RFI: Review of Existing Demand and Customer Supply Programs

Massachusetts Department of Energy Resources

June 2026

Request for Information

Executive Order No. 654: To Secure Massachusetts' Energy Future by Establishing an Energy Supply Plan that Drives Affordability and Reliability establishes the 10 x 10 by 10 Plan to harness some of the state's strongest assets - our innovative companies, leading universities, and skilled workers - to get 10 GW of new energy resources over the next 10 years, save customers $10 billion, and secure our energy future for generations to come - in addition to 5 GW of more storage.

As part of EO 654, DOER is reviewing existing demand and customer supply programs offered in the Commonwealth. DOER will publish this review by September 1, 2026. The Existing Program Review will set a foundation for work within the Commonwealth on implementing and developing programs that shift, shape, and supply energy to save energy costs. Supply and demand programs not only reduce customers' individual energy costs but can also reduce the need for investment in our electric grid, lowering costs for all.

Reducing and shifting demand requires several different programs, policies, and incentives that meet the needs of the many different customers we have in Massachusetts, including residential, commercial, and industrial users. As we design new programs and policies to unlock more benefits, it is important to understand what programs and policies already exist, how they are implemented, and which technologies are commercially available.

DOER is releasing this RFI to collect information from stakeholders that participate in, administer, develop, finance or seek to use these existing programs. DOER will integrate information received through this RFI into the Existing Programs Review. All responses will be provided publicly when the Review is published.

DOER proposes to define the following terms for the Existing Programs Review as:

Demand: the total amount of electricity used at any given time, typically measured in kilowatts or megawatts. ***Customer demand programs*** are policies, including rates, incentives, programs and/or technologies, that reduce or shift a customer's electric use at any given time.

Supply: the electricity used to meet customer demand. ***Customer supply programs*** are policies, including rates, incentives, and technologies, that provide a customer

electricity to meet their demand needs, including generation, storage, and retail electricity products.

Load management: policies, including rates, incentives, programs, and/or technologies, that help customers save by reducing or shifting electricity use out of peak hours. Load management includes both established tools like energy efficiency and new technologies like demand flexibility and virtual power plants (VPPs). ***Passive*** load management refers to measures that reduce energy demand in all hours of the year, while ***active*** load management refers to measures that reduce demand during specific hours.

Please provide feedback on these definitions. Are there other terms that are important to define and use consistently across stakeholder groups?

Please describe your company or organization. For example, do you provide a technology that supports demand and supply programs, or are you mainly a user of demand and supply programs?

If you provide a technology, please answer the following questions as applicable.

1. What is your technology and how is it used?
2. Is an incentive required or used to support the deployment of your technology?
3. Is the incentive technology-specific or technology-neutral?
4. If there is not a specific incentive, do you utilize market-based payments?
5. Do you focus on state, regional, and/or national markets?
6. Does your technology provide active load management, passive load management, supply resources, energy storage, or more than one of the above?
7. Does your technology provide bulk-system value, distribution/location-specific value, or both?
8. Is your technology an enabling technology that allows for greater or more efficient demand and supply programs? Does your technology rely on enabling technologies, e.g. data or management controls?
9. How does your technology impact customer behavior? Does it require customers to modify their behavior?
10. To which customer types does your technology apply?

11. Are there upfront or variable costs associated with your technology?
12. Are there any barriers to the use of your technology, either systemically or on a customer basis (for example, such as rental status)?
13. Are there any impacts on equity or community access from your technology? Please consider impacts on low-income households, renters, environmental justice communities, small businesses, multifamily homes, and municipal customers in your response.

<u>If you do not provide technology, please describe how you engage with customer demand and supply programs and answer the following questions as applicable.</u>

1. Do you participate in or administer a Massachusetts customer demand and supply program? Please describe your participation, including any incentives associated with the program.
2. Do you participate in or administer a customer demand and supply program in a different jurisdiction that is not in place in Massachusetts? How does that program operate?
3. Do customer demand and supply programs have specific benefits to you as a stakeholder?
4. Are there any barriers to your participation that you have been able to overcome? That continue to be barriers? Are any of those barriers regulatory or statutory?
5. What technologies do you use or do you allow for any programs you participate in or administer?
6. What is the financial model for your customer demand and supply program participation or administration?

Thank you for your review of these questions and for your written comments. We welcome any additional information you believe would be helpful for DOER's review.

Please provide any responses by June 26 to joanna.k.troy@mass.gov with "RFI Response" in your subject line.