

C&I Working Group ("CIWG") Charter

Background:

The Commercial and Industrial ("C&I") working group is an initiative for increased engagement, communication and coordination among the Program Administrators ("PAs"), Department of Energy Resources ("DOER") and stakeholders on the C&I programs. As stated in the 2022-2024 Energy Efficiency Plan Term Sheet ("Term Sheet"), the working group, co-led by the PAs and Department of Energy Resources ("DOER"), will meet quarterly to directly engage with customers and contractors who have experience with the Program Administrators' programs.

Mission and Scope:

The Program Administrators, who are responsible for program implementation, and DOER aim to collaborate with C&I stakeholders on changes and improvements to existing program offerings, as well as development of new offerings.

Prioritizing initiatives offered and under development including those for deep energy retrofits in 2022, this group will also act as an advisory forum for the PAs to discuss strategies and pathways for increased customer engagement.

To generate discussion topics, a bi-annual C&I stakeholder survey will be distributed to representative customers, contractors, distributors and manufacturers selected at random. The survey results will outline and prioritize discussion topics for the quarterly working group meetings. To complement the survey as a method of gathering customer feedback and questions, there will also be a stakeholder hour hosted by the working group at each quarterly meeting. This hour will be used by the working group to address questions and comments from C&I customers and stakeholders who are not CIWG members, on programs during development, launch, and implementation. The working group will encourage the submission of these comments or questions in advance of sessions and in an open format for equitable access to participation and to ensure that the appropriate subject matter experts can participate as needed. The open discussion will not be a forum for addressing and resolving individual customer-specific project matters.

In addition to improving the feedback loop between PAs and customers, the working group will publish all reports, meeting minutes and presentations so they are accessible on the EEAC and MassSave.com websites and distributed to Councilors.

Working Group Goal:

- Increased C&I program participation and savings to meet the greenhouse gas emissions reduction and energy savings and benefits goals of the 2022-2024 Energy Efficiency Plans

Objectives

- Collaboration among the CIWG members, the PAs, and DOER on making improvements to existing programs and development of new offerings by:
 - Understanding how the C&I program can better serve customers

- Understanding challenges faced by customers and contractors to program participation
- Understanding C&I stakeholder preferences, concerns, and issues
- Gathering ongoing feedback from C&I stakeholders both within and beyond the CIWG on Program Administrator program delivery
- Utilizing KPI data reported to the EEAC to inform the CIWG discussions and recommendations
- Increased stakeholder exposure to new and evolving C&I pathways for energy efficiency and greenhouse gas reduction
- Increase customer understanding about differences in program offerings from the different Program Administrators

Deliverables

- Bi-Annual survey of customers, contractors, distributors, manufacturers
- Minutes of CIWG meetings, presentations and an annual report that details how PAs have considered or incorporated survey results as well as CIWG input and recommendations into their program design and implementation activities relative to program bounds and other approved goals and objectives. All these materials will be posted to the EEAC and MassSave.com websites and distributed to the Councilors.