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 in table 1. 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, and propane, and, to customer who heat with natural gas in cases where the gas service is provided through the MLP. 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.

CET operates a customer service hot line to accommodate customer requests, provide information, and address and note customer concerns. In 2023, the program added an on-line scheduling tool for customers to use in addition to the customer service hot line. 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 will provide updated scorecards following upgrades. Each recipient of an HEA receives up to three (3) LED bulbs as part of the audit. Customers of IELD are eligible to receive a wider range of Instant Savings Measures.

Since the summer of 2021, MMWEC has adopted a hybrid model of energy audit delivery – providing both virtual and in-person services at the customer’s request to better meet their needs. The virtual audits that CET and MMWEC have and still offer to customers are still auditor-directed. Unlike other virtual 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 when available 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 potential. 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** | **2023 HEAs Performed** |
| AMLP | Ashburnham | 3 | 10 | 22 | 32 |
| BMLD | Boylston | 3 | 25 | 41 | 39 |
| CEL | Chicopee | 3 | 81 | 137 | 163 |
| GELD | Groton | 3 | 33 | 40 | 44 |
| HMLD | Holden | 3 | 67 | 112 | 111 |
| HG&E | Holyoke | 3 | 157 | 269 | 279 |
| HMLP | Hull | 3 | 20 | 23 | 26 |
| IELD | Ipswich \* | 3 | 90 | 175 | 157 |
| MMLD | Marblehead | 3 | 48 | 60 | 93 |
| PMLD | Paxton | 3 | 19 | 39 | 35 |
| PMLD | Princeton | 3 | 21 | 35 | 30 |
| RMLD | Russell | 3 | 3 | 2 | 7 |
| SELCO | Shrewsbury | 3 | 83 | 185 | 290 |
| SHELD | South Hadley | 3 | 53 | 78 | 83 |
| SMLD | Sterling | 3 | 11 | 23 | 16 |
| TMLWP | Templeton | 3 | 36 | 23 | 33 |
| WMGLD | Wakefield | 3 | 192 | 255 | 268 |
| WBMLP | West Boylston | 3 | 15 | 26 | 43 |

\* IELD offers expanded whole home decarbonization assessments

## Table 2 – 2023 ISMs from HEAs

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **MLP** | **LED Bulbs** | **Smart Strips** | **Aerators & Rinse Valves** | **Showerheads** | **Thermostats & Timers** |
| AMLP | 96 | n/a | n/a | n/a | n/a |
| BMLD | 117 | n/a | n/a | n/a | n/a |
| CEL | 489 | n/a | n/a | n/a | n/a |
| GELD | 132 | n/a | n/a | n/a | n/a |
| HMLD | 333 | n/a | n/a | n/a | n/a |
| HG&E | 837 | n/a | n/a | n/a | n/a |
| HMLP | 75 | n/a | n/a | n/a | n/a |
| IELD \* | 260 | 91 | 15 | 30 | 28 |
| MMLD | 279 | n/a | n/a | n/a | n/a |
| PMLD | 105 | n/a | n/a | n/a | n/a |
| PMLD | 90 | n/a | n/a | n/a | n/a |
| RMLD | 21 | n/a | n/a | n/a | n/a |
| SELCO | 870 | n/a | n/a | n/a | n/a |
| SHELD | 249 | n/a | n/a | n/a | n/a |
| SMLD | 48 | n/a | n/a | n/a | n/a |
| TMLWP | 99 | n/a | n/a | n/a | n/a |
| WMGLD | 804 | n/a | n/a | n/a | n/a |
| WBMLP | 129 | n/a | n/a | n/a | n/a |

\* 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 receives 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 the 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 each 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 include 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 seem to best suit 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 local community events. Please see individual MLP Addenda for additional Marketing and Outreach Strategies performed by particular MLPs.

## Reporting

MMWEC provides periodic reports of RCS activities to participating MLPs, including quantities and spending. 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. Please see individual MLP Addenda for MLP-specific additional reporting.

## 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 similar to that found on the Commonwealth of Massachusetts website.

While the NextZero website includes language translation, as noted above, MMWEC does not currently provide reports or marketing materials in other languages.

NextZero is working with CET to make audit reports available in languages other than English. NextZero anticipates translated reports will be available in 2024.

## 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 Shrewsbury) provide all or some rebate payments in the form of on-bill credits.

Some MLPs process rebate applications in house. Where available, information on individual MLP rebate processing will be found in the appropriate MLP Addendum.

## Table 3 - Rebate Administration

|  |  |  |  |
| --- | --- | --- | --- |
| **MLP** | **Town** | **MMWEC Administration** | **MLP Administration** |
| AMLP | Ashburnham | Yes |  |
| BMLD | Boylston | Yes |  |
| CEL | Chicopee | Yes |  |
| HMLD | Holden | Yes |  |
| HG&E | Holyoke |  | Yes |
| HMLP | Hull | Yes |  |
| IELD | Ipswich |  | Yes |
| MMLD | Marblehead | Yes |  |
| PMLD | Paxton |  | Yes |
| PMLP | Peabody | Yes (Credit) |  |
| 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 |  |

\*\*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 details 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 |
| IELD | Ipswich | Silver |
| MMLD | Marblehead | Gold |
| PMLD | Paxton | Silver |
| PMLD | Princeton | Gold |
| SELCO | Shrewsbury | Gold |
| SHELD | South Hadley | Gold |
| SMLD | Sterling | Silver |
| 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 which are able to control groups of chargers at one time through Wi-Fi connections. Each day, MMWEC uses either the manufacturers’ portal to access and shed load for participating chargers, or controls the chargers through the Virtual Peaker portal.

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. In late 2023, Emporia chargers also became eligible to participate in the program.

Some MLPs offer EV Charging programs independently of NextZero. Details on these programs, when available, will be found in individual MLP Addenda.

