Municipal Action Plan

Massachusetts Municipal Wholesale Electric Company

Municipal RCS Roadmap

The Massachusetts Municipal Wholesale Electric Company (MMWEC) is the RCS Program Administrator for 20 Municipal Light Plants (MLPs) in Massachusetts and is responding to the DOER’s request to file a Municipal Action Plan (MAP) on their behalf. The MLPs included in this report are listed below. This report was prepared by Joseph Coles, Manager of Energy Efficiency Programs. Please address all questions and follow up to my attention at jcoles@mmwec.org.

**Program Summary/Description – Home Energy Assessment**

In partnership with the Center for EcoTechnology (CET), MMWEC provides Home Energy Assessment (HEA) services to customers of 18 Municipal Light Plants in single family homes, condominiums, and apartments in multifamily buildings (of 4 or fewer units with separate metering and heating systems) who heat their homes with electricity, oil, propane, or other non-natural gas fuels. For customers of MLPs that provide natural gas (HG&E and WMGLD), MMWEC also provides audits to customers heating with natural gas. Customers are eligible for a no-cost HEA every three years. 17 MLPs offer traditional HEAs; one MLP (Ipswich – or IELD) has expanded their HEA service to encompass whole home decarbonization as well. Peabody offers HEA services through their on-staff Energy Conservation Specialist.

CET operates a customer service hot line to accommodate customer requests, provide information, and address and note customer concerns. Using the SnuggPro audit software, 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 SnuggPro report and MMWEC/CET provide updated scorecards following upgrades. Each recipient of an HEA receives three (3) LED bulbs as part of the audit. Customers of IELD are eligible to receive a wider range of Instant Savings Measures.

With the rise of Covid-19 in the winter of 2020, MMWEC suspended all in-person site visits for both residential HEAs and commercial energy audits and inspections. Since the summer of 2021, MMWEC has adopted a hybrid model of audit delivery – providing both virtual and in-person services at the customer’s request to better meet the needs of the customer.

The virtual audits that CET and MMWEC have and still offer to customers are auditor-directed. Unlike other audit services that use an on-line app with AI to direct a customer to collect the necessary data, MMWEC’s audits utilize a certified auditor to direct the customer, ask questions and “see” (through the customer’s phone, tablet or other device) the actual conditions and equipment within the home. It is our belief that the involvement of the auditor provides a superior and more complete service to the customers – the auditor can explain why we are asking for certain information, can answer questions and can help ensure that accurate data is being collected. We believe that this method provides a more personal and effective service to the MLPs’ customers.

Regardless of the audit type (i.e. in-person or virtual), fuel use history of the home is entered along with physical characteristics of the home (size, construction materials, existing insulation, window quantity and quality, etc.) and characteristics related to the use of that individual home (number of occupants, thermostat settings, etc.). This data is used to calculate base energy use and populate models to determine potential costs and savings of proposed energy and electrification/ decarbonization measures.

Each customer receives a customized report with the base energy use and recommendations including approximate costs and savings potentials. SnuggPro is configured to incorporate each MLP’s program offerings and branding, including an MLP-specific rebate section where all rebates and other RCS programs are described.

## Table 1 – HEA Eligibility Criteria and Quantity

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MLP** | **Town** | **Allowed frequency of assessment (years)** | **2021 HEAs Performed** | **2022 HEAs Performed** |
| AMLP | Ashburnham | 3 | 10 | 22 |
| BMLD | Boylston | 3 | 25 | 41 |
| CEL | Chicopee | 3 | 81 | 137 |
| GELD | Groton | 3 | 33 | 40 |
| HMLD | Holden | 3 | 67 | 112 |
| HG&E | Holyoke | 3 | 157 | 269 |
| HMLP | Hull | 3 | 20 | 23 |
| IELD | Ipswich \* | 3 | 90 | 175 |
| MMLD | Marblehead | 3 | 48 | 60 |
| PMLD | Paxton | 3 | 19 | 39 |
| PMLP | Peabody\*\* | 3 |  | 85 |
| PMLD | Princeton | 3 | 21 | 35 |
| RMLD | Russell | 3 | 3 | 2 |
| SELCO | Shrewsbury | 3 | 83 | 185 |
| SHELD | South Hadley | 3 | 53 | 78 |
| SMLD | Sterling | 3 | 11 | 23 |
| TMLWP | Templeton | 3 | 36 | 23 |
| WMGLD | Wakefield | 3 | 192 | 255 |
| WBMLP | West Boylston | 3 | 15 | 26 |

\* IELD offers expanded whole home decarbonization assessments

\*\* PMLP provides audits through internal staff, not MMWEC

## Table 2 – 2021 ISMs from HEAs

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **MLP** | **LED Bulbs** | **Smart Strips** | **Aerators and Rinse Valves** | **Showerheads** | **Thermostats** |
| AMLP | 66 | 0 | 0 | 0 | 0 |
| BMLD | 123 | 0 | 0 | 0 | 0 |
| CEL | 411 | 0 | 0 | 0 | 0 |
| GELD | 120 | 0 | 0 | 0 | 0 |
| HMLD | 336 | 0 | 0 | 0 | 0 |
| HG&E | 807 | 0 | 0 | 0 | 0 |
| HMLP | 69 | 0 | 0 | 0 | 0 |
| IELD | 188 | 0 | 16 | 19 | 12 |
| MMLD | 180 | 0 | 0 | 0 | 0 |
| PMLD | 117 | 0 | 0 | 0 | 0 |
| PMLD | 105 | 0 | 0 | 0 | 0 |
| RMLD | 6 | 0 | 0 | 0 | 0 |
| SELCO | 555 | 0 | 0 | 0 | 0 |
| SHELD | 234 | 0 | 0 | 0 | 0 |
| SMLD | 69 | 0 | 0 | 0 | 0 |
| TMLWP | 69 | 0 | 0 | 0 | 0 |
| WMGLD | 765 | 0 | 0 | 0 | 0 |
| WBMLP | 78 | 0 | 0 | 0 | 0 |

\* IELD offers expanded whole home decarbonization assessments with an increased ISM menu

**Ancillary Services**

## Tracking Customer Participation

MMWEC does not track implementation of recommended measures post assessment on behalf of MLPs. CET sends out a post-visit survey to each customer that received an assessment approximately one week after the appointment. Approximately 20% of participants respond to the survey. The survey asks the following questions:

* Did the Home Energy Advisor spend adequate time in your home?
* Did the Home Energy Advisor address all your concerns?
* Do you think the energy savings materials installed during your visit are valuable?
* Overall, how valuable was the Massachusetts Home Energy Scorecard in helping you understand the energy use in your home?
* Do you plan on moving forward with recommendations in the report?

Respondents are given an opportunity to provide written feedback or comments. MMWEC/CET respond to any concerns or comments that require follow up action.

## Marketing Outreach Strategies

MMWEC maintains an overall website for the NextZero program with details specific to most MLP’s suite of energy efficiency, decarbonization and sustainability, and distributed generation/demand response program offerings. This website includes a translation utility to provide access to MLP-specific information for non-English speaking customers. Some MLPs maintain their own websites that includes non-MMWEC maintained energy efficiency, decarbonization and sustainability, and distributed generation/demand response program offerings.

MMWEC provides member MLPs with a suite of digital and physical marketing materials including bill stuffers, flyers, handouts, press releases, and social media material. Individual MLPS utilize this material in ways that best suits their needs, including distribution at the MLP office, bill inserts, physical handouts at events, press releases, inclusion on MLP websites, and social media posts. Some MLPs utilize additional marketing channels, such as TV and radio. MMWEC respects each MLP’s autonomy to make decisions on how best to educate their customers and market their programs.

When requested by an MLP, MMWEC provides assistance in staffing customer facing events including Farmers Markets, EV Ride and Drives, C&I Customers Summits, Public Power Week, and other similar events. Please note that such in-person events have been very infrequent due to Covid19 safety protocols through 2022.

## Reporting

MMWEC provides periodic reports of MMWEC-administered RCS activities, including quantities and spending. These reports are sent to MLPS on a quarterly and as requested basis. MMWEC also provides analysis to determine trends in customer behavior and requests. . Some MLPs manage their own programs internally and may not be provided reports based on available information.

See individual MLP Addenda for MLP-specific information.

## Other Strategies

No MLP participating in the MMWEC NextZero programs currently recommends contractors or provides 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.

The NextZero website includes language translation, as noted above.

The Snugg Pro HEA software will allow a closer linking of improvements and HEAs since they include the DOER Scorecard.

## Outreach to “Hard To Reach” customers and EJ Communities

All MLPs participating in NextZero programs are actively seeking to increase outreach to and participation by “Hard to Reach” customers and customers in EJ Communities. The MLPs have announced that equity will be a factor in future decision making processes. Participating MLPs have begun forming, or already have formed, partnerships with local community and other groups and have been meeting with these groups to better learn the needs of the affected communities, and to help customers learn about MLP offerings and to help receive heating assistance or other sustainability help. MMWEC has already introduced a translation service to the NextZero website, as described above, and has taken steps to increase the list of rebate-eligible products to include less expensive products. Future steps are being actively considered, and could include financing, increased income-eligible incentives, additional community meetings and projects, and product giveaways.

