

2027-2029 Residential and Income Eligible Energy Efficiency Solutions and Programs

Table of Contents

1. Overview.....	3
1.1 Residential and Income Eligible Programs.....	3
1.2 What to Look for in 2027-2029	4
2. EnergyWise Single Family (Electric and Gas)	7
2.1 Offerings	7
2.2 Eligibility Criteria	9
2.3 Implementation and Delivery	9
2.4 2027-2029 Program Enhancements, Changes, and Other Notable Items	10
3. Income Eligible Single Family (Electric and Gas)	13
3.1 Offerings	13
3.2 Eligibility Criteria	14
3.3 Implementation and Delivery	15
3.4 2027-2029 Program Enhancements, Changes, and Notable Items	17
4. Multifamily (EnergyWise and Income-Eligible, Electric and Gas)	20
4.1 Offerings	20
4.2 Eligibility Criteria	20
4.3 Implementation and Delivery	21
4.4 2027-2029 Program Enhancements, Changes, and Notable Items	22
5. Residential High-Efficiency HVAC and Hot Water Program (Electric and Gas).....	23
5.1 Offerings	23
5.2 Eligibility Criteria	23
5.3 Implementation and Delivery	24
5.4 2026 Program Enhancements, Changes, and Notable Items	25
6. Residential Consumer Products (Electric).....	31
6.1 Offerings	31

6.2 Eligibility Criteria	32
6.3 Implementation and Delivery	32
6.4 2027- 2029 Program Enhancements, Changes, and Notable Items	33
7. Residential New Construction & Renovations (Electric and Gas)	33
7.1 Offerings	33
7.2 Eligibility Criteria	35
7.3 Implementation and Delivery	35
7.4 2027-2029 Program Enhancements, Changes, and Notable Items	36
8. Marketing to Residential Customers	37
9. Cross-Program Collaboration.....	38
10. Residential Measure Tables	39

1. OVERVIEW

The goal of the 2027-2029 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, Rhode Island Energy will make a concerted, sustained effort to ensure the workforce is well trained and that customers are aware of and participate in these 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 strategies, as well as specific program-level changes and other notable items for 2027-2029.

1.1 Residential and Income Eligible Programs

Rhode Island Energy offers the programs listed in Table 1 below to provide comprehensive services to two regulatorily defined sectors: market rate and income eligible.

Table 1. Residential Market Rate and Income Eligible Programs

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

Several of the market rate Residential Portfolio programs are available to both market rate and income eligible customers, even if the program is categorized as market rate residential in Table 1. These programs include Residential New Construction, Residential Consumer Products, and Residential High Efficiency HVAC and Hot Water.

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 plan, Rhode Island Energy has adopted the following standardized structure for each of the programs:

- a. Description of program offerings
- b. Eligibility criteria
- c. Implementation and delivery
- d. Changes, enhancements, and other notable items for 2027-2029

1.2 What to Look for in 2027-2029

The approach for 2027-2029 planning was to provide the measures and services that customers have come to expect and depend on while managing costs and considering bill pressures. Rhode Island Energy sought to drive uptake of measures that perform well on various metrics including Cost to Achieve, RI Test Net Benefits, lifetime energy savings per measure, and savings per incentive dollar spent. In addition, Rhode Island Energy has introduced new measures to its offerings in 2027-2029, most notably in the multifamily programs.

Some areas of note for the upcoming triennium are listed below.

Home Energy Reports

The Company will not be offering Home Energy Reports in 2027 while it works to understand the impact of opportunities presented by the introduction of Automatic Meter Infrastructure (AMI). As AMI capabilities become available, customers will have access to more timely and granular information about their energy use through the AMI Customer Portal and Sense platform. These tools have the potential to provide many of the customer awareness and engagement functions historically served by Home Energy Reports. The Company believes it would not be prudent to run two programs that serve similar or overlapping functions.

Rhode Island Energy will use the AMI rollout period to observe customer engagement, enrollment, and changes in usage. Rhode Island Energy will then use these observations to help inform whether future behavioral or data-enabled strategies should be incorporated into energy efficiency programs in addition to the benefits provided by AMI. Over the 2027–2029 Plan period, Rhode Island Energy will evaluate AMI data use cases, including customer targeting, personalized outreach, usage alerts, load disaggregation, and identification of customers with high or changing usage patterns. Please refer to section 4.2 of the Main Text for more details.

Heat Pump Water Heaters

Heat Pump Water Heaters (HPWHs) are a strong and growing measure in the electric portfolio. Rhode Island Energy has increased targets for 2027-2029 for this measure and will continue the concerted effort to further promote this measure in the coming three years. HPWHs are delivered to single family customers through both the HVAC and IESF programs. Starting in 2027, they will also be offered to multifamily customers through the EnergyWise Multifamily and Income Eligible Multifamily programs. More information on program-specific details and changes for the three-year term can be found in the respective program sections.

New Multifamily Measures

In addition to HPWHs, The Company has added Window Heat Pumps and Drain Water Heat Recovery as measures to both the EnergyWise Multifamily and Income Eligible Multifamily programs. These measures were identified by the Multifamily Opportunity Study as measures with significant, cost-effective energy savings potential for multifamily customers. The Company will gradually introduce and offer these measures over the triennium as it works with its vendors to develop implementation and delivery channels.

New Gas Equipment

Rhode Island Energy will streamline its offerings by reducing the number of available incentives for new gas equipment over the triennium and fully removing gas offerings from the Residential New Construction program by 2030. The reduction in available incentives for new gas equipment primarily impacts the Residential High Efficiency HVAC and Hot Water program. The Company has observed decreasing demand for new gas equipment over the past five years and anticipates that demand will continue to weaken as state policy evolves and electrification continues. This reduction supports Rhode Island Energy's program-wide affordability efforts while still retaining options for customers who choose to install efficient new gas equipment.

Additionally, going forward, all replacements of condensing equipment will require preauthorization to verify that they are replacing noncondensing appliances. This update comes as a result of a high market saturation, where about half of replacements today are condensing to condensing. Verification will ensure that program spending is channeled to customers who will see the energy savings associated with conversion.

Pre-Weatherization Barriers

Rhode Island Energy has made significant efforts in recent years to better track pre-weatherization barriers and to leverage non-ratepayer funding to address this longstanding challenge. The Company observed that 62% of all energy assessments conducted through the Income Eligible Single-Family program in 2025 resulted in a deferral and 42% of those deferrals were due to Pre-Weatherization

Barriers (PWBs). In the EnergyWise Single Family Program, the Company observed that 46% of all energy assessments conducted in 2025 identified at least one PWB.

The Company's key strategy is to coordinate available funding to customers that have been deferred from weatherization by partnering with organizations that are either doing direct remediation work and/or are providing funding to customers to resolve PWBs. As an example, Rhode Island Energy has been partnering with Green and Healthy Homes Initiative (GHHI) and Providence Community Action Partnership (PVD CAP) on their Providence Whole House and Electrification Program (detailed in section 3.4 of this attachment) and is looking to support the expansion of this initiative within Providence and to other communities across Rhode Island. Through this partnership, the Company is supporting the evaluation activities of GHHI's pilot, which will help interested parties better understand how dedicated pre-weatherization barrier funding can produce cost-effective energy savings.

