

Executive Director's Summary Report

to the Board of Trustees
of the
Efficiency Maine Trust

December 13, 2017

1. Communications

A) Awareness and Press

- Outreach Events (since the last Board meeting):
 - Staff presented at a Central Maine Apartment Owners Association Seminar (November 16).
 - Staff presented at a Rockland City Council meeting (December 4).
- Press (since the last Board meeting):
 - The Executive Director appeared on “Maine Calling” for the “Winterizing Your Home” episode (<http://mainepublic.org/post/winterizing-your-home#stream/0>).
 - The Executive Director was interviewed for a WGME piece on home heating (<http://fox23maine.com/features/good-day-maine/saving-you-money-how-weatherizing-your-home-can-save-you-hundreds>).
- Website and Outreach (November):
 - 25,041 website visits (compared with 25,686 visits in October)
 - 18,915 unique visits
 - 7,645 visits were driven through digital ads
 - Facebook:
 - 3,034 fans (5 new)
 - 58,426 reached through advertising

B) Call Center (November)

- 1,059 inbound phone calls (97% answered within 20 seconds)
- 517 inbound emails
- 1,026 inbound mail (mostly rebate claims)

C) Government Relations

- The Executive Director attended the second informational meeting on *LD 257 – An Act To Enable Municipalities Working with Utilities To Establish Microgrids*.
- PUC Proceedings:
 - The Trust filed the FY2017 Annual Report and a Request for Approval of the Additional Uncommitted Carryforward with the PUC.

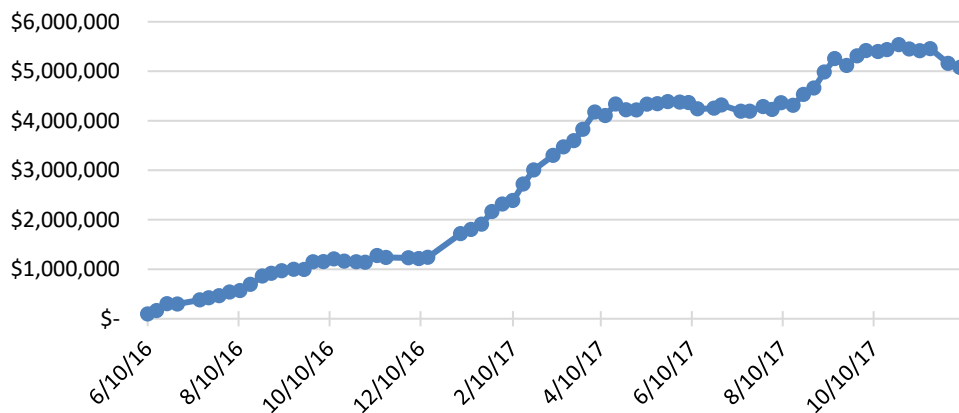
- The Trust filed a series of data requests on the PUC's analysis of the 2015 AESC Report and Update, and LEI's new price forecast (December 8).
- EMT Staff presented at the Arrearage Management Program Stakeholder Group (December 8).
- The PUC commissioners rejected the PUC staff recommendation to issue an RFP for a Non-Transmission Alternative Coordinator (NTAC) in docket no. 2016-00049.
- EMT and other parties filed data requests in the docket to analyze avoided costs.
- EMT filed a protest at the Federal Energy Regulatory Commission regarding the ISO-NE estimate of the Trust's qualified capacity resources in FCA-12.

2. Program Highlights¹

A) C&I Prescriptive (CIP) Program – Electric Measures

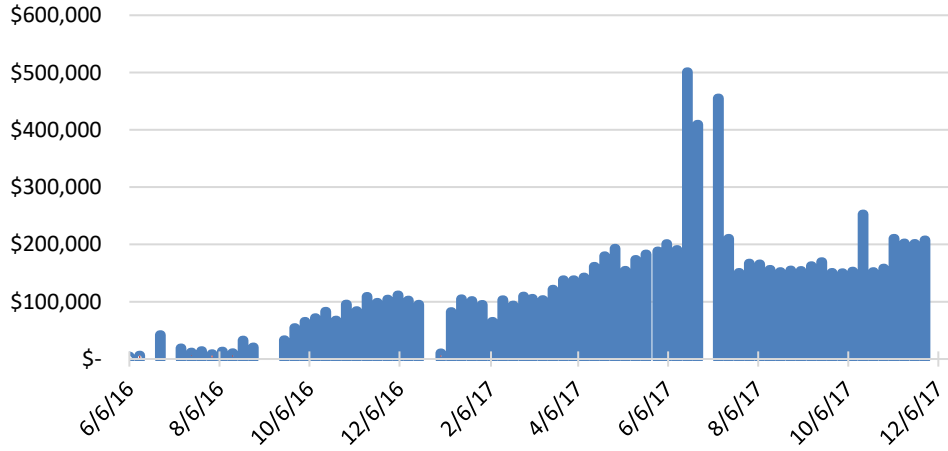
- Growth of pending projects (pipeline) has remained consistent with the incentive payments. The current pipeline is \$5,078,379 of incentives. Downstream lighting activity has dropped somewhat, while midstream lighting (screw-in LEDs) activity has increased.
 - Currently 25 distributor locations are participating in the midstream program.

