

Rhode Island 2020 Energy Efficiency Workforce Analysis Report

Introduction

In 2020, National Grid spent a combined \$112,665,924 on the Rhode Island programs that saved 157,346 annual megawatt hours (MWh) of electricity and 318,845 million British thermal units (MMBtu) of natural gas. These achievements were accomplished through the combined efforts of many workers in different roles based inside and outside of Rhode Island that provided services for National Grid and its customers.

Study Overview

The focus of the Energy Efficiency Workforce Analysis Report is to quantify the workforce that was involved in delivering National Grid's Rhode Island programs in 2020. The workforce analysis reports the number of jobs associated with the programs and compares them to past years. The study also provides narrative context for those findings and observations.

Methodology

Guidehouse identified the number of full-time equivalent workers (or FTEs) by scaling 2019 FTE impacts by an indicator of program activity – the ratio of spending in 2020 to program spending in 2019. Manual adjustments were made to these calculations based on interviews with 7 National Grid staff and 19 program implementation or management vendors. An FTE is assumed to work 1,768 hours per year.

Key Findings

- 827.5 full-time equivalent (FTE) workers associated with National Grid spending in 2020 for Rhode Island gas and electric energy efficiency programs
- The number of FTEs decreased from 964.6 in 2019, because of decreased program spending
- The size of the workforce and how it did its work in 2020 were highly influenced by the COVID pandemic
- FTEs reported are for the end of 2020 and capture only enduring changes in FTEs, not temporary layoffs or furloughs

Summary of 2020 FTEs by Market Sector

Electric Programs

Commercial and Industrial	203.7
Residential Income Eligible	59.1
Residential Non-Income Eligible	263.7

Gas Programs

Commercial and Industrial	19.8
Residential Income Eligible	38.5
Residential Non-Income Eligible	189.2

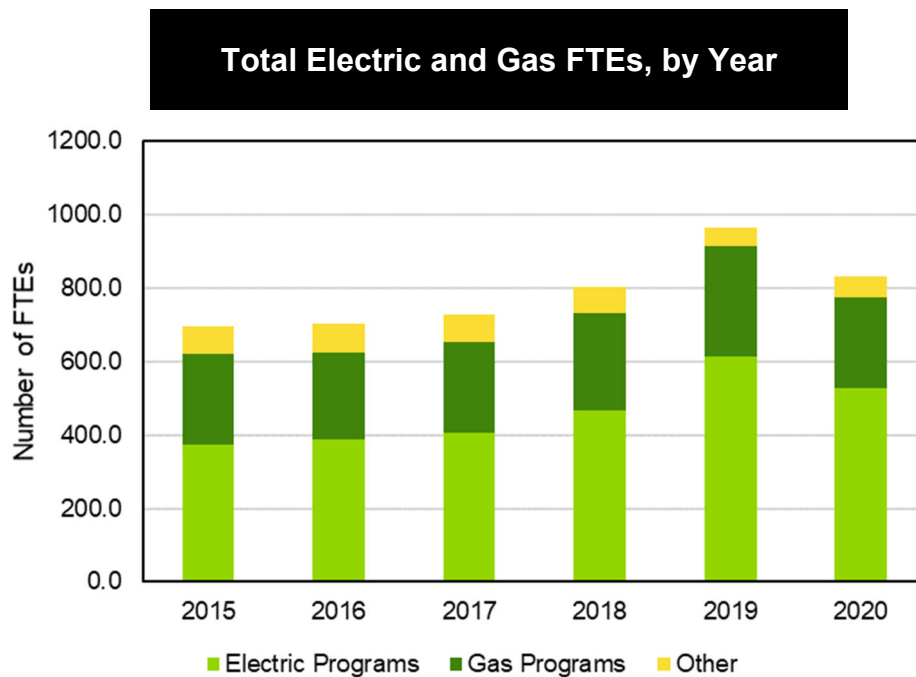
Other

National Grid Staff	44.4
Marketing	9.0
COVID-19 Training	0.3

Total	827.5
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Key Findings, continued

- As the pandemic persists, vendors and the workforce continue to adapt to the limitations on customer interactions while still responding to a sustained demand for energy efficiency
- In a counterfactual analysis, if not for the pandemic, the number of FTEs would have increased about 2% relative to 2019, to 986.2 FTE
- The interviews indicated that there were no reported cases of COVID transmission due to interactions between program implementers and customers



Recommendations for National Grid

- The scaling methodology with manual adjustments used for this study is appropriate where there are not major program variations from year to year; it may therefore be appropriate for the workforce analysis study in future years.
- Vendors were appreciative of National Grid’s communications during program disruptions due to the pandemic; vendors noted that the workforce can respond best to program changes and evolution with as much advanced notice as possible.
- As the workforce gets older and transitions, there is an opportunity for new entrants to the workforce to develop a new skill set. Vendors noted a shift away from non-network lighting measures and a need for more mechanical contractors. National Grid could support this with training or educational resources.