## Rebate Processing

MMWEC works with Energy Federation, Inc. (EFI) to process rebate applications for many NextZero participating MLPs. Applications can be submitted either on-line or in hardcopy form. EFI provides a full service of rebate approval and fault correction services.

MMWEC maintains a NextZero hotline phone number for customers with questions about the rebate application process. This hotline is staffed by MMWEC staff. Our experience with the hotline is that the most frequent reasons for customer calls are to check on the status of an application and for help in supplying missing documentation. EFI provides the Tableau rebate processing database which allows MMWEC staff to review rebate application processing, down to an individual customer and document level. Tableau allows MMWEC staff to provide personal service and help walk the customers through the process.

MLPs using MMWEC to process rebates provide customer payments in the form of a pre-paid debit card (for rebate payments of $125 or less) or check (for payments of $126 or more). Certain MLPs (Peabody and West Boylston) provide all rebate payments in the form of on-bill credits.

Some MLPs process rebate applications in house. Please see the HG&E Addendum for more information on HG&E’s rebate and incentive processing.

## Table 3 - Rebate Administration

|  |  |  |  |
| --- | --- | --- | --- |
| **MLP** | **Town** | **MMWEC Administration** | **MLP Administration** |
| AMLP | Ashburnham | Yes |  |
| BMLD | Boylston | Yes |  |
| CEL | Chicopee | Yes |  |
| GELD | Groton | No | Yes |
| HMLD | Holden | Yes |  |
| HG&E | Holyoke |  | Yes |
| HMLP | Hull | Yes |  |
| IELD | Ipswich |  | Yes |
| MMLD | Marblehead | Yes |  |
| PMLD | Paxton | Yes |  |
| PMLP | Peabody | Both\*\* (Credit) | Both\*\* |
| PMLD | Princeton | Yes |  |
| RMLD | Russell | Yes |  |
| SELCO | Shrewsbury | Both\*\* | Both\*\* |
| SHELD | South Hadley | Both\*\* | Both\*\* |
| SMLD | Sterling | Yes |  |
| TMLWP | Templeton | Yes |  |
| WMGLD | Wakefield |  | Yes |
| WBMLP | West Boylston | Yes (Credit) |  |

\*\*PMLP, SELCO and SHELD processes some rebates with MMWEC and some in house

## Air Source Heat Pump Consultations

As heat pumps of all types have become more common, HVAC contractors have become more aggressive in promoting heat pump installations to MLP customers. MMWEC and the MLPs have found that not all customers fully understand some of these proposed installations. To meet this concern, MMWEC, working with CET, designed a Heat Pump Consultation service to provide participating MLP customers an independent third party expert (CET) to ask questions and fully understand how heat pumps might be applicable for their homes. The service can also include review of plans, performing sizing reports (to accurately determine air conditioning and heating loads) and post install QAQC*.* This Service is available to MLPs in one of two Tiers (Gold or Silver), each offering different services, as detailed below:

## Table 4 – Air Source Heat Pump Consultation Services

|  |  |  |
| --- | --- | --- |
| **MLP** | **Town** | **ASHP Consultation Tier** |
| AMLP | Ashburnham | Silver |
| BMLD | Boylston | Silver |
| CEL | Chicopee | Silver |
| HMLD | Holden | Silver |
| MMLD | Marblehead | Gold |
| PMLD | Paxton | Silver |
| PMLP | Peabody | Gold |
| PMLD | Princeton | Gold |
| SELCO | Shrewsbury | Gold |
| SHELD | South Hadley | Gold |
| WBMLP | West Boylston | Gold |

|  |  |  |
| --- | --- | --- |
| **Silver Tier Element** |  | **Gold Tier Element** |
| Preferred Contractor Lists & Contractor Training |  | Preferred Contractor Lists & Contractor Training |
| Community Outreach Webinar & Social Media Support |  | Community Outreach Webinar & Social Media Support |
| Air Source Heat Pump Hotline & Consultations |  | Air Source Heat Pump Hotline & Consultations |
| Reviewing & Approval of Contractor ASHP Designs |  | Expanded Home Energy Audit & Manual J Calculations |
| Post-Installation QA Verification |  | ASHP Design Review & Consultation with Customers |
|  |  | Approval of Contractor ASHP Design |
|  |  | Post-Installation QA Verification |

## EV Scheduled Charging

To encourage owners of electric vehicles (EVs) to use chargers during off-peak hours only, participating MLPs have offered either a free or discounted smart level 2 EV charger to customers in exchange for their agreement to allow the MLP to control the charger’s use for a three-year period. The table below shows the active chargers in each participating MLP’s territory. MMWEC dials down participating chargers (typically 5 to 9 PM each non-holiday weekday). MMWEC works with the charger manufacturers that are able to control groups of chargers at one time through Wi-Fi connections. Each day, MMWEC uses the manufacturers’ portal to access and shed load for participating chargers.

Since mid-2021, NextZero, through Enel X, which produces the JuiceBox brand chargers, has been able to offer a web store that allows customers to be able to order chargers directly, using a one-time coupon code supplied by the program, and the chargers are shipped directly to the customers. This eliminates the need for MLPs to maintain an inventory of chargers for their customers to pick up. MMWEC anticipates that as the remaining inventory of Charge Point chargers are provided to customers and inventory runs out, we will begin using JuiceBox units exclusively.

## Table 5 – EV Scheduled Charging Program

|  |  |  |  |
| --- | --- | --- | --- |
| **MLP** | **Town** | **MMWEC Administration** | **MLP Administration** |
| CEL | Chicopee | 8 | n/a |
| GELD | Groton | 12 | n/a |
| HG&E | Holyoke | 3 | 29 |
| HMLP | Hull | 5 | n/a |
| IELD | Ipswich | 11 | n/a |
| MMLD | Marblehead | 53 | n/a |
| PMLD | Princeton | 5 | n/a |
| SELCO | Shrewsbury | 64 | n/a |
| SHELD | South Hadley | 10 | n/a |
| SMLD | Sterling | 2 | n/a |
| WMGLD | Wakefield | 38 | n/a |
| WBMLP | West Boylston | 5 | n/a |

Please note, those MLPs in grey are no longer providing chargers to customers (most have substituted participation in Connected Homes), but still have remaining chargers in the program that MMWEC controls.

Please see the HG&E Addendum for more information on HG&E’s EV Charging Program.

## Connected Homes

Connected Homes is a Demand Response Program using voluntarily enrolled customer-owned smart devices. On forecast peak demand days (up to 5 days per month), working through the Virtual Peaker platform, MMWEC is able to make adjustments to enrolled devices. In return for participation in all events in a month, customers earn a monthly reward which is paid quarterly. The Program has been active since spring of 2020. MMWEC has worked with Virtual Peaker to expand product offerings and in addition to the inclusion of Google Nest and Resideo/Honeywell thermostats in December 2020, and Enel X/JuiceBox EV chargers and Generac home batteries in 2021, Connected Homes is continuing to explore adding additional product types and manufacturers (such as the Flair Puck smart HVAC remote control) to the program.

MMWEC continues to work with participating MLPs to expand the outreach and customer awareness of the program. A suite of marketing and outreach materials is available from MMWEC for use by the participating MLPs, including videos, handouts, and social media. MMWEC has also produced social media content and has partnered with the Massachusetts Clean Energy Center to further expand the outreach of Connected Homes.

As of 12/31/22, the Program includes 14 MLPs. 672 Customers, with 1,096 different devices have enrolled, as the chart below shows. Note that in 2022, this program more than doubled.

## Table 6 Connected Homes

|  |  |  |
| --- | --- | --- |
| **MLP** | **Total Customers** | **Total Devices** |
| Belmont | 109 | 186 |
| Groton | 36 | 63 |
| Holden | 33 | 61 |
| Holyoke | 24 | 24 |
| Ipswich | 38 | 61 |
| Mansfield | 69 | 115 |
| Marblehead | 33 | 64 |
| Peabody | 28 | 43 |
| Princeton | 28 | 11 |
| Shrewsbury | 141 | 259 |
| South Hadley | 41 | 44 |
| Sterling | 10 | 20 |
| Wakefield | 71 | 127 |
| West Boylston | 11 | 18 |

## Developments in NextZero (formerly HELPS) Program in 2023

## Cost of carbon grant

In 2022, NextZero, in partnership with CET, received a Demonstration of Energy & Efficiency Developments (DEED) grant from the American Public Power Association (APPA) to develop a tool to determine the value of carbon emissions reduced due to different efficiency and decarbonization measures. This tool was used to adjust incentives offered by MLPs for different rebates and programs.

## New Heat Pump Rebate Amounts

For the 2023 program year, NextZero has reviewed its rebate programs with an eye towards incentivizing those measures that have the greatest decarbonization effect. Since, as a whole, MLP power portfolios are less carbon emitting than other electric utilities in Massachusetts, a greater focus has been placed on switching from fossil fuel space and water heating to electricity. Perhaps the best example are heat pumps where rebates have been greatly increased.