C&I Prescriptive Program Electric Measures Pipeline



¹ The Updated Financials table reported for each Program reflects data pulled from the Trust's financial management system mid-month; the Summary Program Update table is pulled from the Efficiency Maine project tracking database on December 11, 2017 to capture the progress for the year through the most recent complete month of reported actual results (i.e., through the end of November 2017).

**C&I Prescriptive Program Electric Measures
Incentives Paid**



Updated Financials	Program Investment
FY2018 Program Budget	\$10,069,937
7/1 to 11/30 Spending	\$4,012,204
Percent of Budget Spent to Date	40%
Percent of Year Passed	42%

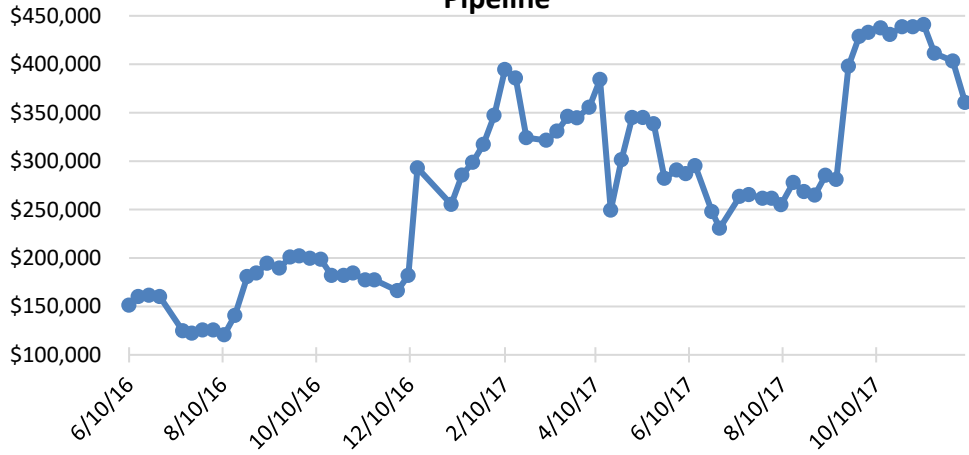
Summary Program Update	kWh Savings	Participants
Start of fiscal year to 11/30	20,654,720	788

Project Type (through 11/30)	Participants
Lighting Solutions (not including DSIL)	613
Heating and Cooling Solutions	152
Compressed Air Solutions & Other	23

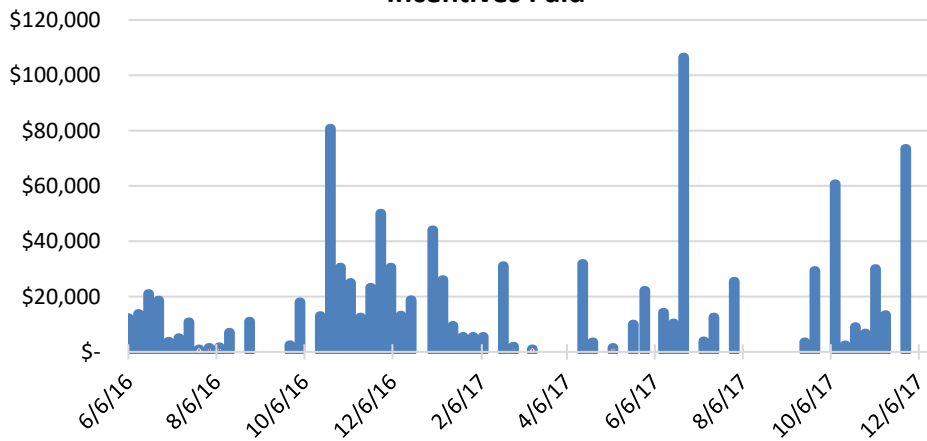
B) C&I Prescriptive Program – Natural Gas Measures

- The current pipeline of pending projects represents \$360,549 in incentives. The pipeline does not include midstream sales.
- Approximately 40 natural gas units have been installed through the distributor discount (midstream) initiative to date.

