

2025 Residential and Income Eligible Energy Efficiency Solutions and Programs

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1. Overview

The goal of the 2025 Plan is to deliver optimized, tailored programs in an equitable manner to make Rhode Island homes energy efficient through weatherization, advanced building standards, efficient appliances, smart thermostats, and high-efficiency heating, cooling and hot water systems. To attain its energy efficiency savings goals will require the Company to make a concerted, sustained effort to ensure the workforce is well trained and that customers are aware of and participate in programs.

This attachment provides detailed descriptions of the Residential Portfolio, including information regarding the markets (customer/building types) targeted, eligibility requirements, offerings, implementation and delivery, as well as specific program-level changes for 2025.

1.1 Residential and Income Eligible Programs

The Company offers the following programs listed in Table 1 below to provide comprehensive services to two regulatorily defined sectors: market rate and income eligible.

Table 1. Residential and Income Eligible Programs

Market Rate Residential Sector ¹	Income Eligible Sector
EnergyWise Single Family	Income Eligible Single Family
Multifamily	Income Eligible Multifamily
Residential High Efficiency Heating and Hot Water	
Residential Consumer Products	
Residential New Construction	
Home Energy Reports	

There are several market rate Residential Portfolio programs where market rate and income eligible customers can participate, although the program is listed under market rate residential. These programs include Residential New Construction, Residential Consumer Products, Residential High Efficiency Heating and Hot Water, and Home Energy Reports.

¹ The ConnectedSolutions program is no longer being reported under the Energy Efficiency portfolio; it is anticipated that it will be part of the System Reliability Procurement filing.

Program Description Structure

To streamline review of program information in the Annual Plan, the Company has adopted the following structure for each of the programs:

- a. Description of offering,
- b. Eligibility criteria,
- c. Delivery,
- d. Changes for 2025

2. EnergyWise Single Family (Electric and Gas)

2.1 Offerings

The EnergyWise program offers comprehensive energy efficiency services using a whole-house approach to identify energy saving opportunities in all major energy systems and end uses, including heating, cooling, water heating systems, water saving measures, plug loads, and building envelope leaks. EnergyWise provides in-home services in two phases: home energy assessment and weatherization.

Home Energy Assessment

Customers will be able to choose whether to have an in-person assessment or a virtual home energy assessment². Only a small percentage of customers select a virtual assessment over the in-person assessment. However, the virtual home energy assessment is an excellent option for customers who are hesitant to commit to an in-person appointment.

During the in-home assessment, an energy specialist(s) (a Building Performance Institute certified building analyst) will look for immediate energy saving opportunities that can quickly be addressed during the visit including aerators, showerheads, pipe insulation, refrigerator brushes, smart strips and thermostats as well as identify deeper energy saving opportunities. Applying a comprehensive, whole-house approach, the energy specialist will evaluate all major energy systems including the heating, cooling and water heating systems, appliances, water fixtures, plug loads, and the tightness of the building envelope.

An Energy Action Plan is presented to the customer at the end of the assessment and reviewed with the customer. The Energy Action Plan gives the customer a clear roadmap for upgrading their home, including a recommended plan for weatherization (air sealing, insulation, and duct sealing) and associated costs, including available incentives and customer costs. The Energy Action Plan also provides the customer with a streamlined path to engage a qualified independent insulation contractor to perform the weatherization work. The Energy Action Plan details additional potential energy upgrades and incentives the customer may be eligible for, including high-efficiency heating, cooling, and hot water systems. Opportunities for financing the customer share of the weatherization (as well as other

² Virtual assessments were introduced in 2020 and provide multiple options to communicate energy savings information depending on customer familiarity with smart phone and video calling technologies. A video call can be used to guide the customer around their home so an energy specialist can assess the home's energy use. If the customer is not able to use video, the energy specialist will ask the customer send in pictures (before or after the virtual assessment) of important areas such as the attic, heating and water heating system, and basement crawl spaces while walking through the assessment by phone.

upgrades) are also provided. The work will then be assigned to a weatherization contractor who will contact the customer directly to schedule a date for weatherization work.

Weatherization

The energy specialist's primary focus during an in-home assessment is to examine the opportunity to improve the home's building envelope through air sealing (decreasing air leaks), duct sealing, and increasing insulation, collectively referred to as "weatherization." Weatherization is a cost-effective way to improve a building's performance. It also offers customers a healthier and more comfortable home that will passively remain cooler in the summer and warmer in the winter, helping reduce energy bills for customers. Many health and safety considerations are addressed when weatherizing, such as adding attic ventilation or using mechanical fans to ensure a healthy air exchange rate. The standard EnergyWise incentive currently offers 75% off (up to \$10,000) for insulation and 100% off air sealing.

One of the largest impediments to customers proceeding with weatherization are pre-existing health and safety issues or physical barriers, which prevent the continuation of weatherization until remediated; collectively these issues are referred to as pre-weatherization barriers (PWBs). At this time, EnergyWise does not substantially pay for remediation of the pre-weatherization barriers, nor are they included in the weatherization scope of work to be implemented by program contractors. The Company recognizes, however, that if a customer learns that additional work not included in the weatherization scope is required before weatherization can proceed, customers may become confused or disheartened. Therefore, the program provides a \$250 incentive to customers who certify that pre-weatherization barriers have been remediated by appropriate licensed professionals. Some of the lower cost barriers can be addressed with the \$250 incentive such as cleaning and tuning of the heating system. Pre-weatherization costs for knob-and-tube wiring, vermiculite, and asbestos can be included in the HEAT Loan.

To further help customers address any PWBs identified, the Lead Vendor provides more information such as types of contractors to call (with a list of contractors for some barriers) and information on available grants and loans. The information packet also emphasizes the importance of addressing pre-weatherization barriers for reasons other than continuing with the weatherization process to further persuade customers to move forward with the process.

2.2 Eligibility Criteria

EnergyWise is the flagship in-home comprehensive energy efficiency offering for all Rhode Islanders in single family residences (defined as one to four units) who are not candidates for the Income Eligible Services Program. All market rate customers with either an electric or natural gas Rhode Island Energy account can participate. Homeowners, renters, and landlords are all encouraged to participate. Customers with any heating fuel type, including delivered fuels, are served (so long as they have a Rhode Island Energy account).

2.3 Implementation and Delivery

EnergyWise is delivered through a Lead Vendor model where the Lead Vendor provides assessments and schedules weatherization projects with the Independent Insulation Contractors who provide weatherization services. The Lead Vendor provides program oversight of all weatherization work. Before the Independent Insulation Contractor closes the job, the Lead Vendor verifies the completion of all contracted work. This process minimizes return visits and complaints from customers. Spanish and Portuguese speaking energy specialists are available by request and a translation service is available for other languages.

The Lead Vendor model facilitates consistent assessments for customers and allows the program to incorporate testing of new concepts as well as generating leads for other programs. EnergyWise's program design has been consistently recognized as best-in-class by the ENERGY STAR® Partner of the Year awards for program implementation.

Customers can apply for low-cost financing through the HEAT Loan to finance the customer costs associated with the upgrade(s). Financing the energy upgrades requires selecting an approved lender and applying for the loan. For customers with lower credit scores, there is a lender that specializes in financial coaching and approves HEAT Loans for energy upgrades.

An independent third-party company provides quality control and quality assurance to at least 5 percent of all assessments and weatherization projects.

2.4 2025 Program Enhancements and Changes

For the Energy Wise Single Family (EW SF) program in 2025, there are several key challenges and themes that the Company is focused on.

The Company continues to deliberate on approaches to serve delivered fuels customers given PUC feedback. Please refer to the Main Text, Section 6 (Consistency with Standards) for discussion on this topic.

The Company will continue to work on the issue of pre-weatherization barriers through improved data collection and analysis, seeking additional funding, and exploring partnerships.

The Company will continue to work on the issue of pre-weatherization barriers (PWBs) through improved data collection and analysis, seeking additional funding, and exploring partnerships. Some notable activities in this front include:

- Working to improve on and deliver data collection and reporting around the issue.
- The Company has applied for \$3M through RI Dept. of Environmental Management's (DEM) Priority Climate Action Plan (PCAP). We are waiting to hear back as the application is reviewed by the US EPA.

Commented [SC1]: OER believes it is still important to continue to provide EnergyWise programming to delivered fuels customers, the co-benefits of this programming for delivered fuels customers is significant and readies their homes for a number of additional decarbonization measures

Commented [RIE1R2]: Noted

Commented [SC2]: The improved tracking will make it easier for us to identify funds to address these issues. As a counterfactual, if RIE did not encounter any PWBs in a year, how would the Company project to do on annual targets and budget spending?

Commented [RIE2R2]: Thanks Steve, we agree. To your latter point, that is something we could theoretically try and figure out. Please reach out to Spencer to connect on this and discuss further.

Commented [CJ3]: Some other things to consider:
-Improving how we help customers along the way
-To extent this goes in the right direction, include plans surrounding how Company would use grant funds from EPA it has applied for with DEM
-Additional financial support for remediation, perhaps through a demonstration or pilot (I may add some comments on this later on).

Commented [RIE3R2]: Noted, thanks Craig. All good ideas and things we are working on.

- The Company is exploring additional partnerships and funding sources such as the Providence Home Repair Program.
- Conducting additional research to learn how other Program Administrators and states around the nation handle the problem of PWBs.

The Company is exploring a moderate-income enhanced incentive for the EnergyWise Single Family program.

The Company will continue to emphasize electric weatherization and electric resistance heat to heat pump conversions. This includes a 100% incentive for weatherization of electric heat customers.

EnergyWise will continue to offer the 100 percent landlord weatherization incentive which encourages landlords to weatherize homes by removing any direct costs for the landlord. Renters then benefit with lower energy bills and a more comfortable home.

Commented [CJ4]: What about moderate income enhanced incentives. Consensus was that PUC is opening to putting this back on the table, just that it needs better support. We should absolutely work on that.

Commented [RIE4R2]: We are looking into re-launching a moderate income enhanced incentive.

3. Income Eligible Single Family (Electric and Gas)

3.1 Offerings

The Income Eligible Services (IES) Program offers a comprehensive, no-cost³, in-home (or virtual) home energy assessment services to increase comfort in the home and decrease a customer's energy costs.

