendix D

2021 Plan Commitments Tracker



Appendix D – Cross Cutting

Sector	Program	Commitment	Commitment Update	Status
Cross-Cutting	N/A	In the first quarter of 2021, the Company will recruit Rhode Island municipalities based on opportunities for increases in residential and small business program participation as well as possible active demand response opportunities.		In Progress/On Track 
Cross-Cutting	N/A	A continued focus for 2021 will be the promotion of new technologies within the communities such as Wi-Fi Thermostats and active demand response offerings. The Company will target engagement with communities that have larger population of income eligible residential customers. The Company will also consider including locational program incentives to drive increased participation in a measure that may be underrepresented within that community.	We will be completing East Providence at the end of April and will select another city for completion in 2021.	Not Started 
Cross-Cutting	N/A	Small Business project promotions were included in the prior year and an increased focus will be placed on recruiting small business participation in 2021. Specifically, the Company will utilize the “Main Street” approach through which the Company’s lead vendor for the Small Business program will go door to door in the community’s main business district to offer direct install measures on-site and propose larger energy saving opportunities upon a follow up visit.	Discussion has not begun with vendor	Not Started 






Appendix D – Cross Cutting

Sector	Program	Commitment	Commitment Update	Status
Cross-Cutting	N/A	One of the challenges faced by this initiative is the lack of resources at towns and cities to promote and implement energy efficiency within the communities. One of the ways in which the Company plans to address this is by coordinating efforts with OER's project, Advancing Energy Efficiency in Underserved Small, Medium and Rural Communities.		Not Started ●
Cross-Cutting	N/A	Building upon the community-based approach stated above, the Company plans to advance this approach by developing new partnerships with other types of organized communities under a new Community Solutions initiative. This will include geographic communities that encompass multiple towns (e.g. Aquidneck Island), industrial and technology parks, and other organized communities such as industry groupings with common end uses (e.g. indoor agriculture).	Added overview of Quonset Development Corp (QDC) partnership to quarterly report.	Not Started ●



Appendix D – Cross Cutting

Sector	Program	Commitment	Commitment Update	Status
Cross-Cutting	N/A	Pending availability of Regional Greenhouse Gas Initiative (RGGI) funds, we plan to combine our delivery pathways and standard air source heat pump (ASHP) incentives with RGGI-fund supported enhanced incentives for delivered fuel displacement in the near term until a more permanent mechanism to support these offerings is possible.	The RGGI-Funded ASHP program is active and will be reported to OER quarterly.	In Progress/On Track 
Cross-Cutting	N/A	Beginning in early 2021, the Company will work with OER to start an equity working group to further refine areas of focus.		Not Started 
Cross-Cutting	N/A	the Company will initiate several studies to better understand historic customer participation and the extent to which geography, income, homeownership status, and primary language may be different among participants and non-participants (i.e. addresses that have not participated in any Company energy efficiency programs over a defined period of time).		Not Started 



Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Large C&I New Construction	The Company will offer two new pathways, Zero Net Energy Ready (ZNER) and Whole Building Energy Use Intensity to drive deeper, more comprehensive savings by using EUI as a tool.	See Q1 report and website: https://www.nationalgridus.com/RI-Business/Energy-Saving-Programs/New-Construction-Major-Renovations	Complete ●
Commercial & Industrial	Large C&I New Construction	The Company will offer technical assistance to building owners and design teams to set EUI goals and assist with modelling projects at various stages of design including comparison to the RI baseline and predicted EUI.	No comparison data available yet to report. For TA detail see website: https://www.nationalgridus.com/RI-Business/Energy-Saving-Programs/New-Construction-Major-Renovations	In Progress/On Track ●
Commercial & Industrial	Large C&I New Construction	The Company will modify and rename the Integrated Design pathway the Whole Building Streamlined pathway, which is targeted to small and medium buildings. The goal is to simplify the process by using a streamlined spreadsheet methodology to calculate savings in to increase participation by smaller buildings.	See Q1 report and website: https://www.nationalgridus.com/RI-Business/Energy-Saving-Programs/New-Construction-Major-Renovations	Complete ●
Commercial & Industrial	Large C&I New Construction	The Company will determine the appropriate incentive structure to drive participation in these program pathways (ZNER, Whole Building EUI, Whole Building Streamlined and Systems Approach).	See Q1 report and website; https://www.nationalgridus.com/RI-Business/Energy-Saving-Programs/New-Construction-Major-Renovations	Complete ●



Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Large C&I New Construction	The precise incentive offerings and requirements for Performance Lighting Plus are still being revised for 2021 in concert with National Grid’s Massachusetts colleagues. The Company will update this offering so that it is easier for customers to proceed along this path, remove inconsistencies, and make updates that reflect changes in the lighting market. The changes will be complete and published no later than Q1 2021.	Changes are being made to MAP now. RIDAP will follow shortly after.	In Progress/On Track
Commercial & Industrial	Large Commercial Retrofit Program	In 2021, the Company will launch a new Telecommunications Initiative to serve mobile, fiber optic, and cable data companies and their associated infrastructure through technical assistance, project management, and incentives, delivering savings from non-lighting as highlighted in the Market Potential Study.	5/5 11 customers have been contacted. Five are in various stages of assessments/audits	In Progress/On Track
Commercial & Industrial	Large Commercial Retrofit Program	New measures will be deployed in 2021 including energy efficient hand dryers, anti-fog film, and adding doors to self-contained refrigerated cases to support “click and collect” customers who purchase their groceries online and pick them up in designated in-store locations.	Can confirm that self contained refrigeration for "click and collect" have been added.	Complete
Commercial & Industrial	Large Commercial Retrofit Program	The Company will add a digital signature option to the application approval process.		Not started






Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Large Commercial Retrofit Program	In 2021, the Company will ramp up efforts to engage more customers with SEMP initiatives.		Not Started ●
Commercial & Industrial	Large Commercial Retrofit Program	In 2021, educational SEMP customers will have access to specialty services from an energy solutions provider who specializes in campus energy infrastructure from energy efficiency to mechanical/electrical infrastructure needs.		In Progress/On Track ●
Commercial & Industrial	Large Commercial Retrofit Program	The Company will work with multiple State agencies on exterior lighting projects.		Not Started ●
Commercial & Industrial	Large Commercial Retrofit Program	In 2021, the ESPO initiative will include heat exchanger coil cleaning to the prescriptive low-cost tune-up measures.	Heat exchanger coil cleaning has been added as a low-cost option.	Complete ●
Commercial & Industrial	Large Commercial Retrofit Program	The Company will create a one-page document that articulates the benefits of hiring a lighting designer that can mailed or emailed to potential new construction or major retrofit customers.	Need to speak to marketing about this topic.	Not Started ●



Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Large Commercial Retrofit Program	The Company will provide an additional incentive tier to CHP systems that leverage biogas as a fuel source and add an Optimal Operation and Maintenance Incentive for CHP systems that utilize biogas as a fuel source.	Website updates not made as of 3/30/21	In Progress/On Track 
Commercial & Industrial	Large Commercial Retrofit Program	2021 will feature increased incentive support for Luminaire Level Lighting Controls (LLCs).	5/5 Promotion began 5/1	In Progress/On Track 
Commercial & Industrial	Large Commercial Retrofit Program	Centrally Ducted Heat Pumps <5.4 tons (Ductless Mini or Multi Split Air Source) will move to the downstream pathway to align with the Massachusetts PA's.	Included in planned changes for RIDAP and forms.	In Progress/On Track 



Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Small Business Direct Install	In 2021, there will be increased focus on non-lighting opportunities, such as hood controls and other HVAC controls.	5/5 Two HVAC controls projects in pipeline	In Progress/On Track ●
Commercial & Industrial	Small Business Direct Install	The program will save energy and prepare customers for the future by substantially increasing the amount of gas weatherization provided to small businesses.	5/5 Number of completed jobs vs 2021 shown in Q1 report	In Progress/On Track ●
Commercial & Industrial	Small Business Direct Install	The program will work to achieve its goal of 30% percent of installed luminaires and retrofit kits with integrated controls.	5/5 Tracking has started. Data shown in Q1 report.	In Progress/On Track ●






Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Demonstrations	The Company will work with sales and marketing to identify three to four customer sites that represent a mix of the above customer types. At the customer sites, the Company will target a mixture of HVAC systems, including condenser coils, fan coils, evaporator coils, and air handlers. The Company will contract Blue Box Air to perform its cleaning process at those sites, with identified equipment. The cost of the cleaning process is expected to be significantly lower than efficiency improvements, and the goal will be to compare the cost and benefits of this cleaning process to the relatively well-understood savings associated with conventional pressure washing.		In Progress/On Track ●
Commercial & Industrial	Demonstrations	The Company and its vendor are working closely with the customer cohort to identify energy savings opportunities at their facilities. Savings are derived from a site-specific regression model that considers the host of factors that may influence energy use within a facility. While an increase in capital measures is a frequent and desirable outcome of the SEM process, it is excluded from the ultimate savings reported by the initiative.		In Progress/On Track ●



Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Demonstrations	Phase II of the demonstration will include up to four customer installations. The goal of the installation will be to investigate the energy and non-energy benefits of projects, pain points in commissioning the projects, and knowledge gaps that may hinder fully realizing expected HVAC savings. Finally, Phase II will recommend if and how this technology can be included in the energy efficiency programs.		In Progress/On Track 
Commercial & Industrial	Demonstrations	Phase II will proceed with up to five installations. One university customer is interested in an energy recovery installation. Ideally the other installations can be made at a customer facility with an existing DCV system to better understand the interactive effects of the three measures.		In Progress/On Track 
Commercial & Industrial	Demonstrations	The Company will work with sales and marketing to identify three to four customer sites to demonstrate the energy savings of these smart valves. The demonstration will identify target customers for the technology, market barriers and solutions, investigate how smart valves may be used as part of a broader CHW plant optimization project, and potentially make recommendations on energy savings estimates. The demonstration will use the customer installations to identify best practices for installation and commissioning of these products.		Not Started 



Appendix D – C&I

Sector	Program	Commitment	Commitment Update	Status
Commercial & Industrial	Demonstrations	During the next phase of this demonstration, the Company will pursue three to four customer installations.		Not Started ●
Commercial & Industrial	Assessments	The Company will investigate the possible causal link between incentivizing building energy automation, specifically of HVAC systems, in order to evaluate the potential for achieving future DR capacity.		Not Started ●
Commercial & Industrial	Assessments	For this assessment, the Company will further research the feasibility, potential, and possible path forward to create a meaningful intervention. The Company will collaborate, when possible, with other energy efficiency programs who are also investigating this market.		Not Started ●
Commercial & Industrial	Assessments	The first focus of this assessment will be to understand current customer practices and regulations around refrigerant leak remediation and the impact of those practices on energy use. After the baseline practice is understood, the Company will estimate overall savings potential for this measure.		Not Started ●






Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	EnergyWise Single Family	The program is assessing how closely the weatherization scopes developed from a VHEA match conditions, needs of contractors implement the weatherization work, and the cost implications.	2021 VHEA Total Completed jobs 36528 % of Jobs Changed 77.6% 86.0%	In Progress/On Track ●
Residential	EnergyWise Single Family	The company is also closely observing customer satisfaction and acceptance of the VHEA as reported on email or postcard customer feedback surveys after each assessment and completed weatherization.	VHEA Percent of respondents that would recommend the program =98% In person HEA Percent of respondents that would recommend the program =94.4%	In Progress/On Track ●
Residential	EnergyWise Single Family	Additional research into solutions for pre-weatherization barriers will continue in 2021. National Grid and interested stakeholders are researching external organizations that may offer assistance or funding to remediate some pre-weatherization concerns. The Company will coordinate with these organizations to see if there are opportunities to coordinate efforts to make a more seamless process for customers.	Q1: Work began in 2020 with OER facilitated meeting with GHHI. Will circle back to see if there are specific amounts that GHHI has available or if there is information that can be provided to customers with identified pre-wx barriers. Not solely a NG task, but also welcome other stakeholders to provide connections to other organizations providing solutions. Working on compiling lists of remediation contractors for OER.	In Progress/On Track ●



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	EnergyWise Single Family	EnergyWise will continue to offer Virtual Home Energy Assessments in 2021	Completed, shown in quarterly data.	Complete 
Residential	EnergyWise Single Family	The Company will increase marketing to encourage renter and landlord participation in EnergyWise	Specific landlord mailing going out to	In Progress/On Track 
Residential	EnergyWise Single Family	The Company will design a bundled enhanced incentive that supports customers who commit to comprehensive savings by combining weatherization with another major energy system, such as heating and cooling or hot water heaters. Program design will occur in Q1 and Q2 along with beta testing and optimization and will roll out on a limited basis in Q3 and Q4 to help refine the offers and customers support systems, with full implementation planned for 2022.	Initial design leans towards coupon towards next major measure (heating, weatherization, hot water) within this 2021-2023 period. Coupon empowers customer to interalize and take action on efficiency actions. Reduces tracking costs if the coupon is used rather than verifying participation. Next Steps: Determine potential levels for enhanced incentive and whether this could be limited to LMI population.	In Progress/On Track 






Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	EnergyWise Single Family	EnergyWise will continue to work as a source of energy information for other energy savings programs and increase customer connections to other programs.	Develop specific metrics for leads to other programs and develop transfer of customer information on regular cadence. Value is not in number of leads since presence and age of equipment determines necessity of lead. Value comes from establishing regular transfer. Process established to send monthly leads to HVAC vendor for marketing.	In Progress/On Track
Residential	EnergyWise Single Family	The Company is jointly sponsoring research with other utilities through ESource and ICF to advance the evolution of incentive design through the Incentive Project.	Q1 update, Literature review, industry interviews, and non-utility interviews conducted. Beginning customer journey and influence mapping and conjoint survey design. This is the first year of a three-year study.	In Progress/On Track
Residential	Multifamily	Continue to examine a tiered incentive approach. In 2021, the Company will continue to explore this opportunity to restructure incentives to increase program attractiveness to more customers.	Working with lead vendor to pilot model with potential MF customers.	In Progress/On Track



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Multifamily	Provide greater customer choice to the condominium market. In 2021, the Company plans to build on progress made in 2020 by assessing the impact of providing customers with the option to choose their own contractor and examine any further barriers that could be removed to make participation in energy efficiency programs simpler for condominium owners.	Lead Vendor has made great progress allowing customers to use their own HVAC vendors.	In Progress/On Track 
Residential	Multifamily	Implement recommendations from Multifamily Impact and Process Evaluations. 1. The Company will work with its multifamily vendor to increase facilitation of health and safety barrier remediation by providing customers with more information about how to complete remediation and how to locate a local remediation contractor.		Not Started 
Residential	Multifamily	Implement recommendations from Multifamily Impact and Process Evaluations. 2. The Company will also examine whether a pre-weatherization barrier incentive could help customers overcome barriers, and if so, how it should be structured.	Actively offering pre-weatherization barrier incentive to assist customers.	Complete 



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Multifamily	<p>Implement recommendations from Multifamily Impact and Process Evaluations.</p> <p>3. The Company will set clearer program expectations with customers by updating language and redesigning the customer energy report and customer sign-up sheet.</p>	Lead Vendor is actively working on implementing this action.	In Progress/On Track
Residential	Multifamily	<p>Implement recommendations from Multifamily Impact and Process Evaluations.</p> <p>4. The Company will work to identify the long-term role of virtual energy assessments in multifamily buildings.</p>	Program has fully vetted the virtual energy assessment concept in MF. Assessments are partial virtual, partial in-person based on the needs of these buildings, which has yielded greater time efficiency for customers and vendor and implemented all health and safety protocols to the extent that in-person work is required.	Complete
Residential	Multifamily	Beginning in 2020 through 2021, the Company will track and report renter participation when serving condo units.	Actively tracking this data.	In Progress/On Track
Residential	Multifamily	Improve sales acumen of energy auditors. The Company plans to invest in professional development for energy auditors in the Multifamily programs by providing them with sales training in 2021.	Training was completed in February 2021.	In Progress/On Track



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Income Eligible Services	The Company will work to ensure applicable customers are enrolled in the discount rate program, coordinating with National Grid's Consumer Advocacy Team to cross-promote IES offerings when customers enroll in the discount rates to support their ability to access comprehensive, no-cost energy efficiency services. As customers move to the discount rate, the Company proposes to create a welcome package to encourage participation in applicable efficiency programming.		Not Started ●
Residential	Income Eligible Services	The program will implement a third-party support model to expand CAP capacity to serve customers and ensure greater equity across CAP territories. The Company will take lessons learned from 2020 to develop an RFP for these services in 2021.	The third party process began at the end of 2020. 90 referrals have been provided to third-party for completion. Quarterly Reporting: # of Referrals # of completed jobs RFP timing TBD.	In Progress/On Track ●
Residential	Income Eligible Services	National Grid will prioritize the focus on supporting CAPs to promote assessor retention and will regularly track the number of assessors, as well as assessor turnover, as indicators of success.	Quarterly Reporting: # assessors # vacancies 2021 Lead Agency began training program in coordination with RIBA to build assessor capacity.	In Progress/On Track ●