## Table 5 – EV Scheduled Charging Program

|  |  |  |
| --- | --- | --- |
| **MLP** | **Town** | **Enrolled Chargers (as of 1/1/24)** |
| CEL | Chicopee | 19 |
| HMLP | Hull | 19 |
| MMLD | Marblehead | 97 |
| PMLD | Princeton | 9 |
| SELCO | Shrewsbury | 124 |
| SMLD | Sterling | 12 |
| WMGLD | Wakefield | 76 |
| WBMLP | West Boylston | 9 |

## 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. Since the Program became active in the spring of 2020, MMWEC has worked with Virtual Peaker to expand product offerings, recently adding Emporia EV chargers and home batteries, Eguana/Duracell home batteries, and Amazon thermostats. Starting in 2024, Connected Homes will also add connectivity to telematics, which will allow customers to directly enroll select electric vehicle models directly, rather than having to enroll the charger. This will allow customers with chargers other than those supported by Connected Homes to participate in the program. A current list of devices eligible to join Connected Homes follows:

## Table 6– Connected Homes-Eligible Devices

|  |  |  |
| --- | --- | --- |
| **Device Type** | **Manufacturer** | **Monthly Incentive** |
| Home Battery | Sonnen | $30 |
| Home Battery | Emporia | $30 |
| Home Battery | Duracell/Equana | $30 |
| Electric Vehicle Charger\* | ChargePoint | $10 |
| Electric Vehicle Charger\* | JuiceBox | $10 |
| Electric Vehicle Charger\* | Emporia | $10 |
| Select Electric Vehicles\* | \*\* | $10 |
| Electric Water Heater | Rheem | $5 |
| Electric Water Heater | GE | $5 |
| Mini-Split Controller | Sensibo | $5 |
| Mini-Split Controller | Flair | $5 |
| WiFi Thermostat \*\*\* | Honeywell | $5 |
| WiFi Thermostat \*\*\* | Google Nest | $5 |
| WiFi Thermostat \*\*\* | Amazon | $5 |

*\* customer may enroll an EV charger or EV, but not both*

*\*\* eligible EV makes include: Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014+*

*\*\*\* Thermostats must control electric heat, heat pumps or central AC*

*Note: HG&E’s incentive for thermostats and mini-split controllers is $8/month from June – September and $5/month from November – April. HG&E’s monthly incentive for electric vehicles is either $5/month or $10/month depending on the vehicle’s specific charging capabilities and battery size.*

MMWEC continues to work with participating MLPs to expand the outreach and customer awareness of the program. A suite of marketing and outreach material for use by the participating MLPs, including videos, handouts, and social media content is available from MMWEC. As of 12/31/23, the Program includes 14 MLPs. 1,105 Customers, with 1,871 different devices have enrolled, as the chart below shows. Note that in 2023, the size of this program nearly doubled.

## Table 7 Connected Homes

|  |  |  |
| --- | --- | --- |
| **MLP** | **Total Customers** | **Total Devices** |
| Belmont | 169 | 325 |
| Chicopee \* | 0 | 0 |
| Groton \*\* | 53 | 102 |
| Holden | 42 | 85 |
| Holyoke | 48 | 53 |
| Ipswich | 59 | 89 |
| Mansfield | 113 | 187 |
| Marblehead | 57 | 120 |
| Peabody | 67 | 104 |
| Princeton | 29 | 11 |
| Shrewsbury | 283 | 480 |
| South Hadley | 59 | 77 |
| Sterling | 16 | 36 |
| Wakefield | 93 | 173 |
| West Boylston | 17 | 29 |

*\* Chicopee is joining Connected Homes effective January 1, 2024*

*\*\* Groton is leaving Connected Homes effective January 1, 2024*

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

## New Heat Pump Rebate Amounts

For the 2024 program year, NextZero has reviewed its rebate structure for residential heat pumps. Instead of providing a flat rebate amount based on a heat pumps type (e.g. minisplit, central ducted heat pumps, etc.), NextZero will be providing rebates based on the heat pumps size (a “per ton” model). It is our hope that this model will prove more convenient for customers.

## Battery Operated Lawn Equipment Rebate Pilot

Rebates on battery operated lawn equipment began as a pilot in 2021 and became a standard NestZero portfolio offering in 2022. These rebates have remained popular in 2023 and rebate volumes were about one third higher than they were in 2022, as the following chart illustrates:

## Table 8 Battery Operated Yard Equipment Rebate Activity

|  |  |  |
| --- | --- | --- |
| **Year** | **Total Rebates** | **Total Value** |
| 2022 | 501 | $30,975 |
| 2023 | 658 | $38,490 |

## Table 9 MLPs offering Rechargeable Battery Electric Lawn Equipment Rebates

|  |  |
| --- | --- |
| **MLP** | **Offering Yard Equipment Rebates in 2024?** |
| Boylston | Yes |
| Chicopee | Yes |
| Holden | Yes |
| Holyoke | Yes |
| Ipswich | Yes\* |
| Marblehead | Yes |
| Paxton | Yes |
| Peabody | Yes (Credit) |
| Princeton | Yes |
| Shrewsbury | Yes (Credit) |
| Sterling | Yes |
| South Hadley | Yes |

*\* Ipswich offers rebates for battery operated lawn equipment through its ReSource Ipswich decarbonization program*

# 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 |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $5,797,413 |
| Annual RCS Budget Threshold | **$14,494** |
| Total Residential Electric Sales (kWh) | 24,530,379 |
| Number Residential Electric Customers | 2,944 |

## Municipal RCS Roadmap – 2024 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $11,550 | 35 audits |
| ISM provided during audits (LED Bulbs) | $210 | 105 LED bulbs |
| ASHP Consults (Silver Tier) | $1,940 | 17 Consultations |
| Energy Star Appliance and Thermostat Rebates | $5,295 | 39 Rebates |
| Cool Homes Heat Pump Rebates | $15,7505 | 19 Rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $14,635 | N/A |
| **Total** | **$49,380** |  |

**2024 Rebate Offering**

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $330 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $330 / ton of cooling capacity |

# 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**

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $5,573,913 |
| Annual RCS Budget Threshold | **$13,935** |
| Total Residential Electric Sales (kWh) | 22,686,077 |
| Number Residential Electric Customers | 2,197 |

**Municipal RCS Roadmap – 2023 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $13,200 | 40 audits |
| ISM provided during audits (LED Bulbs) | $240 | 120 LED bulbs |
| ASHP Consults (Silver Tier) | $950 | 10 Consultations |
| Energy Star Appliance and Thermostat Rebates | $7,595 | 85 Rebates |
| HEI Rebates | $2,000 | 4 Rebates |
| Cool Homes Rebates | $26,500 | 23 Rebates |
| Battery Operated Lawn Equipment | $1,595 | 35 Rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $11,557 | N/A |
| **Total** | **$63,637** |  |

## 2023 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| 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 |
| 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 Certified Heating System | post install visit | 50%, up to $500 |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |

# 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $72,088,863 |
| Annual RCS Budget Threshold | **$180,222** |
| Total Residential Electric Sales (kWh) | 201,694,011 |
| Number Residential Electric Customers | 23,184 |

## Municipal RCS Roadmap – 2023 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $61,625 | 200 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $1,050 | 525 LED Bulbs |
| ASHP Consults (Silver Tier) | $3,880 | 34 Consultations |
| Energy Star Appliance and Thermostat Rebates | $21,475 | 290 Rebates |
| HEI Rebates | $11,000 | 22 Rebates |
| Cool Homes Heat Pump Rebates | $38,375 | 68 Rebates |
| Battery Operated Lawn Equipment | $9,110 | 167 Rebates |
| Residential EV Charger Rebate | $6,600 | 15 Rebates |
| CEL EV Monthly Incentives | $1,416 | 26 Customers |
| Connected Homes | $1,710 | 42 Devices |
| Tier 1 and Tier 2 and Optional Admin Costs | $147,839 | N/A |
| **Total** | **$304,080** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| 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 |
| 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 Certified Heating System | post install visit | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |
| 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 |
| Heat Pump Rebates (GELD rebates) | N | Rebates for heat pumps |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $12,640,078 |
| Annual RCS Budget Threshold | **$31,600** |
| Total Residential Electric Sales (kWh) | 47,014,417 |
| Number Residential Electric Customers | 4,480 |