Home Energy Assessment (HEA)

The IES Program will move to offering a comprehensive Home Energy Assessment for the customer. In the past, the program offered the Appliance Management Program Assessment and a Weatherization and Heating System Assessment in two separate visits. The elements of these two offerings will be streamlined into one (HEA), thereby increasing the services offered to the customer with a smaller time commitment than in the past. The HEA will offer:

- The energy specialist educates the homeowner or tenant about their energy bill and monthly usage; assesses the home and learns about the day-to-day activities that consume energy in the home; discusses ways the customer can save energy and money, educates the customer to properly operate energy-efficient equipment and how to identify signs that indicate if weatherization or heating system replacement is needed.
- Upgrades of instant energy savings measures such as advanced power strips, water saving measures (e.g., faucet aerators and low-flow showerheads) and thermostats.
- Evaluation of existing appliances including refrigerators, freezers, window air conditioning unit(s), clothes washers, and dehumidifiers to determine energy efficiency and eligibility for a no-cost replacement with an energy-efficient appliance model (including delivery and installation). An BPI-certified energy specialist conducts a comprehensive assessment of the building envelope and heating and cooling systems including visual and equipment-required inspections, infrared camera thermal imaging, and combustion safety testing of heating and water heating systems.
- Air sealing, duct sealing, and insulation upgrades in attics, walls, and basements.
- No-cost replacement of eligible heating or cooling systems if they are determined to be inefficient or unsafe. Applicable to all existing heating/cooling systems: electric, natural gas, oil, and propane.
- If a home has existing electric resistance heat, the customer will be offered a no-cost replacement to energy-efficient air source heat pumps that provide both heating and cooling.

³ 100 percent incentive via the systems benefit charge (SBC) that funds all Rhode Island Energy's energy efficiency programs. Customer incurs no cost for audit, weatherization, or equipment replacement. Income Eligible is funded roughly 20% by IE SBC and 80% by a mix of C&I and market rate SBC.

3.2 Eligibility Criteria

The IES Program serves Rhode Island homeowners, renters, and landlords, who have a Rhode Island Energy account and meet any of the following criteria:

- Household income equal to, or less than, 60 percent of State Median Income levels which are set each program year⁴ **or** enrolled in Rhode Island Energy's fuel discount rate plans, Electric A-60 rate and/or Gas 11, 13 rates.⁵
- Customers enrolled in the federal Low-Income Home Energy Assistance Program (LIHEAP)⁶, also known as "fuel assistance".
- Homeowners and renters who live in a one-to-four unit building with either an electric or gas Rhode Island Energy Discount Rate account can participate, including customers with delivered fuel heat (oil, propane, wood, or coal) if they have an electric account.

Additional eligibility criteria, including the 50 percent rule,⁷ shelter and group home eligibility, renter eligibility and repair or replacement eligibility are available in the Rhode Island Weatherization Assistance Program (WAP/IES) Operations Manual. All criteria adhere to 10 CFR 440⁸ requirements.

3.3 Implementation and Delivery

Program Delivery

The IES Program is administered through a Lead Vendor that is responsible for managing the implementation of program work through the six Rhode Island geographically based Community Action Program (CAP) agencies. The CAP agencies serve as a trusted entity where income-eligible customers can obtain essential resources within their respective community.

The IES Program is marketed through a marketing specialist, as well as cross marketed at community expos, via the Customer Advocates dedicated to the Rhode Island Income Eligible Services consumers, social media outreach, coordination with other non-profits in Rhode Island, and the Company's call center. The primary point for customers to enroll in the IES Program is through the CAP agencies as they provide income verification and comprehensive resources for income-eligible customers.

The Lead Vendor monitors the work of the CAP agencies. If a CAP agency determines they cannot complete their pipeline of weatherization jobs, then they will refer the job to either another CAP agency

⁴ <http://www.dhs.ri.gov/Programs/LowIncomeGuidelines.php>.

⁵ <https://www.nationalgridus.com/RI-Home/Bill-Help/Payment-Assistance-Programs>

⁶ <https://www.benefits.gov/benefit/1572>

⁷ Customers that are not on the income-eligible rate but live in a two-to-four-unit building where more than 50 percent of the units are income eligible are also eligible to receive weatherization and health and safety services. This exception is referred to as the "50 percent rule".

⁸ <https://www.ecfr.gov/current/title-10/chapter-II/subchapter-D/part-440>

who can or to a third-party entity to perform the weatherization (this referral process is also in place for energy assessments). The Lead Vendor works closely with the CAP agencies to regularly review weatherization pipeline and timeliness of job completion. The referred jobs will be accounted for in the referring CAP agency's participation and job completion goals.

Key Performance indicators are tracked to measure and improve consistency of program delivery as well as drive performance of the CAP agencies and include timeliness of administrative reporting, monthly/year to date spending compared to goals, participation numbers for the Appliance Management Program assessment, electric and natural gas weatherization and heating system installations and cost.

Quarterly IES Program Best Practices meetings are held with the Company, the Lead Vendor, the CAP agencies, DHS, program vendors, and/or speakers to address a pertinent topic.

Monthly engagement of the Company, the Lead Vendor, Executive Directors of the CAP agencies, and the State of Rhode Island's Department of Human Services (DHS) to review the overall performance of the IES Program and coordination of best practices across the CAP agencies.

The Lead Vendor also coordinates with home performance, HVAC contractors and appliance vendors responsible for installing weatherization, heating (space and hot water), window air conditioners, and appliance measures.

Customer Journey

- A customer begins the process for a no-cost home energy assessment by contacting (call/in-person) their local CAP agency to submit their information to determine if they meet the income eligibility requirements for participation in the IES Program. Customers learn about the program through outreach from their local CAP agency or from Rhode Island Energy.
- After the CAP agency verifies income eligibility, the CAP will schedule a no-cost home energy assessment.
- CAPs provide the full suite of energy efficiency services including:
 - Income-eligibility verification.
 - Customer education regarding energy and cost savings opportunities.
 - Energy assessments.
 - Installation of instant energy savings measures.
 - Recommendations for further energy savings measures.

- Energy education is provided to the customer regarding the pre- and post-energy assessment process, opportunities to save energy, processes for receiving appliance or heating/cooling system upgrades and/or weatherization.
- If needed, health and safety services will be provided including replacing smoke and carbon monoxide detectors if non-functioning or expired, clean and tune heating systems, and address conditions such as mold before the energy efficiency work is able to be completed. The program leverages funding sources from LIHEAP and others to help reduce pre-weatherization expenses that customers face.
- The CAP agency will schedule all necessary follow-up services for insulation, air sealing, appliance and heating/cooling and hot water system replacements. Funding for weatherization and heating system replacements are leveraged with WAP and LIHEAP. All services and appliance and heating/cooling system replacement are provided at no cost to the customer.
- Customer receives a “comment card” to provide their feedback on all aspects of their journey through the IES Program.

An independent third-party company provides quality control and quality assurance to at least 5 percent of all assessments and weatherization projects.

3.4 2025 Program Enhancements and Changes

In 2025, there are several key themes for the Income Eligible Single Family (IESF) program:

Appliances

The Company is working on several improvements to appliance measures and delivery. To start, we will move from a Massachusetts-based appliance replacement scheduler to a Rhode Island CAP scheduler, centralized at one CAP agency. Furthermore, we plan to leverage our Lead Vendor's experience in appliance delivery to realize bulk purchase of appliances at discounted cost. Lastly, we will also be onboarding additional RI appliance delivery vendors.

Pre-Weatherization Barriers (PWBs)

The Company will continue to work on the issue of pre-weatherization barriers (PWBs) through improved data collection and analysis, seeking additional funding, and exploring partnerships. Some notable activities in this front include:

- Working to improve on and deliver data collection and reporting around the issue.
- The Company has applied for \$3M through RI Dept. of Environmental Management's (DEM) Priority Climate Action Plan (PCAP). We are waiting to hear back as the application is reviewed by the US EPA.
- The Company is exploring additional partnerships and funding sources such as the Providence Home Repair Program.
- Conducting additional research to learn how other Program Administrators and states around the nation handle the problem of PWBs.

Equity

We plan to continue building upon equity work, commitments, and tracking. Please refer to the Main Text, Section 2.6.1 (Equity) for further discussion on this topic.

General Program Improvement

Build upon and continue flexible program delivery by allowing overflow vendor and inter-agency referrals.

In an effort to continually improve the program and ensure we are hitting goals, the Company has pursued several strategies. We are hiring additional energy auditors and program staff to support the weatherization programs, specifically at the Blackstone Valley CAP and the CAP of Providence. We are updating the workflow processes to be more efficient, including requiring less clerical data input from auditors and instead handing that off to office staff. This will allow auditors to handle additional audits in a faster time frame.

Commented [CJ5]: Would like to see more here about what we plan to do about struggles with hitting weatherization goals specifically in this program.

Commented [RIE5R2]: We are hiring additional energy auditors and program staff to support the weatherization programs at BVCAP & CAP of Providence. Updating work flow processes to be more efficient including requiring less clerical data input from auditors and instead handing that off to office/admin staff. The idea is to free the auditors up to handle additional audits in a faster time frame.

Commented [SC6]: Just asking in response to feedback OER received on our HER/HEAR RFI, does bulk purchasing equipment run into challenges of the bulk purchased product not fitting every home?

Commented [RIE6R2]: Our understanding from speaking with team members is that it is indeed a balancing act, and there are pros and cons to different approaches. Discounts can be had by ordering larger quantities, but larger quantities can introduce warehousing and holding costs. Reducing the number of model offerings reduces selection; a program in western Pennsylvania has only four models, all top freezers, but that reduces customer satisfaction.

Commented [SC7]: How many are targeted?

Commented [RIE7R2]: The goal is to have up to four regionally located appliance vendors.

Commented [CJ8]: See other comments on Pre-Wx barriers.

Commented [RIE8R2]: Thank you.