## Battery Operated Lawn Equipment Rebate Pilot

In 2021, as a pilot program, one MLP (SELCO) elected to begin offering rebates on rechargeable battery operated lawn equipment. By the end of 2021, this pilot was judged to be successful and in 2022, rebates on rechargeable battery operated lawn equipment was offered to all MLPs participating in the NextZero programs. Seven MLPs offered these rebates in 2022; nine MLPs, listed in the table below, offered yard equipment rebates in 2023

## Table 7 MLPs offering Rechargeable Battery Electric Lawn Equipment Rebates

|  |  |
| --- | --- |
| **MLP** | **Offered yard equipment rebates in 2022?** |
| Boylston | Yes |
| Chicopee | Yes |
| Holden | Yes |
| Marblehead | Yes |
| Paxton | Yes |
| Peabody | Yes (Credit) |
| Princeton | Yes |
| Shrewsbury | Yes |
| South Hadley | Yes |
| Sterling | Yes |

## MLP Solar Rebate Grant

In 2019, the DOER offered a grant to help MLPs provide incentives for the installation of residential solar PV projects. Incentives of up to $1.20 per watt were included with DOER funding providing 50% and the MLPs supplying the other 50%. On behalf of 17 participating MLPs, MMWEC applied for a total grant of $1.1 million and was awarded $772,200 in 2019 and an additional $327,800 in 2020, totaling $1.1 million. This amount would be matched by the participating MLPs.

The original deadline for project application was June 30, 2021. Due to the COVID pandemic, DOER extended both the deadlines for rebate application and for completion of projects. A few MLPs are electing to continue customer rebates, but without any DOER matching funds. These MLPs are indicated by an (\*) on the table below.

## Table 8 MLP Solar Rebate Grant

|  |  |  |  |
| --- | --- | --- | --- |
| **MLP** | **# of Projects** | **Total kW** | **Total Rebate $** |
| Ashburnham | 3 | 15.00 | $18,000 |
| Boylston | 7 | 71.22 | $85,464 |
| Chicopee | 6 | 51.92 | $62,298 |
| Groton | 5 | 26.66 | $31,992 |
| Holden | 8 | 38.78 | $44,000 |
| Ipswich\* | 37 | 275.86 | $413,784+ |
| Mansfield | 12 | 111.03 | $133,230 |
| Marblehead | 14 | 62.23 | $74,681 |
| Paxton | 2 | 9.00 | $10,800 |
| Princeton | 4 | 20.00 | $24,000 |
| Shrewsbury\* | 30 | 253.67 | $304,410 |
| South Hadley | 18 | 151.49 | $181,788 |
| Sterling | 4 | 20.00 | $24,000 |
| Templeton | 7 | 58.60 | $70,320 |
| Wakefield\* | 35 | 265.21 | $318,246 |
| West Boylston | 7 | 53.12 | $63,738 |

# Ashburnham Municipal Light Plant (AMLP)

Municipal Action Plan

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultations (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $5,009,758 |
| Annual RCS Budget Threshold | **$12,524** |
| Total Residential Electric Sales (kWh) | 24,018,281 |
| Number Residential Electric Customers | 2,928 |

## Municipal RCS Roadmap – 2023 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $6,480 | 25 audits; 2 PII |
| ISM provided during audits (LED Bulbs) | $169 | 75 LED bulbs |
| ASHP Consults (Silver Tier) | $1,980 | 14 Consultations |
| Energy Star Appliance and Thermostat Rebates | $2,747 | 27 Rebates |
| Cool Homes Heat Pump Rebates | $9,500 | 15 rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $13,276 | N/A |
| **Total** | $34,152 |  |

**2023 Rebate Offering**

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $500 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $500 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $500 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,000 |

# Boylston Municipal Light Plant (BMLP)

Municipal Action Plan – Addendum

**Residential Program Portfolio**

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |

**Program Budget Data**

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $4,612,665 |
| Annual RCS Budget Threshold | **$11,532** |
| Total Residential Electric Sales (kWh) | 22,371,153 |
| Number Residential Electric Customers | 2,163 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $11,825 | 45 audits; 5 PII |
| ISM provided during audits (LED Bulbs) | $304 | 135 LED Bulbs |
| ASHP Consults (Silver Tier) | $2,170 | 16 Consultations |
| Energy Star Appliance and Thermostat Rebates | $5,639 | 60 Rebates |
| HEI Rebates | $1,974 | 4 rebates |
| Cool Homes Rebates | $27,500 | 24 rebates |
| Battery Operated Lawn Equipment | $2,430 | 36 rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $10,520 | N/A |
| **Total** | $62,362 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | post install visit | 50%, up to $500 |
| Insulation | post install visit | 50%, up to $500 |
| Duct Sealing | post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | post install visit | 50%, up to $500 |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |

# Chicopee Electric Light Department (CEL)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Rebates | Y | Rebates for heat pumps |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $60,453,357 |
| Annual RCS Budget Threshold | **$151,133** |
| Total Residential Electric Sales (kWh) | 199,362,707 |
| Number Residential Electric Customers | 23,201 |

## Municipal RCS Roadmap – 2023 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $36,725 | 140 audits; 15 PII |
| ISM provided during audits (LED Bulbs) | $945 | 420 LED Bulbs |
| ASHP Consults (Silver Tier) | $4,950 | 35 Consultations |
| Energy Star Appliance and Thermostat Rebates | $21,287 | 277 Rebates |
| HEI Rebates | $11,305 | 24 rebates |
| Cool Homes Rebates | $59,375 | 59 rebates |
| Battery Operated Lawn Equipment | $8,080 | 142 rebates |
| Residential EV Charger Rebates | $4,200 | 6 chargers |
| CEL EV Monthly Incentives | $1,092 | 16 Customers |
| Tier 1 and Tier 2 and Optional Admin Costs | $97,137 | N/A |
| **Total** | $245,096 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | post install visit | 50%, up to $500 |
| Insulation | post install visit | 50%, up to $500 |
| Duct Sealing | post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | post install visit | 50%, up to $500 |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| Scheduled EV Charging Incentive | Full battery EV and participation in scheduled charging | $8 / mo |
| Scheduled EV Charging Incentive | PHEV and participation in scheduled charging | $4 / mo |

## Chicopee Community Caring Fund (CCCF)

CEL actively supports the Chicopee Community Caring Fund (CCCF). The CCCF is a non-profit fund established in conjunction with the Valley Opportunity Council ("VOC"). It allows us as a community to give back to our community. Specifically, CCCF was founded to provide aid for individuals and families of Chicopee, who, because of financial difficulty, cannot meet their monthly electric utility expenses. CEL promotes contributions to CCCF on its website and through other marketing channels. Historically, CEL has matched the funds raised through the CCCF.

## Fuel Assistance

CEL provides assistance to customers struggling to pay their heating and utility bills by providing information on fuel assistance and directing them to the Valley Opportunity Council’s Fuel Assistance and Heating Repair and Weatherization Programs and Wayfinders’ Emergency Housing Assistance Program.  Information about this assistance is distributed by CEL in bill stuffers, newsletters and as handouts in the CEL office.

# Groton Electric Light Department (GELD)

Municipal Action Plan – Addendum

**Residential Program Portfolio**

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Heat Pump Rebates | N | Rebates for heat pumps |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $10,645,095 |
| Annual RCS Budget Threshold | **$26,613** |
| Total Residential Electric Sales (kWh) | 46,491,587 |
| Number Residential Electric Customers | 4,424 |

## Municipal RCS Roadmap – 2023 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $11,250 | 45 audits |
| ISM provided during audits (LED Bulbs) | $304 | 135 LED Bulbs |
| Heat Pump Rebates | $22,170 | 49 rebates |
| Residential EV Charger Rebates | $1,068 | 4 chargers |
| Connected Homes Device Rewards and Charges | $6,247 | 106 devices |
| GELD Infrared Home Scanning | $975 | 10 homes |
| LED Light Bulb Distribution | $271 | 271 LED bulbs |
| GELD Internal Administration | $2,273 | n/a |
| Tier 1 and Tier 2 and Optional Admin Costs | $17,798 | N/A |
| **Total** | $62,356 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Source Heat Pumps | EER 12+; SEER 16+; HSPF 8.5+ | 10% up to $250 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | 10% up to $500 |
| Ductless Mini Split Heat Pump | SEER 18+; HSPF 9+ | 10% up to $500 |
| LED Bulbs | Customers can purchase bulbs below cost | $1.00 per bulb |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Residential EV Scheduled Charging | Full Battery EV | $400 rebate |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 rebate |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 rebate |

## LED Bulb Sales and Switch and Socket Plate Insulation Gaskets

GELD customers may purchase LED bulbs in 3 different sizes directly from GELD at a price below normal retail.

## Watt Meter

GELD customers can borrow a GELD-owned watt meter to learn precisely how much electricity their appliances are using. GELD directs customers to measure the appliance’s electric use for 3 days and then multiply the result by 10 to determine monthly electricity use and cost. GELD believes this data is important to a customer as retirement of an old appliance or purchase of a new appliance is considered.

## Infrared Home Photography

Upon request by a customer, a GELD staff member will use an infrared camera to scan and photograph the envelope of a home to help determine heat loss. GELD produces a report for the customer with photos of problem areas. GELD believes this service allows customer to focus envelope improvement projects on those problem areas.

## Time-of-use rates

GELD offers voluntary time of use rates both to help customers save electric costs and to ease the impact on the grid that will result from widespread electrification of transportation and space heating.

