

HG&E Municipal Action Plan 2020

Submitted by Massachusetts Municipal Wholesale Electric Company (MMWEC) on behalf of Holyoke Gas & Electric Company (HG&E)

Program Budget Data

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

Reporting year	2019
Gross Annual Retail Revenue (\$)	\$67,664,293
Annual RCS budget threshold (must be at least .25% of gross annual retail revenue)	\$169,161

___ 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)	127,137	MWh
5	Number of residential* electric customers	15,054	Accounts
6	Total Residential* Gas Sales+	829,306	ccf
7	Number of residential* gas customers+	10,426	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	\$44,935	209 audits	\$25,000	120 audits
Instant Savings Measures provided during audit	\$1,254	627 LED bulbs	\$723	360 LED bulbs
Additional Customer Incentives /Rebates	\$5,015	104 rebates	\$12,000	60 rebates
Administration	\$70,965	N/A	\$133,000	N/A
Marketing	\$14,824	N/A	\$18,144	N/A
Free EV Charger Program	\$0	0 chargers	\$3,000	5 chargers
Residential Conservation Services	\$301,736	64 projects	\$500,000	100 projects
Solar Financing	\$0	0 projects	\$0	0 projects
Total	\$438,999		\$691,867	

Program Summary/Description

Home Energy Assessments

HG&E 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), HG&E 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, HG&E offers incentives to customers for scheduled charging of electric vehicles, installation of PV solar systems (MLP Solar Grant Program), and, starting in Q2 of 2020, the use of Wi-Fi-enabled smart devices for demand reduction programs (Connected Homes). 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
Insulation	Must be recommended by HEA; must be installed by contractor	50% of cost; max \$1,000
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	\$250
Multi-Zone Ductless Mini-Split Heat Pump	SEER \geq 18; EER \geq N/A; HSPF \geq 9	\$500

In addition to the HG&E 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
Electric Clothes Dryer (replacing electric)	ENERGY STAR	\$50
Electric Clothes Dryer (replacing gas)	ENERGY STAR/ Audit Required	\$100
Heat Pump Clothes Dryer (replacing electric)	ENERGY STAR	\$350
Heat Pump Clothes Dryer (replacing gas)	ENERGY STAR/ Audit Required	\$500
Clothes Washer	ENERGY STAR/CEE Tier 1	\$25
Clothes Washer	(CEE Tiers 2, 3, 4)	\$50
Clothes Washer	ENERGY STAR Most Efficient/CEE Advanced Tier)	\$75
Refrigerator	ENERGY STAR Most Efficient/CEE Advanced Tier)	\$75
Refrigerator	ENERGY STAR/CEE Tier 1	\$25
Refrigerator	(CEE Tiers 2, 3, 4)	\$50
Dishwasher	ENERGY STAR/CEE Tier 1+	\$25
Dehumidifier	ENERGY STAR	\$30
Electric/Solar Water Heater (replacing gas)	Audit Required	\$100
Heat Pump Water Heater (replacing electric)	UEF \geq 3.0/ Audit Required	\$300
Heat Pump Water Heater (replacing gas, oil, propane)	UEF \geq 3.0/ Audit Required	\$600
Room AC	ENERGY STAR / EER \geq 11.2	\$25

HELPS Wi-Fi Thermostat Program

Product	Description/Requirements	Incentive Amount
Wi-Fi Smart Thermostat	Must have electric heat or central air conditioning, for qualified models only (models that can work with Connected Homes program,)	50% of cost; max \$150

HELPS Electric Vehicle Scheduled Charging Program

Customers with either fully electric or plug in hybrid vehicles can receive a level 2 charger (a \$650 value) free of charge or a \$450 rebate (for existing level 2 charger owners) in return for allowing HG&E to curtail charging between 2:00 and 8:00 PM each non-holiday summer weekday and from 4:00 to 9:00 PM each non-holiday

winder weekday for 3 years. Customer must maintain Wi-Fi access to charger to remain in program. Participating in the Connected Homes Program is also a requirement.

Product	Description/Requirements	Incentive Amount
Electric Vehicle Level 2 Charger	BEV & PHEV Electric Vehicle	Free Charger or \$450

HELPS Connected Homes Program

HELPS Connected Homes is an innovative new program offered to customers that own select Wi-Fi-enabled smart devices to leverage the technology of smart appliances and devices into cost savings for the light department and its customers. By enrolling a smart device in the Connected Homes Program, customers agree to allow MLP to make brief, limited adjustments to their devices during times of peak electric demand. Customers will be informed of possible adjustments in advance via email and will be given the choice to opt out. Customers who decide to participate in adjustments will be given an incentive check or bill credit.

Product	Eligible Manufacturers	Monthly Incentive
EV Charger (Level 2)	Chargepoint	\$10
HVAC Seasonal Control - Mini-Split Heat Pump Controllers (Requires full control of all heating and cooling functions for applicable season)	Sensibo	\$8 Summer (June – Sept.) \$5 Winter (Nov. – Apr.)
Water Heater	GE and Rheem	\$5

Residential Energy Conservation Services

HG&E's Residential Energy Conservation Program can provide homeowners with the money they need to make energy-saving improvements to their homes. This program provides financial assistance at 0% interest for the implementation of approved energy efficient measures. Financial assistance is repayable over a period of up to five years and repayment charges are placed on the customer's HG&E monthly bill.

Solar Financing

Up to \$10,000 of financial assistance at 0% interest and repayable over a period of 10 years is available for residential solar installations. Solar financial assistance is available in addition to assistance for energy efficient home improvements, but maximum outstanding assistance granted to a customer is capped.

Ancillary Services

HG&E 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 HG&E website, bill stuffers, distribution at the Light Plant Office, and social media. HG&E does not focus this marketing to specific customer demographics.

The new Snugg Pro HEA software will allow a linking of home energy efficiency improvements and HEAs because the HEAs now 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.

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.

HG&E has several initiatives designed to help make program offerings more accessible to low and moderate income residents and those living in multi-family buildings, including:

- Senior Safety and Conservation talks held at all the senior towers as well as the Senior Center, which include low-income seniors;
- Making the Residential and Commercial Energy Conservation Program available for owner-occupied MDUs;
- HG&E participates with the Holyoke Housing Authority to provide benefits from two utility-scale solar systems that have qualified as low/moderate-income systems to low income residents. HG&E provides funding from the production of these solar plants to HHA, who then disperses the funds for the benefit of its members;
- HG&E participates in the Renewable Energy Trust allowing income-eligible customers to receive rebates and incentives through Massachusetts Clean Energy Center programs.

HG&E also takes steps to include residents for whom English is not their first language by making the HG&E website and web forms available in several languages via Google Translate. Furthermore, the HG&E Customer Service team offers bilingual representatives who are trained in HG&E's efficiency programs.

HG&E promotes the use of DOER's MVP Program eligible contractors. At this time, Energy Monster is an eligible contractor that performs work in HG&E territory. 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.