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Income Eligible Services	Increase the number of customers who complete weatherization. Weatherization data will be collected and utilized to further improve the percentage of customers who weatherize their home.	Commitment Update: Quarterly Reporting: # of WXs. List/analysis of WX barriers Use of third party to complete WXs is available to support job completions.	In Progress/On Track ●
Residential	Income Eligible Services	The program will develop a new, holistic email marketing strategy that leverages personalization to promote IES, displaying the regionally appropriate CAP agency based on the customer's service address.	Will work with Marketing to develop strategy.	In Progress/On Track ●
Residential	Residential New Construction	In 2021, the Company will integrate the 2020 Zero Energy Pilot components into the primary delivery and incentive offerings of the RNC program.	Program materials revised for 2021 and in process of being uploaded to NG website	In Progress/On Track ●






Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Home Energy Reports	HER 3.0 will be rolled out in 2021 with several enhancements including new energy insights, new behavioral techniques, and increased "moments of pride" to encourage behavior modification and engagement.	Quarterly reporting may not be necessary. Can report that HER 3.0 will go out electronically beginning of May and paper HER 3.0 will follow in a couple of weeks. Updated visuals, neighbor comparison updated with Efficiency Zone (Note that 1/2 of customers will still receive neighbor comparison to track customer satisfaction.) Thumbprint sized call outs to self comparison as well as similar homes.	In Progress/On Track
Residential	Residential Consumer Products	In 2021, the program will develop a baseline of renter information and participation, collecting whether customers are renters on customer mail-in or online rebates.	Investigating reporting options. Will provide a first pass of data in Q1 and ongoing if the data is available. Dehumidifier 37% no response, 60% own, 1% rent; Electric dryer 28% no response, 72% own, 1% rent; Air cleaner 16% NR, 79% own, 5% rent; Room air conditioner 32% NR, 52% own, 16% rent.	In Progress/On Track



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	ENERGY STAR HVAC	In 2021, the Company will develop HVAC equipment rebate bundles.		In Progress/On Track 
Residential	ENERGY STAR HVAC	Develop a comprehensive program to increase participation in energy efficiency, including training, marketing and approved contractor list.	Website for Contractor list and working on the development of a training page. OER 's training/events email blast. Will continue to improve this.	Not Started 
Residential	N/A	The Company will track customer responses and report out on the average satisfaction across tracked programs. The Company will detail progress on the above proposed metrics in its quarterly reports as well as a detailed summary of the results, lessons learned, and any needed improvements in its 2021 Year-End Report to the PUC.		In Progress/On Track 



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Demonstrations	The Company will work with the residential implementation vendor to identify several residential single-family sites with a need for improved insulation and will work with the two vendors to deploy their systems at those sites. Six homes in total will participate, two each with the individual technologies and two with both deployed.	Screened both technologies for cost-effectiveness - limited cost and performance data is available, though interviews with vendors revealed some success with new construction. Retrofit validation and further screening will require in-field testing. Next Steps: Contacting manufacturers/contractors, recruiting customers for retrofit testing.	Not Started



Appendix D – Residential

Sector	Program	Commitment	Commitment Update	Status
Residential	Demonstrations	This demonstration will validate cost and performance for gas heat pumps at two to three residential single-family customer sites, as well as two to three multifamily building installations. The demonstration will identify homes with gas furnaces or boilers, installing a mix of heating and heating-plus-cooling systems. Existing gas meters will provide comparison against prior gas consumption; the evaluation of gas heat pump performance in cold temperatures will be crucial.	Screened with BCR methodology for various residential baselines. Gas heat pumps are not cost-effective for a gas space heating baseline, and only present a reasonable payback period for electric or propane heating baselines, where installing a new gas connection would be costly, and potentially adverse to emissions goals. Some promising gas HP technologies are sized for DHW, which at a lower price point and lower system integration cost could present a better fit for demonstration. Next Steps: Contacting gas heat pump hot water heater (HPWH) vendors, identifying installation sites including SF and MF	Not Started ●
Residential	Assessments	The primary focus of this assessment will be to understand and baseline the current status of Rhode Island components needed to support whole-home exterior retrofits. After the baseline condition is understood, and if the components and capability exist, the Company will estimate overall savings potential for this measure and roadmap necessary to promote this approach.	Discussions with RetrofitNY and RMI program managers to understand national activity in this space. Involvement in an ongoing National Grid project in MA to understand customer decision making, barriers, savings and costs associated with real customer projects.	Not Started ●