# Holden Municipal Light Department (HMLD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $14,048,659 |
| Annual RCS Budget Threshold | **$35,122** |
| Total Residential Electric Sales (kWh) | 68,828,597 |
| Number Residential Electric Customers | 7,741 |

## Municipal RCS Roadmap – 2023 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $32,200 | 115 audits; 30 PII |
| ISM provided during audits (LED Bulbs) | $776 | 345 LED Bulbs |
| ASHP Consults (Silver Tier) | $7,325 | 60 Consultations |
| Energy Star Appliance and Thermostat Rebates | $10,009 | 112 Rebates |
| HEI Rebates | $15,510 | 32 rebates |
| Cool Homes Heat Pump Rebates | $75,125 | 66 rebates |
| Battery Operated Lawn Equipment | $1,775 | 29 rebates |
| Connected Homes Device Rewards and Charges | $8,357 | 144 devices |
| Tier 1 and Tier 2 and Optional Admin Costs | $31,157 | N/A |
| **Total** | $182,234 |  |

## 2023 Rebate Offerings

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | post install visit | 50%, up to $500 |
| Insulation | post install visit | 50%, up to $500 |
| Duct Sealing | post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | post install visit | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |

# Holyoke Gas and Electric Department (HG&E)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |  |
| --- | --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **HG&E Admin** | **General description** |
| Residential Energy Assessment | Yes | No | Includes direct install measures |
| ENERGY STAR Appliance Rebates | No | Yes | Rebates for household appliances and devices |
| Heating and Cooling Rebates | No | Yes | Rebates for heat pumps and central ACs |
| EV Charging Program Charging | No | Yes | Controls EV charging times |
| Connected Homes | Yes | No | DR Program with residential smart devices thermostats and EV |
| Residential Energy Conservation Program | No | Yes | 0% interest on bill financing up to $10,000 for qualifying Energy Efficiency and Electrification projects |

**Program Budget Data**

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $81,833,385 |
| Annual RCS Budget Threshold | **$204,583** |
| Total Residential Electric Sales (kWh) | 110,165,047 |
| Number Residential Electric Customers | 14,954 |
| Total Residential Gas Sales (kWh) | 755,047 |
| Number Residential Gas Customers | 10,235 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $68,750 | 275 audits |
| ISM provided during audits (LED Bulbs) | $1,856 | 825 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $15,000 | 175 devices |
| Weatherization and Insulation Rebates | $75,500 | 50 projects |
| AC and Heat Pump Rebates | $50,000 | 50 customers |
| Residential EV Charger Rebates | $10,000 | 20 chargers |
| EV Voluntary Charging Rewards | $3,840 | 32 customers/12 months |
| Connected Homes Device Rewards and Charges | $2,900 | 45 devices |
| Residential Energy Conservation Program | $5000,000 | 50 customers |
| HG&E Internal Administration | $140,000 | n/a |
| Marketing and Education | $71,721 | n/a |
| Tier 1 and Tier 2 and Optional Admin Costs | $27,668 | N/A |
| **Total** | $966,735 |  |

## 2023 Rebate Offerings

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Dishwasher | ENERGY STAR | $25 |
| Air Purifier | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer (Electric) | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR; replacing natural gas dryer; 7cu ft or larger | $250 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Clothes Dryer (Electric) | ENERGY STAR; replacing natural gas dryer | $350 |
| Solar or Electric Storage Water Heater | Replacing gas water heater; | $150 |
| Solar or Electric Storage Water Heater | Replacing oil or propane water heater | $300 |
| Electric Heat Pump Water Heater | ENERGY STAR; new or replacing electric water heater | $300 |
| Electric Heat Pump Water Heater | ENERGY STAR; replacing gas water heater | $600 |
| Electric Heat Pump Water Heater | ENERGY STAR; replacing oil or propane water heater; | $750 |
| Refrigerator | ENERGY STAR | $50 |
| Refrigerator | ENERGY STAR “Most Efficient” | $75 |
| Room Air Conditioner | ENERGY STAR | $25 |
| Thermostat | 7 day Programmable | 50% up to $50 |
| Wifi Enabled Smart Thermostat | ENERGY STAR; must be enrolled in Connected Homes; must use HG&E electric heat or central cooling | 50% up to $150 |
| Central AC | SEER ≥ 16, EER ≥ 13 **or**  SEER2 ≥ 16, EER2 ≥ 12 | $100/ton; max $500 |
| Air Source Heat Pump (Ducted or Minisplit) 2022 specifications | SEER 18+; EER 12.5+; HSPF 9+ | $250/ton; max $500 |
| Air Source Heat Pump (Ducted) 2023 specs | SEER2 15.2+; EER2 10+; HSPF2 8.1+; COP (at 5°F) 1.75+ and HCR (at 5°F) 70%+ | $250/ton; max $1,000 |
| Air Source Heat Pump (Minisplit) 2023 specs | SEER2 16+; EER2 9+; HSPF2 9.5+; COP (at 5°F) 1.75+ and HCR (at 5°F) 70%+ | $250/ton; max $1,000 |
| Whole Home Heat Pump (Tier 1) | Must provide 100% of heat; EER 12.5+ or EER2 9+ | $600/ton; max $2,400 single family home; $1,200 per unit multi family |
| Whole Home Heat Pump (Tier 2) | Must provide 100% of heat; must decommission older heating system; EER 12.5+ or EER2 9+ | $750/ton; max $3,000 single family home; $1,500 per unit multi family |
| Whole Home Heat Pump Weatherization Rebate | Weatherization must be combined with Whole home Heat Pump project; | 75% of cost; max $3,000 single family home; $1,500 per unit multi family |
| Blower Door Test |  | 50% up to $500 |
| Air Sealing |  | 50% up to $2,000 |
| Insulation |  | 50% up to $2,000 |
| Duct Sealing / Pipe Insulation |  | 50% up to $2,000 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5 per mo |
| HVAC Controls – Google Next, Honeywell, Flair, Sensibo | Enroll in Connected Homes; must control central AC and/or electric heat; 1 device per home | $5 per mo (Nov-Apr); |
| HVAC Controls – Google Next, Honeywell, Flair, Sensibo | Enroll in Connected Homes; must control central AC; 1 device per home | $8 per mo (June-Sept) |
| Residential EV Scheduled Charging | Full EV; limited charging times | $200 |
| Scheduled EV Charging Incentive | Full battery EV or PHEV with battery 18 kwh+ and participation in scheduled charging | $10 / mo |
| Residential EV Scheduled Charging | PHEV; limited charging times | Free level 3 charger or $450 |
| Scheduled EV Charging Incentive | PHEV with battery <18 kwh and participation in scheduled charging | $5 / mo |
| Residential Energy Conservation Program | 0% interest financial assistance for efficiency improvements | Max $10K (single family) |

**Reporting**

HG&E manages and maintains its own energy efficiency tracking system for all rebates and incentive programs. This tracking system generates reports with information such as incentive type, quantities, costs, energy savings and emission reductions. MMWEC provides HG&E quarterly performance data for their customers who participate in the Connected Homes Program.

## Rebate Processing

As of 2019, HG&E hired an Energy Efficiency Coordinator to manage all energy efficiency and electrification related programs. During this time, all rebate and incentive programs were brought in-house, including rebate processing, and responding to customer inquiries. Rebate processing time has improved significantly, including responding to customer calls and questions. HG&E has created a streamlined rebate application process through its website, improving rebate turnaround time. Hard copies of rebate and incentive applications are also still made available. Rebates are offered via check or on-bill credits.

HG&E’s Energy Efficiency Coordinator is available by phone or email for customers with questions about the rebate application process, and also provides technical information for those customers who may have additional questions about certain technologies.

## EV Scheduled Charging

To encourage owners of electric vehicles (EVs) to use chargers during off-peak hours only, HG&E has offered either a free smart level 2 EV charger or a one-time upfront rebate (for customer with existing Level 2 chargers) to customers in exchange for their agreement to charge in off-peak hours. HG&E currently has 32 customers across its own internal program and the Connected Homes Program. For chargers under MMWEC Administration, MMWEC dials down participating chargers (typically 5 to 9 PM each non-holiday weekday). MMWEC works with the charger manufacturers that are able to control groups of chargers at one time through Wi-Fi connections. Each day, MMWEC uses the manufacturers’ portal to access and shed load for participating chargers. For customers under HG&E Administration, monthly monitoring and verification is performed for each customer enrolled to ensure compliance. A $10/month credit is applied if customers are in compliance with the program.

## Fuel Assistance

HG&E supports the work of multiple community organizations, including Valley Opportunity Council, Wayfinders, Veterans Financial Assistance, Springfield Partners for Community Action, Distrigas/Citizens Energy, Council of Churches of Greater Springfield Emergency Fuel Fund, the Salvation Army Good Neighbor Energy Fund, Community Action Pioneer Valley, the United Way/211 First Call for Help, Residential Assistance for Families in Transition and the Holyoke Council on Aging. Contact information for all these organizations is available on the HG&E website, <https://www.hged.com/services/payments/fuel-assistance.aspx>.

## Weatherization Assistance

Springfield Partners for Community Action can provide assistance for full-scale home energy efficiency services including insulation and air sealing for qualifying low-income homeowners and tenants. More information is available on the HG&E website , <https://www.hged.com/residential/ee-home/default.aspx>

**Marketing Strategies**

The HEA program and HG&E’s energy efficiency incentives are listed in HG&E’s Newsletter which is mailed out as an insert with the utility bills. This information is also posted on HG&E’s website, social channels, and communicated at a variety of community events throughout the year. In order to communicate with all members of the Holyoke community, HG&E’s website is translatable, and the newsletter is published in both English and Spanish each month, <https://www.hged.com/news/newsletter-archive.aspx> .