## 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 | $20,442 | 43 rebates |
| GELD Infrared Home Scanning | $0 | 5 homes |
| LED Light Bulb Distribution | $212 | 212 LED bulbs |
| GELD Internal Administration | $800 | n/a |
| Tier 1 and Tier 2 and Optional Admin Costs | $10,585 | N/A |
| **Total** | **$43,593** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Source Heat Pumps GELD rebate | EER 12+; SEER 16+; HSPF 8.5+ | $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 |

## 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. Switch and socket plate insulation gaskets are available at no cost.

## 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 interior 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 the customer to focus on improvement projects on those problem areas.

## Time-of-use rates

GELD utilizes a time of use rate structure. Switching use of electric equipment to off peak hours can 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 |
| 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $17,424,581 |
| Annual RCS Budget Threshold | **$43,561** |
| Total Residential Electric Sales (kWh) | 69,238,446 |
| Number Residential Electric Customers | 7,761 |

## Municipal RCS Roadmap – 2024 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $44,250 | 150 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $720 | 360 LED Bulbs |
| ASHP Consults (Silver Tier) | $4,870 | 41 Consultations |
| Energy Star Appliance and Thermostat Rebates | $17,075 | 186 Rebates |
| HEI Rebates | $18,500 | 37 Rebates |
| Cool Homes Heat Pump Rebates | $80,875 | 80 Rebates |
| Battery Operated Lawn Equipment | $2,715 | 48 Rebates |
| Connected Homes Device Rewards and Charges | $6,630 | 110 Devices |
| Tier 1 and Tier 2 and Optional Admin Costs | $48,966 | N/A |
| **Total** | **$224,601** |  |

## 2024 Rebate Offerings

|  |  |  |  |
| --- | --- | --- | --- |
| **Device** | **Qualification** | **Incentive** | |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 | |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 | |
| 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 | ENERGY STAR | $250 | |
| Variable Speed Pool Pump | ENERGY STAR | $100 | |
| 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 | |
| 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 | |
| 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 Certified Heating System | post install visit | 50%, up to $500 | |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | | $750 / ton of cooling capacity |

# Holyoke Gas and Electric Department (HG&E)

Municipal Action Plan – Addendum

## Residential Program Portfolio

|  |  |  |
| --- | --- | --- |
| **Program Name** | **MMWEC Admin** | **General description** |
| Residential Energy Assessment | Yes | Includes direct install measures |
| ENERGY STAR Appliance Rebates | No | Rebates for household appliances and devices |
| Heating and Cooling Rebates | No | Rebates for heat pumps and central ACs |
| EV Charging Program Charging | No | Controls EV charging times |
| Connected Homes | Yes | DR Program with residential smart devices thermostats and EV |
| Residential Energy Conservation Program | No | Financial Assistance at 0% interest for select Energy Efficiency projects |
| Tesla Powerwall Demand Response Program | No | Initial battery rebate and ongoing monthly incentive for dispatching battery onto grid during peaks |
| Beat the Peak | No | Voluntary demand response program |
| Electric Lawn Equipment Rebates | No | Rebates for lawn mowers, leaf blowers, string trimmers, and chain/pole saws |

**Program Budget Data**

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $78,774,146 |
| Annual RCS Budget Threshold | **$196,935** |
| Total Residential Electric Sales (kWh) | 110,165,047 |
| Number Residential Electric Customers | 14,976 |
| Total Residential Gas Sales (MCF) | 780,174 |
| Number Residential Gas Customers | 10,276 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $94,050 | 285 Audits |
| ISM provided during audits (LED Bulbs) | $1,710 | 855 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $15,000 | 195 devices |
| Battery Operated Lawn Equipment | $1,000 | 200 devices |
| Weatherization and Insulation Rebates | $100,000 | 35+ projects |
| AC and Heat Pump Rebates | $128,500 | 25+ customers |
| Residential EV Charger Rebates | $12,600 | 17 chargers |
| EV Voluntary Charging Rewards | $1,440 | 12 customers/12 months |
| Connected Homes Device Rewards and Charges | $7,140 | 91 Devices |
| Residential Energy Conservation Loan Program\* | $350,000 \* | 35 customers |
| HG&E Internal Administration | $140,000 | n/a |
| Marketing and Education | $1,000 | n/a |
| Tier 1 and Tier 2 and Optional Admin Costs | $60,473 | N/A |
| **Total** | **$562,913** |  |