Commented [SA9]: Please spell out acronyms

Commented [RIE9R2]: Done

Commented [CJ10]: Some other things to consider:
-Improving how we help customers along the way
-To extent this goes in the right direction, include plans surrounding how Company would use grant funds from EPA it has applied for with DEM
-Additional financial support for remediation, perhaps through a demonstration or pilot (I may add some comments on this later on).

Commented [RIE10R2]: Noted, thanks Craig. All good ideas and things we are working on.

In 2025, the Company is also exploring a partnership with Lifespan, where we will train community health advocates (*navigantes de salud*) to sign up patients with utility needs for a free energy audit of their home.

Heat Pump Conversions

The Company will continue to work towards hitting targets for electric resistance heat to heat pump conversions.

Outside Funding & Coordination

PCAP Grant: The Company has applied for \$3M through RI Dept. of Environmental Management's (DEM) Priority Climate Action Plan (PCAP). We are waiting to hear back as the application is reviewed by the US EPA.

IRA: IRA has significant carve outs for low-income customers. The Company will continue to coordinate with OER on this initiative. Please refer to the Main Text, Section 5.4 (Coordination with State and Federal Incentive Programs) for further discussion on this topic.

LIHEAP / WAP: The Company will continue to leverage outside funding such as LIHEAP and WAP to further energy efficiency goals and serve customers.

4. Multifamily (EnergyWise and Income-Eligible, Electric and Gas)

4.1 Offerings

The Multifamily Program offers comprehensive energy services for multifamily customers including:

- Energy assessments.
- Incentives for efficient electricity, natural gas, or delivered fuels equipment including heating, cooling and domestic hot water systems, cooling equipment, thermostats, smart strips, water saving measures, and eligible air source heat pumps.
- Coordination for all services will be offered for multifamily properties that participate in the Market-Rate and Income Eligible Multifamily Programs.

4.2 Eligibility Criteria

Eligible multifamily program participants are defined as the following:

- Buildings with five or more dwelling units.
- Properties consisting of four or more one-to-four-unit buildings that meet both of the following requirements:
 - Are within a reasonable geographical distance⁹ from each other, or to a five plus unit building, and
 - Are owned by the same individual or firm.

Both market-rate and income-eligible multifamily properties are subject to the above multifamily eligibility requirements for coordinated services. Customers with any heating fuel type, including delivered fuels, are served (so long as they have a Rhode Island Energy account).

For income-eligible properties, co-payments for energy efficiency services and measures will be waived. The income-eligible multifamily sector is defined by properties that meet one of the following criteria:

- Owned by public housing authorities or community development corporations;

⁹ "Reasonable geographic distance" is determined at the discretion of the vendor. The prior program guidelines required buildings to be neighboring each other. This revised guideline will allow the vendor to treat more units for a single owner where those units may be located down the street from each other.

- Receive affordable housing tax credits or other types of low-income funds/subsidies from the state or federal government; or
- Consist of building units where 50 percent or more of occupants receive utility service on the A-60 Low-Income rate.)

A multifamily property may be eligible for services and incentives under both residential and commercial programs. As an example, a building with 20 dwellings that is electrically sub-metered (20 residential accounts) with a commercial electric account for common areas and one commercial gas account serving a central heating/hot water system will likely qualify for incentives through both Multifamily and the Commercial & Industrial Multifamily Programs (see section 6 of Attachment 2). While this adds a layer of complexity for the Company, it is critical that the Company maintain accounting via these various program budgets to ensure equity for all customers, funding projects through the energy efficiency program charge. In contrast, customers do not experience this added layer of complexity and receive a consolidated incentive for all efficiency work completed at the site. The Program's Lead Vendor is well versed in managing projects with multiple types of multifamily designations and can help the customer navigate the process of participating in both programs.

4.3 Implementation and Delivery

The Rhode Island Multifamily Program has a single Lead Vendor that utilizes a network of Rhode Island subcontractors to serve all customers, including income-eligible customers. A customer can learn about the Company's Multifamily Program offerings in a myriad of ways ranging from communicating directly with the Lead Vendor, accessing the Rhode Island Energy website, direct mail and print marketing, and digital marketing campaigns. The Lead Vendor also conducts direct outreach to help enroll customers in the programs and increase participation.

If the customer or landlord is interested in starting the process, the Lead Vendor would perform an eligibility assessment and then schedule a home energy assessment. The Lead Vendor then conducts post site screening to identify which measures pass a benefit/cost (B/C) screening on a project level basis. If a measure does not pass, customers can still include it in the project without an incentive.

A final proposal is then presented to the customer that includes the scope of work, costs, available incentives, and an estimated time frame. The customer is made aware of financing options available to them as well. If the customer decides to proceed with the project, installation work is then scheduled. Once installation work is completed, a final walk through with the customer is done. A completion report is then created and presented to the site's authorized representative and signed off on. A customer survey is also conducted once the work is complete.

Individual condo owners within the Multifamily Program are eligible for financing under the HEAT Loan.

An independent third-party company provides quality control and quality assurance to at least 5 percent of all assessments and weatherization projects.

4.4 2025 Program Enhancements and Changes

In 2025, the Company seeks to continue or start several strategies to foster improvement in the multifamily programs. These strategies include creative techniques to incentivize vendor performance, ease financial obstacles for customers, and provide targeted education and outreach to landlords and tenants.

In 2024, the Company established performance incentives with the multifamily Lead Vendor to help improve program performance. 2025 will be the first full year of operation with performance incentives in place.

The Company is also exploring a 100% weatherization incentive for multifamily properties where all occupants are renters, so long as the overall project remains cost effective.

The Company plans to continue its efforts to pursue creative go-to-market strategies for multifamily energy efficiency. There is an ongoing opportunity to better educate multifamily property owners, landlords, and tenants about energy efficiency opportunities. In 2024, Rhode Island Energy launched a landlord outreach initiative in collaboration with the City of Central Falls and community-based organization Progreso Latino to promote energy efficiency directly to landlords. As part of this assessment, the Company is collaborating with its partners to deliver targeted marketing campaigns to multifamily tenants and landlords in Central Falls. The Company also plans to hold listening sessions with Central Falls landlords to better understand their barriers to participating in Rhode Island's energy efficiency programs. These sessions will allow the Company to educate landlords about the opportunities available to them, advocate options for energy efficiency in response to landlords' concerns, and ultimately build trust in the local community. In 2025, the Company will expand upon this assessment by scaling to different communities while continuing to test new outreach opportunities. The goal is to apply the learnings from Central Falls and replicate the successes.

The Company also intends to continue the BlocPower demonstration.

Commented [CJ11]: Would like to see dedicated program strategy pathways for different types of MF building types. Take lessons learned from C&I team who have dedicated pathways for different business types that have different needs.

Commented [RIE11R2]: We'll talk about it with RISE and see if the team thinks it is worthwhile.

Commented [SC12]: I support this plan as a strategy to deal with the split incentive issue - are we seeing examples of this in other jurisdictions?

Commented [RIE12R2]: The idea comes from Massachusetts. We are also looking into how other PAs handle the split incentive.

Commented [SC13]: I would like to hear more details and an update on this demonstration

Commented [RIE13R2]: We are still in contract negotiations and will provide an update when available.

Commented [SA14]: Can we get an update on this? How's it been going?

Commented [RIE14R2]: We are still in contract negotiations and will provide an update when available.

5. Residential High-Efficiency HVAC and Hot Water Programs (Electric and Gas)

5.1 Offerings

The High-Efficiency Heating, Cooling, Ventilation and Hot Water Programs (HVAC and Hot Water Program) promotes and incentivizes the installation of high-efficiency electric and gas equipment through the following rebates and services:

Customer rebates on energy-efficient equipment:

- Boilers
- Combined condensing boilers
- Furnaces
- Most Efficient windows
- Hot water heaters
- Air source heat pumps (central and ductless)
- Air source heat pump water heaters
- Smart thermostats
- Water saving devices
- Boiler ECM pumps

Contractor services:

- Quality installation verification
- Contractor training
- Contractor incentives
- Upstream incentives (discount taken at the distributor level)

The HVAC and Hot Water Program is cross-promoted through the following programs: EnergyWise, Multifamily, Residential New Construction, and Home Energy Reports. Training elements and best practices of the program are also provided to the IES Program to maintain consistency in contractor skills for accurate sizing, design, installation, and performance verification of high-efficiency HVAC systems.

5.2 Eligibility Criteria

The HVAC and Hot Water Program serves all residential customers. Energy-efficient equipment must be installed by a licensed heating or cooling contractor or plumber.

5.3 Implementation and Delivery

The HVAC and Hot Water Program is administered by a Lead Vendor that is responsible for contractor training, maintaining distributor relationships, tracking data, providing content for marketing, and documenting monthly, quarterly, and annual energy savings. The Lead Vendor works closely with the Company to deliver the HVAC and Hot Water Program and provides strategic insight for program improvements.

Contractor training and education is a primary component of the HVAC and Hot Water Program to ensure accurate sizing, design, installation and performance verification of heating, cooling, and hot water equipment and results in energy savings and customer satisfaction.

The Lead Vendor provides regular communication and in-store visits with distributors to provide training and information on the equipment and solicit feedback on customer interactions. The Lead Vendor also ensures distributors have proper promotions and marketing signage within the distribution stores.

The Company and Lead Vendor work with manufacturers to develop special offers, or “flash sales”, to further incentivize customers to participate in the HVAC and Hot Water Program to gain the benefit of the energy savings.

Product channels for ease of customer use and for product adoption:

- HVAC contractors during routine maintenance service, emergency service, or contractors’ marketing communications
- Residential New Construction/Major Renovation energy advisors during project design consultation.
- Upstream and midstream incentives.
- Comprehensive RI Energy marketing channels including emails, HERs, bill inserts, and radio and media advertisements.
- RI Online Marketplace (www.RIEnergyMarketplace.com) offers customers the ability to purchase instant discount rebates on energy-efficient thermostats and water fixtures.
- The program supports a combination of upstream and midstream incentives as well as post-purchase consumer incentives. The upstream and midstream incentives encourage retailers, distributors, and manufacturers to support ENERGY STAR products with increased production and availability of products. Consumer incentives are designed to bring efficient product costs in line with less efficient equipment, thereby encouraging the adoption of the more efficient item.

