

Commercial & Industrial Stakeholder Hour

Monday, March 13th, 2023

11:00 PM – 12:00 PM

Zoom Meeting

Meeting Notes

Meeting Hosts:

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Question: I'm looking to learn more about these programs to help support the commercial building owners/managers in Wellesley.

Answer: Businesses in Wellesley receive their natural gas service from National Grid and their electric service from the Wellesley Municipal Light Plant ("WMLP"). For opportunities intended to reduce electricity usage, these businesses can speak directly with representatives of WMLP to determine what is available to support those efforts. For opportunities intended to reduce natural gas usage, these businesses should speak directly to National Grid (800.843.3636) to discuss what financial or technical support is available. Additionally, businesses can visit the Mass Save website where this is information, including case studies, about how commercial businesses throughout the Commonwealth have addressed energy efficiency in their buildings.

Question: What incentives are available for restaurants or food establishments?

Answer: Programs offered by the Sponsors of Mass Save are an option for restaurants and food establishments seeking energy efficiency support. Any of the commercial and industrial rebates and incentives including those that may be customized are available to all commercial and industrial customers. However, the offering that may be most interesting to the restaurant sector is the Foodservice offering. Instant incentives are available right at the point of purchase—so when you purchase and install qualifying natural gas or electric high-efficiency equipment through a participating dealer, your business can start saving right away. The Program Sponsors recommend the best place to start is an energy assessment. An assessment involves having a third party look at existing equipment and building systems like HVAC, insulation, process equipment, etc. and then using the resulting report as a guidepost for how to proceed based on budget, GHG reduction goals, or whatever is driving the desire to improve energy efficiency. To find out more about energy assessments for any commercial and industrial building, please visit the website here

<https://www.masssave.com/en/business/programs-and-services/building-energy-assessments>

and to see more about the Foodservice offering, please visit the website here

<https://www.masssave.com/blog/business/energy-efficient-foodservice-equipment-commercial-size-savings>. Also available on our website are case studies and examples of what

other similar facilities like grocery stores (<https://www.masssave.com/en/business/programs-and-services/solutions-by-sector/grocery-stores>) and retail locations

(<https://www.masssave.com/en/business/programs-and-services/solutions-by-sector/retail>) have done to improve their efficiency.

Question: What are the building weatherization incentives?

Answer: The incentives are for air sealing, insulation, and weatherstripping which are the most common forms of weatherization. For buildings less than 8,000 square feet, there is a prescriptive offer for air sealing based on the number of hours in the scope of work and for insulation based on the additional R-value added to the space. For buildings larger than 8,000 square feet, custom incentives apply meaning the amount of incentive will be based on the amount of energy saved by implementing these measures. Please refer to the weatherization specific website for more information. (<http://masssave.com/ciwx>).

Question: What is the best way to find a list of project expeditors and the proper applications to use for incentives?

Answer: A project expeditor (PEX) is a vendor that will help process the application and associated energy savings calculations needed to apply for incentives. For access to the latest PEX list, contact Mat McCarthy from Nation Grid as he manages the PEX program. The C&I applications can be found on the Resources page of the Mass Save website:

<https://www.masssave.com/business/resources>

Question: Most curious about promotional activities for commercial heat pumps for space heating and water heating?

Related Question: Are air to water heat pumps being considered for prescriptive incentives in the future? These are relatively easy to retrofit in existing hydronic systems.

Answer: The Mass Save website is a great resource to understand the incentives available for commercial heat pumps and heat pump water heaters. Please refer to the following pages for:

Heat pumps: <https://www.masssave.com/en/business/rebates-and-incentives/heating-and-cooling/heat-pumps>

Heat pump water heaters: <https://www.masssave.com/en/business/rebates-and-incentives/water-heating-and-pipe-insulation/water-heaters>

Should you have questions about these incentives, there is contact information about each of these offers on the "How to Participate" tabs.

If there are current or emerging technologies that provide energy efficiency, then program administrators would consider seeing if they can support it prescriptively or through the custom pathway.