*\* not included in totals*

## 2024 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 (Electric) | ENERGY STAR; replacing natural gas dryer; 7cu ft or larger | $250 |
| Heat Pump Clothes Dryer (Electric) | ENERGY STAR; replacing natural gas dryer | $350 |
| Dehumidifier | ENERGY STAR | $30 |
| 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 $125 |
| Electric Induction Stove | Replacing electric stove or new | $100 |
| Electric Induction Stove | Replacing gas or propane stove | $200 |
| Central AC | SEER ≥ 16, EER ≥ 13 **or**  SEER2 ≥ 16, EER2 ≥ 12 | $100/ton; max $500 |
| Air Source Heat Pump (Ducted or Minisplit) manufactured before 2023 | SEER 18+; EER 12.5+; HSPF 9+ | $250/ton; max $1,000 |
| Air Source Heat Pump (Ductless) manufactured 2023 or later | SEER2 15.2+; EER2 10+; HSPF2 8.1+; COP (at 5°F) 1.75+ and HCR ≥ 70% @ at 5°F/47°F (rated capacity) or ≥ 58% @ at 17°F/47°F (rated capacity) | $250/ton; max $1,000 |
| Air Source Heat Pump (Ducted) manufactured 2023 or later | SEER2 15.2+; EER2 10+; HSPF2 8.1+; COP (at 5°F) 1.75+ and HCR ≥ 70% @ at 5°F/47°F (rated capacity) or ≥ 58% @ at 17°F/47°F (rated capacity) | $250/ton; max $1,000 |
| Whole Home Heat Pump (Tier 1) (keeping existing heating system) | Must provide 100% of heat; EER 12.5+ or EER2 9+. Must be converting from gas, oil or propane or be new construction | $600/ton; max $2,400 single family home; $1,200 per unit multi family |
| Whole Home Heat Pump (Tier 2) (must decommission existing heating system) | Must provide 100% of heat; must decommission older heating system; EER 12.5+ or EER2 9+. Must be converting from gas, oil or propane or be new construction. | $750/ton; max $3,000 single family home; $1,500 per unit multi family |
| Whole Home Ground Source Heat Pump (Tier 1) (keeping existing heating system) | ENERGY STAR; must provide 100% of heat. Must be converting from gas, oil or propane or be new construction. | $600/ton; max $2,400 single family home; $1,200 per unit multi family |
| Whole Home Ground Source Heat Pump (Tier 2) (must decommission existing heating system) | ENERGY STAR; must provide 100% of heat; must decommission existing heating system. Must be converting from gas, oil or propane or be new construction. | $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 |
| Weatherization (Air Sealing, Insulation, Duct Sealing) |  | 50% up to $2,000 |
| Electric Chain or Pole Saw | Must be all electric | $40 |
| Electric Leaf Blower | Must be all electric | $25 |
| Electric String Trimmer | Must be all electric | $25 |
| Electric Lawn Mower | Must be all electric | $75 |
| Residential Charger Rebates | Must enroll charger in Connected Homes | Up to $450 rebate or free charger |
| Scheduled EV Charging Incentive | Full battery EV or PHEV with battery 18 kwh+, maximum on-board charging speed of 6 kW or greater, and participation in Connected Homes or schedule charging to occur off-peak | $10 / mo |
| Scheduled EV Charging Incentive | Must be PHEV or fully electric vehicle with on-board charging speed less than 6 kW and participation in Connected Homes | $5 / mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | see battery size and charging speed requirements in Scheduled EV Charging requirements, above; participation in Connected Homes | $10 or 5 / mo, based on battery size and charging speed (cannot enroll vehicle and charger) |
| Residential Energy Conservation Program | Financial assistance at 0% interest for efficiency improvements | Max $10K (single family) |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| Tesla batteries | Participate in HG&E’s Tesla Powerwall Demand Response Program | $1,000 battery rebate and monthly incentive of $6/kW based on amount dispatched during peak |
| HVAC Controls – Google Next, Honeywell/Resideo, Amazon, Flair, Sensibo | Enroll in Connected Homes; must control electric heat; 1 device per home | $5 per mo (Nov-Apr); |
| HVAC Controls – Google Next, Honeywell/Resideo, Amazon, Flair, Sensibo | Enroll in Connected Homes; must control electric cooling AC; 1 device per home | $8 per mo (June-Sept) |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |

**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, energy audit to incentive ratio, 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 residential 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 all-electric and plug-in hybrid vehicles to use chargers during off-peak hours only, HG&E offers either a free smart level 2 EV charger, a $300 rebate towards the purchase of a Level 2 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 or enroll in Connected Homes. HG&E currently has 51 customers enrolled across its own internal program and the Connected Homes Program. For chargers and vehicles enrolled in Connected Homes (under MMWEC Administration), MMWEC dials down participating chargers up to five times per month during potential peak times. MMWEC works with the charger manufacturers that are able to control groups of chargers at one time through Wi-Fi connections and has recently incorporated telematics capable vehicles into the program which are able to be remotely controlled through the on-board charger of certain vehicles. Customers that do not have a vehicle or charger that is compatible with Connected Homes can still participate in the program by scheduling their vehicle to only charge at Level 2 from 9 pm – 7 am Monday through Friday. HG&E monitors and verifies the performance of these customers monthly to ensure compliance. A $5-$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.

## 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.

**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**

HG&E developed a Sustainability Plan that us updated annually, highlighting a set of strategies and actions that will help the community reach net-zero greenhouse gas (GHG) emissions by 2050 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-2023-final.pdf.

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

Twenty-nine (29) of Holyoke’s thirty-five (35) census block groups have been identified as Environmental Justice communities by the Commonwealth of Massachusetts. Approximately 29,853 people, or 78% 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, 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 strategies. 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.

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# 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 |
| 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $9,007,198 |
| Annual RCS Budget Threshold | **$22,518** |
| Total Residential Electric Sales (kWh) | 36,706,078 |
| Number Residential Electric Customers | 5,796 |

## Municipal RCS Roadmap – 2024 Budget

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $10,675 | 35 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $180 | 90 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $2,985 | 43 Rebates |
| HEI Rebates | $2,500 | 5 Rebates |
| Cool Homes Heat Pump Rebates | $58,875 | 58 Rebates |
| Residential EV Charger Rebates | $1,700 | 4 Rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $38,417 | N/A |
| **Total** | **$115,332** |  |

## 2024 Rebate Offerings

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| 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 Certified Heating System | post install visit | 50%, up to $500 |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |
| 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 | N | Rebates for battery operated lawn equipment |
| EV Charger Rebates | N | Free or discounted charger if enrolled in Connected Homes |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $20,785,835 |
| Annual RCS Budget Threshold | **$51,965** |
| Total Residential Electric Sales (kWh) | 49,121,516 |
| Number Residential Electric Customers | 6,166 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $60,650 | 205 Audits & Inspections |
| ISM provided during audits | $6,922 | 445 ISM Measures |
| ASHP Consults | $6,778 | 82 Consultations |
| Energy Star Appliance and Thermostat Rebates | $23,747 | 160 devices |
| Insulation and Air Sealing Rebates | $64,035 | 30 customers |
| Heat Pump Rebates | $75,250 | 74 heat pumps |
| Rechargeable Battery Lawn Equipment | $4,400 | 55 devices |
| Residential EV Charger Rebates | $6,790 | 11 chargers |
| Connected Homes Device Rewards and Charges | $9,210 | 131 Devices |
| MLP-only funded Solar Rebates | $14,028 | 6 systems |
| Water Efficiency Measures | $2,500 | 75 devices |
| Low Income Program | 39,550 | 2 Homes |
| IELD Internal Administration | $19,559 | n/a |
| Tier 1 and Tier 2 and Optional Admin Costs | $19,237 | N/A |
| **Total** | **$352,656** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier | ENERGY STAR | $40 |
| Dehumidifier | ENERGY STAR | $30 |
| Clothes Washer | ENERGY STAR | $50 |
| Combination Clothes Washer/Heat Pump Dryer | ENERGY STAR | $500 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR (55 gal or less) | $500 |
| Pool Pump (Two Speed) | ENERGY STAR | $175 |
| Pool Pump (Variable Speed) | ENERGY STAR | $250 |
| Refrigerator | ENERGY STAR | $50 |
| Freezer | ENERGY STAR; <12 cu ft | $50 |
| Induction Range |  | Up to $500 |
| 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 | Meet NEEP standards | $1,000 per household |
| Ground Source Heat Pumps | Meet NEEP standards | $2,000 per household |
| Blower Door Test, Air Sealing & Insulation | 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) |
| Smart Level 2 EV Charger | Enroll in Connected Homes | Up to $700 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | 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 | $400 |
| Riding Electric Lawn Mower (Not Zero Turn) | Rechargeable Battery | $200 |
| Push Electric Lawn Mower | Rechargeable Battery | $100 |
| Misc Lawn Equipment | Rechargeable Battery | $40 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Residential Battery Rebate |  | $750 |
| 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 suite 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, and smart strips.