2. ENERGYWISE SINGLE FAMILY (ELECTRIC AND GAS)

2.1 Offerings

The EnergyWise Single Family (EW SF) program offers comprehensive energy-efficiency services for single family (1-4 unit) homes. The program uses a whole-house approach to identify energy saving opportunities in all major energy systems and end uses, including heating, cooling, and water heating systems, as well as water saving measures, plug loads, and building envelope air leakage and thermal improvements. EW SF provides in-home services in two phases: home energy assessment and weatherization.

Phase 1: Home Energy Assessment

Customers will be able to choose whether to have an in-person assessment or a virtual home energy assessment.² 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. The virtual assessment was added due to COVID but at this point is less than 1% of initial audits. If the virtual audit indicates opportunity, an in-person audit is required to generate a scope of work.

During the in-home assessment, an energy specialist(s) (specifically, 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 for domestic hot water, refrigerator brushes (for cleaning refrigerator and freezer coils), smart strips, and programmable thermostats. In addition, the energy specialist will assess the home to identify deeper energy saving opportunities. The energy specialist will also conduct combustion safety tests of all combustion appliances for both carbon monoxide and proper drafting. 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 building envelopes.

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 each customer a clear roadmap for upgrading their home, including a recommended plan for weatherization (air sealing, insulation, duct sealing, and windows if

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 cannot use video, the energy specialist will ask the customer to 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.

appropriate) and associated costs, including available incentives, customer costs, energy savings, and return on investment. The Energy Action Plan also provides the customer with a streamlined path to engage a qualified independent weatherization 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. The Energy Action Plan includes options for financing the customer share of the weatherization (as well as other upgrades). A weatherization contractor will contact the customer directly to schedule a date for weatherization work. Energy Action Plans also include mention of pre-weatherization barriers, possible remedies and information about funding PWB remediation through the HEAT Loan. In cases where heat pump water heater recommendations are applicable, they are also included in the EAP.

Phase 2: Weatherization

One of the energy specialist's focuses 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. The standard EW SF incentive currently offers 75% off (up to \$10,000) for insulation and 100% off air sealing.³ The program offers an enhanced, 100% incentive for the weatherization of electrically heated homes.

Many health and safety considerations are addressed when weatherizing, such as combustion testing (for carbon monoxide and proper drafting) or installing mechanical ventilation to ensure a healthy air exchange rate.

One of the largest impediments to customers proceeding with weatherization are pre-existing health and safety issues or physical barriers, which prevent weatherization until remediated; collectively these issues are referred to as pre-weatherization barriers (PWBs). At this time, EW SF cannot substantially pay for remediation of the pre-weatherization barriers, nor are they included in the weatherization scope of work implemented by program contractors. However, the customer is provided with 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 (such as health and safety) to further encourage customers to move forward with the process. The program also provides a \$250 incentive to customers who certify that pre-weatherization barriers

³ Duct sealing is offered if relevant. Average time is 2 hours. Incentive is 100% if the ducts are in an unconditioned or semi-conditioned basement (sometimes it is the cause of draft issues for combustion appliances) or an attic. In general, weatherization incentive rates may vary based on a home's primary heating fuel type.

have been remediated by appropriate licensed professionals, or it can also be used for lower cost barriers such as cleaning and tuning of the heating system. Pre-weatherization costs for knob-and-tube wiring, vermiculite, asbestos, mold abatement, structural concerns, and combustion safety can be included in the HEAT Loan. These are listed on the HEAT Loan application, which customers can access through the Home Energy Assessment process. Rhode Island Energy recognizes this remains a major issue for the success of weatherization, and the Company presents ideas in Section 2.4 below to discuss possible changes.

2.2 Eligibility Criteria

EW SF 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 (oil and propane), are served (so long as they have a Rhode Island Energy account).

2.3 Implementation and Delivery

EW SF 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.

To manage program performance, key performance indicators are tracked to measure and improve consistency of program delivery and to help meet goals. Data tracked includes audits requested, audits scheduled, and audits completed, as well as general progress towards annual saving and spending goals.

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.

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 5 percent of all assessments and weatherization projects.

The program is marketed using a multi-channel approach featuring direct mail, target e-mails, bill inserts, radio, local newspaper and magazine print ads, online banner ads, native articles, Facebook/Instagram ads, Facebook/Instagram videos, and Google paid search discovery. The program also conducts outreach at a variety of community events, home shows, and employer sponsored informational sessions.

2.4 2027-2029 Program Enhancements, Changes, and Other Notable Items

Pre-Weatherization Barriers (PWBs)

In 2027-2029, the Company will pursue additional partnerships to address pre-weatherization barriers for customers that participate in the EW SF program. These partnerships will build off the model used for the Income Eligible Single-Family program detailed in Section 3.4 of this attachment. The goal is to leverage available federal, state, and local funds to address pre-weatherization barriers in homes that have been previously deferred from weatherization.

Moderate Income Offering

In 2027-2029, the Company will re-visit the feasibility of offering an enhanced incentive for moderate-income residential customers. Rhode Island Energy recognizes that, in a time of rising costs, moderate-income customers may not have the financial resources to participate in energy efficiency offerings despite existing incentives. Rhode Island Energy is committed to ensuring that the benefits of energy efficiency investments are accessible to all customers, and removing up-front cost barriers is a key part of this strategy. The Company is proposing the following moderate-income offering roadmap over the course of the 2027-2029 period.

Year 1 (2027): Review and Assess

In the first year of the Plan, Rhode Island Energy will focus on identifying the opportunity and feasibility of offering moderate-income incentives within the existing residential portfolio. This first phase is intended to answer questions such as which measures to select, how to price incentives, and how to determine customer eligibility.

Key activities may include:

- Developing review criteria for selecting measures for a moderate income offering that support program goals, such as those that produce cost-effective, high yield savings or that provide an entry point into the EE programs for customers that would not otherwise participate due to

barriers (costs, etc.). Potential measures include weatherization, heating and cooling equipment, and measures within the multifamily program.

- Reviewing the current residential measure portfolio against those criteria to identify measures that could support and benefit from a moderate-income incentive.
- Leveraging the 2025 moderate-income weatherization research to assess incentive price points, including the finding that a moderate-income weatherization offering may need to limit out-of-pocket costs to approximately \$300 or less to reach a substantial share of eligible customers.
- Evaluating eligibility and verification options, including whether self-attestation, flexible income documentation, or a broader eligibility band could reduce participation barriers while maintaining program integrity.
- Defining the preferred Year 2 launch measure, preliminary incentive level, customer segment, implementation pathway, budget requirements, marketing approach, and filing strategy, including whether a mid-term modification would be needed.

Year 2 (2028): Strategic Launch

Building on the Year 1 assessment, Rhode Island Energy will launch a focused moderate-income incentive within at least one existing residential measure. The intent is to evaluate whether targeted incentives can increase participation among customers who do not qualify for Income Eligible services but may not be able to participate at current market-rate incentive levels.

Key activities may include:

- Launching the incentive for at least one priority measure, with a clearly defined incentive level, customer contribution target, participation cap or budget guardrail, and customer eligibility process.
- Filing any required mid-term modification or program update to authorize the moderate-income incentive, budget treatment, and eligibility criteria for the measure(s).
- Increasing targeted marketing and education so customers understand the availability of the incentive, the types of home comfort and affordability issues the measure(s) can address, and the steps required to participate.
- Training implementation staff, vendors, customer service teams, and outreach partners on eligibility screening, customer messaging, referral protocols, and documentation requirements.
- Tracking participation, conversion rates, average customer contribution, customer income band, project cost, savings, geographic reach, deferrals, cancellations, and customer satisfaction to assess whether the incentive reduces participation barriers.