When a vendor has a new technology or service and they have not done a project with any of the PAs so far, the following link is available to see if this product would be eligible for Mass Save program incentives: <https://www.masssave.com/partners/assessing-new-efficiency-technologies>.

Question: Interested in program for VRF specifically

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

Question: What level of energy savings analysis is required for commercial heat pump/VRF project incentives documentation?

Answer: The nameplate information and ensuring the equipment is on the qualified products list (QPL) are all that is required for a rebate on this equipment. If the product exceeds the size of equipment offered through the rebate program, then more detailed calculations may be

involved to receive a custom incentive and documentation such as nameplate information, installation approach, run hours, etc. will be required.

Question: Do the PAs have approved task order consultants to support customer requested heat pump assessments? And what is the cost share?

Answer: The Program Administrators have developed a heat-pump installer network (HPIN) whose membership consists of HVAC/HP contractors throughout the Commonwealth who serve both residential and commercial customers. The members are design-build installers who work primarily on smaller, simpler projects and can perform installations quickly and easily. Approximately 50% of the HPIN members work exclusively on residential projects while the other 50% work on both residential and commercial projects. There is a HPIN member lookup tool on the Mass Save website to help any customer search for a contractor who can help with their project - that tool is available here: <https://www.masssave.com/en/residential/find-a-heat-pump-installer>. There is no cost to use the HPIN lookup tool.

For larger, more complex projects and buildings, interested customers should contact their Program Administrator directly to discuss next steps. Typically, the process begins with a scoping study to assess the existing system, current electric capacity, etc. Subsequent steps would include a deeper technical assistance study to quantify the potential energy savings, cost impacts, and eligibility for incentives.

Question: Are the utilities reaching their limit for large scale GSHP installations?

Answer: The PAs have annual budgets for a variety of end uses that include electrified HVAC equipment. For projects that are larger in scale and scope, the custom project participation is dependent on project cost effectiveness and PA budget relative to these project costs.

Question: Do the PAs fund these larger heat pump scoping studies?

Answer: Scoping Study Description: Identifying the quantity and capacity of existing equipment to provide informed energy efficiency and electrification options for implementation. Reach out to your Program Administrator and they can inform you relative to the cost share that is typically involved with scoping studies.

Question: Given current BEPS compliance targets, what (if any) HVAC technology currently exists to materially reduce fossil fuel emissions?

Answer: There are a number of HVAC technologies that, when implemented appropriately, reduce greenhouse gas (GHG) emissions. Through prescriptive or a custom approach, the Program Administrators can support incentives for the energy savings for these technologies. Implementing optimizing sequences of operation to control equipment more effectively, installing VFDs, etc. can reduce greenhouse gas emissions within a building in addition to the HVAC technologies discussed above.

Question: The HPIN link says that contractors have completed heat pump install training, could I get more info on that training? Looking to find training for our HVAC guys so they become more familiar with HP tech as we look to electrify.

Answer: There is a resource for workforce development on the website <https://www.masssave.com/en/about-us/workforce-development>. Additionally, don't hesitate to reach out to the MAEEP (Massachusetts Energy Efficiency Partnership) as they also provide training. MAEEP Trainings: <https://maeep.org/taxonomy/term/1>.

Question: How will these program overlap or supersede IRA programs?

Answer: At this point in time, the Program Administrators do not know how the Inflation Reduction Act (IRA) will factor into our programs. The Act itself is still in the very early stages. Though the Program Administrators have been comparing the qualifying equipment parameters of our electrification equipment tiers to those in the IRA, even these are subject to change. As a result, we will continue to work closely with the DOER to ensure that federal rebates are well coordinated with our programs, and once complete, the Program Administrators have an FAQ (Frequently Asked Questions) portion of the Mass Save website dedicated to this topic. The website with the FAQ is located here: <https://www.masssave.com/inflation-reduction-act#:~:text=A%3A%20The%20Inflation%20Reduction%20Act,energy%20efficiency%20and%20beneficial%20electrification>.

Question: Are there grants to purchase equipment for these programs?