C&I Prescriptive Program Natural Gas Measures Pipeline



C&I Prescriptive Program Natural Gas Measures Incentives Paid



Updated Financials	Program Investment
FY2018 Program Budget	\$1,888,872
7/1 to 11/30 Spending	\$387,149
Percent of Budget Spent to Date	20%
Percent of Year Passed	42%

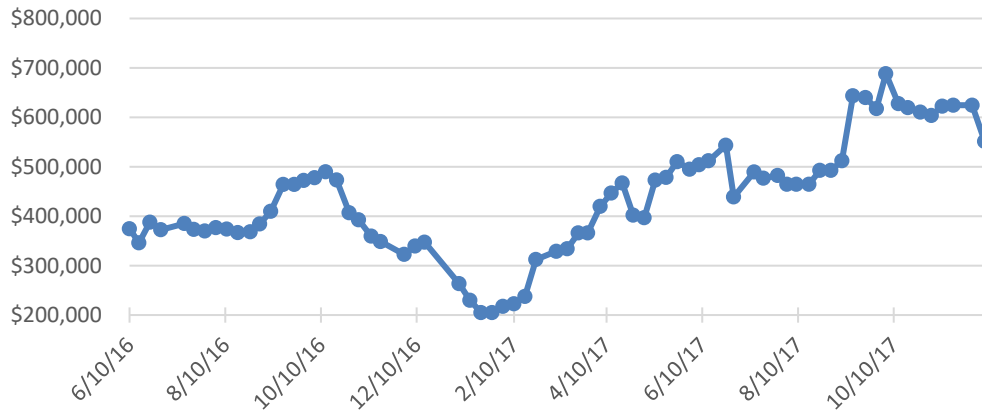
Summary Program Update	MMBtu Savings	Participants*
Start of fiscal year to 11/30	6,993	33

*The number of participants does not indicate the number of units installed; some participants may have received incentives for more than one unit.

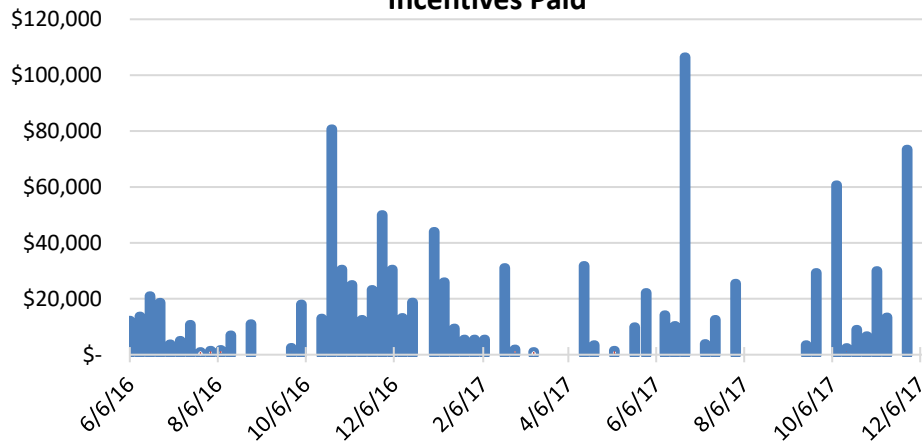
C) C&I Prescriptive Program – All Fuels (e.g., Oil and Propane) Measures / Heating Solutions

- The current pipeline of pending projects represents \$551,069 in incentives. The pipeline does not include midstream sales.
- Approximately 18 propane units have been installed through the distributor discount (midstream) initiative to date.

C&I Prescriptive Program All Fuels (e.g., Oil/Propane) Measures Pipeline



C&I Prescriptive Program All Fuels (e.g., Oil/Propane) Measures Incentives Paid



Updated Financials	Program Investment
FY2018 Program Budget	\$654,025
7/1 to 11/30 Spending	\$329,119
Percent of Budget Spent to Date	50%
Percent of Year Passed	42%

Summary Program Update	MMBtu Savings	Participants
Start of fiscal year to 11/30	11,420	91

*The number of participants does not indicate the number of units installed; some participants may have received incentives for more than one unit.

D) C&I Custom Program

- Since the last Board meeting, the pipeline of small custom projects has grown modestly, adding 3 new projects worth \$60,000 in incentive offers. The total small custom pipeline now consists of 11 projects worth \$249,000 in incentive offers.
- Program staff received applications for 3 new scoping audits.
- Program staff is reaching out to newly eligible large natural gas customers to inform them of incentive offerings and encourage efficiency investment.

