

# C&I Stakeholder Hour

Friday, June 9th, 2023

12:30 PM – 1:30 PM

Zoom Meeting

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## Meeting Notes

*The Commercial and Industrial Stakeholder Hour is hosted by the Department of Energy Resources (DOER) and the Sponsors of Mass Save (Berkshire Gas, Cape Light Compact, Eversource, Liberty Utilities, National Grid and Until that are also known as the Program Administrators (PAs). The stakeholder hour is part of the C&I Working Group, an initiative for increased engagement, communication and coordination among the Program Administrators (“PAs”), Department of Energy Resources (“DOER”) and stakeholders on the C&I programs. These sessions are open to stakeholder questions and comments on the commercial and industrial programs offered by the Mass Save Sponsors.*

*The programs offered by the Sponsors are funded by an energy efficiency charge on ratepayers’ utility bills. Customers participating in the programs receive rebates and incentives for energy efficiency measures such as insulation, heat recovery systems, among others.*

## Questions and Responses

**Q: What is expected to change in the new 3-year cycle that begins in 2025?**

**A:** Changes have yet to be fully determined as we are just getting started on the new 3-year plan, however; there are open sessions to participate in the 3-year plan process available on the Department of Energy Resources (DOER) website (<https://www.mass.gov/info-details/eeac-energy-efficiency-three-year-planning>) and Energy Efficiency Advisory Council (EEAC) website (<https://ma-eeac.org/plans-updates/>)

**Q: Where can I find VRF info?**

**A:** Rebates for eligible VRF (Variable Refrigerant Flow) in 2023 are \$3,500/ton. Please refer to the VRF page of our website (<https://www.masssave.com/en/business/rebates-and-incentives/heating-and-cooling/heat-pumps/variable-refrigerant-flow-systems>) for more information about eligibility.

**Q: What are the estimated energy savings and GHG emissions reduction calculation requirements for commercial heat pump and VRF?**

**A:** The nameplate information and ensuring the equipment is on the qualified products list (QPL) are all that is required for a rebate on this equipment. If the product exceeds the size of equipment offered through the rebate program, then more detailed calculations may be involved to receive a custom incentive and documentation such as nameplate information, installation approach, run hours, etc. will be required.

**Q: How were the Tier II levels for combi steamers determined?**

**A:** Levels for qualifying parameters are based on industry standard practice, which is determined by the market products available, qualifying organizations (Energy Star, etc.), and studies undertaken by the Program Administrator evaluation team.

**Q: I work on the Foodservice program, and I am interested in hearing any questions or feedback on MA Appliance Standards.**

**A:** The Program Administrators via Energy Solutions have provided the market with qualifying efficiencies for models that can be sold and have a Qualified Products List, where customers can check if their model can be sold with an incentive or not. The Program Administrators understand that generally these standards have been at times challenging to adapt to, but the standards, similar to above, are based on industry standard practice baselines the Program Administrator evaluations team have had determined on the basis of studies.

**Q: Financing and incentives towards mechanical insulation.**

**A:**

- The incentives are for air sealing, insulation, and weatherstripping which are the most common forms of weatherization. For buildings less than 8,000 square feet, there is a prescriptive offer for air sealing based on the number of hours in the scope of work and for insulation based on the additional R-value added to the space. For buildings larger than 8,000 square feet, custom incentives apply meaning the amount of incentive will be based on the amount of energy saved by implementing these measures. Please refer to the weatherization specific website for more information. (<http://masssave.com/ciwx>). For insulation outside of the particular weatherization measures here (air sealing, building insulation and weather stripping) please consider the custom project pathway noted on the Mass Save website here: <https://www.masssave.com/en/business/programs-and-services/custom-incentives-and-technical-support>.
- Also, participation in Mass Save programs are an option for all customers that pay into the green energy fund and seeking energy efficiency support, but it is not the only option to receive incentives or grants. There are also DESE (Department of Elementary & Secondary Education), Massachusetts School Building Authority (MSBA), Green Communities, and other funding sources for energy efficiency work. With respect to project financing, for Program

Administrators that do not have on-bill financing, there are options available through third party financial institutions.

**Q: Mechanical systems insulation related to the insulation of mechanical equipment outside of weatherization:**

**A:** Similar grant opportunities are available as listed above. For insulation beyond weatherization, custom projects may also be possible through the mass save program:

<https://www.masssave.com/en/business/programs-and-services/custom-incentives-and-technical-support>

**Q: How can municipalities apply a rebate against a project instead of receipt of general funds?**

**A:** Municipalities (and any other C&I customers) have the option of having any project rebates/incentives assigned to a 3rd party (such as their contractor). This allows the contractor to simply price the project and the associated equipment and/or installation at a lower rate and eliminates the need for the rebate/incentive check, when issued, to be applied to a municipalities' general fund.

**Q: Are there ways to make the incentive application process easier for our department?**

**A:** Applying for most rebates involves providing an application in writing or online with basic information about your company, the project being undertaken, and the equipment being installed. This, along with relevant invoices/proof of purchase and equipment documentation is all that's needed.

**Q: How is quality assured across the commercial program knowing that each utility splits territories between preferred vendors?**

**A:** The PAs have a QA/QC process for contracted and non-contracted vendors. This said, customers can choose who they would like to have perform work on their sites and perform the energy savings calculations for a Technical Assistance study. If the customer has a greater comfort level with one of their preferred vendors, they are welcome to choose that vendor to perform the energy efficiency/decarbonization scope of work.

**Q: How does the Commitment Letter process help contractors get more commercial project opportunities?**

**A:** The Program Administrators do offer commitment letters for prescriptive heat pump projects to provide some assurance to the applicant that if the equipment they eventually purchase and install meets our eligibility requirements, the project will remain eligible to receive the applicable rebates/incentives, even if considerable time passes between when they order the equipment and when it arrives and is installed. The PAs understand there are situations like supply chain challenges or simple equipment production delays or timelines that impact projects.

**Q: Are there any updates on the future of "pay for performance?"**

**A:**

- The "pay-for-performance" program related to retro-commissioning transitioned to the Equipment and System Performance Optimization (ESPO) program in 2019. In this way, customers and associated vendors can seek an investigation incentive for determining the energy savings potential of retro-commissioning measures. Once an investigation is completed, the customer and vendor could seek funding for implementing the measures through the traditional program incentive pathways.
- With respect to "pay for performance" relative to Connected Solutions and Active Demand Response, please refer to the content in the latter part of this stakeholder session.