- The HER Program sends communications to electric customers promoting air source heat pumps as an energy efficiency solution.
- The Company markets to all residential customers to make them aware of incentives available for heat pump water heaters and updates HVAC contractors on the offering.

A rebate processing vendor verifies and processes post-consumer incentives which can be submitted electronically or by traditional mail. This vendor also processes upstream and midstream incentives.

Customers who complete a Home Energy Assessment through the EnergyWise Program can apply for 0 percent HEAT Loan financing for qualified high-efficiency space heating and hot water equipment upgrades.

5.4 2025 Program Enhancements and Changes

The Company plans to focus on the following key themes and items in 2025 for the HVAC and Hot Water program.

Starting in 2025, the Company intends to offer tiered incentives to encourage the purchase of the highest efficiency heat pumps. We will increase our baseline heat pump standard to EnergyStar Cold Climate 6.1. We will also offer an enhanced incentive for heat pumps that meet Consortium for Energy Efficiency (CEE) requirements, which is the current requirement for the federal tax credit.

The Company will continue to coordinate with the RI Department of Energy Resources (OER) and their Clean Heat Rhode Island (CHRI) program, on topics such as:

- Alignment on heat pump standards.
- Information for customers, to ensure messaging is consistent and to help avoid customer confusion.

The Company also intends to expand contractor training and provide additional sales resources for contractors to share the benefits of heat pumps with their customers, and to ensure customer clarity and awareness regarding available incentives.

Commented [CJ15]: Where does gas equipment fit in this program? We've slowly been phasing out gas equipment, but would like to see that push result in no more incentives for gas equipment in 2025.

Commented [RIE15R2]: We are starting with the 3YP numbers which already include reductions. We continue to assess the market to determine what levels are appropriate. We are open to any analysis that shows evidence of market readiness for a phase out.

Commented [SC16]: Supportive of this, assuming tiered means increased increasing incentive offerings over the baseline incentives offered today

Commented [RIE16R2]: The plan is to increase our baseline efficiency requirement to EnergyStar 6.1 starting in 2025. We would also offer an enhanced incentive for products meeting CEE requirements, which is necessary for the Fed Tax Credit.

6. Residential Consumer Products (Electric)

6.1 Offerings

The Residential Consumer Products (RCP) Program incorporates the Environmental Protection Agency (EPA) ENERGY STAR categories of consumer appliances, select building products, and some energy-saving items not included by the EPA. The largest savings elements of the Consumer Products Program come from recycling older refrigerators, dehumidifiers, and freezers.

Residential Consumer Products supports the following products:

Energy Star Certified:

- Clothes dryers
- Dehumidifiers
- Room air cleaners
- Room air conditioners

Energy Star Most Efficient:

- Room air conditioners
- Clothes dryers
- Clothes washers
- Dehumidifiers
- Refrigerators

Additional Products:

- Advanced power strips
- Water saving equipment
- Variable speed pool pumps

Consumers can purchase products at a local retailer, online at the [RI Energy Marketplace](#), or through any online retailer (if the product meets product specifications, and there is a receipt). The RI Energy Marketplace is a streamlined portal through which customers can buy efficient products with the rebate already applied, eliminating the need for the customer to apply for the rebate post-sale. Most products on the Marketplace are ones that can be installed by the customer. In some instances, products on the Marketplace are not incentivized. However, the Company lists these products on the Marketplace to provide pre-vetted products to narrow down the selection for consumers and help them avoid potentially unreliable or untested products available through other online retailers.

6.2 Eligibility Criteria

The Residential Consumer Products Program serves all residential customers.

6.3 Implementation and Delivery

There is a Lead Vendor that works with retailers, so that they are knowledgeable about the products and ensure proper signage within the retail stores. The Lead Vendor also helps staff customer outreach events and customer information tables at retailer locations. The program supports a combination of upstream and midstream incentives as well as post-purchase consumer incentives.

The upstream incentive is negotiated with major retailers, manufacturers, and distributors while the midstream incentives are typically offered to distributors who are working with smaller retailers. The incentives encourage retailers, manufacturers, and distributors to support ENERGY STAR products by increasing the on-site stocking levels of highly efficient products. By increasing the availability of the products, providing information on the advantages of ENERGY STAR products, and the offer (or promise) of an incentive, the consumer is more likely to acquire products that they might not normally have purchased.

A rebate processing vendor verifies and processes post-consumer incentives which can be submitted electronically or by traditional mail. This vendor also processes upstream, midstream, and recycling incentives.

The recycling vendor collects refrigerators, freezers and dehumidifiers from customer residences or central recycling locations and transports them to the recycling facility in compliance with the EPA's Responsible Appliance Disposal Program.

6.4 2025 Program Enhancements and Changes

In 2025, the Company will:

- Offer appliance recycling to customers for pick-up services to recycle working refrigerators and freezers with add-on dehumidifiers.
- Continue to explore ways to increase program awareness around instant rebates on Most Efficient Appliances; refrigerators, clothes washers & dryers, room air conditioners.
- Continue monitoring EM&V and market data (eg on free-ridership, net-to-gross) to ensure optimization of the program's measures and incentives.

The Company is also screening to see if heat pump dryers could be added as a cost-effective measure.

Commented [CJ17]: Are there other appliance recycling services we could be offering (e.g. room ACs)?

Commented [RIE17R2]: Room ACs do not screen.

Commented [SC18]: Looking forward to this programming resuming as soon as possible, proper recycling is critically important and if I recall correctly, this is a very cost-effective program

Commented [RIE18R2]: Thanks Steve, we are also looking forward to the program resuming and we are working hard to make that happen ASAP.

Commented [CJ19]: Could we explore adding some sort of enhanced incentive to a customer that recycles a primary piece of equipment eligible in the appliance recycling program and then purchases an efficient one, or vice versa?

Commented [RIE19R2]: This would only be applicable to Dehumidifiers, (RIE doesn't offer rebates on Fridge or Freezer other than Most Efficient which isn't feasible thru upstream channel). Dehumidifiers generally do well without enhanced incentive while dropping off units, but we will certainly take it under consideration.

Commented [SC20]: Just flagging that I would like to learn more about these programs and the discussions around increasing awareness

Commented [RIE20R2]: One example re: increasing awareness is that RIE installed large A-Frame POP (point of purchase) in all the HD & Lowe's stores across RI region promoting Most Efficient products.

Commented [SA21]: Can we spell out NTG?

Commented [SA22]: Let's spell acronyms before using them

7. Residential New Construction (Electric and Gas)

7.1 Offerings

Design and Construction Assistance

- Energy modeling and design assistance to verify compliance with the Residential New Construction (RNC) Program's requirements and determination of respective incentives.
- In-field training and inspections to verify compliance with the RNC Program requirements and promote efficiency in subsequent projects.

Market Development

- Technical training on high-efficiency and Zero Energy building practices, as well as energy code compliance, to build necessary market capacities.
- Training and certifying Home Energy Rating System (HERS) raters to increase the number of qualified raters based in RI.
- Rating and certification services, including HERS, DOE Zero Energy Ready Home, Passive House, and ENERGY STAR, to promote visibility of energy efficiency in the marketplace and support increased use of the Rhode Island Residential Stretch Code.

Incentives

- Whole-home efficiency incentives for buildings based on achieved level of efficiency and number of units.
 - Path to Energy Efficiency incentives ranging from \$200 to \$4,000 per home.
 - Three efficiency tiers, with an entry threshold of 15 percent more efficient than baseline and progressive maximum air leakage requirements.
 - Additional incentive options of \$250-\$1,000 per home for all-electric homes and \$100-\$200 per home for ENERGY STAR certification.
- Path to Zero Energy Ready incentives ranging from \$500-\$1,500 per home in addition to Path to Energy Efficiency.
 - Projects must meet a minimum base efficiency level, be all-electric, and achieve DOE Zero Energy Ready Home, Passive House, or equivalent certification.

- Projects with more than 75 units are eligible for custom incentives.
- Adaptive Reuse projects are incentivized based on a separate set of prescriptive measures tailored to mill conversion projects.
- Certification incentives are provided to support third-party verification of energy efficiency measures.
- Equipment rebates for qualifying high-efficiency heating, cooling, and hot water equipment.
- Complimentary WaterSense showerheads.

7.2 Eligibility Criteria

The RNC Program is designed to advance the Rhode Island housing market toward Zero Energy Homes. The program provides technical services, inspection services, and project incentives for new construction, additions, and major renovations to both one-to-four unit and five plus unit buildings. The program also supports major renovation of adaptive reuse projects (e.g., mill building conversions). The RNC Program supports both market rate and income eligible housing units.

7.3 Implementation and Delivery

Design and Construction Assistance, Incentives

The RNC project pipeline is developed primarily through coordination with Rhode Island permitting departments, engagement of the building industry, and referrals from EnergyWise and Rhode Island Housing. A participating customer/project team begins the process by calling or emailing the RNC Program. The project team meets with the RNC Program team (led by a Lead Vendor) to discuss the project design, learn how to modify design or mechanical systems to improve energy efficiency, and initiate energy modeling of the project to determine the potential for incentives. Once construction has begun, RNC staff provides on-site training as needed and conducts inspections of the completed project to determine energy efficiency and respective incentives. When the project is complete and has met program requirements, the performance and equipment incentives are issued.

Market Development

The RNC Program identifies opportunities to build necessary market capacities to advance toward Zero Energy Homes and delivers education and outreach programming designed to achieve this goal.

7.4 2025 Program Enhancements and Changes

In 2025, the Company will focus on the following themes and items for the Residential New Construction program.

- Conduct exit surveys with builders after the completion of each project.
- Expand partnerships with affordable housing entities such as RI Housing to develop high efficiency construction guidelines and standards for affordable housing.
- Adjust program incentives to account for an increasingly more stringent code baseline, and continue to encourage high efficiency construction, with a goal of setting zero energy as the construction standard in Rhode Island.
- Increase incentives for achieving Passive House certification.
- Increase incentives for achieving US DOE Zero Net Energy certification.
- Increase incentive bonus for all electric homes.
- Increase the number of projects achieving advanced building standards and certifications including Zero Net Energy and Passive House.
- Continue with training and workforce development efforts. Please refer to Section 2.6.2.5 (Training for Codes and Standards) in the Main Text for more information on this topic.