Answer: Participation in Mass Save programs are an option for all customers that pay into the green energy fund and are seeking energy efficiency support, but it is not the only option to receive incentives. There are also DESE (Department of Elementary & Secondary Education), Massachusetts School Building Authority (MSBA), Green Communities, and other funding sources for energy efficiency work.

Question: How can we access this program as an HVAC service provider and share the benefits with our customers?

Answer: There are multiple pathways:

- 1) Midstream – Participate in instant discounts received at the distributor for qualified products for eligible customers.
- 2) Prescriptive – Participate by connecting with the customer, developing the project, getting incentive approval from the PA for the incentive, and then installing the project.
- 3) Customer Directed Option - Work with small business customers receiving project documentation support for Mass Save incentives.
- 4) Custom projects- submit a custom application with a customer for projects not covered by the prescriptive or mid-stream pathway. Here is a link for the custom project process: <https://www.masssave.com/en/business/programs-and-services/custom-incentives-and-technical-support/custom-incentives>
- 5) As a Turnkey vendor through a regular competitive bidding process. To learn more about this bidding process, please view our "Partners" page and specifically the requests for proposals section (<https://www.masssave.com/en/partners/requests-for-proposals>).
- 6) As a subcontractor to a PA contracted vendor. PA contracted vendors may take on multiple energy conservation measures within one project. If they do not have all the skills in-house to perform some measures, they subcontract with another vendor specialized in the relevant type of work.

Question: What are available to new versus major renovation vs minor renovation?

Answer: New Construction and Major Renovation projects participate with Mass Save Sponsors through three major pathways explained in more detail on our website: (<https://www.masssave.com/en/business/programs-and-services/new-construction-and-major-renovations>). In general, major renovations are very comprehensive in nature, tend to take place due to a change of use of the space (converting one building use type to another), typically cannot be occupied during the renovation due to the comprehensive nature of the scope, and typically involve complete removal and redesign/replacement/major overhaul of 3 of the following 5 systems (HVAC, DHW, lighting, envelope, process equipment). Please contact your Mass Save Sponsor if your situation is unclear, and we will guide you through the most appropriate participation option for your project.

Question: Explain a comprehensive project and how it translates to better incentives.

Answer: A comprehensive project is one that involves multiple measures, seeking deeper reductions in the building energy use than a singular measure may involve. The more measures and greater savings involved in a project, the greater potential for energy savings. Incentives are provided based on the amount of energy savings.

Question: Anything related to solar or is this for all non-solar hardware?

Answer: This is all for non-solar offers. Please consult your local utility relative to solar power considerations.

Question: What is Mass Save planning to do about the relatively high C&I electric rates that customers are currently facing?

Answer: Electric rates are regulated by the Department of Public Utilities; for more information, see: <https://www.mass.gov/info-details/massachusetts-electric-rates-and-tariffs>. Energy efficiency measures such as those supported by Mass Save can help mitigate rising energy prices.

Question: How often should I request a home energy audit?

Answer: This forum is to discuss energy efficiency for commercial and industrial customers, but if you are part of a multifamily residence that has a common gas meter, this may fall into the commercial and industrial sector. Residential home customers are eligible for a home energy assessment every two years. You can find more information on Home Energy Assessments here: <https://www.masssave.com/en/residential/programs-and-services/energy-assessments>

Question: What is it going to look like moving forward in regards to lighting and incentives? I know that those are kind of being phased out and are on their way out but I'm curious will this opportunity totally be gone or is there still a limited opportunity for a couple of years?

Answer: Mass Save supports energy efficient products as they are introduced to the market and are seeking to have those products adopted by the greater population. Lighting is one of those products where years back customers weren't switching to the most efficient products but with the help of the program support and the industry, higher efficient lighting products have become the standard for the industry. Mass Save incentivizes the difference in energy savings between standard products and the most efficient products. Once the most efficient products have saturated the market, there is no longer a difference between standard and high efficiency. Given there is no longer a difference in energy savings, the Mass Save program can

no longer support incentivizing those products. For timelines related to product phase outs we recommend contacting your Program Administrator.