Year 2 efforts will seek to understand if the effort meaningfully increases participation rates and if the benefits outweigh the additional costs. It will also determine applicability for expanding moderate income offerings to other residential measures.

Year 3 (2029): Scale

In the final year of the Plan, Rhode Island Energy will use Year 2 results to decide whether and how to scale the moderate-income incentive across additional measures, customer segments, or delivery channels. Scaling should depend on demonstrated customer uptake, cost-effectiveness considerations, budget availability, implementation feasibility, and evidence that the incentive reaches customers who otherwise would be unlikely to participate.

Key activities will include:

- Reviewing Year 2 performance to compare actual to planned metrics, including participation rates, and actual cost/benefit calculations.
- Refining incentive levels and eligibility verification based on implementation lessons learned.
- Expanding the offering to recommended additional measures if results show that the additional incentive improves participation, addresses affordability barriers, and remains feasible within residential program budgets.

By the end of the Plan period, Rhode Island Energy will decide whether moderate-income incentives should become a standard element of residential program design. If so, the Company will incorporate the lessons learned into expanded moderate-income planning for its subsequent three-year plan.

Virtual Audit Capabilities

Rhode Island Energy will also integrate additional virtual audit offerings into the EnergyWise Single Family program. The Company will begin this integration by allowing customers to report key information about their homes through a new form on Rhode Island Energy's website. This feature will enhance the accessibility of the program and attempt to provide an easier pathway to program participation. The Company is also considering mobile-application-based audit offerings to enhance program accessibility and ease of participation for interested customers. These offerings support Priority 4: Improve the Customer Experience as detailed in Section 2.2.4 of the Main Text.

Additional Items

Rhode Island Energy will continue to emphasize electric weatherization and electric resistance heat to heat pump conversions. This includes a 100% incentive for the weatherization of electric heat customers.

EW SF will continue to offer the 100% 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.

For 2027-2029, Rhode Island Energy updated the savings calculations for weatherization measures to reflect the assumption that some customers who weatherize in 2027-2029 and who heat their homes with delivered fuels, natural gas, or electric resistance heat will eventually convert their heating source

to heat pumps. Rhode Island Energy estimated that, over the 20-year lifespan of weatherization, approximately 28% of market rate and income eligible customers who weatherize in 2026 would eventually switch to a heat pump.

3. INCOME ELIGIBLE SINGLE FAMILY (ELECTRIC AND GAS)

3.1 Offerings

The Income Eligible Single Family (IESF) program offers a comprehensive, no-cost⁴, 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 IESF program offers a comprehensive Home Energy Assessment (HEA) 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 have been streamlined into one Home Energy Assessment, thereby increasing the services offered to the customer with a smaller time commitment than in the past. The move to a comprehensive assessment ensures that customers will receive a review of all their energy usage in a single visit and will have access to a full suite of program offerings. In specifics, the HEA will offer:

- **Dedicated support from a BPI-certified energy auditor** who 1) educates the homeowner or tenant about their energy bills and monthly usage, 2) assesses the home and learns about the day-to-day activities that consume energy in the home, 3) discusses ways the customer can save energy and money, 4) informs the customer on how to properly operate energy-efficient equipment, and 5) explains to the customer how to identify signs that a water heating system replacement, appliance replacement, heating system replacement, or weatherization is needed.
- **A comprehensive assessment of the building envelope and heating and cooling systems.** This includes visual and equipment-required inspections, infrared camera thermal imaging, and combustion safety testing of space heating and water heating systems.
- **Installation of instant energy savings measures** such as advanced power strips, water saving measures (e.g., faucet aerators and low-flow showerheads), and thermostats.

⁴ 100% incentive via the systems benefit charge (SBC) that funds all Rhode Island Energy's energy efficiency programs. Customers incur no cost for audit, weatherization, or equipment replacement. Income Eligible (IE) is funded roughly 20% by IE SBC and 80% by a mix of C&I and market rate SBC.

- **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).
- **Air sealing, duct sealing, and insulation** upgrades in attics, walls, and basements.
- **No-cost replacement of eligible heating, cooling, and/or water heating systems** if they are determined to be inefficient or unsafe. Applicable to existing electric, natural gas, oil, and propane heating and cooling systems.
- **No-cost conversion to energy-efficient air source heat pumps** that provide both heating and cooling and / or to an energy-efficient heat pump water heater if a home currently uses an electric resistance baseboard, plug-in space heater, or water heating system.
- **Identification of health and safety hazards including pre-weatherization barriers.** Some funds will be used for pre-weatherization barrier remediation to prevent deferral of units when the work needed before a home can receive services is beyond the scope of weatherization. This funding is specifically targeted to reduce the frequency of deferred homes that require other services, outside the scope of weatherization, before the weatherization services can commence.

3.2 Eligibility Criteria

The IESF 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 year⁵ and are consistent with DHS income guidelines, or enrolled in Rhode Island Energy's fuel discount rate plans, Electric A-60 rate and/or Gas 11, 13 rates.⁶
- Customers enrolled in the federal Low-Income Home Energy Assistance Program (LIHEAP)⁷, 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 (e.g., oil, propane) if they have an electric account.

⁵ <http://www.dhs.ri.gov/Programs/LowIncomeGuidelines.php>.

⁶ <https://www.nationalgridus.com/RI-Home/Bill-Help/Payment-Assistance-Programs>

⁷ <https://www.benefits.gov/benefit/1572>

Additional eligibility criteria, including the 50 percent rule,⁸ shelter and group home eligibility, renter eligibility and repair or replacement eligibility are available in the Rhode Island Weatherization Assistance Program (WAP/IESF) Operations Manual. All criteria adhere to 10 CFR 440⁹ requirements.

3.3 Implementation and Delivery

Program Delivery

The IESF program is administered jointly by Rhode Island Energy, the Lead Vendor, the Rhode Island Department of Human Services/OER, and the six Rhode Island Community Action Program (CAP) agencies. The CAP agencies are embedded in their respective communities and serve as trusted entities through which income-eligible customers can obtain essential resources.

The CAP agencies implement the program work (i.e., weatherization and energy assessments) and the Lead Vendor monitors the overall work pipeline and timeliness of job completion. If a CAP agency determines they cannot complete their work pipeline, then they will refer the job to another CAP agency or to a third-party entity to perform the work. These referred jobs are ultimately counted towards the referring CAP agency's participation and job-completion goals.

To manage program performance, the Lead Vendor tracks key performance indicators to measure and improve consistency of program delivery and to drive the CAP agencies to meet their goals. These indicators measure customer wait times for assessments, timeliness of administrative reporting, monthly and year-to-date spending compared to goals, uptake of new appliances and instant savings measures, electric, natural gas, and delivered fuels weatherization, and heating system installations and cost.

Furthermore, the IESF program holds quarterly Best Practices meetings with attendance from Rhode Island Energy, the Lead Vendor, the CAP agencies, DHS/OER, program vendors, and/or speakers that can address a pertinent topic. This same group convenes monthly to conduct a general review of program performance and to coordinate best practices across the CAP agencies.

The Lead Vendor conducts additional coordination with home performance, HVAC contractors, and appliance vendors. These are the parties responsible for installing weatherization, heating (space and hot water), window air conditioners, and appliance measures.

⁸ Customers that are not on the income-eligible rate but live in a two-to-four-unit building where not less 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".