In addition to the marketing strategies above, HG&E performed a study to determine the heating fuel type for all residential customers using interval meter data through its Advanced Metering Infrastructure. With this list of heating fuel types, HG&E will be performing targeting marketing to those customers who use oil and/or propane, promoting HG&E’s Whole-Home Air Source Heat Pump program along with other state and federal funding sources.

**Sustainability Plan**

In 2022, HG&E developed a Sustainability Plan, which highlights a set of strategies and actions that will help the community reach net-zero greenhouse gas (GHG) emissions by 2050. Holyoke Gas & Electric (HG&E) is committed to protecting the environment while providing affordable energy services that meet the needs of the community. Building on Holyoke’s long history of innovation and energy leadership, this plan outlines the innovative steps HG&E has taken in recent history to protect the environment, without mandate, while framing current and future initiatives that will help meet future decarbonization targets. This approach is dynamic and will continue to be modified as regulations evolve, and additional resources become available. This Sustainability Plan can be found at the following link, <https://www.hged.com/smart-energy/clean-energy/HGE-Pathway-Report-2022---FINAL.pdf>.

**Outreach to “Hard To Reach” customers and EJ Communities**

Twenty-nine (29) of Holyoke’s thirty-seven (37) census block groups have been identified as Environmental Justice communities by the Commonwealth of Massachusetts. Approximately 31,000 people, or 77% of Holyoke’s population, live in one of the EJ block groups. These have been designated as EJ communities based on all three factors the state considers: income, English language isolation (no one older than 14 speaks English well in the home), and minority.

In addition to continuing many practices that have been established related to community engagement, HG&E is working to incorporate both State and Federal Environmental Justice practices into our practices. Some areas HG&E has developed to date include the following:

* Competitive Rates & Monthly Discount
* Marketing Material Translation (Website, Newsletter, Safety Materials)
* Bilingual Customer Service Representatives
* Community Engagement through Partner Organizations (OneHolyoke CDC, Holyoke Housing Authority, WayFinders, Holyoke Public Schools, Holyoke Senior Center, The YMCA, Greater Holyoke Boys & Girls Club, South Holyoke Safe Neighborhood Initiative, Holyoke Police Department, Holyoke Fire Department, City of Holyoke, etc.)
* Program Development for EJ community
* Annual Public Power & Natural Gas Week Event
* Community Goodwill Program
* Public EV Infrastructure Deployment
* Tours & Educational Opportunities
* Cadet Scholarship

HG&E will continue to work with community partners to improve opportunities throughout the community and more specifically within our Environmental Justice block groups.

# Hull Municipal Light Plant (HMLP)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $8,386,445 |
| Annual RCS Budget Threshold | **$20,966** |
| Total Residential Electric Sales (kWh) | 36,938,862 |
| Number Residential Electric Customers | 5,784 |

## Municipal RCS Roadmap – 2023 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $6,825 | 25 audits; 5 PII |
| ISM provided during audits (LED Bulbs) | $169 | 75 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $3,404 | 59 Rebates |
| HEI Rebates | $1,461 | 3 rebates |
| Cool Homes Heat Pump Rebates | $39,000 | 37 rebates |
| Residential EV Charger Rebates | $3,500 | 5 chargers |
| Tier 1 and Tier 2 and Optional Admin Costs | $33,015 | N/A |
| **Total** | $87,373 |  |

## 2023 Rebate Offerings

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | post install visit | 50%, up to $500 |
| Insulation | post install visit | 50%, up to $500 |
| Duct Sealing | post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | post install visit | 50%, up to $500 |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |

# Ipswich Electric Light Department (IELD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | N | Includes direct install measures |
| ASHP Consultation Services | N | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | N | Rebates for household appliances and devices |
| High Efficiency Heat Pumps | N | Rebates for heat pumps |
| Weatherization Services Incentive | N | Rebates for testing and air sealing |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| MLP-only Funded Solar Rebates | N | Rebates for residential solar installations |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |
| EV Charger Rebates | N | Free or discounted charger if enrolled in Connected Homes |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $17,912,300 |
| Annual RCS Budget Threshold | **$44,781** |
| Total Residential Electric Sales (kWh) | 50,630,957 |
| Number Residential Electric Customers | 6,127 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $35,698 | 90 audits; 15 PII |
| ISM provided during audits | $6,630 | 90 customers |
| ASHP Consults | $3,144 | 30 customers |
| Energy Star Appliance and Thermostat Rebates | $9,140 | 80 devices |
| Insulation and Air Sealing Rebates | $32,200 | 16 customers |
| Heat Pump Rebates | $39,550 | 35 heat pumps |
| Rechargeable Battery Lawn Equipment | $2,040 | 25 devices |
| Residential EV Charger Rebates | $4,200 | 7 chargers |
| Connected Homes Device Rewards and Charges | $7,826 | 101 devices |
| MLP-only funded Solar Rebates | $11,975 | 5 systems |
| Water Efficiency Measures | $1,851 | 50 customers |
| IELD Internal Administration | $19,559 | n/a |
| Tier 1 and Tier 2 and Optional Admin Costs | $6,070 | N/A |
| **Total** | $179,833 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier | ENERGY STAR | $40 |
| Dehumidifier | ENERGY STAR | $30 |
| Clothes Washer | ENERGY STAR | $50 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR (55 gal or less) | $500 |
| Freezer 12 cu ft+ | ENERGY STAR | $50 |
| Pool Pump (Two Speed) | ENERGY STAR | $175 |
| Pool Pump (Variable Speed) | ENERGY STAR | $250 |
| Refrigerator | ENERGY STAR | $50 |
| Induction Range |  | Up to $750 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| WiFi Enabled Smart Thermostat | ENERGY STAR and enrolled in Connected Homes | 100% |
| Air Source Heat Pump | SEER 15+; HSPF 9+COP 1.75+ at max capcy | $1,000 per household |
| Ductless Mini-Split Heat Pump | SEER 15+; HSPF 9+COP 1.75+ at max capcy | $1,000 per household |
| Integrated Controls |  | $100 per indoor unit, max $400 |
| Blower Door Test & Air Sealing | Audit required | 75% up to $2,000 |
| Blower Door Test & Air Sealing when bundled with heat pump installation | Audit required | 75% of cost (no maximum) |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Zero-Turn Electric Riding Lawn Mower | Rechargeable Battery | 50% up to $400 |
| Riding Electric Lawn Mower (Not Zero Turn) | Rechargeable Battery | 50% up to $200 |
| Push Electric Lawn Mower | Rechargeable Battery | 50% up to $100 |
| Misc Lawn Equipment | Rechargeable Battery | 50% up to $40 |
| Electric Snow Blower | Rechargeable Battery | 50% up to $100 |
| Smart Level 2 EV Charger | enrolled in Connected Homes | Free |
| MLP-only funded Solar Rebates | Shading and Azimuth restrictions; max 25 Kw | $0.30 / Watt |

**ReSource Ipswich**

Based on IELD’s defined mission to “Provide a reliable electric system and ancillary services to our customers in a sustainable way at a reasonable price”, IELD has developed the state’s first whole home decarbonization program, ReSource Ipswich. Incorporating residential energy conservation assessments, heat pump consultations, and a site of both energy and water savings measures and rebates, IELD believes that this approach complies with its Sustainability Strategy to “Seek solutions that are economically, socially and environmentally responsible.” Customers participating in these enhanced decarbonization audits receive a wider range of Instant Savings Measures (ISMs) including: a variety of LED bulbs (including A-bulbs, 3 way lamps, BR20s, globes, and candle base), faucet aerators, showerheads, and spray valves, programmable and smart thermostats, sand smart strips.

ReSource Ipswich, in partnership with Action, Inc., also provides weatherization and other efficiency measures to income qualified customers. Depending on the recommendations of an energy audit, these measures can include: blown-in insulation; window and door weather stripping; air sealing; LED light bulbs; and replacement of inefficient appliances and window air conditioners.

**Home Energy Self Audit**

On its website, IELD provides information about, and links to, the US DOE “Home Energy Saver” tool, which allows residents to learn more about residential energy savings from their electronic device. IELD believes this tool supplements their Whole Home Decarbonization/Residential Energy Assessments.

## Community Assistance

IELD supports multiple community assistance organizations, including those below. IELD’s website provides details of these organizations and their programs as well as contact information.

**Action Inc.** IELD actively supports Action Inc., a Community Action Agency dedicated to building an equitable and resilient community for all residents of Cape Ann. Action Inc’s Fuel Assistance Program provides to IELD Customers having difficulty in paying heating and utility bills. Action Inc. also provides weatherization and energy efficiency services to income-eligible residents in the community.

**LIHEAP** helps low-income individuals and families with the cost of heating their homes during the winter season by providing regular monthly support toward recurring heating bills.

**Cape Ann Emergency Relief Fund** provides direct support for families affected by COVID-19 closures helping hourly workers struggling with lost income pay for food, household supplies, prescriptions, rent, utilities and medical bills.

**The RAFT Program** (Residential Assistance for families in Transition) is a homelessness prevention program funded by the Department of Housing and Community Development (DHCD). RAFT provides short-term financial assistance to low-income families who are homeless or at risk of becoming homeless.