ReSource Ipswich works with partnership with Action, Inc. to provide weatherization and other efficiency measures to income qualified customers on a case-by-case basis. 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 works closely with multiple community assistance organizations, including those below, to assist customers to receive needed benefits and services. IELD’s website provides details of these organizations and their programs as well as contact information.

**Action Inc.** IELD 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 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 |
| 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 |
| Residential Battery Rebates | Y | Rebates for residential battery systems |
| Go Green Now! program | Y | Allows customers to purchase carbon free energy |
| School Based Educational Program | N | Safety and energy training for school students |
| Neighbors Helping Neighbors Program | N | Assists customers with financial difficulties |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $20,035,780 |
| Annual RCS Budget Threshold | **$50,089** |
| Total Residential Electric Sales (kWh) | 72,791,796 |
| Number Residential Electric Customers | 8,901 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $34,860 | 112 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $600 | 300 LED Bulbs |
| ASHP Consults (Gold Tier) | $2,375 | 25 Consultations |
| Energy Star Appliance and Thermostat Rebates | $17,775 | 164 |
| HEI Rebates | $6,000 | 12 |
| Cool Homes Heat Pump Rebates | $41,875 | 39 |
| Battery Operated Lawn Equipment | $3,895 | 67 |
| Residential EV Charger Rebates | $16,600 | 38 |
| Connected Homes Device Rewards and Charges | $10,530 | 196 |
| School Based Safety and Energy Training | $14,000 | Annual visits to the 4 schools with K-3 students |
| Neighbors Helping Neighbors Program | $50,000 | Administered by the Northshore Community Action Program (NSCAP |
| Tier 1 and Tier 2 and Optional Admin Costs | $68,093 | N/A |
| **Total** | **$266,603** |  |

**2024 Rebate Offering**

|  |  |  |  |
| --- | --- | --- | --- |
| **Device** | **Qualification** | **Incentive** | |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 | |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 | |
| 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 | ENERGY STAR | $250 | |
| Variable Speed Pool Pump | ENERGY STAR | $100 | |
| 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 | |
| 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 | |
| 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 Certified Heating System | post install visit | | 50%, up to $500 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | | $750 / ton of cooling capacity |
| 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 |

**Go Green Now**

MMLD offers customers an opportunity to voluntarily agree to an extra charge for their power so that carbon-free energy RECs generated by MMLD’s ownership position in Berkshire Wind Coop I and II can be purchased (retired) in an amount such that 100% of their MMLD energy purchases are carbon free, based on the definitions specified in the Mass 2021 Climate Policy statute.

**Marblehead “Neighbors Helping Neighbors”.**

MMLD created and continues to actively support Marblehead Neighbors Helping Neighbors which provides assistance to MMLD customers that have fallen behind on MMLD bills due to experiencing financial. 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. MMLD contributed $50,000 to this program in 2023.

**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 grade K-3 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 (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | N | Rebates for household appliances and devices |
| ENERGY STAR Heat Pump Rebates | N | Rebates for heat pumps and central ACs |
| Home Efficiency Improvement (HEI) Rebates | N | Rebates for ENERGY STAR heating equipment and home insulation/weatherization |
| Rechargeable Electric Yard Equipment Rebates | N | 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 | $4,057,706 |
| Annual RCS Budget Threshold | **$10,144** |
| Total Residential Electric Sales (kWh) | 17,245,924 |
| Number Residential Electric Customers | 1,775 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $12,540 | 38 Audits |
| ISM provided during audits (LED Bulbs) | $228 | 114 LED Bulbs |
| ASHP Consults | $1,655 | 14 Consultations |
| Energy Star Appliance and Thermostat Rebates | $2610 | 35 rebates |
| HEI Rebates | $1,500 | 3 rebates |
| Cool Homes Heat Pump Rebates | $15,500 | 14 rebates |
| Battery Operated Lawn Equipment | $1,047 | 20 rebates |
| LED Bulb Distribution | $327 | 220 bulbs |
| Tier 1 and Tier 2 and Optional Admin Costs | $5,389 | N/A |
| Total | $40,796 |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amounts** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer and Dryer | ENERGY STAR | $75 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Dryer (Electric) | 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 16+; HSPF 9+or  SEER2 15.3+, HSPF2 8.15+ | $500 per ton |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+ or  EER2 19.2, COP 3.5 | $750 per ton |
| 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 Power 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 |

# 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 |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Cool Homes Heat Pump Rebates | Y | Rebates for heat pumps and |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |
| Insulation Rebates | N | Rebates for residential insulation |
| Annual LED Bulb Giveaway | N | Public Power Week event during which residential customers are eligible for 10 free LED bulbs |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $63,642,634 |
| Annual RCS Budget Threshold | **$159,107** |
| Total Residential Electric Sales (kWh) | 196,320,701 |
| Number Residential Electric Customers | 22,256 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $20,000 | 100 audits |
| ISM provided during audits (LED Bulbs) | $1,600 | 800 LED bulbs |
| Energy Star Appliance and Thermostat Rebates | $12,350 | 196 Rebates |
| Insulation Rebates | $2,800 | 6 rebates |
| Cool Homes Heat Pump Rebates | $144,000 | 120 Rebates |
| Battery Operated Lawn Equipment | $4,760 | 124 Rebates |
| Connected Homes Device Rewards and Charges | $9,240 | 181 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 | $102,000 | N/A |
| **Total** | $347,883 |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 |
| Room Air Conditioner | ENERGY STAR | $40 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| 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 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $400 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $600 / ton of cooling capacity |
| Insulation Rebates | Customers heating with electricity, oil, or propane with insufficient insulation | 50% up to $500 |

## Energy Awareness Program

To facilitate an open line of communication between PMLP and the people of Peabody and South Lynnfield, the PMLP General Manager maintains an Energy Awareness Forum on the PMLP website where questions from customers can be answered in a public forum.

## Community Partnership

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.