Commented [CJ23]: Move to all electric NC program?

Commented [RIE23R2]: We are starting with the 3YP numbers which already include reductions and discuss our views on recent market conditions. We continue to assess the market to determine what levels are appropriate. We are open to any analysis that shows evidence of market readiness for a phase out.

Commented [CJ24]: Commitment in 2024 Plan to research program redesign options, including P4P. I would expect that the outcomes of that research would be reflected in the 2025 Plan.

Commented [RIE24R2]: We did explore some program redesign options, but they did not indicate any significant benefits to changing the existing model. At the moment the RNC program is performing well and we want to focus on attention on key issues such as DF / Justification / Cost of Supply, in particular on programs that have a negative cost of supply. Lastly we have identified several improvements here that will help further an already strong RNC program.

Commented [SC25]: Nice!

Commented [RIE25R2]: Thanks!

8. Home Energy Reports (Electric and Gas)

8.1 Offerings

The HER Program is a statewide energy efficiency offering that provides benefits for Rhode Island residential customers through the mailing and emailing of customer-specific energy usage reports and insights. While over 300,000 customers receive HERs (i.e., the treatment group) by way of direct mail and/or e-mail, all account holders have access to insights into their energy consumption via the web tools located on the Company's website. The program has evolved since 2013 from offering only mailed insights to now being integrated into the Company's website with online assessment tools, sending Non-Advanced Metering Infrastructure (AMI) High Usage Alerts, and utilizing segmentation to target different populations with relevant messaging.

8.2 Eligibility Criteria

Most Rhode Island residential Electric and Gas customers are eligible for the HER Program. Customers with an email address on record will also receive an electronic version of the report (eHER). All customers have access to the online home energy assessment and related insights. Randomly compiled control and treatment groups are necessary for accurate savings reporting. Thus, some customers will not receive print or electronic reports (control group), while others receive both print and electronic HERs (treatment group).

8.3 Implementation and Delivery

The HER Program is administered by a Lead Vendor, a company with subject matter expertise selected by the Company to deliver the program. The Lead Vendor is responsible for maintaining HER distribution groups, tracking data, managing the online portal, and documenting energy savings. The Lead Vendor works with the Company to craft the messaging and delivery of the HERs and works with the Company to introduce additional program enhancements, aligning with the Company's state-wide comprehensive marketing efforts.

All eligible customers will receive up to six printed versions of the report a year and up to four gas specific reports in the winter season. All customers with email on record will receive up to 12 eHERs a year. The reports include marketing messages informing customers of other program opportunities so that they may be made aware of the most current and relevant energy efficiency offerings. For customers interested in learning more about energy saving tips and their home's energy consumption, they may log into the online portal and use the available tools.

8.4 2025 Program Enhancements and Changes

There are no significant program changes anticipated for 2025.

9. Marketing to Residential Customers

In 2025, the Company will continue to drive participation through two main pathways – targeted programs and broad-based programs. Targeted programs include the Company’s retrofit, new construction, and product rebate programs. These programs serve to drive deeper savings to targeted customer segments and offer a wide array of energy efficiency measures. The Company also reaches broad participation by promoting products upstream and through Home Energy Reports. These broader based programs provide value by reaching a wide and diverse set of customers, helping to provide more customers with access to energy savings, as well as acting as a gateway to drive participation in other Company energy efficiency programs.

Rhode Island Energy’s website will be overhauled in 2024, which will improve navigability, readability, and accessibility. Customers will have a single sign-on experience that allows them to seamlessly access information on all aspects of their energy use, including billing questions and energy efficiency. The website will offer language translation through Google Translate to improve accessibility for all customers. The improved website will be available in early 2025.

The Company plans to hold twelve customer assistance expos annually, plus over a dozen pop-ups each month, located in communities throughout the state. These events focus on ways to help customers pay their bills. Energy efficiency is a key method to help customers lower their gas and electric bills, and Company staff help customers understand how to participate. These events serve as excellent opportunities to engage with customers, offering informative materials, raising awareness, and addressing the relevance of energy efficiency. Customer Advocates will attend many outreach events at local organizations in addition to the customer assistance expos.

The Company plans to pilot a social influencer effort in 2024 and based on those learnings will expand in 2025. Social media influencers can develop content covering topics from energy saving tips, the Home Energy Assessment experience, how heat pumps work, or making a product purchase at Lowe’s or Home Depot and getting an instant rebate. Through authentic content from personalities that customers already trust, Rhode Islanders can organically learn about making more energy efficient choices and finding ways to save money.

The Company coordinates State agencies to refer customers and share leads across Rhode Island Energy Efficiency Programs and other state and federal energy efficiency opportunities, such as CHRI. Cross-marketing occurs via strategically timed collateral, leave-behind information and marketing materials that cross-promote programs, and by processes to serve customers and buildings holistically across multiple program pathways. In 2025, the Company will introduce a follow-up marketing campaign triggering communications to customers after they participate, identifying the next best step in their energy efficiency journey. The Company holds routine meetings and has ad hoc channels of communication open with other program administrators, including OER and CommerceRI.

Each program described in this Plan seeks to drive customer participation to deliver the benefits of energy efficiency to customers throughout Rhode Island. For 2024, the Company will continue to plan and report participation in ‘net’ terms, which takes into account free-ridership and spillover (commonly referred to as net-to-gross factors). This method of accounting for participants aligns participation numbers with energy savings numbers, which are recorded in net terms. This approach provides a more accurate connection between energy savings and the number of customers who benefit from efficiency programs. Planned participation estimates are included in Attachment 5 Electric EE Program Tables, Table E-7 and Attachment 6 Gas EE Program Tables, Table G-7.

Table 2 below describes the definitions for how Rhode Island Energy projects, tracks, and reports participation in the efficiency programs.

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Table 2. Participation Definitions

Fuel	Sector	Program	Participation Unit
Gas	Commercial & Industrial	Large Commercial New Construction	Unique Billing Account
		Large Commercial Retrofit	Unique Billing Account
		Small Business Direct Install	Unique Billing Account
		C&I Multifamily	Housing Units
	Income Eligible Residential	Single Family – Income Eligible Services	Unique Billing Account
		Income Eligible Multifamily	Housing Units
	Residential	ENERGY STAR® HVAC	Unique Billing Account
		EnergyWise	Unique Billing Account
		Multifamily	Housing Units
		Home Energy Reports	Unique Billing Account
		Residential New Construction	Housing Units
Electric	Commercial & Industrial	Large Commercial New Construction	Unique Billing Account
		Large Commercial Retrofit	Unique Billing Account + Unique Customer names from Upstream Lighting
		Small Business Direct Install	Unique Billing Account
	Income Eligible Residential	Single Family – Income Eligible Services	Unique Billing Account
		Income Eligible Multifamily	Housing Units
	Residential	ENERGY STAR® HVAC	Unique Billing Account
		EnergyWise	Unique Billing Account
		Multifamily	Housing Units
		Home Energy Reports	Unique Billing Account
		Residential New Construction	Housing Units
		ENERGY STAR® Products	Number of Rebates

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10. Residential Measures and Incentives

Table 3Table 3 below lists the planned measures for the electric Residential programs, by program, along with the planned quantities, incentives per quantity, total incentives, and annual and lifetime savings. Table 4Table 4 shows planned costs in non-incentive cost categories for each program that are not allocated at the measure level. Table 5Table 5 and Table 6Table 6 show the same information for the planned Gas program, respectively.

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Table 3. Planned Measures for Electric Residential Programs

Commented [RIE26]: This table is from 2024 Plan and is here as an example. It will be updated in future drafts.