**Salvation Army’s Good Neighbor Energy Fund** is a one-time emergency financial relief. Income is based using the same qualifiers as the LiHEAP program.

**St. Vincent De Paul Society** assists local families in crisis.

**Catholic Charities** assists local families in crisis.

# Marblehead Municipal Light Department (MMLD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Gold Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |
| Go Green Now! program | Y | Allows customers to purchase carbon free energy |
| School Based Educational Program | N | Safety and energy training for school students |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $17,857,072 |
| Annual RCS Budget Threshold | **$44,643** |
| Total Residential Electric Sales (kWh) | 74,661,941 |
| Number Residential Electric Customers | 8,874 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $16,825 | 65 audits; 5 PII |
| ISM provided during audits (LED Bulbs) | $439 | 195 LED Bulbs |
| ASHP Consults (Gold Tier) | $8,655 | 46 Consultations |
| Energy Star Appliance and Thermostat Rebates | $10,007 | 122 Rebates |
| HEI Rebates | $6,291 | 13 rebates |
| Cool Homes Heat Pump Rebates | $26,650 | 59 rebates |
| Battery Operated Lawn Equipment | $3,725 | 62 rebates |
| Residential EV Charger Rebates | $6,300 | 9 chargers |
| Connected Homes Device Rewards and Charges | $8,110 | 129 devices |
| School Based Safety and Energy Training | $11,550 | N/A |
| Internal MMLD Costs | $40,830 | N/A |
| Tier 1 and Tier 2 and Optional Admin Costs | $44,458 | N/A |
| **Total** | $183,841 |  |

**2023 Rebate Offering**

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | post install visit | 50%, up to $500 |
| Insulation | post install visit | 50%, up to $500 |
| Duct Sealing | post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | post install visit | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |

**Go Green Now**

MMLD offers customers an opportunity to voluntarily agree to an extra charge for their power so that carbon-free energy can be purchased. The funds raised through these additional charges are used to retire Marblehead-Berkshire Wind RECs that would otherwise be sold.

**Marblehead “Neighbors Helping Neighbors”.**

MMLD actively supports Marblehead Neighbors Helping Neighbors which provides assistance to MMLD customers that have fallen behind on MMLD bills due to experiencing financial difficulties. MMLD promotes this program on its website (including both opportunities for MMLD customers to contribute and to apply for benefits) and through other marketing channels.

**School Safety and Conservation Education Program**

MMLD sponsors a series of in-person and video educational presentations in the Marblehead town schools to promote safety and energy awareness for students.

# Paxton Municipal Light Department (PMLD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |
| LED bulb distribution | N | LED bulbs given to new Paxton residents |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $3,431,009 |
| Annual RCS Budget Threshold | **$8,578** |
| Total Residential Electric Sales (kWh) | 17,211,427 |
| Number Residential Electric Customers | 1,783 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $11,650 | 42 audits; 10 PII |
| ISM provided during audits (LED Bulbs) | $284 | 126 LED Bulbs |
| ASHP Consults | $2,170 | 16 Consultations |
| Energy Star Appliance and Thermostat Rebates | $7,152 | 61 Rebates |
| HEI Rebates | $6,435 | 13 rebates |
| Cool Homes Heat Pump Rebates | $15,500 | 17 rebates |
| Battery Operated Lawn Equipment | $2,290 | 37 rebates |
| LED Bulb Distribution | $300 | 100 bulbs |
| Tier 1 and Tier 2 and Optional Admin Costs | $8,583 | N/A |
| **Total** | $54,364 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amounts** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | post install visit | 50%, up to $500 |
| Insulation | post install visit | 50%, up to $500 |
| Duct Sealing | post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | post install visit | 50%, up to $500 |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |

# Peabody Municipal Light Plant (PMLP)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | N | Includes direct install measures |
| ASHP Consultation Services (Gold Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Insulation Rebates | N | Rebates for residential insulation |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $54,033,464 |
| Annual RCS Budget Threshold | **$135,084** |
| Total Residential Electric Sales (kWh) | 195,011,557 |
| Number Residential Electric Customers | 22,242 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $24,781 | 85 audits |
| ISM provided during audits (LED Bulbs) | $734 | 510 LED bulbs |
| ASHP Consults (Gold Tier) | $4,950 | 35 Consultations |
| Energy Star Appliance and Thermostat Rebates | $17,550 | 226 Rebates |
| Insulation Rebates | $4,000 | 8 rebates |
| Cool Homes Heat Pump Rebates | $94,750 | 77 rebates |
| Battery Operated Lawn Equipment | $5,475 | 90 rebates |
| Connected Homes Device Rewards and Charges | $3,785 | 64 devices |
| NSCAP HEARTWAP Program | $35,000 | provide support for low income heating system repair |
| NSCAP Refrigerator Program | $5,500 | replaces older appliances |
| LED Bulb Giveaway | $10,633 | 3,521 LED bulbs |
| Tier 1 and Tier 2 and Optional Admin Costs | $16,907 | N/A |
| **Total** | $224,064 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Insulation Rebates |  | 50% up to $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $15/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |

## Energy Awareness Program

To facilitate an open line of communication between PMLP and the people of Peabody and South Lynnfield, in 2022 the PMLP General Manager instituted quarterly public meetings to hear the concerns of ratepayers and to provide updates to the public. After trying this format for a year, the utility transitioned this forum to an online-only format. Customers can pose questions any time and responses will be publicly posted quarterly.

PMLP actively supports several of North Shore Community Action’s (NSCAP) programs for low income customers, including:

* Heating Emergency Assistance Retrofit Task Weatherization Assistance Program (HEARTWAP) which provides funding for heating system repair and replacement.
* Appliance Management Program (AMP) which replaces certain older and failed appliances.

PMLP also solicits contributions for NSCAP on its website as well as during its annual community LED bulb giveaway event.

## Prompt Payment Discount

PMLP provides a 20% prompt payment discount for payment within 15 days of the issuance of the bill and provides extensions for low-income customers receiving checks at certain times of the month.

# Princeton Municipal Light Department (PMLD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Gold Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| MLP Solar Rebate Program | Y | DOER matching rebates for residential solar |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $3,774,417 |
| Annual RCS Budget Threshold | **$9,436** |
| Total Residential Electric Sales (kWh) | 12,678,211 |
| Number Residential Electric Customers | 1,395 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $11,725 | 40 audits; 15 PII |
| ISM provided during audits (LED Bulbs) | $270 | 120 LED Bulbs |
| ASHP Consults (Gold Tier) | $10,815 | 54 Consultations |
| Energy Star Appliance and Thermostat Rebates | $4,545 | 38 Rebates |
| HEI Rebates | $5,771 | 12 Rebates |
| Cool Homes Heat Pump Rebates | $25,125 | 26 rebates |
| Battery Operated Lawn Equipment | $700 | 7 rebates |
| Residential EV Charger Rebates | $1,400 | 2 chargers |
| Connected Homes Device Rewards and Charges | $834 | 13 devices |
| Tier 1 and Tier 2 and Optional Admin Costs | $16,729 | N/A |
| **Total** | $77,915 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | pre audit, post install visit | 50%, up to $500 |
| Insulation | pre audit, post install visit | 50%, up to $500 |
| Duct Sealing | pre audit, post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | pre audit, post install visit | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |

# Russell Municipal Light Department (RMLD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $848,856 |
| Annual RCS Budget Threshold | **$2,122** |
| Total Residential Electric Sales (kWh) | 3,328,459 |
| Number Residential Electric Customers | 427 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $1,250 | 5 audits |
| ISM provided during audits (LED Bulbs) | $34 | 15 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $398 | 8 Rebates |
| Cool Homes Heat Pump Rebates | $1,875 | 2 rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $4,184 | N/A |
| **Total** | $7,741 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |

# Shrewsbury Electric and Cable Operations (SELCO)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Gold Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| MLP funded Solar Rebates | Y | MLP-only funded rebates for residential solar |
| Battery Operated Lawn Equipment Pilot | Y | Rebates for battery operated lawn equipment |
| Residential Battery Rebates | Y | Rebates for residential battery systems |
| EV Purchase Rebates | N | Rebates for purchases and leases of new and used EVs |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $32,159,722 |
| Annual RCS Budget Threshold | **$80,399** |
| Total Residential Electric Sales (kWh) | 138,239,966 |
| Number Residential Electric Customers | 14,757 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Program Name** | **Total Incentives** | **Planned Volume (units)** |
| Residential Energy Assessment | $50,375 | 190 audits; 25 PII |
| ISM provided during audits (LED Bulbs) | $1,283 | 570 LED Bulbs |
| ASHP Consults (Gold Tier) | $58,200 | 302 Consultations |
| Energy Star Appliance Rebates | $22,881 | 208 Rebates |
| HEI Rebates | $7,469 | 16 rebates |
| Cool Homes Heat Pump Rebates | $117,500 | 59 rebates |
| Battery Operated Lawn Equipment | $16,170 | 261 rebates |
| EV Scheduled Charging | $32,900 | 47 chargers |
| Residential EV Rebates | $115,000 | 100 EVs |
| Connected Homes Devices | $35,044 | 672 devices |
| Residential Battery Program | $4,500 | 3 batteries |
| SELCO-only funded Solar Rebates | $35,000 | 6 Projects |
| Electrification and Efficiency 0% loans | $30,000 | 5 loans |
| SELCO Internal Costs | $153,947 | N/A |
| Program Marketing, Education, & Community Outreach | $30,000 | Advertising, Educational Materials, Content Development & Public Outreach |
| Tier 1 and Tier 2 and Optional Admin Costs | $65,840 | N/A |
| **Total** | **$791,108** |  |