⁹ <https://www.ecfr.gov/current/title-10/chapter-II/subchapter-D/part-440>

Program Promotion

The IESF program is promoted through a marketing specialist, cross-marketing at community expos, social media outreach, e-mail and direct mail to customers on the discount rate, coordination with non-profits in Rhode Island, and Rhode Island Energy's call center. The primary point for customers to enroll in the IESF program is through the CAP agencies as they provide income verification and comprehensive resources for income-eligible customers. Income verification typically happens from October through April but can happen at any time of year. If a customer defers a project longer than one year, they must go through income verification again.

Customer Journey

A customer begins the process of a no-cost home energy assessment by contacting (e.g., phone, in-person, online through CAP and RI Energy websites) their local CAP agency to submit their information to determine if they meet the income eligibility requirements for participation in the IESF program. Customers learn about the program through the outreach efforts by Rhode Island Energy and the CAPs, detailed above.

With oversight from the Lead Vendor, 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

After the CAP agency verifies income eligibility, the CAP will schedule a no-cost home energy assessment. The CAPs provide energy education to the customer regarding the pre-and-post energy assessment process, opportunities to save energy, and the project timeline.

After installing instant energy savings measures during the energy assessment, the CAP agency will schedule all necessary follow-up services for insulation (including duct/pipe), air sealing, duct sealing, appliance and eligible heating, cooling and hot water system replacements. To conduct this work, the CAPs draw from a list of qualified and background-checked contractors maintained by DHS.

If needed, the CAP will also provide health and safety services. The services include replacing smoke and carbon monoxide detectors if they are non-functioning or expired, cleaning and tuning heating systems, and addressing conditions such as mold before the energy efficiency work can be completed.

In several cases, these health and safety items prevent weatherization projects from moving forward, at which point they are considered pre-weatherization barriers (PWBs). Rhode Island Energy designates 2% of the IESF program funds to address PWBs, and it also leverages funding sources from LIHEAP, the Bipartisan Infrastructure Law (BIL), and DHS/WAP to help address these issues and reduce pre-weatherization expenses that customers face. During the home energy assessment, the CAPs identify PWBs, estimate repair costs and remediation eligibility, and then work with the Lead Vendor and Rhode Island Energy to process the request to remediate these PWBs. Once the request is approved, the CAPs complete the PWB work in accordance with local permitting requirements and historic preservation protocols. After the PWBs are addressed, the weatherization work can move forward. Final inspection for PWB work is included in final inspection of the weatherization work.

Funding for weatherization and eligible heating, cooling, and hot water system replacements are leveraged with WAP and LIHEAP. All services, appliances, and eligible heating, cooling, and hot water system replacements are provided at no cost to the customer.

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

The Customer receives a “comment card” to provide their feedback on all aspects of their journey through the IESF program.

3.4 2027-2029 Program Enhancements, Changes, and Notable Items

Appliance Replacement

Since 2023, the appliance replacement program has undergone significant changes, including the introduction of a new, streamlined audit process and a new appliance vendor. While these changes have improved the customer experience, the program has observed a decrease in total appliance replacements over the past few years. In 2027-2029 the Company will focus on increasing total appliance replacements in the IESF program through various process improvements, including trainings and new, standardized guidance to the CAPs on best practices for replacing old and/or inefficient appliances. With these changes, the Company has reduced its appliance goals in 2027 versus prior years and will gradually increase them over the triennium.

Heat Pump Conversions

Throughout 2027-2029, Rhode Island Energy will continue to install air source heat pumps to replace electric resistance heat systems for its income eligible customers. Rhode Island Energy is surveying customers with higher winter electric usage to identify true electric heating customers and will work

towards hitting its targets through continued marketing, education, and outreach through the CAP agencies. The Company will also serve customers who have electric appliance heat (e.g. plug in space heaters) with air source heat pumps. Please see section 5.4 of this attachment for more details.

The IESF program will also continue to promote heat pump water heaters in 2027-2029. This is a cost-efficient measure, and Rhode Island Energy plans to continue multi-lingual education and outreach to income-eligible customers, including those that have participated in the air-source heat pump offering. Heat pump water heater installations are available for customers replacing an existing electric water heater or installing a water heater for the first time in a newly constructed home. Rebates are not available for replacement of oil, propane, or gas water heating units. The IESF program provides emergency heating system replacements for delivered fuels (gas, propane, coal, biomass); however, oil heating system replacements are only eligible during the 11/1-4/15 emergency heating season. The program will also replace electric hot water systems with an HPWH, if appropriate.

Pre-Weatherization Barriers (PWBs)

Rhode Island Energy will continue to work on the issue of pre-weatherization barriers (PWBs) through improved data collection and analysis, seeking additional funding, and exploring partnerships. Please note the IESF program already provides significant assistance on this front, as detailed in Section 3.3 above. Nevertheless, for such a complicated issue, further work is always needed. Some notable activities on this front from Rhode Island Energy include:

- **Partnering with Green and Healthy Homes Initiative (GHHI) on their Providence Whole House and Electrification Program, and beyond.** OER has awarded GHHI Regional Greenhouse Gas Initiative (RGGI) funds to support a whole-home low-income residential electrification and decarbonization pilot program. GHHI is leveraging RGGI funds to address repairs in homes that have been deferred from weatherization due to barriers such as knob and tube wiring, asbestos, vermiculite, mold, roof issues/leaks, mechanical or plumbing hazards, and improper ventilation. Rhode Island Energy will continue to coordinate with GHHI and PVD CAP to engage customers that have been deferred and refer them to the Providence Whole House and Electrification Program for barrier remediation. Once the barriers are remediated through the program, Rhode Island Energy and PVD CAP will proceed with weatherization work. This integrated approach will reduce income-eligible customers' energy consumption and costs while improving health outcomes. The Company is looking to support GHHI in expanding this model to other communities across Rhode Island in 2027-2029.
- **Partnering with Rhode Island Housing's Lead Abatement Program to develop a comprehensive Healthy Homes audit offering.** This initiative aims to streamline pre-weatherization barrier remediation services, with GHHI and RISE serving as the lead vendors. An energy auditor will

accompany a lead inspector to the home of a child under the age of six who has been identified with an elevated blood lead level. This joint audit approach ensures that vulnerable households receive timely and coordinated services, addressing both health and energy efficiency needs in a holistic manner.

- **Developing more robust tracking and reporting capabilities with the Lead Vendor and CAPs.**
This effort may include more standardized tracking and reporting of PWB by type and remediation details such as total dollars spent on PWB removal.
- **Continuing to publicly report on PWBs in quarterly and annual reports.**

Improving Language Access

In 2026, Rhode Island Energy conducted a Language Access Study Report for the Income Eligible Single-Family Program. The intent of the study was to better understand how customers who speak languages other than English (LOTE) may experience the IESF participation journey. The study identified barriers and pain points that may affect program participation and completion and recommended strategies to strengthen language access and customer support across the program. Section 3.3.1 of the Main Text details some of the language strategies informed by this study that Rhode Island Energy intends to adopt. Adopting the recommendations from this study supports Priority 3: Enhance Equitable Participation and Measurable Outcomes and Priority 4: Improve the Customer Experience as detailed in the Main Text of this plan.

Coordination with RI Department of Human Services and Office of Energy Resources

The shifting federal funding landscape will necessitate close coordination between DHS, OER, and Rhode Island Energy in 2027-2029. Through ongoing efforts, the IESF program is reviewing its program delivery and cost-sharing arrangement with DHS. This includes discussions on the expected availability of LIHEAP and WAP funding, which the IESF program has historically leveraged.