Table 3. Planned Measures for Electric Residential Programs

Program	Measure	Quantity	Incentive / Quantity	Total Incentives	Net Annual Energy Savings (MWh)	Net Lifetime Energy Savings (MWh)	Net Annual Summer Capacity Savings (kW)	Net Annual Winter Capacity Savings (kW)	Annual Carbon Reductions (Short Tons)	Lifetime Carbon Reductions (Short Tons)
EnergyWise Multifamily	Aerator - Elec	200	\$5.00	\$1,000	6.4	44.5	0.5	1.2	2.5	17.5
	Aerator - Oil	60	\$5.00	\$300	0.0	0.0	0.0	0.0	0.8	5.7
	Aerator - Other	48	\$5.00	\$240	0.0	0.0	0.0	0.0	0.6	3.9
	Air Sealing - Elec	800	\$178.00	\$142,400	18.8	375.4	1.6	1.1	7.4	147.9
	Air Sealing - Elec w/AC	20	\$178.00	\$3,560	1.4	27.5	0.8	0.0	0.5	10.8
	Air Sealing - Oil	35	\$178.00	\$6,230	0.0	0.0	0.0	0.0	5.8	115.7
	Air Sealing - Other	5	\$0.00	\$0	0.0	0.0	0.0	0.0	0.2	4.7
	CUSTOM CIRCULATOR	2	\$4,800.00	\$9,600	3.6	54.1	0.0	0.0	1.4	21.3
	Heat Pumps	14	\$19,500.00	\$273,000	100.2	2004.0	0.0	0.0	39.5	789.8
	Insulation - Elec w/AC	1150	\$52.50	\$60,375	37.8	945.8	0.0	0.0	14.9	372.8
	Insulation - Oil	100	\$52.50	\$5,250	0.0	0.0	0.0	0.0	39.2	981.2
	Insulation - Other	10	\$52.50	\$525	0.1	1.8	0.0	0.0	0.5	12.5
	Pipe Wrap DHW - Elec	200	\$3.00	\$600	4.2	62.5	0.3	0.8	1.6	24.6
	Pipe Wrap DHW - Oil	30	\$3.00	\$90	0.0	0.0	0.0	0.0	0.3	4.5
	Pipe Wrap DHW - Other	2	\$3.00	\$6	0.0	0.0	0.0	0.0	0.0	0.3
	Programmable Thermostat - Elec w/ AC	800	\$125.00	\$100,000	112.0	2127.6	32.4	16.2	44.1	838.5
	Programmable Thermostat - Oil	20	\$125.00	\$2,500	0.3	5.5	0.1	0.0	1.4	26.8
	Showerhead - Elec	120	\$25.00	\$3,000	24.7	370.6	1.8	4.8	9.7	146.1
	Showerhead - Oil	40	\$25.00	\$1,000	0.0	0.0	0.0	0.0	3.8	56.6
	Showerhead - Other	5	\$25.00	\$125	0.0	0.0	0.0	0.0	0.4	6.1
	Smart Strips	1000	\$23.00	\$23,000	56.8	284.0	5.9	8.8	22.4	111.9
	TSV Showerhead - Elec	30	\$40.00	\$1,200	7.9	118.6	0.6	1.5	3.1	46.8
	TSV Showerhead - Oil	10	\$40.00	\$400	0.0	0.0	0.0	0.0	1.1	16.2
	TSV Showerhead - Other	2	\$40.00	\$80	0.0	0.6	0.0	0.0	0.2	3.0
	VFD	9	\$12,000.00	\$108,000	130.8	1700.0	0.0	0.0	51.5	670.0
EnergyWise Single Family	Aerator, Electric	200	\$7.00	\$1,400	3.8	26.3	0.3	0.7	1.5	10.4
	Aerator, Oil	220	\$7.00	\$1,540	0.0	0.0	0.0	0.0	1.8	12.5
	Aerator, Others	32	\$7.00	\$224	0.0	0.0	0.0	0.0	0.2	1.5
	Electric Resistance to MSHp	10	\$4,200.00	\$42,000	61.9	1052.1	0.0	16.6	24.4	414.7
	Participant	12750	\$375.00	\$4,781,250	0.0	0.0	0.0	0.0	0.0	0.0
	Pipe Insulation, Electric	1260	\$7.00	\$8,820	44.3	664.6	3.3	8.6	17.5	261.9
	Pipe Insulation, Oil	2310	\$7.00	\$16,170	0.0	0.0	0.0	0.0	42.6	639.6
	Pipe Insulation, Others	630	\$7.00	\$4,410	0.0	0.0	0.0	0.0	10.0	150.6
	Pre-weatherization	650	\$250.00	\$162,500	0.0	0.0	0.0	0.0	0.0	0.0
	Programmable Thermostat - Elec	700	\$100.00	\$70,000	79.5	1511.1	20.6	12.7	31.3	595.6
	Programmable Thermostat, Oil	2768	\$100.00	\$276,800	38.1	724.8	21.2	0.0	250.5	4758.6
	Programmable Thermostat, Others	70	\$100.00	\$7,000	1.0	18.3	0.5	0.0	5.5	104.9
	Refrigerator Brush	5250	\$5.00	\$26,250	59.5	297.6	8.5	7.0	23.5	117.3
	Showerhead - Elec	800	\$30.00	\$24,000	113.0	1694.6	9.5	0.0	44.5	667.9
	Showerhead - Oil	1250	\$30.00	\$37,500	0.0	0.0	0.0	0.0	80.1	1200.9
	Showerhead - Other	63	\$30.00	\$1,890	0.0	0.0	0.0	0.0	3.2	47.9
	Smart Strip	8925	\$22.00	\$196,350	535.9	2679.6	55.9	83.0	211.2	1056.1
	Weatherization, Electric	263	\$3,200.00	\$841,600	183.1	3661.7	51.9	32.1	72.2	1443.2
	Weatherization, Oil	1836	\$3,050.00	\$5,599,800	106.9	2138.6	44.6	0.0	1709.9	34197.9
	Weatherization, Others	220	\$3,050.00	\$671,000	12.8	256.3	5.3	0.0	177.6	3551.6
	WiFi Thermostat - AC Only	10	\$200.00	\$2,000	0.3	2.9	0.1	0.0	0.1	1.1
	WiFi Thermostat - Electric	200	\$200.00	\$40,000	22.7	250.0	5.9	3.6	9.0	98.5
	WiFi Thermostat - Oil	63	\$200.00	\$12,600	0.9	9.6	0.5	0.0	7.6	83.2
	WiFi Thermostat - Others	21	\$200.00	\$4,200	0.3	3.2	0.2	0.0	2.2	24.1
Home Energy Reports	Existing Dual Fuel	155680	\$0.00	\$0	15044.8	15044.8	2068.7	3197.0	5929.5	5929.5
	Existing Electric	94515	\$0.00	\$0	5815.2	5815.2	799.6	1235.7	2291.9	2291.9
	New Movers Dual Fuel	16745	\$0.00	\$0	1649.9	1649.9	226.9	350.6	650.3	650.3
	New Movers Electric	9635	\$0.00	\$0	848.9	848.9	116.7	180.4	334.6	334.6
Residential Consumer Products	Advanced Power Strips - Tier 2	100	\$35.00	\$3,500	14.1	70.5	1.5	2.2	5.6	27.8
	Clothes Washer Most Efficient	125	\$25.00	\$3,125	29.9	418.1	2.0	2.3	11.8	164.8
	Dehumidifier Most Efficient	125	\$15.00	\$1,875	5.8	98.9	1.1	0.2	2.3	39.0

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Table 3. Planned Measures for Electric Residential Programs