## 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 those 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 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 |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $3,700,875 |
| Annual RCS Budget Threshold | **$9,252** |
| Total Residential Electric Sales (kWh) | 12,645,478 |
| Number Residential Electric Customers | 1,413 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $12,595 | 44 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $198 | 99 LED Bulbs |
| ASHP Consults (Gold Tier) | $3,980 | 20 Consultations |
| Energy Star Appliance and Thermostat Rebates | $6,175 | 57 Rebates |
| HEI Rebates | $8,000 | 16 Rebates |
| Cool Homes Heat Pump Rebates | $31,250 | 33 Rebates |
| Battery Operated Lawn Equipment | $700 | 7 Rebates |
| Residential EV Charger Rebates | $2,300 | 5 Rebates |
| Connected Homes Device Rewards and Charges | $1,080 | 20 Devices |
| Tier 1 and Tier 2 and Optional Admin Costs | $25,235 | N/A |
| **Total** | **$91,513** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| 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 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |
| 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $873,567 |
| Annual RCS Budget Threshold | **$2,184** |
| Total Residential Electric Sales (kWh) | 3,332,458 |
| Number Residential Electric Customers | 428 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $3,300 | 10 audits |
| ISM provided during audits (LED Bulbs) | $60 | 30 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $1,140 | 12 Rebates |
| Cool Homes Heat Pump Rebates | $3,375 | 4 rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $4,639 | N/A |
| **Total** | **$12,889** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |

# 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 |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for home insulation/weatherization |
| EV Scheduled Charging | Y | Controls EV charging times |
| Connected Homes | Y | DR Program with residential smart devices thermostats and EV |
| 0% Solar Loan | N | 0% loans for installation of residential solar systems |
| 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $34,410,659 |
| Annual RCS Budget Threshold | **$86,027** |
| Total Residential Electric Sales (kWh) | 137,976,053 |
| Number Residential Electric Customers | 15,047 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Program Name** | **Total Incentives** | **Planned Volume (units)** |
| Residential Energy Assessment | $105,975 | 345 audits & inspections |
| ISM provided during audits (LED Bulbs) | $1,800 | 900 LED Bulbs |
| ASHP Consults (Gold Tier) | $60,285 | 325 Consultations |
| Energy Star Appliance Rebates | $18,445 | 158 Rebates |
| HEI Rebates | $22,500 | 45 Rebates |
| Cool Homes Heat Pump Rebates | $764,500 | 180 Rebates |
| Battery Operated Lawn Equipment | $15,900 | 270 Rebates |
| EV Scheduled Charging | $37,500 | 80 Rebates |
| Residential EV Rebates | $200,000 | 220 EVs |
| Connected Homes Devices | $46,020 | 745 Devices |
| Residential Battery Program | $2,000 | 2 Batteries |
| Electrification and Efficiency 0% loans | $350,000 | 35 loans |
| Community Events & Outreach | $15,000 | Various public events and outreach. |
| SELCO Internal Costs | $160,000 | N/A |
| Program Marketing & Education | $30,000 | Advertising, Educational Materials, Content Development |
| Tier 1 and Tier 2 and Optional Admin Costs | $101,656 | N/A |
| **Total** | **$1,931,581** |  |

**2024 Rebate Offerings**

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR; Income Qualified | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR; Income Qualified | $75 |
| 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 | 50% up to $850 |
| Refrigerator | ENERGY STAR; Income Qualified | $50 |
| All in One Clothes Washer & Heat Pump Dryer | ENERGY STAR | $500 |
| 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 |
| 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 |
| 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 Certified Heating System | post install visit | 50%, up to $500 |
| Batteries (≥7.5 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Air Source Heat Pumps | SEER 16+, HSPF 9+ or SEER2 15.3+; HSPF2 8.15+; Whole house system and NOT eligible for MassSave rebate. Pre-existing heating system must be removed or disconnected OR if not disconnected, customer must agree that pre-existing heating system will only be used as emergency back up. If Integrated Controls are present, the switchover setting must be 0F or lower. | $2,000 per ton of cooling capacity, up to $9,000 |
| Air Source Heat Pumps | SEER 16+, HSPF 9+ or SEER2 15.3+; HSPF2 8.15+;partial house system or eligible for MassSave rebate | $1,000 per ton of cooling capacity up to $9,000 |
| Ground Source Heat Pumps | EER 20+ or EER2 19.2+, COP 3.5+ Whole house system and NOT eligible for MassSave rebate. Pre-existing heating system must be removed or disconnected OR if not disconnected, customer must agree that pre-existing heating system will only be used as emergency back up. If Integrated Controls are present, the switchover setting must be 0F or lower. | $3,000 per ton of cooling capacity up to $9,000 |
| Ground Source Heat Pumps | EER 20+, or EER2 19.2+, COP 3.5+ partial house system or eligible for MassSave rebate | $1,500 per ton of cooling capacity up to $9,000 |
| Heat Pump Decarbonization Bonus | Bonus to Whole Home Heat Pump rebate; pre-existing heating system must be removed or disconnected | $1,000 |
| Residential EV Scheduled Charging | Full Battery EV and Connected Homes-eligible charger | $700, not to exceed charger cost |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| Home Battery | 7.5 kwh+; must be able to be integrated into Connected Homes | $100 per kwh of battery capacity |
| Purchase New or Used All Electric Vehicle (EV) MY 2018 or newer | Base Vehicle Rebate | $1,000.00 |
| Purchase New or Used All Electric Vehicle (EV) MY 2018 or newer | Income Qualified | $600 additional |
| Purchase New or Used Plug-In Hybrid Electric Vehicle (PHEV) MY 2018 or newer | Base Vehicle Rebate | $400.00 |
| Purchase New or Used Plug-In Hybrid Electric Vehicle (PHEV) MY 2018 or newer | Income Qualified | $240 additional |
| 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 to continue targeted marketing efforts in 2024 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 will also consider adoption of an official Environmental Justice resolution that will solidify our commitment to equitable access and engagement for these under-served customers.

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. The 2021 Sustainability Report consists of three main areas: Energy & Environment, Social Responsibility, and Governance & Management. In 2023, SELCO publish a 2022 Pathways Report that is very similar to the 2021 Sustainability Report.

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 reports 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.

The reports detail progress made toward the goal of net-zero carbon emissions in alignment with our Power Supply Policy, establishes baselines for performance in a variety of areas stemming from strategic electrification, and identifies goals for future improvement. An update of this report will be released annually to showcase SELCO’s progress and goals relating to sustainability, decarbonization, and electrification as well as governance, transparency, social responsibility, and environmental justice.

**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, the First Congregational Church, St. Mary’s Church, and at the Shrewsbury Council on Aging Senior Center. In 2023, our Share the Warmth program provided financial assistance to 128 residents in need, totaling $35,200, to offset winter electric bills.

**Yuletide Fundraiser**

Customers can order limited edition SHREWSBURY hats, scarves and ornaments from SELCO featuring designs of Shrewsbury landmarks including: the Burns Bridge, Shrewsbury Town Hall, SELCO Bucket Truck, Shrewsbury Town Common, the Artemas Ward House, and SkiWard. 100% of proceeds benefit Share the Warmth, going directly to assist Shrewsbury families and seniors that are having difficulty affording heat and electricity during the winter months.