**2023 Rebate Offerings**

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR; Income Qualified | $40 |
| Clothes Washer | ENERGY STAR; Income Qualified | $50 |
| Clothes Dryer | ENERGY STAR; Income Qualified | $50 |
| Dehumidifier | ENERGY STAR; Income Qualified | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $850 |
| Refrigerator | ENERGY STAR; Income Qualified | $50 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pumps | SEER 16+, HSPF 9+ Whole house system and not eligible for MassSave rebate | $2,000 per ton of cooling capacity |
| Air Source Heat Pumps | SEER 16+, HSPF 9+ partial house system or eligible for MassSave rebate | $1,000 per ton of cooling capacity |
| Ground Source Heat Pumps | EER 20+, COP 3.5+ Whole house system and not eligible for MassSave rebate | $3,000 per ton of cooling capacity |
| Ground Source Heat Pumps | EER 20+, COP 3.5+ partial house system or eligible for MassSave rebate | $1,500 per ton of cooling capacity |
| Blower Door Test & Air Sealing | pre audit, post install visit | 50%, up to $500 |
| Insulation | pre audit, post install visit | 50%, up to $500 |
| Duct Sealing | pre audit, post install visit | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Electric Snow Thrower/Snow Shovel | Rechargeable Battery | $40 |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger or $700 rebate |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| Residential Battery Rebates | 7.5-20 kwh; must be compatible with Connected Homes | $100 per kwh |
| SELCO-only funded Solar Rebates | Shading and Azimuth restrictions; rebate issued on max 10 kW ($8,000 total value), but there is no project size cap. | $0.80/Watt |
| Purchase New or Used All Electric Vehicle (EV) MY 2017 or newer | Base Vehicle Rebate | $1,000.00 |
| Purchase New or Used All Electric Vehicle (EV) MY 2017 or newer | Battery Size | $10/kWh |
| Purchase New or Used All Electric Vehicle (EV) MY 2017 or newer | Income Qualified | $600 additional |
| Purchase New or Used Plug-In Hybrid Electric Vehicle (PHEV) MY 2017 or newer | Base Vehicle Rebate | $400.00 |
| Purchase New or Used Plug-In Hybrid Electric Vehicle (PHEV) MY 2017 or newer | Battery Size | $5/kWh |
| Purchase New or Used Plug-In Hybrid Electric Vehicle (PHEV) MY 2017 or newer | Income Qualified | $240 additional |
| New Lease All Electric Vehicle (EV) | Base Vehicle Rebate | $800.00 |
| New Lease All Electric Vehicle (EV) | Battery Size | $8/kWh |
| New Lease All Electric Vehicle (EV) | Income Qualified | $480 |
| New Lease Plug-In Hybrid Electric Vehicle (PHEV) | Base Vehicle Rebate | $320.00 |
| New Lease Plug-In Hybrid Electric Vehicle (PHEV) | Battery Size | $4/kWh |
| New Lease Plug-In Hybrid Electric Vehicle (PHEV) | Income Qualified | $240 |
| New E-Bike | Base Vehicle Rebate | $200 |
| New E-Bike | Income Qualified | $120 additional |

**Outreach and Community Responsibility**

SELCO’s role as a community leader is built on our commitment to working cooperatively with diverse stakeholder groups for the overall benefit of our customers. We seek to have a positive economic, social, and environmental impact on our community through good corporate citizenship and a focus on environmental justice issues. SELCO is planning targeted marketing efforts in 2023 that will seek to educate EJ customers about a variety of programs and opportunities including rebates, monthly Connected Homes incentives, electric vehicles, and Share the Warmth assistance. We will continue to improve upon our community outreach and relationship building within EJ communities. SELCO is leading the charge by adopting an [Environmental Justice Policy](https://www.selco.shrewsburyma.gov/_files/ugd/da2123_9bdbeb5a2d5d4e8591e0975b126564b7.pdf) in May of 2022.

SELCO engages in extensive efficiency and electrification program marketing and outreach to all customer groups in Shrewsbury. Marketing channels include: public events, TV advertising, streaming video ad insertion, social media advertising, print advertising, direct mail, newsletter articles, informational videos, community partnerships and more.

Shrewsbury Electric and Cable Operations (SELCO) released its first-ever annual Sustainability Report in 2021. The Sustainability Report consists of three main areas: Energy & Environment, Social Responsibility, and Governance & Management. SELCO’s Sustainability Report details track progress made toward the goal of net-zero carbon emissions in alignment with our [Power Supply Policy](https://www.selco.shrewsburyma.gov/_files/ugd/362702_b1e8cb9012f04473a1d3be11afc11d0f.pdf), establishes baselines for performance in a variety of areas stemming from strategic electrification, and identifies goals for future improvement.

The ongoing transformation of the energy industry coupled with shifts in consumer expectations have increased calls for improved transparency and accountability from both public and private utilities. In an effort to measure performance in all areas of sustainability, set goals, and track progress in achieving decarbonization, SELCO’s annual Sustainability Report will provide a one-stop reference and overview of the many activities and efforts underway within the organization. The report can be viewed online at SELCO.ShrewsburyMA.gov/sustainability. This report will be updated on a bi-annual basis.

**Share the Warmth**

Each year SELCO asks the community to support Share the Warmth, a program that assists Shrewsbury residents in need with funding to maintain electric service for heat, light and hot water through the cold winter months. Each year the community responds kindly. SELCO has partnered with local social service agencies to ensure Share the Warmth applications are available at a vari­ety of locations, including Shrewsbury Youth and Family Services, St. Anne’s Community Services, St. Mary’s Church, and at the Shrewsbury Council on Aging Senior Center.

**Supporting Low and Moderate Income (LMI) Customers**

SELCO offers additional rebates for income-qualified customers, to provide a bit of extra assistance to low/moderate-income households making electrification investments. SELCO’s website has language translation, to better serve Shrewsbury’s growing diverse population.

**Community Events**

SELCO participates in and sponsors a number of community events and programs throughout each year including:

* STCA Membership
* Community Bulletin Board (Ch. 26)
* LBDA Membership
* Town Cleanup Day Sponsor
* Outdoor Movie Night
* Light the Common
  + Event Sponsor
  + Planning Committee Participant
  + Tech Assistance/Marketing Support
  + Light Up Shrewsbury Photo Contest
* Yuletide Market
  + Participant (STW Fundraiser)
  + Planning Committee Member
  + Provide Power to Event
  + Marketing Support
* Spirit of Shrewsbury
  + Participant
  + Technical Assistance
* Arbor Day Celebration
* Shrewsbury Farmers Market
  + Sponsor

# South Hadley Electric Light Department (SHELD)

Municipal Action Plan Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | N | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |
| Residential Battery Rebates | Y | Rebates for residential battery systems |
| Greenhouse Gas Reduction Program | N | Rebates on purchases of EV Chargers, electric lawn equipment, E-bikes, and electric service upgrades (if necessary for heat pumps or EV charging) |
| Green Choice Program | Y | Customers can purchase renewable energy |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $13,898,513 |
| Annual RCS Budget Threshold | **$34,746** |
| Total Residential Electric Sales (kWh) | 62,208,709 |
| Number Residential Electric Customers | 6,056 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $22,975 | 85 audits; 15 PII |
| ISM provided during audits (LED Bulbs) | $574 | 255 LED Bulbs |
| ASHP Consults (Silver Tier) | $14,475 | 75 Consultations |
| Energy Star Appliance and Thermostat Rebates | $15,000 | 200 rebates |
| HEI Rebates | $8,476 | 18 rebates |
| Cool Homes Heat Pump Rebates | $30,875 | 30 rebates |
| Battery Operated Lawn Equipment | $1,946 | 35 Rebates |
| Connected Homes Device Rewards and Charges | $6,242 | 79 devices |
| Residential Battery Rebates | $3,000 | 2 batteries |
| Tier 1 and Tier 2 and Optional Admin Costs | $24,556 | N/A |
| **Total** | $128,119 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $25 |
| Clothes Washer | ENERGY STAR | $25 |
| Clothes Washer | ENERGY STAR “Most Efficient” | $100 |
| Clothes Dryer (Electric) | ENERGY STAR | $25 |
| Clothes Dryer (Electric) | ENERGY STAR “Most Efficient” | $100 |
| Dehumidifier | ENERGY STAR | $25 |
| Dishwasher | ENERGY STAR | $25 |
| Dishwasher | ENERGY STAR “Most Efficient” | $100 |
| Freezer | ENERGY STAR | $25 |
| Freezer | ENERGY STAR “Most Efficient” | $100 |
| Refrigerator (12 cu ft +) | ENERGY STAR | $25 |
| Refrigerator (12 cu ft +) | ENERGY STAR “Most Efficient” | $100 |
| Room Air Conditioner | ENERGY STAR | $25 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | $100 |
| Pool Pump (Variable Speed) | ENERGY STAR | $200 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR; 55 gallons or less | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | pre audit, post install visit | 50%, up to $500 |
| Insulation | pre audit, post install visit | 50%, up to $500 |
| Duct Sealing | pre audit, post install visit | 50%, up to $500 |
| EV Charger | Must also enroll in Connected Homes (ChargePoint or JuiceBox) | $300 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Residential Battery Rebates | 7.5-20 kwh; must be compatible with Connected Homes | $100 per kwh |
| New E-Bike |  | $200 |
| Electric Service Upgrade | Must be related to new equipment installation | $200 |

**Heating Assistance**

## SHELD promotes and works with community organizations that provide assistance to income-eligible participants, including the Community Action of the Pioneer Valley Fuel Assistance Program, and the Salvation Army Good Neighbor Energy Fund. Information about both programs is available on the SHELD website. SHELD also provides information on assistance available to senior citizens from the South Hadley Council on Aging.