Inflation Reduction Act Funding & Coordination

IRA has significant carve outs for low-income customers. Rhode Island Energy will continue to coordinate with OER on this initiative. Please refer to the Main Text, Section 4.6, for further discussion on this topic.

4. MULTIFAMILY (ENERGYWISE AND INCOME-ELIGIBLE, ELECTRIC AND GAS)

4.1 Offerings

The Multifamily program offers comprehensive energy services for multifamily customers (buildings with over 5 dwelling units) including:

- Energy assessments
- Incentives for efficient electricity, natural gas, or delivered fuels equipment including central and in-unit heating, cooling and domestic hot water systems, cooling equipment, thermostats, smart strips, water saving measures, common-area lighting, and eligible air source heat pumps
- Weatherization measures including air sealing and insulation where eligible and applicable
- Coordination of all services 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 that contain 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 distance¹⁰ 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 non-profit or publicly owned income-eligible properties, co-payments for energy efficiency services and measures will be waived. The income-eligible multifamily sector is defined as properties meeting one of the following criteria:

- Owned by public housing authorities or community development corporations;

¹⁰ "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
- Consists of building units where 50 percent or more of occupants receive utility service on the A-60 (low-income) rate.
- **If a low-income customer in a building with less than 50% low-income resident's requests energy efficiency (EE) services:**
 - **For 1–4 unit buildings:** The CAP will contact the building owner to see if all units can be served together. IESF via the CAP handles single-family homes; larger buildings are treated as multifamily.
 - **If only one unit requests service:** They will check if the building has been served before. For example, in a triple-decker with two low-income units and one market-rate, all three may be served at once— the EnergyWise Single Family Lead Vendor would handle the market-rate unit.
 - **In general:** The goal is to serve as many eligible customers as possible, but if it is just one unit, more information may be needed to proceed.

A multifamily property may be eligible for services and incentives under both residential and commercial programs depending on whether incentives are affiliated with a building account or individual units. 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. While this adds a layer of complexity for Rhode Island Energy, it is critical that Rhode Island Energy 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 as the Lead Vendor provides a single point of contact and the customer receives 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 helps 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 Rhode Island Energy's Multifamily program offerings in a myriad of ways. The Lead Vendor often conducts direct outreach to help enroll customers in the programs and increase participation. However, the customer can also access the programs by communicating directly with the Lead Vendor, accessing the Rhode Island Energy website, direct mail and print marketing, and through digital marketing campaigns. If the customer or landlord is interested in starting the process, the Lead Vendor would perform an eligibility assessment and then schedule an 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.

A final proposal is then presented to the customer that includes the scope of work, costs, available incentives, and an estimated time frame. 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 2027-2029 Program Enhancements, Changes, and Notable Items

The Company conducted a Multifamily Opportunity Study as a part of its 2027-2029 planning activities. The Multifamily programs serve challenging markets that have seen decreasing savings opportunities over the past few years due to a mature market for available electric efficiency upgrades, project costs and cost effectiveness, scheduling and installation limitations for tenants, and the split incentive between property owners and tenants. With these challenges in mind, the goal of this study was to focus on ways to improve existing implementation strategies for underperforming measures or measures with high savings potential and, importantly, to identify any new savings opportunities. While the Company and its vendor assessed many measures throughout the process, there were five measures or groups of measures that the Company selected for more research and/or potential inclusion into the Multifamily programs. These measures include:

- Insulation and Air Sealing – existing measure
- Window Heat Pumps – new measure
- Heat Pump Water Heaters – new measure
- Drain Water Heat Recovery – new measure
- Thermostatic Radiator Valves – new measure

The Company will continue providing Insulation and Air Sealing and will gradually introduce and offer Window Heat Pumps, Heat Pump Water Heaters, and Drain Water Heat Recovery in both the EnergyWise Multifamily and Income Eligible Multifamily programs. The Company has not yet decided to offer Thermostatic Radiator Valves but will continue to assess the installation feasibility of this measure.

5. RESIDENTIAL HIGH-EFFICIENCY HVAC AND HOT WATER PROGRAM (ELECTRIC AND GAS)

5.1 Offerings

The High-Efficiency Heating, Ventilation, and Air Conditioning (“HVAC”) and Hot Water program (often referred to the “Residential HVAC Program” or just “HVAC 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:

- ENERGY STAR® triple-pane certified windows
- Heat pump water heaters
- Air source heat pumps
- EnergyStar Certified On-demand Tankless Water Heater
- EnergyStar Certified Storage Water Heater
- Smart thermostats
- Water saving devices
- Boiler ECM pumps
- Gas furnaces and boilers

Contractor services:

- Quality installation verification
- Air conditioning and heat pump tuneup
- Contractor training
- Contractor incentives

The HVAC and Hot Water program is cross promoted through the following programs: EnergyWise, Multifamily, Residential New Construction, and Residential Consumer Products. 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 heating & water heating equipment must be installed by a licensed 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 Rhode Island Energy 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 HVAC program requires an Air Conditioning Contractors of America (ACCA) Manual J load Calculation. RIE's lead vendor provides training on the best installation practices, including using Manual D (Duct Design), J & S (Equipment Selection). The HVAC Program actively reaches out to HVAC contractors to encourage them to learn and adopt these best installation practices, including through the weekly HVAC newsletters, which are distributed to contractors, manufacturers, distributors, etc.

RIE requires electric systems to be on the RI NEEP product list: [RI Energy/NEEP Qualified List](#), which also provides access to a NEEP sizing tool and is free to general use. For gas heating systems, RIE requires equipment to meet the program's minimum Annual Fuel Utilization Efficiency (AFUE) criteria. Gas water heaters must meet the applicable Uniform Energy Factor (UEF) requirements to qualify.

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.

Rhode Island Energy and Lead Vendor work with manufacturers to develop special offers, or "flash sales," to further incentivize customers to participate in the HVAC Program and increase energy savings.

The program administers its offerings through a variety of product channels for ease of customer use and for product adoption, including:

- 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.
- Close coordination with the New England Heat Pump Accelerator ("NEHPA") to offer stacking incentives from both RIE and NEHPA for increased heat pump affordability as well as improving familiarity with NEHPA for contractors.

- Trained HVAC contractors performing routine maintenance service, emergency service, or contractors' marketing communications, including assistance to customers in identifying qualifying equipment for emergency replacements.
- Residential New Construction/Major Renovation projects can leverage the HVAC programs to provide expertise and additional support during project design consultation.
- Window replacements offered downstream; customers must be pre-qualified to demonstrate that they are replacing existing single-pane windows with ENERGY STAR triple-pane windows.
- Comprehensive Rhode Island Energy marketing channels that include emails, bill inserts, direct mail, social media, radio, and digital media advertisements.
- The Rhode Island Energy Online Marketplace (www.rienergy.com/shop) offers customers the ability to purchase energy-efficient thermostats, advanced power strips, air purifiers, and water fixtures with instantly applied rebates.
- Rhode Island Energy marketing to all residential customers and HVAC contractors to increase awareness of incentives available for heat pump water heaters and heat pumps.

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 take advantage of the midstream NEHPA incentive are also eligible for the RIE downstream heat pump and heat pump water heater incentives.