**Community Events**

Shrewsbury Electric & Cable Operations has undertaken a diverse range of projects and programs that fulfill immediate community needs and also contribute to the long-term development and well-being of our community members. These recent initiatives highlight the positive impact of our utility on the social, cultural, educational, and economic fabric of the community.

* Sponsored 100% of a project in collaboration with the Cultural Council to wrap five electrical boxes in town with art from local artists, beautifying public spaces and contributing to the cultural vibrancy of the community.
* Provided materials and assistance to the Shrewsbury Garden Club to beautify the Town Center.
* In 2023, Four $1,000 scholarships were given to Shrewsbury High School Seniors
* In 2023, SELCO led the initiative with the Historical Society to install heat pumps, HVAC, and weatherization measures in the Town’s 1830 Brick Schoolhouse.
* In 2023, we hosted a Community Open House and provided a glance into all of our services to foster community engagement and strengthen the relationship between our utility and residents.
* SELCO annually sponsors a community Movie Night in the Park with the Town’s Recreation Department to socially bring community members together
* In 2023, we held an engaging Electrical Safety program for 4th-grade students in six schools and a total of 470 students
* Participated in the Shrewsbury High School career fair to help inform students about career paths and opportunities in public power.
* Contracted with Solar Shepard LLC to provide and care for 35 sheep to live at our solar array, which provides 300 residential homes with clean power. The sheep maintain the vegetation on the 11.5 acres of land as opposed to gas-powered mowers.
* Assisted the town to become a “Tree City USA” in 2023 as a result of our annual Arbor Day program in which we give away approximately 700 trees to Shrewsbury residents each year.
* In 2023, SELCO contributed $1,127,509.00 to the Town’s general fund to help offset operating expenses and lower the tax burden on residents.
* Donated $1,000 to the Town’s Farmers Market and also attended regularly to promote energy efficiency and discuss various programs and incentives available for residents.

# 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 | N | 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $17,233,961 |
| Annual RCS Budget Threshold | **$43,085** |
| Total Residential Electric Sales (kWh) | 62,353,843 |
| Number Residential Electric Customers | 7,118 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $29,700 | 90 Audits |
| ISM provided during audits (LED Bulbs) | $540 | 270 LED Bulbs |
| ASHP Consults (Silver Tier) | $4,685 | 33 Consultations |
| Energy Star Appliance and Thermostat Rebates | $9,600 | 177 rebates |
| HEI Rebates | $9,000 | 18 Rebates |
| Cool Homes Heat Pump Rebates | $57,250 | 53 Rebates |
| Battery Operated Lawn Equipment | $5,100 | 64 rebates |
| Connected Homes Device Rewards and Charges | $7,500 | 121 Devices |
| Residential Battery Rebates | $0 | 0 Batteries |
| Green House Gas Reduction Program | 9,600 | 23 projects |
| Tier 1 and Tier 2 and Optional Admin Costs | $39,309 | N/A |
| **Total** | **$172,284** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Rebate Amount** |
| Air Purifier/ Room Air Cleaner | ENERGY STAR | $40 |
| Clothes Washer | ENERGY STAR | $50 |
| Clothes Washer | ENERGY STAR “Most Efficient” | $100 |
| Clothes Dryer (Electric) | ENERGY STAR | $50 |
| Clothes Dryer (Electric) | ENERGY STAR “Most Efficient” | $100 |
| Dehumidifier | ENERGY STAR | $30 |
| Dishwasher | ENERGY STAR | $50 |
| Dishwasher | ENERGY STAR “Most Efficient” | $100 |
| Freezer | ENERGY STAR | $40 |
| Freezer | ENERGY STAR “Most Efficient” | $100 |
| Refrigerator (12 cu ft +) | ENERGY STAR | $50 |
| Refrigerator (12 cu ft +) | ENERGY STAR “Most Efficient” | $100 |
| Room Air Conditioner | ENERGY STAR | $40 |
| Wifi Enabled Smart Thermostat | ENERGY STAR | $125 |
| Pool Pump (Variable Speed) | ENERGY STAR | $100 |
| Heat Pump Dryer (Electric) | ENERGY STAR | $500 |
| Electric Heat Pump Water Heater | ENERGY STAR; 55 gallons or less | $500 |
| Electric Lawn Mower | Rechargeable Battery | $100 |
| Electric Riding Lawn Mower | Rechargeable Battery | $200 |
| Electric Chain or Pole Saw | Rechargeable Battery | $40 |
| Electric Leaf Blower | Rechargeable Battery | $25 |
| Electric String Trimmer/Edger | Rechargeable Battery | $25 |
| Electric Snow Thrower/Snow Shovel | Rechargeable Battery | $40 |
| Electric Snow Blower | Rechargeable Battery | $100 |
| Residential Battery Rebates | 7.5-20 kwh; must be compatible with Connected Homes | $100 per kwh |
| Smart EV Charger | Enroll in Connected Homes | $300 |
| New E-Bike |  | $200 |
| Electric Service Upgrade | Must be related to new equipment installation | $200 |
| 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 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |
| Home Battery | 7.5 -20 kwh+; must enroll in Connected Homes | $100 per kwh of battery capacity |

**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, the Salvation Army Good Neighbor Energy Fund, and Wayfinders. 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 |
| ASHP Consultation Services (Silver Tier) | Y | Advice to customers for heat pump installs |
| ENERGY STAR Appliance Rebates | Y | Rebates for household appliances and devices |
| Battery Operated Lawn Equipment Rebates | Y | Rebates for battery operated lawn equipment |
| 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $10,409,302 |
| Annual RCS Budget Threshold | **$26,023** |
| Total Residential Electric Sales (kWh) | 32,660,959 |
| Number Residential Electric Customers | 3,753 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $6,600 | 20 audits |
| ISM provided during audits (LED Bulbs) | $120 | 60 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $8,185 | 99 Rebates |
| Cool Homes Heat Pump Rebates | $49,000 | 50 Rebates |
| Battery Operated Lawn Equipment | $1,830 | 33 Rebates |
| Residential EV Charger Rebates | $4,800 | 11 Rebates |
| Connected Homes Device Rewards and Charges | $3,180 | 60 Devices |
| Residential Battery Rebates | $0 | 0 Batteries |
| Tier 1 and Tier 2 and Optional Admin Costs | $37,540 | N/A |
| **Total** | **$111,255** |  |

## 2024 Rebate Offering

|  |  |  |  |
| --- | --- | --- | --- |
| **Device** | **Qualification** | **Incentive** | |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 | |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 | |
| 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 | ENERGY STAR | $250 | |
| Variable Speed Pool Pump | ENERGY STAR | $100 | |
| 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 | |
| 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 | |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo | |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo | |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) | |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo | |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo | |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo | |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity | |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity | |
| 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 |
| Home Battery | 7.5 -20 kwh+; must be able to be integrated into Connected Homes | | $100 per kwh of battery capacity |

