

CEL Municipal Action Plan 2020

Submitted by Massachusetts Municipal Wholesale Electric Company (MMWEC) on behalf of Chicopee Electric Light (CEL)

Program Budget Data

For the most recent reporting (calendar) year, please provide:

| | |
|--|--------------|
| Reporting year | 2019 |
| Gross Annual Retail Revenue (\$) | \$25,819,503 |
| Annual RCS budget threshold (must be at least .25% of gross annual retail revenue) | \$64,549 |

___ Check here if seeking a waiver in accordance with 225 CMR 4.08(3).

RCS Assessment Data

For the most recent reporting year (per the PA's Annual Return, filed with the DPU pursuant to 220 CMR 79.02), please provide:

| | | | |
|---|---|---|-----------------------|
| | The time period reported in 01/01/2019 – 12/31/2019 | | |
| | Data Description | Amount in DPU reported units (MWh, therms) | Units |
| 4 | Total Residential* Electric Sales (MWh) | 191,215 | MWh |
| 5 | Number of residential* electric customers | 23,215 | Accounts |
| 6 | Total Residential* Gas Sales+ | N/A | e.g. therm, mcf, etc. |
| 7 | Number of residential* gas customers+ | N/A | Accounts |

*Including market rate and low income

+Only applicable to gas municipal PAs

Municipal RCS Roadmap

Please provide a detailed RCS program planned budget for 2020, showing categories of RCS Program activities and their corresponding budget amounts. At a minimum, provide budget amounts (even if the amount is zero) for the categories shown below. If the RCS program budget includes other significant costs or budget categories, include them here.

| Budget Category | 2019 Dollar Amount | 2019 Volume (include units) | Planned Dollar Amount | Planned Volume (include units) |
|--|--------------------|-----------------------------|-----------------------|--------------------------------|
| Audits | \$36,550 | 170 audits | \$21,500 | 100 audits |
| Instant Savings Measures provided during audit | \$1,020 | 510 LED bulbs | \$600 | 300 LED bulbs |
| Additional Customer Incentives /Rebates | \$37,002 | 204 rebates | \$27,500 | 150 rebates |
| Administration | \$47,710 | N/A | \$50,000 | N/A |
| Marketing | \$0 | N/A | \$0 | N/A |
| MLP Solar Rebate (MLP Portion) | \$0 | 0 | \$30,000 | 5 projects |
| Total | \$122,282 | | \$129,600 | |

Program Summary/Description

Home Energy Assessments

CEL offers Home Energy Assessments (HEA) to customers in single family homes and condominiums (with separate metering and heating systems) who heat their homes with electricity, oil, propane, or other non-natural gas fuels. These HEAs are free to the customer when performed no sooner than 3 years prior to the last HEA of that home.

In 2019 and prior, Hancock Software provided the audit software and reporting that were used, however, in 2020, the program changed software provider to Snugg Pro. The Snugg Pro audit software provides both a more customer-friendly report and provides greater detail on recommendations. Current conditions are listed for multiple areas of concern throughout the home and suggested goals for each area are given, based on observable current conditions and generally accepted residential energy efficiency standards. The report provides estimated costs, savings and Savings to Investment Ratios (SIRs) for each recommendation, allowing the customer to prioritize projects in a way that is best for them. The DOER Scorecard is included in the Snugg Pro report and MLP will provide updated scorecards following upgrades.

Each recipient of an HEA receives three (3) LED bulbs as part of the audit.

| Product | Description | Requirement |
|----------|----------------------|---|
| Lighting | (3) 9 watt LED bulbs | Receive HEA and have some non-LED lighting in use in home |

Rebates and Incentives

As a participant in the MMWEC Home Energy Loss Prevention Services (HELPS), CEL offers a wide range of rebates and incentive to encourage customers to make their homes more efficient (HEI Program) and purchase and use energy efficient heat pumps (Cool Homes Program), appliances (ENERGY STAR Appliances) and thermostats. Customers can apply for these rebate programs either on line or by completing a paper application and mailing it to HELPS. Additionally, CEL offers incentives to customers for installation of PV solar systems (MLP Solar Rebate Program). Descriptions of each program follow:

HELPS Home Energy Incentives (HEI) Program

| Product | Description/Requirements | Incentive Amount |
|---|---|------------------------|
| Blower Door Test & Air Sealing | Must be recommended by HEA | 50% of cost; max \$500 |
| ENERGY STAR Heating System (90% AFUE or greater) | Must be recommended by HEA | 50% of cost; max \$500 |
| Insulation | Must be recommended by HEA; must be installed by contractor | 50% of cost; max \$500 |
| Duct Sealing | Must be recommended by HEA | 50% of cost; max \$500 |

HELPS Cool Homes Program

| Product | Description/Requirements | Incentive Amount |
|--------------------------|--|------------------|
| Central Air Conditioning | SEER \geq 16; EER \geq 13; HSPF \geq N/A | \$250 |

| | | |
|---|---|-------|
| Air Source Heat Pump | SEER \geq 16; EER \geq 12; HSPF \geq 8.5 | \$250 |
| Air Source Heat Pump | SEER \geq 18; EER \geq N/A; HSPF \geq 9.6 | \$500 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER \geq 18; EER \geq N/A; HSPF \geq 9 | \$300 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER \geq 18; EER \geq N/A; HSPF \geq 9 | \$500 |

In addition to the CEL rebate on Mini Split Heat Pumps, HELPS has negotiated additional manufacturer purchase price discounts.

HELPS ENERGY STAR Appliances Program

| Product | Description/Requirements | Incentive Amount |
|---|---------------------------------|-------------------------|
| Air Purifier | ENERGY STAR | \$40 |
| Clothes Washer | ENERGY STAR Most Efficient | \$50 |
| Clothes Dryer | ENERGY STAR Most Efficient | \$50 |
| Dehumidifier | ENERGY STAR | \$30 |
| Heat Pump Electric Dryer | ENERGY STAR | \$100 |
| Heat Pump Water Heater \leq 55 Gallon, Electric | ENERGY STAR | \$500 |
| Pool Pump (Two Speed) | ENERGY STAR | \$175 |
| Pool Pump (Variable Speed) | ENERGY STAR | \$250 |
| Refrigerator | ENERGY STAR Most Efficient | \$50 |

HELPS Wi-Fi Thermostat Program

| Product | Description/Requirements | Incentive Amount |
|------------------------|---|-------------------------|
| Wi-Fi Smart Thermostat | must have electric heat or central air conditioning | 50% of cost; max \$125 |

MLP Solar Rebate Program

As a participant in the MLP Solar Rebate Program, CEL provides funding on eligible home based solar photovoltaic installations up to 25 kW. MLP funds up to 60 cents per watt and DOER provides another 60 cents per watt. Some limitations on MLP funding levels do apply, and the rebate budget is fixed. This Program began in late 2019 and continues into 2020. As of the end of 2019, one project had reached completion.

Ancillary Services

CEL markets and promotes its entire suite of energy efficiency, distributed generation and demand response programs (including audits, rebates and other incentives) in a number of ways: on the CEL website, bill stuffers, distribution at the Light Plant Office, and social media. CEL does not focus this marketing to specific customer demographics.

The program has always been able to link HEI rebates to HEAs since the HEI rebates require the HEA. The link between other rebates and the HEA has been harder to establish. The new Snugg Pro HEA software will allow a closer linking of improvements and HEAs since they include the DOER Scorecard. Since customers that have had an HEA can request an updated Scorecard after improvements have been made, we will have the opportunity to both be sure that customers are aware of any rebates or incentives that they may be eligible for, and that even if the improvement is not linked to a rebate, the connection between the improvement and the HEA can be established.

And due to the marketing and increase in knowledge of the Scorecard by home buyers and real estate professionals, the program anticipates an increased interest in the Scorecard by new home buyers; the program will be able to provide new buyers the Scorecard as requested.

CEL residential energy efficiency programs are available to all individually metered residential accounts, and common areas of multi-family buildings with 4 or fewer residential units. CEL provides program access to all residential customers regardless of socio-economic status, account standing, or language barriers through our internet presence, billing stuffers, and in-lobby consultations.

The program does not currently recommend contractors or provide any sort of approved or participating contractor lists. The HEA process does include information given to the customer on how to choose a contractor, including information essentially similar to that found on the Commonwealth of Massachusetts website.