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

When customers purchase a qualifying smart thermostat through the Company's Marketplace, they are also given the option to instantaneously enroll in the ConnectedSolutions program. This seamless sign-up process not only simplifies participation but also reinforces the values of demand response and energy efficiency in a single customer journey. These types of cross-program touchpoints help amplify awareness and drive enrollment, supporting broader program goals while delivering a more cohesive customer experience.

5.4 2026 Program Enhancements, Changes, and Notable Items

Utilizing Study Results Across Programs

The Residential Mechanical Systems Study (RMSS) was completed in early August 2026 and provided Rhode Island Energy with an updated characterization of the mechanical equipment in the state's housing stock. In alignment with Priority 2: Leveraging Data-Driven Targeting and Insight, The Company collected a wide array of insights from the RMSS to guide future program design. Study results showed

that while there is still opportunity to convert electric resistance heating customers to heat pumps, it primarily lies in harder-to-reach customer segments. Customers with electric heating are more likely to be income-eligible, renters, or living in multifamily homes. The study recommended dedicating program resources to help alleviate barriers to heat pump adoptions for hard-to-reach customer groups.

Aside from existing electric heating customers, the study also noted an uptick in customers installing new air conditioners since 2018 and recommended targeting cooling customers for heat pumps as well. The study also found that the majority (77%) of homes surveyed had favorable conditions for installing a heat pump water heater.

The Company plans to leverage these findings throughout the 2027-2029 term to target additional customers for outreach. The Company plans to increase outreach to multifamily building landlords to disseminate information on the benefits of heat pump adoption and inquire about heat pump interest during home energy assessments where electric baseboards are present. While the single-family opportunity is smaller, the Company still plans to continue its efforts to market heat pumps to eligible customers. Lastly, the Company plans to increase efforts to replace inefficient cooling with heat pumps.

While the study initially promised to deliver a model that could predict which homes are heated with inefficient electric heating based on survey results and monthly billing data, evaluators concluded that monthly billing data is insufficient for modeling purposes. The Company plans to revisit the modeling effort again once AMI data is widely available. AMI data is expected to provide much-needed granularity to aid the model in the next couple years.

Heat Pump Eligibility Expansion to Electric Appliance Customers

In 2026, Rhode Island Energy worked on creating a set of criteria and a verification system to identify electric appliance customers that may enhance equitable participation for customers seeking to take advantage of the Company's heat pump offerings and improve customer experience for customers who heat their homes with other sources of electric heat. The Company plans to begin offering an enhanced heat pump incentive (previously limited to specifically electric baseboard heated homes) to customers who use space heaters or any other electric appliances as their primary source of heat. This offering will allow a greater number of electrically heated homes to convert to heat pumps.

The Company has developed a set of criteria that will help verify a customer's dependence on electric appliances for heating their home regardless of what other heating system is nominally in the home. Customers may prove their dependence on electric appliance heat through the home's electrical usage over time, looking for a winter spike in electricity use, verifying that any other heating system present is not in use, and the presence of qualifying electric appliances in the home. The Company will continue to fine tune eligibility and verification criteria for the 2027-2029 program cycle through discussions with stakeholders and continued collection of data on the customers that apply for the incentive.

Measure Changes

With their growing market presence and promise of supporting previously underserved groups (especially renters and multifamily buildings) window heat pumps offer new opportunities for the program and will enable more equitable participation by bypassing previously existing barriers. The company plans to offer window heat pumps primarily through the Multifamily Program as well as other programs like HVAC. This measure allows a contractor to circumvent the installation barriers that may have otherwise prevented a household from installing a traditional heat pump. This offering will become available in 2027, though it may take some time to ramp up in uptake as contractors build up their reserves of window heat pumps and become more familiar with the technology. Rhode Island Energy plans to continue studying which customers are best suited for window heat pumps to appropriately focus promotional efforts.

This plan cycle, Rhode Island Energy will also refine its Condensing Boiler/Water Heater offering. About half of gas heating equipment (including combi-boilers, boilers and furnaces) being replaced today are already condensing units, which do not yield energy savings during replacement to another condensing unit. For this reason, the Company has identified the need to update this offering to ensure resources are used judiciously in a direction that continues to bring energy savings to Rhode Islanders. Consequently, moving forward, the Company plans to require that any new condensing systems replace noncondensing systems only, with required preauthorization. This change will ensure a cost-effective implementation of the gas heating measures, in alignment with Priority 1 of the plan.

New England Heat Pump Accelerator

The New England Heat Pump Accelerator (“NEHPA”) offers additional incentives that can be stacked with Rhode Island Energy’s heat pump and heat pump water heater incentives with the hope of driving more uptake in the state. The program also offers training opportunities to contractors and is funding innovative pilot projects to support hard to reach groups and identify ways to make heat pump adoption more accessible.

RI Energy and NEHPA incentives can be coordinated to support eligible heat pump water heater installations, subject to program requirements and incentive delivery channels. The NEHPA midstream incentive may be paired with either the RI Energy midstream incentive or the RI Energy customer rebate, but RI Energy’s midstream and customer rebate incentives cannot be combined for the same equipment. This structure provides two clear stacking pathways while maintaining program integrity and avoiding duplicate RI Energy incentive payments.

The following table demonstrates how customers can stack NEHPA and Rhode Island Energy incentives for heat pump water heaters under the market rate program:

Residential Heat Pump Water Heater Offerings

Offering	Incentive Recipient	Applicability Criteria	Funding Source Treatment
Rhode Island Energy (RIE) Midstream Incentive	Distributor or contractor, as applicable, through the point-of-sale delivery channel.	Applicable to qualifying electric resistance replacement projects that satisfy all program eligibility, equipment, installation, and documentation requirements.	RIE midstream support may be applied where permitted by program design and applicable funding requirements, provided the project satisfies RIE eligibility, documentation, and verification requirements.
Clean Heat Rhode Island (CHRI)	Customer, contractor, or other applicable recipient as defined by CHRI program rules.	Applicable to qualifying projects that satisfy CHRI eligibility requirements, including applicable customer, baseline fuel, equipment, installation, application, and documentation criteria.	CHRI incentives may be coordinated with RIE and/or NEHPA support only when each funding source's eligibility criteria, application requirements, verification standards, and program-control requirements are satisfied.
New England Heat Pump Accelerator (NEHPA) Midstream Incentive	Distributor or contractor, as applicable, through the point-of-sale delivery channel.	Applicable to qualifying projects that satisfy NEHPA eligibility, installation, documentation, and verification requirements.	NEHPA midstream support may be combined with RIE or CHRI incentives when all applicable program requirements are met and no duplicative incentive is claimed in violation of program rules.
Rhode Island Energy (RIE) Direct Incentive	Customer, after installation, application review, and approval.	Applicable to qualifying electric resistance replacement projects that satisfy all program eligibility, equipment, installation, and documentation requirements.	May be used with applicable incentive pathways when requirements are met.

The following table demonstrates how customers can stack NEHPA and Rhode Island Energy incentives for air source heat pumps.