# 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $8,205,179 |
| Annual RCS Budget Threshold | **$20,513** |
| Total Residential Electric Sales (kWh) | 28,934,576 |
| Number Residential Electric Customers | 3,297 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $14,805 | 56 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $210 | 105 LED Bulbs |
| Energy Star Appliance and Thermostat Rebates | $4,485 | 48 Rebates |
| HEI Rebates | $10,500 | 21 Rebates |
| Cool Homes Heat Pump Rebates | $24,375 | 26 Rebates |
| Residential EV Charger Rebates | $600 | 1 Rebates |
| Tier 1 and Tier 2 and Optional Admin Costs | $15,990 | N/A |
| **Total** | **$70,965** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| 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 Certified Heating System | post install visit | 50%, up to $500 |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |
| 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 |

# 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 | Rebates for installation of home solar PV systems |
| Customer Choice | N | Customers can purchase renewable energy |

## Program Budget Data

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $41,154,007 |
| Annual RCS Budget Threshold | **$102,885** |
| Total Residential Electric Sales (kWh) | 84,016,758 |
| Number Residential Electric Customers | 11,349 |
| Total Residential Gas Sales (MCF) | 413,608 |
| Number Residential Gas Customers | 6,489 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $108,575 | 390 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $1,650 | 825 LED Bulbs |
| ASHP Consults | $25,000 | 85 consultations |
| Energy Star Appliance and Thermostat Rebates | $22,293 | 383 Rebates |
| Heat Pump Rebate Program | $164,022 | 125 rebates |
| Residential EV Charger Rebates | $14,500 | 30 Rebates |
| Connected Homes Device Rewards and Charges | $13,620 | 230 Devices |
| Residential Battery Rebates | $1,000 | 1 Batteries |
| MLP-only funded Solar Rebates | $104,560 | 13 Projects |
| Residential Incentive Rebate Program | $104,190 | 106 rebates |
| Sense Monitor Program | $200 | 4 monitors |
| Tier 1 and Tier 2 and Optional Admin Costs | $59,227 | N/A |
| **Total** | **$618,837** |  |

## 2024 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 (UEF < 3.0 | $500 |
| Room Air Conditioner | ENERGY STAR (EER >10) | $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 | Replacing Gas | $500 |
| Induction Range | Replacing Electric | $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 |
| Heat Pump coupled with Insulation | Must be listed on NEEP’s Cold Climate Heat Pump Database; Heat Pump consultation required | $750 per ton; Max $2,500; Insulation cap raised to $2,500 |
| Heat Pump replacing Fossil Fuel | Must be listed on NEEP’s Cold Climate Heat Pump Database; Heat Pump consultation required; | $1000 per ton Max $5,000; Insulation cap raised to $2,500 |
| Insulation and Air Sealing | pre audit | 50%, up to $1,500 |
| Insulation coupled with Heat Pump rebate | Pre audit | 50%, up to $2,500 |
| Windows | pre audit, Energy Star, U factor <=0.2 | $50/ea up to $500 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | 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 | 100% of cost, up to $650 |
| Residential EV Scheduled Charging | PHEV <15 kWh Battery Capacity | $200 |
| Residential EV Scheduled Charging | PHEV 15+ kWh Battery Capacity | $300 |
| Home Battery | 7.5 -20 kwh+; must be able to be integrated into Connected Homes | $100 per kwh of battery capacity |
| Sense Home Energy Monitor rebate |  | $50 |
| MLP-only funded Solar Rebates | Shading and Azimuth restrictions; max 10 Kw | $0.80 / watt |

## Green 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 |
| Home Efficiency Improvement (HEI) Rebates | Y | Rebates for 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

|  |  |
| --- | --- |
| 2022 Gross Annual Retail Revenue | $8,598,134 |
| Annual RCS Budget Threshold | **$21,495** |
| Total Residential Electric Sales (kWh) | 27,953,450 |
| Number Residential Electric Customers | 3,179 |

**Municipal RCS Roadmap – 2024 Budget**

|  |  |  |
| --- | --- | --- |
| **Budget Category** | **Planned Dollar Amount** | **Planned Volume (include units)** |
| Residential Energy Assessment | $16,245 | 54 Audits & Inspections |
| ISM provided during audits (LED Bulbs) | $270 | 135 LED Bulbs |
| ASHP Consults (Gold Tier) | $4,585 | 26 Consultations |
| Energy Star Appliance and Thermostat Rebates | $3,905 | 59 Rebates |
| HEI Rebates | $4,500 | 9 Rebates |
| Cool Homes Heat Pump Rebates | $31,000 | 29 Rebates |
| Residential EV Charger Rebates | $3,500 | 7 Rebates |
| Connected Homes Device Rewards and Charges | $2,430 | 43 Devices |
| Residential Battery Rebates | $1,000 | 1 Battery |
| Tier 1 and Tier 2 and Optional Admin Costs | $35,436 | N/A |
| **Total** | **$102,871** |  |

## 2024 Rebate Offering

|  |  |  |
| --- | --- | --- |
| **Device** | **Qualification** | **Incentive** |
| Air Purifier / Room Air Cleaner | ENERGY STAR | $40 |
| All in One Clothes Washer & Dryer | ENERGY STAR | $75 |
| 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 | ENERGY STAR | $250 |
| Variable Speed Pool Pump | ENERGY STAR | $100 |
| 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 |
| 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 |
| Batteries (≥10 KWH) - Sonnen, Emporia, Duracell | Enroll in Connected Homes | $30/mo |
| EV Chargers - ChargePoint, JuiceBox, Emporia | Enroll in Connected Homes | $10/mo |
| Electric Vehicles - Ford 2013+; Hyundai 2017+; Jaguar 2016+; Land Rover 2016+; Toyota 2017+; Tesla 2012+; and Volkswagen 2014 | Enroll in Connected Homes | $10 / mo (cannot enroll vehicle and charger) |
| Mini-Split Heat Pump Controllers (per condenser) - Sensibo, Flair | Enroll in Connected Homes | $5/mo |
| Wifi Thermostats - Google Nest, Amazon, Honeywell/Resideo | Enroll in Connected Homes | $5/mo |
| Electric Hot Water Heaters - GE, Rheem | Enroll in Connected Homes | $5/mo |
| Air Source Heat Pump | SEER 16+; HSPF 9.0+; or  SEER2 15.3+; HSPF2 8.15+ | $500 / ton of cooling capacity |
| Ground Source Heat Pump | EER 20.0+; COP 3.5+; or  EER2 19.2+; COP 3.5+ | $750 / ton of cooling capacity |
| 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 |
| Home Battery | 7.5 -20 kwh+; must be able to be integrated into Connected Homes | $100 per kwh of battery capacity |