Program	Measure	Quantity	Incentive / Quantity	Total Incentives	Net Annual Energy Savings (MWh)	Net Lifetime Energy Savings (MWh)	Net Annual Summer Capacity Savings (kW)	Net Annual Winter Capacity Savings (kW)	Annual Carbon Reductions (Short Tons)	Lifetime Carbon Reductions (Short Tons)
	Dehumidifier Recycling	1200	\$35.00	\$42,000	200.3	801.2	14.1	2.9	78.9	315.8
	Dryer Most Efficient	125	\$25.00	\$3,125	13.7	219.1	1.8	2.3	5.4	86.3
	Freezer Recycling	350	\$50.00	\$17,500	109.5	876.1	14.0	10.4	43.2	345.3
	Low E Storm Windows, electric heat	40	\$25.00	\$1,000	8.8	175.9	2.3	1.4	3.5	69.3
	Low E Storm Windows, other heat	40	\$25.00	\$1,000	0.2	3.8	0.1	0.0	2.4	48.5
	Low Flow Showerhead w/ TSV - Elec	55	\$15.00	\$825	10.6	158.9	0.8	2.1	4.2	62.6
	Low Flow Showerhead w/ TSV - Oil	55	\$15.00	\$825	0.0	0.0	0.0	0.0	4.6	68.4
	Low Flow Showerhead w/ TSV - Other	55	\$15.00	\$825	0.0	0.0	0.0	0.0	3.5	52.9
	Pool pump (variable)	500	\$500.00	\$250,000	571.4	3428.3	330.4	0.0	225.2	1351.2
	Refrigerator Most Efficient	425	\$25.00	\$10,625	30.5	366.1	4.3	3.6	12.0	144.3
	Refrigerator Recycling	3100	\$95.00	\$294,500	1261.6	5046.3	179.4	147.6	497.2	1988.9
	Room AC Most Efficient	125	\$15.00	\$1,875	10.2	121.8	5.1	0.0	4.0	48.0
	Room air cleaners	800	\$45.00	\$36,000	191.2	1720.4	36.1	7.5	75.3	678.0
	Smart Strips	4500	\$10.00	\$45,000	352.1	1760.5	36.8	54.5	138.8	693.9
	Thermostatic Shutoff Valve - Elec	50	\$11.50	\$575	2.9	43.1	0.2	0.6	1.1	17.0
	Thermostatic Shut-off Valve - Oil	50	\$11.50	\$575	0.0	0.0	0.0	0.0	1.3	19.6
	Thermostatic Shut-off Valve - Other	50	\$11.50	\$575	0.0	0.0	0.0	0.0	1.0	15.0
	Tricklestar Keyboard	50	\$25.00	\$1,250	2.7	13.7	1.0	1.5	1.1	5.4
Residential HVAC	Central Heat Pump	200	\$350.00	\$70,000	268.3	5366.2	35.1	54.2	105.7	2115.0
	CoolSmart AC QIV ES	40	\$175.00	\$7,000	1.5	26.4	0.8	0.0	0.6	10.4
	CoolSmart HP Digital Check	75	\$175.00	\$13,125	21.8	109.0	2.1	4.9	8.6	43.0
	CoolSmart HP QIV ES	40	\$0.00	\$0	9.7	174.0	0.9	2.2	3.8	68.6
	ECM Pumps	4100	\$100.00	\$410,000	308.3	6166.4	0.0	89.9	121.5	2430.3
	Electric Resistance to MSHP	858	\$4,000.00	\$3,432,000	5085.2	86449.0	0.0	1362.4	2004.2	34071.7
	HPWH, Electric - <55 gallon	25	\$600.00	\$15,000	39.9	518.7	3.2	5.9	14.5	189.0
	HPWH, Electric - >55 gallon, UEF 2.70	195	\$150.00	\$29,250	65.4	850.8	3.0	5.5	25.8	335.3
	Mini Split Heat Pump QIV	370	\$100.00	\$37,000	30.5	517.7	2.5	6.7	12.0	204.0
	MiniSplit HP	1335	\$350.00	\$467,250	682.4	11601.1	53.0	121.7	269.0	4572.3
	WiFi programmable thermostat with cooling (oil)	1500	\$75.00	\$112,500	95.6	1052.0	26.0	0.0	371.2	4083.4
	Window -Electric Resistance	25	\$75.00	\$1,875	3.1	53.4	1.0	1.3	1.2	21.1
	Window -Heat Pump	25	\$75.00	\$1,875	1.7	28.2	0.4	0.3	0.7	11.1
	Window -Oil	25	\$75.00	\$1,875	0.2	2.9	0.1	0.0	1.2	20.8
	Window -Propane	25	\$75.00	\$1,875	0.2	2.9	0.1	0.0	1.1	18.1
Residential New Construction	Clothes Washer	130	\$0.00	\$0	4.2	46.3	1.6	1.8	1.7	18.3
	CODES AND STANDARDS	1	\$0.00	\$0	248.4	4967.9	0.0	0.0	97.9	1958.0
	Cooling - Tier 1	106	\$0.00	\$0	10.2	254.2	0.5	0.0	4.0	100.2
	Cooling - Tier 2	102	\$0.00	\$0	10.6	264.5	0.5	0.0	4.2	104.2
	Cooling - Tier 3	13	\$0.00	\$0	1.7	41.4	0.1	0.0	0.7	16.3
	CP - Cooling	13	\$0.00	\$0	1.9	48.5	0.5	0.0	0.8	19.1
	CP - DHW	13	\$0.00	\$0	4.9	73.2	0.0	1.9	28.9	28.9
	CP - Heating	13	\$380.00	\$4,940	17.1	427.7	0.0	5.5	15.2	378.8
	DHW - Tier 1	106	\$0.00	\$0	3.4	50.9	0.8	0.0	1.3	20.1
	DHW - Tier 2	102	\$0.00	\$0	3.3	50.0	2.3	0.0	1.3	19.7
	DHW - Tier 3	13	\$0.00	\$0	0.5	6.8	0.3	0.0	0.2	2.7
	Dishwasher	358	\$0.00	\$0	1.3	13.8	0.1	0.2	0.5	5.4
	Heating - Tier 1	106	\$974.00	\$103,244	54.2	1355.6	0.0	3.0	36.5	913.2
	Heating - Tier 2	102	\$1,678.00	\$171,156	115.6	2890.6	0.0	6.6	78.8	1971.0
	Heating - Tier 3	13	\$4,090.00	\$53,170	21.7	542.8	0.0	2.3	15.7	391.7
	Refrigerators	488	\$0.00	\$0	22.8	273.1	2.6	2.9	9.0	107.7
	Renovation Rehab - Cooling Tier 1, Elec	26	\$0.00	\$0	10.0	250.1	1.1	3.9	43.6	1089.8
	Renovation Rehab - Cooling Tier 2, Elec	33	\$0.00	\$0	51.6	1289.9	1.0	3.7	35.3	881.4
	Renovation Rehab - Cooling Tier 3, Elec	3	\$0.00	\$0	6.3	157.0	0.5	1.7	2.5	61.9
	Renovation Rehab - DHW Tier 1, Elec	26	\$0.00	\$0	10.0	150.1	1.1	3.9	43.6	654.1
	Renovation Rehab - DHW Tier 2, Elec	33	\$0.00	\$0	51.6	774.0	1.0	3.7	35.3	528.9
	Renovation Rehab - DHW Tier 3, Elec	3	\$0.00	\$0	6.3	94.2	0.5	1.7	2.5	37.1
	Renovation Rehab - Heating Tier 1, Elec	26	\$990.00	\$25,740	10.0	250.1	1.1	3.9	43.7	1093.5
	Renovation Rehab - Heating Tier 2, Elec	33	\$1,672.00	\$55,176	51.6	1289.9	1.0	3.7	35.3	882.8
	Renovation Rehab - Heating Tier 3, Elec	3	\$2,907.00	\$8,721	6.3	157.0	0.5	1.7	2.5	61.9
	Renovation Rehab CP - Cooling, Elec	3	\$0.00	\$0	2.1	52.7	0.0	0.1	0.8	20.8
	Renovation Rehab CP - DHW, Elec	3	\$0.00	\$0	2.1	31.6	0.0	0.1	0.8	12.5
	Renovation Rehab CP - Heating, Elec	3	\$380.00	\$1,140	2.1	52.7	0.0	0.1	0.8	20.8
	Showerheads	13	\$0.00	\$0	3.1	46.9	0.4	0.8	1.2	18.5
Income Eligible Single Family	Basic Educational Measures	2000	\$180.00	\$360,000	42.0	210.0	4.4	6.5	16.6	82.8
	Dehumidifier Rebate	475	\$375.00	\$178,125	232.5	3951.9	43.8	9.1	91.6	1557.5
	Domestic Hot Water Measure, Oil	15	\$20.00	\$300	0.0	0.0	0.0	0.0	1.1	14.1
	Early Retirement Clothes Washer Elec DHW & Elec Dryer	120	\$870.00	\$104,400	70.6	987.8	9.3	9.9	27.8	389.3
	Early Retirement Clothes Washer Elec DHW & Gas Dryer	5	\$870.00	\$4,350	1.5	21.5	0.2	0.2	0.9	12.4
	Early Retirement Clothes Washer Gas DHW & Elec Dryer	200	\$870.00	\$174,000	65.4	915.6	8.7	9.2	40.8	570.5
	Early Retirement Clothes Washer Gas DHW & Gas Dryer	120	\$870.00	\$104,400	5.5	77.3	0.7	0.8	17.9	250.6
	Early Retirement Clothes Washer Oil DHW & Elec Dryer	180	\$870.00	\$156,600	58.9	824.0	7.8	8.3	41.7	584.4
	Early Retirement Clothes Washer Propane DHW & Elec Dryer	15	\$870.00	\$13,050	4.9	68.7	0.6	0.7	3.3	45.7

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Table 3. Planned Measures for Electric Residential Programs

Program	Measure	Quantity	Incentive / Quantity	Total Incentives	Net Annual Energy Savings (MWh)	Net Lifetime Energy Savings (MWh)	Net Annual Summer Capacity Savings (kW)	Net Annual Winter Capacity Savings (kW)	Annual Carbon Reductions (Short Tons)	Lifetime Carbon Reductions (Short Tons)
Income Eligible Multifamily	Heating System Retrofit - Boiler, Oil	150	\$7,300.00	\$1,095,000	1.5	34.5	0.0	0.3	94.8	2179.9
	Heating System Retrofit - Boiler, Other	3	\$7,300.00	\$21,900	0.0	1.1	0.0	0.0	1.7	38.3
	Heating System Retrofit - Furnace, Oil	25	\$7,300.00	\$182,500	0.3	4.3	0.0	0.1	15.8	268.5
	Heating System Retrofit - Furnace, Other	6	\$7,300.00	\$43,800	0.1	1.6	0.0	0.0	3.3	56.6
	HP Water Heaters	3	\$2,131.00	\$6,393	5.1	77.0	0.2	0.3	2.2	32.3
	MSHP - Electric Resistance	120	\$17,500.00	\$2,100,000	785.9	13360.0	0.0	210.6	309.7	5265.5
	Replacement Freezer	150	\$615.00	\$92,250	50.0	599.4	6.4	4.8	19.7	236.2
	Replacement Refrigerator	1350	\$1,260.00	\$1,701,000	630.5	9456.8	89.6	73.8	248.5	3727.1
	Smart Strips	2300	\$20.00	\$46,000	180.0	899.8	18.8	27.9	70.9	354.6
	Weatherization, Del Fuel	230	\$5,500.00	\$1,265,000	21.9	437.0	5.7	3.5	249.3	4986.1
	Weatherization, Electric	120	\$5,500.00	\$660,000	147.7	2954.4	38.8	23.9	58.2	1164.4
	Weatherization, Other	20	\$5,500.00	\$110,000	1.9	37.2	1.1	0.5	17.4	348.3
	Wi-Fi Thermostat - AC Only	25	\$275.00	\$6,875	1.6	17.7	0.8	0.0	0.6	7.0
	Wi-Fi Thermostat - Oil	30	\$275.00	\$8,250	0.5	5.9	0.3	0.0	7.0	76.5
	Wi-Fi Thermostat - Other	5	\$275.00	\$1,375	0.1	1.0	0.1	0.0	1.0	11.1
	Window AC Replacements	2225	\$480.00	\$1,068,000	158.0	1895.7	82.4	0.0	62.3	747.1
	Aerator - Electric	95	\$5.00	\$475	3.2	22.7	0.2	0.6	1.3	9.0
	Aerator - Oil	20	\$5.00	\$100	0.0	0.0	0.0	0.0	0.3	2.0
	Air Sealing - Elec	50	\$70.00	\$3,500	5.0	100.9	0.0	0.0	2.0	39.8
	Air Sealing - Elec w/AC	30	\$70.00	\$2,100	3.0	60.6	0.7	0.5	1.2	23.9
	Air Sealing - Oil	9	\$70.00	\$630	0.0	0.0	0.0	0.0	2.2	43.8
	Air Sealing - Other	5	\$70.00	\$350	0.0	0.0	0.0	0.0	0.0	0.0
	Custom	1	\$300,000.0	\$300,000	60.9	912.8	0.0	0.0	24.0	359.7
	CUSTOM CHP	1	\$540,000.0	\$540,000	119.8	2395.0	0.0	0.0	30.2	603.9
	CUSTOM CIRCULATOR	2	\$8,000.00	\$16,000	5.5	83.2	0.0	0.0	2.2	32.8
	Heat Pumps	5	\$300,000.0	\$1,500,000	548.4	10968.5	0.0	0.0	216.1	4323.0
	Insulation - Elec with AC	100	\$230.00	\$23,000	13.2	330.8	0.0	0.0	5.2	130.4
	Insulation - Oil	50	\$230.00	\$11,500	0.0	0.0	0.0	0.0	28.9	721.5
	Insulation - Other	10	\$230.00	\$2,300	0.0	0.0	0.0	0.0	0.7	17.4
	LED Fixture - Common Ext	80	\$330.00	\$26,400	40.2	40.2	5.5	8.6	15.9	15.9
	LED Fixture - Common Int	370	\$200.00	\$74,000	76.2	76.2	10.5	16.2	30.0	30.0
	LED Fixture - Linear, Common Int	500	\$200.00	\$100,000	103.0	103.0	14.2	21.9	40.6	40.6
	Programmable Thermostat - Elec with AC	74	\$125.00	\$9,250	19.5	371.3	4.8	3.2	7.7	146.3
	Refrigerator	40	\$0.00	\$0	36.6	438.7	5.2	4.3	14.4	172.9
	Showerhead - Elec	100	\$25.00	\$2,500	22.1	332.1	1.6	4.3	8.7	130.9
	Showerhead - Oil	30	\$25.00	\$750	0.0	0.0	0.0	0.0	3.0	45.6
	Showerhead - Other	20	\$25.00	\$500	0.0	0.0	0.0	0.0	1.8	26.3
	Smart Strips	196	\$23.00	\$4,508	15.9	79.5	1.7	2.5	6.3	31.3
	TSV Showerhead - Elec	10	\$40.00	\$400	2.8	42.5	0.2	0.6	1.1	16.8
	TSV Showerhead - Oil	5	\$40.00	\$200	0.0	0.0	0.0	0.0	0.6	8.7
	TSV Showerhead - Other	5	\$40.00	\$200	0.0	0.0	0.0	0.0	0.5	7.5
	VFD	11	\$28,000.00	\$308,000	144.0	2159.8	0.0	0.0	56.7	851.2