Residential Air Source Heat Pumps

Offering	Incentive Recipient	Applicability Criteria	Funding Source Treatment
Rhode Island Energy (RIE) Customer Financing	Customer, subject to financing eligibility and approval.	Qualifying customers and electric resistance heating displacement projects, subject to financing, program, and documentation requirements.	May be used with applicable incentive pathways when customer, equipment, installation, and documentation requirements are met.
Rhode Island Energy (RIE) Downstream Incentive	Customer, after installation, application review, and approval.	Qualifying residential ASHP installations, including standard and enhanced pathways, subject to baseline fuel, income, equipment, installation, and documentation requirements.	Clean Heat Rhode Island (CHRI) incentives are a separate state-sponsored funding source and may be layered with RIE customer incentives and NEHPA support only when each program's requirements are met. CHRI funding should be documented separately from RIE ratepayer-funded incentives and NEHPA midstream support. Stacking is permissible only when eligibility, income, weatherization, equipment, installer, application, verification, and program-control rules are satisfied.
Clean Heat RI (CHRI) Downstream Incentive	Customer, after installation, application review, and approval.	Qualifying residential ASHP projects that transition from oil, propane, or natural gas to eligible heat pump equipment after required weatherization conditions are satisfied.	
NEHPA Midstream Distributor Incentive	Distributor or contractor, as applicable, through the point-of-sale channel.	Qualifying residential ASHP equipment and projects that satisfy NEHPA eligibility, installation, documentation, and verification requirements.	

Permissible funding configurations include:

- Configuration 1: RIE financing may be used with applicable RIE customer incentives and NEHPA support, subject to applicable financing, eligibility, verification, and program-control requirements.

- Configuration 2: RIE customer incentives may be combined with NEHPA support when all eligibility, application, verification, cost-documentation, and program-control requirements are met.
- Configuration 3: CHRI incentives may be applied as separate state-sponsored funding source for eligible fossil-fuel-to-heat-pump projects, subject to CHRI qualification, application, and verification requirements.
- Configuration 4: RIE customer incentives may be combined with CHRI and NEHPA support when all eligibility, application, verification, cost-documentation, and program-control requirements are met.

Rhode Island Energy has been in close communication with NEHPA since it launched in January of 2026. The Company participates in multiple advisory groups led by NEHPA and collaborates in identifying best ways to use the program's funding and capacities for improving the heat pump market. The Company will continue to disseminate information to customers and contractors, as appropriate, about NEHPA to promote participation and drive greater heat pump and heat pump water heater uptake. The Company is also actively engaging in conversations with NEHPA to understand how the program will affect the heat pump market during the lifespan of the program, which is planned to continue through the end of 2029. The conclusions of these conversations will be incorporated into the 2027-2029 program.

Self-serve Website Resources

In alignment with the priority to improve customer experience, the Company is actively exploring the possibility of integrating tools into the energy efficiency website that would help customers understand what parts of the Company's offerings they may be able to take advantage of and how much money they may save with the adoption of heat pumps.

One of the tools to be implemented for the 2027-2029 cycle is a heat pump savings calculator. Rhode Island Energy is working with a vendor to launch an online calculator tool which will provide a customer with an estimate of how much they can save by converting to heat pumps. To get an estimate, the customer will be asked to provide historical bill data and the fuel source they use in their home. The calculator will then provide an estimated annual cost of using the system the customer already has at home in comparison to the annual cost of operating heat pumps, as well as an estimate of how many years will even out the upfront expense of getting heat pumps. This tool will be publicly available to anyone in the general public and could also be utilized by contractors when deciding whether to recommend a conversion to heat pumps to a customer.

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 RCP program come from recycling older refrigerators, dehumidifiers, room air-conditioners, and freezers.

RCP supports the following products:

ENERGY STAR Certified:

- Clothes dryers
- Room air conditioners
- Air Purifiers

ENERGY STAR Most Efficient:

- Room air conditioners
- Room air cleaners
- Electric clothes dryers
- Clothes washers
- Refrigerators

Recycling:

- Room air conditioners
- Dehumidifiers
- Freezer
- Refrigerator

Additional Products:

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

Most products on the Online Marketplace are ones that can be installed by the customer. In some instances, products on the Online Marketplace are not incentivized. However, Rhode Island Energy lists these products on the Online 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 RCP 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 helps staff outreach for customer events and 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.

Marketing to customers includes two approaches. The first includes providing in-store signage, including displaying certain products on endcaps, which indicates to customers which products qualify for rebates or discounts. The second approach involves communicating to customers via email, bill inserts, social media, etc. to make customers aware of the products program and to clarify the distinction between the in-store rebate vs the post-purchase rebate.

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, dehumidifiers, and room air conditioners from customer residences or central recycling locations and transports them to the recycling facility in compliance with the EPA's Responsible Appliance Disposal Program.

As part of appliance recycling drop-off events for dehumidifiers and refrigerators, Rhode Island Energy provides electric customers with email communications that include event details and information on applicable incentives. The lead vendor also supports event promotion through social media, leveraging the Rhode Island Energy email campaign to help increase customer awareness and participation.

For appliance recycling pick-up services, Rhode Island Energy uses similar outreach strategies and continues to evaluate additional customer engagement opportunities that can expand awareness while minimizing unnecessary customer communications.

In addition, the appliance recycling vendor is exploring opportunities to collect eligible appliances at retail locations for recycling. Rhode Island Energy is evaluating this potential approach, including whether savings may be claimed in instances where customer identification is not available.

6.4 2027- 2029 Program Enhancements, Changes, and Notable Items

There are no major changes to the RCP program for this program cycle.

7. RESIDENTIAL NEW CONSTRUCTION & RENOVATIONS (ELECTRIC AND GAS)

The Residential New Construction (RNC) program offers financial incentives and no-cost education, training and technical support to builders and homeowners to promote the construction of high performing energy-efficient single family, multifamily, and income eligible homes. The program helps residential new construction and major renovation projects meet high energy performance standards and provides education and training support to builders, designers, tradespeople, and code officials.

7.1 Offerings

Design and Construction Assistance

- Energy modeling and design assistance to verify compliance with the 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.
- On-demand classroom and virtual training are also provided.

Market Development

- Technical training in high-efficiency and zero energy building practices (including Passive House), all-electric new homes, as well as energy code compliance, to build necessary market capacities. Please refer to the Main Text for more discussion on energy code. Rhode Island Energy receives credit for the increase in code compliance that results from these trainings.
- 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 Efficient New Homes (*formerly known as Zero Energy Ready*), Passive House, and ENERGY STAR, to promote visibility of energy efficiency in the marketplace.

Incentives

Whole-home efficiency incentives for buildings are based on achieved level of efficiency and number of units.

Whole House Performance Incentives (New Construction/Renovation)				
Energy Savings Levels	1-4 Unit Single-Family Building	5-10 Unit Multi Family (MF) Building	11-30 Unit MF Building	31-75 Unit MF Building
Tier I: 15-25% Savings	\$500	\$300	\$250	\$200
Tier II: 26-39% Savings	\$1,500	\$750	\$600	\$500
Tier III: 40%+ Savings	\$4,000	\$2,000	\$1,500	\$1,000

Additional Certification and Program Incentives (New Construction/Renovation)				
Certification Achieved	1-4 Unit Single Family Building	5-10 Unit Multi-Family (MF) Building	11-30 Unit MF Building	31-75 Unit MF Building
ENERGY STAR Certified	\$200	\$150	\$100	\$100
DOE Efficient New Homes Certified ¹ , or Compliant with Current Version of the RI Stretch Code ²	\$1,000	\$750	\$500	\$500
Passive House Certified ³	\$1,500	\$1,500	\$900	\$750
High-Efficiency Electric Homes	\$1,000	\$500	\$250	\$250

In addition to the incentives above, the program also offers the following:

Custom Offerings

- Projects with more than 75 units are eligible for custom incentives calculated on a project-by-project basis.
- Adaptive Reuse projects are incentivized based on a separate set of prescriptive measures tailored to mill conversion projects.
- 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 DOE Efficient New Homes development.¹¹ These are all-electric homes whose energy use is substantially lowered, and any remaining energy use is offset by on-site energy generation through means such as solar panels. The program provides technical services, inspection services, and project incentives for new construction, additions, and major renovations to both one-to-four-unit (defined as single family) and five plus unit (defined as multifamily) 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. RIE serves all Rhode Island Housing projects, which are required to go through the RNC program. A participating customer/project team officially begins the enrollment process by calling or emailing the RNC program. The project team meets with the RNC program team of HERS raters (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 advance toward increasingly more efficient homes and delivers education and outreach programming designed to achieve this goal.