# Sterling Municipal Light Department (SMLD)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Residential Battery Rebates | Y | Rebates for residential battery systems |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $8,937,290 |
| Annual RCS Budget Threshold | **$22,343** |
| Total Residential Electric Sales (kWh) | 31,502,752 |
| Number Residential Electric Customers | 3,533 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $6,250 | 25 audits |
| ISM provided during audits (LED Bulbs) | $169 | 75 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $4,839 | 52 Rebates |
| Cool Homes Heat Pump Rebates | $88,375 | 86 rebates |
| Battery Operated Lawn Equipment | $4,095 | 66 rebates |
| Residential EV Charger Rebates | $3,500 | 5 chargers |
| Connected Homes Device Rewards and Charges | $2,599 | 50 devices |
| Residential Battery Rebates | $1,500 | 1 battery |
| Tier 1 and Tier 2 and Optional Admin Costs | $24,499 | N/A |
| **Total** | $135,826 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Sterling** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Hedge Trimmer | Rechargeable Battery | $40 |
| Electric Pressure Washer | Rechargeable Battery | $40 |
| Electric Rototiller | Rechargeable Battery | $40 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer | Rechargeable Battery | $25 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| Residential Battery Rebates | 7.5-20 kwh; must be compatible with Connected Homes | $100 per kwh |

# Templeton Municipal Light & Water Plant (TMLWP)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $7,714,415 |
| Annual RCS Budget Threshold | **$19,286** |
| Total Residential Electric Sales (kWh) | 28,567,433 |
| Number Residential Electric Customers | 3,278 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $7,400 | 25 audits; 10 PII |
| ISM provided during audits (LED Bulbs) | $169 | 75 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $3,004 | 34 Rebates |
| HEI Rebates | $4,369 | 9 rebates |
| Cool Homes Heat Pump Rebates | $20,500 | 21 rebates |
| Residential EV Charger Rebates | $1,400 | 2 Chargers |
| Tier 1 and Tier 2 and Optional Admin Costs | $14,257 | N/A |
| **Total** | $51,099 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amounts** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | pre audit, post install visit | 50%, up to $500 |
| Insulation | pre audit, post install visit | 50%, up to $500 |
| Duct Sealing | pre audit, post install visit | 50%, up to $500 |
| Energy Star Rated Heating System | pre audit, post install visit | 50%, up to $500 |

# Wakefield Municipal Gas and Light Department (WMGLD)

Municipal Action Plan Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services | N | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | N | Rebates for household appliances and devices |
| Wifi Smart Thermostat Program | N | Rebates for wifi thermostats |
| Gas Heating System Rebate Program | N | Rebates for high efficiency gas fired heating equipment |
| Heat Pump Rebate Program | N | Rebates for heat pumps |
| Residential Incentive Rebate Program | N | Rebates for Insulation, Weatherization and Windows |
| Sense Monitor Program | N | Rebates for Sense energy use monitor |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| MLP-only Funded Solar Rebates | Y |  |
| Customer Choice | N | Customers can purchase renewable energy |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $35,822,128 |
| Annual RCS Budget Threshold | **$89,555** |
| Total Residential Electric Sales (kWh) | 83,431,879 |
| Number Residential Electric Customers | 13,130 |
| Total Residential Gas Sales (kWh) | 416,657 |
| Number Residential Gas Customers | 7,104 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $81,975 | 275 audits; 115 PII |
| ISM provided during audits (LED Bulbs) | $1,856 | 825 LED Bulbs |
| ASHP Consults | \*\* | \*\* |
| Energy Star Appliance and Thermostat Rebates | \*\* | \*\* |
| Gas Heating System Rebate Program | \*\* | \*\* |
| Heat Pump Rebate Program | \*\* | \*\* |
| Residential EV Charger Rebates | $6,300 | 9 chargers |
| Connected Homes Device Rewards and Charges | $25,332 | 435 devices |
| MLP-only funded Solar Rebates | $22,145 | 5 Projects |
| Residential Incentive Rebate Program | \*\* | \*\* |
| Sense Monitor Program | \*\* | \*\* |
| Tier 1 and Tier 2 and Optional Admin Costs | $23,289 | N/A |
| **Total** | $160,897 |  |

***\*\* =***  *Incomplete data available*

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amounts** |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $50 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Gas Water Heater | ENERGY STAR | $100 |
| Room Air Conditioner | ENERGY STAR` | $50 |
| Refrigerator | ENERGY STAR | $50 |
| Dishwasher | ENERGY STAR | $25 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| Programmable Thermostat | ENERGY STAR | $25 |
| Induction Range |  | $100 |
| Snow Blower | Rechargeable Battery | 50% of cost up to $100 |
| Lawn Mower | Rechargeable Battery | 50% of cost up to $100 |
| Leaf Blower | Rechargeable Battery | 50% of cost up to $25 |
| String Trimmer | Rechargeable Battery | 50% of cost up to $25 |
| Hedge Trimmer | Rechargeable Battery | 50% of cost up to $40 |
| Single-Zone Ductless Mini-Split Heat Pump | Must be listed on NEEP’s Cold Climate Heat Pump Database; Heat Pump consultation required | $500/ton Max $2,000 |
| Central Heat Pump, Multi-Zone Mini-Split & Ducted Mini-Split Heat Pumps | Must be listed on NEEP’s Cold Climate Heat Pump Database; Heat Pump consultation required | $500/ton Max $2,000 |
| Gas Heating System | ENERGY STAR; pre audit, post install visit; heat pump consultation required | 50%, up to $500 |
| Insulation and Air Sealing | pre audit | 50%, up to $1,500 |
| Windows | pre audit, Energy Star, U factor <=0.2 | $50/ea up to $500 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Sense Home Energy Monitor rebate |  | $50 |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| MLP-only funded Solar Rebates | Shading and Azimuth restrictions; max 10 Kw | $1.20 / kWh |

## Customer Choice:

In order to purchase only non-carbon emitting energy, WMGLD customers can agree to pay a slightly higher per kwh rate for the power they use. The additional funding is used by WMGLD to purchase Massachusetts Class 1 Renewable Energy Credits (RECs).

# West Boylston Municipal Light Plant (WBMLP)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Y | Includes direct install measures |
| ASHP Consultation Services (Gold Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Residential Battery Rebates | Y | Rebates for residential battery systems |

## Program Budget Data

|  |  |
| --- | --- |
| 2021 Gross Annual Retail Revenue | $8,067,194 |
| Annual RCS Budget Threshold | **$20,168** |
| Total Residential Electric Sales (kWh) | 27,432,501 |
| Number Residential Electric Customers | 3,165 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $8,075 | 30 audits; 5 PII |
| ISM provided during audits (LED Bulbs) | $203 | 90 LED Bulbs |
| ASHP Consults (Gold Tier) | $9,065 | 49 Consultations |
| Energy Star Appliance and Thermostat Rebates | $8,421 | 73 Rebates |
| HEI Rebates | $3,330 | 8 rebates |
| Cool Homes Heat Pump Rebates | $27,400 | 33 rebates |
| Residential EV Charger Rebates | $1,400 | 2 Chargers |
| Connected Homes Device Rewards and Charges | $1,791 | 28 devices |
| Residential Battery Rebates | $1,500 | 1 battery |
| Tier 1 and Tier 2 and Optional Admin Costs | $30,071 | N/A |
| **Total** | $91,256 |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer | ENERGY STAR | $50 |
| Dehumidifier | ENERGY STAR | $30 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR | $500 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Refrigerator | ENERGY STAR | $50 |
| Heat Pump Pool Heater |  | $250 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | 50% up to $125 |
| 4-Burner Induction Range (replace electric) |  | $100 |
| 4-Burner Induction Range (replace gas/propane) |  | $500 |
| Air Source Heat Pump | SEER 18+; HSPF 9.6+ | $1,750 |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ | $1,750 |
| Single-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $625 |
| Multi-Zone Ductless Mini-Split Heat Pump | SEER 16+; HSPF 9.0+ | $1,250 |
| Blower Door Test & Air Sealing | pre audit, post install visit | 50%, up to $500 |
| Insulation | pre audit, post install visit | 50%, up to $500 |
| Duct Sealing | pre audit, post install visit | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Generac | Enroll in Connected Homes | $30/mo |
| Electric Vehicle Chargers - ChargePoint, JuiceBox | Enroll in Connected Homes | $10/mo |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Honeywell Home | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Residential EV Scheduled Charging | Full Battery EV | Free Charger |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| Residential Battery Rebates | 7.5-20 kwh; must be compatible with Connected Homes | $100 per kwh |