Table 4. Shared and Other Costs for Electric Residential Programs

Table 4. Shared and Other Costs for Electric Residential Programs

Program	Program Planning & Administration	Marketing	Sales, Tech Assist & Training	Evaluation & Market Research
Residential New Construction	\$122,305	\$24,339	\$592,706	\$48,330
Residential HVAC	\$358,128	\$282,069	\$849,669	\$59,173
EnergyWise Single Family	\$450,216	\$362,402	\$1,816,907	\$178,295
EnergyWise Multifamily	\$117,080	\$68,734	\$166,491	\$16,265
Home Energy Reports	\$28,116	\$13,412	\$2,061,912	\$19,824
Residential Consumer Products	\$112,773	\$431,999	\$699,582	\$24,935
Income Eligible Single Family	\$361,376	\$135,737	\$1,911,636	\$127,395
Income Eligible Multifamily	\$232,439	\$15,068	\$551,395	\$56,328

Table 5. Planned Measures for Gas Residential Programs

Table 5. Planned Measures for Gas Residential Programs

Program	Measure	Quantity	Incentive / Quantity	Total Incentives	Total Annual Gas Savings (MWh)	Total Lifetime Gas Savings (MWh)	Annual Carbon Reductions (Short Tons)	Lifetime Carbon Reductions (Short Tons)
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EnergyWise Multifamily	Faucet aerator	475	\$7.00	\$3,325	79.5	556.6	4.7	32.6
	Air Sealing	1330	\$355.00	\$472,150	1356.6	27132.0	79.4	1587.2
	Demand Circulator	1	\$1,800.00	\$1,800	116.5	1747.5	6.8	102.2
	Duct Insulation, MF	95	\$3.00	\$285	3.4	85.2	0.2	5.0
	Duct Sealing	190	\$84.00	\$15,960	0.1	2.9	0.0	0.2
	Heating, Custom	3	\$28,200.00	\$84,600	740.7	11110.5	43.3	650.0
	MF Shell Insulation	3420	\$138.00	\$471,960	2093.0	52326.0	122.4	3061.1
	Pipe Wrap (Water Heating)	95	\$3.00	\$285	11.9	178.9	0.7	10.5
	Low Flow Showerhead - Showerhead	190	\$25.00	\$4,750	206.7	3101.1	12.1	181.4
	Programmable thermostat	475	\$125.00	\$59,375	358.7	6816.1	23.7	450.7
	Wi-Fi programmable thermostat (controls gas heat only)	47	\$295.00	\$13,865	54.4	598.7	3.5	38.2
	Low Flow Showerhead - w/TSV	33	\$40.00	\$1,320	38.9	584.2	2.3	34.2
EnergyWise Single Family	Aerator	725	\$7.00	\$5,075	77.6	543.1	4.5	31.8
	Participants (Unique Account Numbers)	2200	\$0.00	\$0	0.0	0.0	0.0	0.0
	Pipe Wrap	5150	\$7.00	\$36,050	1181.0	8267.0	69.1	483.6
	Programmable thermostat	1850	\$100.00	\$185,000	2221.1	42201.1	141.4	2685.7
	Showerhead	1000	\$30.00	\$30,000	848.5	12727.3	49.6	744.5
	Weatherization	2250	\$3,900.00	\$8,775,000	27436.5	548730.0	1661.5	33230.5
Home Energy Reports	WiFi thermostat	75	\$200.00	\$15,000	106.8	1174.8	6.7	73.2
Residential HVAC	Existing Dual Fuel	112021	\$0.00	\$0	69049.7	69049.7	4039.4	4039.4
	Existing Gas	17470	\$0.00	\$0	11090.0	11090.0	648.8	648.8
	New Movers Dual Fuel	10042	\$0.00	\$0	5523.1	5523.1	323.1	323.1
	Combo Condensing Boiler/Water Heater - 95% AFUE	600	\$1,000.00	\$600,000	5356.3	123194.0	313.3	7206.8
	ENERGY STAR ON DEMAND WATER HEATER 0.87 UEF	290	\$600.00	\$174,000	1571.2	29853.2	88.1	1674.1
	ENERGY STAR STORAGE WATER HEATER .64 UEF (med draw)	20	\$75.00	\$1,500	38.7	348.3	2.0	18.0
	Forced Hot Water Boiler - >=95% AFUE	240	\$800.00	\$192,000	1959.4	35268.9	114.6	2063.2
	Furnace w/ ECM - 97% AFUE	150	\$550.00	\$82,500	492.1	8366.3	28.8	489.4
	Low Flow Showerhead	300	\$7.00	\$2,100	305.8	4586.9	17.9	268.3
	Programmable Thermostat	120	\$25.00	\$3,000	215.4	4091.9	12.6	239.4
	Thermostatic Shut-Off Valve	40	\$11.00	\$440	12.9	193.7	0.8	11.3
	Triple Pane Windows	10	\$75.00	\$750	5.8	97.9	0.4	6.2
	TSV Showerhead	40	\$15.00	\$600	41.5	621.8	2.4	36.4
	WiFi Thermostat, Gas - Cooling and Heating	125	\$75.00	\$9,375	302.4	3326.0	18.5	203.0
	WiFi Thermostat, Gas - Heat Only	425	\$75.00	\$31,875	1028.0	11308.5	60.1	661.5
Residential New Construction	CODES AND STANDARDS	1	\$0.00	\$0	1507.2	30144.3	88.2	1763.4
	Cooling - Tier 1	70	\$0.00	\$0	0.0	0.0	0.0	0.0
	Cooling - Tier 2	88	\$0.00	\$0	0.0	0.0	0.0	0.0
	Cooling - Tier 3	9	\$0.00	\$0	0.0	0.0	0.0	0.0
	CP - Cooling	9	\$0.00	\$0	0.0	0.0	0.0	0.0
	CP - Heating	9	\$310.00	\$2,790	78.0	1950.8	4.6	114.1
	Heating - Tier 1	70	\$1,050.00	\$73,500	459.4	11484.4	26.9	671.8
	Heating - Tier 2	88	\$1,975.00	\$173,800	728.6	18216.0	42.6	1065.6
	Heating - Tier 3	9	\$2,300.00	\$20,700	99.8	2494.1	5.8	145.9
	Renovation Rehab - Cooling Tier 1, Gas	18	\$0.00	\$0	0.0	0.0	0.0	0.0
	Renovation Rehab - Cooling Tier 2, Gas	22	\$0.00	\$0	0.0	0.0	0.0	0.0
	Renovation Rehab - Cooling Tier 3, Gas	2	\$0.00	\$0	0.0	0.0	0.0	0.0
	Renovation Rehab - Heating Tier 1, Gas	18	\$1,050.00	\$18,900	96.9	2421.9	5.7	141.7
	Renovation Rehab - Heating Tier 2, Gas	22	\$1,450.00	\$31,900	219.4	5485.0	12.8	320.9
	Renovation Rehab - Heating Tier 3, Gas	2	\$2,535.00	\$5,070	26.7	667.9	1.6	39.1
	Renovation Rehab CP - Cooling, Gas	2	\$0.00	\$0	0.0	0.0	0.0	0.0
	Renovation Rehab CP - DHW, Gas	2	\$50.00	\$100	1.0	15.5	0.1	0.9
	Renovation Rehab CP - Heating, Gas	2	\$310.00	\$620	12.5	312.8	0.7	18.3
	Showerhead	25	\$0.00	\$0	9.0	134.7	0.5	7.9
Income Eligible Single Family	Boiler	150	\$6,127.00	\$919,050	1185.0	27255.0	70.3	1616.2
	Furnace	45	\$6,127.00	\$275,715	355.5	6043.5	21.1	358.4
	Weatherization	350	\$6,127.00	\$2,144,450	4340.0	86800.0	266.7	5334.4
	Wi-Fi Thermostat, Gas	40	\$265.00	\$10,600	111.6	1227.6	6.8	75.3
Income Eligible Multifamily	Air Sealing	49	\$785.00	\$38,465	160.4	3207.4	9.4	187.6
	Custom	44	\$15,900.00	\$699,600	2594.2	38912.5	151.8	2276.4
	Faucet aerator	392	\$5.00	\$1,960	70.6	493.9	4.1	28.9
	HEATING_Custom_Li	11	\$135,000.0	\$1,485,000	5956.5	89347.5	348.5	5226.8
	Insulation	637	\$325.00	\$207,025	750.6	18763.8	43.9	1097.7
	Low Flow Showerhead - Showerhead	112	\$25.00	\$2,800	131.0	1965.6	7.7	115.0
	Pipe Wrap (Water Heating)	98	\$3.00	\$294	13.2	198.5	0.8	11.6
	Programmable thermostat	490	\$125.00	\$61,250	698.3	13266.8	46.2	877.2

Table 6. Shared and Other Costs for Gas Residential Programs

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Program	Program Planning & Administration	Marketing	Sales, Tech Assist & Training	Evaluation & Market Research
Residential New Construction	\$58,014	\$2,239	\$174,990	\$16,987
Residential HVAC	\$83,453	\$209,494	\$104,914	\$19,290
EnergyWise Single Family	\$274,139	\$64,505	\$1,394,414	\$93,336
EnergyWise Multifamily	\$66,803	\$51,497	\$183,676	\$7,214
Home Energy Reports	\$4,413	\$0	\$348,192	\$2,296
Income Eligible Single Family	\$167,702	\$22,823	\$842,781	\$56,787

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Income Eligible Multifamily	\$111,980	\$9,264	\$416,602	\$40,435
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