¹¹ <https://www.energy.gov/cmei/buildings/about-zero-energy-buildings>

7.4 2027-2029 Program Enhancements, Changes, and Notable Items

In this three-year cycle, Rhode Island Energy will wind down the gas offerings of the program to ultimately fully discontinue them in 2030 to align with the Company's commitment to cost-effective, valuable investment.

To remain current with the newest building codes, the program also anticipates an update to its incentive tiers as the reference home standard will be updated in the next couple years and will likely go into effect during this three-year cycle. The new reference home will likely have lower energy consumption than its previous specifications, thus making it more challenging to meet existing savings tiers. The Company has adjusted the expected quantities of each tier of savings to accommodate the adjustment period during which some homes may fall into lower tiers than they would have previously reached.

The Company anticipates that the 2029 program year will need to accommodate gas projects that were not completed in the prior plan year due to potential building delays.

Program participants will be notified of program changes as soon as they are finalized to ensure that new projects can be planned with the changing incentives in mind.

8. MARKETING TO RESIDENTIAL CUSTOMERS

Rhode Island Energy continues to use **It's Your Energy** branding, which focuses on how energy powers the local lives and communities that RIE serves and aims to establish RIE as a trusted partner. Rhode Island Energy uses real customers in its marketing campaigns. By featuring real customer photos and quotes about experiences with energy efficiency, the programs are made real and tangible to other Rhode Islanders. Communications are made realistic and relatable.

The brand campaign platform is funded and managed separately from energy efficiency marketing. However, energy efficiency marketing ladders up to the brand campaign, emphasizing the Company's commitment to the state of Rhode Island and its people by featuring real customers and case studies as much as possible. Awareness level outreach includes mass media which could include radio, social media, out of home, digital advertising, and/or print ads. At the program level, energy efficiency solutions are promoted via e-mail, direct mail, bill inserts, digital advertising, and other media.

Rhode Island Energy will continue to drive participation through two main pathways – targeted programs and broad-based programs. Targeted programs include Rhode Island Energy'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. Rhode Island Energy also reaches broad participation by promoting products upstream and through awareness level marketing that presents all energy efficiency programs holistically, allowing customers to pursue the programs(s) that are right for them. These broader based advertisements 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 energy efficiency programs.

Rhode Island Energy's website continues to streamline the customer experience, improving access to energy efficiency, among other improvements. Customers 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 offers integrated language translation through Google Translate to improve accessibility for all customers. Rhode Island Energy plans to continue developing educational content on the website such as best practices for using heat pumps and other articles.

Rhode Island Energy plans to hold nine to twelve Customer Assistance Expos¹² per calendar year, plus over a dozen pop-ups each month, located in communities throughout the state. These events help customers better manage their energy bills and connect with available support programs. At an expo, attendees receive personalized, one-on-one assistance from Rhode Island Energy representatives who help them apply for payment plans, discount rates, and energy assistance programs. The event provides information on energy efficiency initiatives and rebates, and features community partners who offer

¹² A schedule of upcoming Customer Assistance Expos is available on the [Rhode Island Energy Website](#).

additional services. Expos serve as excellent opportunities to engage with customers, offering informative materials, raising awareness, and addressing the relevance and accessibility of energy efficiency.

Multichannel marketing enables customers to learn about energy efficiency through a variety of communication methods including print ads, radio ads, streaming video, social media, online/digital, e-mail, direct mail, bill inserts, events, collateral, case studies, and Google paid search.

Rhode Island Energy coordinates with State agencies to refer customers and share leads across Rhode Island Energy Efficiency Programs and other state and federal energy efficiency opportunities, such as Clean Heat RI. 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, Rhode Island Energy introduced a follow-up marketing campaign triggering communications to customers after they participate, identifying the next best step in their energy efficiency journey. This effort will continue by thanking customers via email who recycled a refrigerator, freezer, or dehumidifier and encouraging them to take the next step by purchasing a product on the Company's Marketplace. Additionally, Rhode Island Energy plans to test the effectiveness of welcome communications to new accounts on a quarterly basis, encouraging energy efficiency participation shortly after new customers move into their new home or apartment. Rhode Island Energy holds routine meetings and has ad hoc channels of communication open with other program administrators, including OER and CommerceRI.

Equity continues to be a key component of Rhode Island Energy's Marketing strategy. E-mails include prominent links at the top of each communication, enabling customers to read the message in Spanish or Portuguese. Direct mail may include all three languages (English, Spanish, and Portuguese) or QR codes to scan and read the text in Spanish or Portuguese, based on the customer's preference.

9. CROSS-PROGRAM COLLABORATION

Rhode Island Energy will continue to collaborate with external stakeholders and other programs available in the state to provide customers with a smooth participation experience. Core programs and stakeholders of note include the Office of Energy Resources' array of programs such as Clean Heat Rhode Island, the Green and Healthy Homes Initiative, and the New England Heat Pump Accelerator.

Clean Heat Rhode Island

Clean Heat Rhode Island (CHRI) is a state-sponsored program helping Rhode Islanders transition from fossil fuels to clean, efficient electric heating and cooling systems. ([Clean Heat Rhode Island](#))

Green and Healthy Homes Initiative

The Green & Healthy Homes Initiative (GHHI) addresses the housing-based causes of lead poisoning, asthma, injury, and energy inefficiency by creating homes that are healthy, safe, and resilient. By delivering a standard of excellence through merit-based, data-driven solutions, GHHI aims to eradicate the negative health impacts of unhealthy housing for children, seniors, and families to ensure everyone has the opportunity to live, learn, work, and play in homes that support their health and well-being.

([Green & Healthy Homes Initiative](#))

New England Heat Pump Accelerator

The New England Heat Pump Accelerator (NEHPA) is a three-year endeavor organized by a coalition of New England states to drive heat pump uptake. It began providing midstream incentives as well as organizing contractor training opportunities in January of 2026. Rhode Island Energy is an active participant in conversations with NEHPA to improve program structure and support the goal of increasing heat pump installation rates in Rhode Island. ([New England Heat Pump Accelerator](#))

In the 2027-2029 program cycle, NEHPA is expected to have notable effects on the heat pump market thanks to both its direct efforts through 2028 and the long-term effects that will transform the heat pump market in the region and state. Rhode Island Energy will continue to engage in dialogue to ensure the programs are well-coordinated and cross-promoting.

10. RESIDENTIAL MEASURE TABLES

Please see Attachment 1-1 for a list of all Residential measures with details on quantities, incentives and savings. Quantities are rounded to whole numbers. Separate tables are provided for each year.

To facilitate review, Rhode Island Energy has highlighted those measures where there is a change in the incentive per quantity between years. Since most measure quantities are planned to change between years, no highlighting of quantity or values that are a function of quantity is provided, as that would cause most of the table to be highlighted.