Updated Financials	Program Investment
FY2018 Program Budget	\$14,437,135
7/1 to 11/30 Spending	\$1,620,517
Percent of Budget Spent to Date	11%
Percent of Year Passed	42%

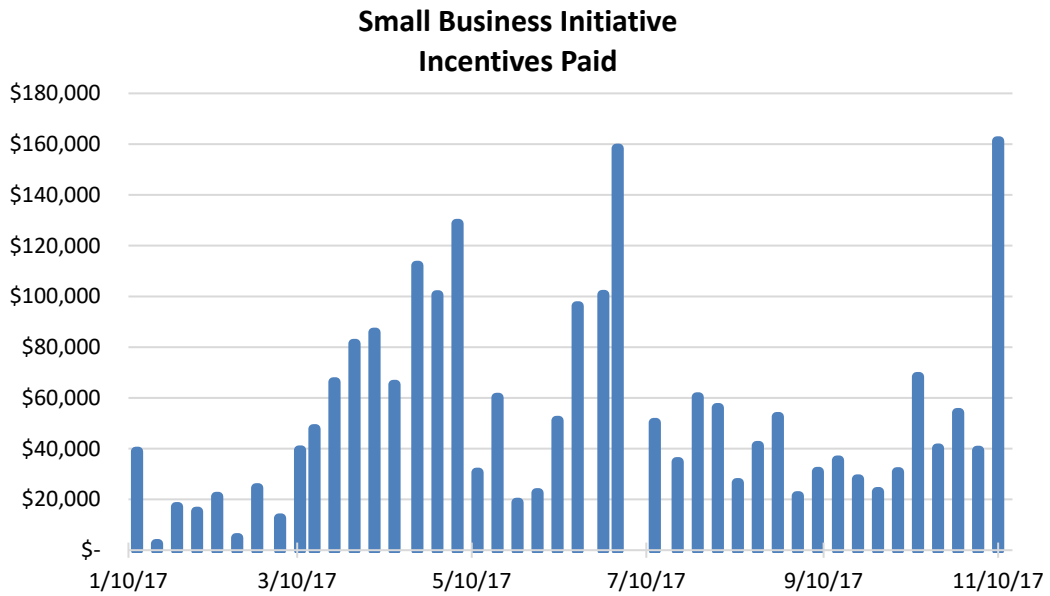
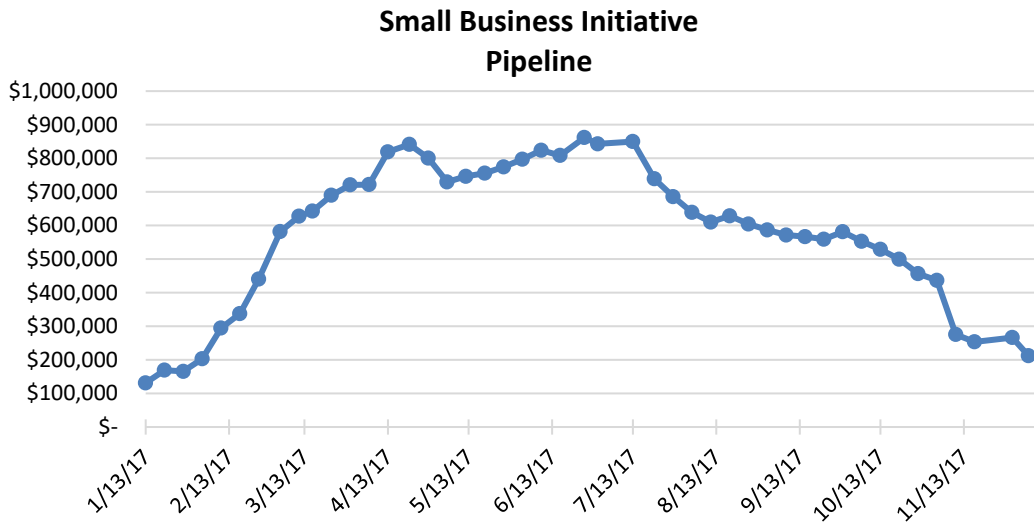
Additional Details on FY 2018 Financials	Program Investment
Expenditures	\$1,620,517
Committed	\$5,483,571
Pipeline	\$1,637,297
Total (Expenditures, Committed, & Pipeline)	\$8,741,385
Percent of Budget	61%

Summary Program Update	MMBtu Savings	kWh Savings	Participants
Start of fiscal year to 11/30	28,599	5,312,189	18

E) Small Business Initiative

- Regions 5 and 6 are no longer accepting new projects, and the majority of projects in the pipeline for these regions have been completed. The remaining projects are expected to be completed within the next month.
- Outreach and contractor assignments have been on hold for Region 7 while the Energy Assessment Tool is being modified. The tool is anticipated to be completed in December.
- The delivery team will continue using CMP customer data for small businesses (SGS rate classes) to conduct additional targeted outreach in Region 7. Currently 7 contractors are participating in Region 7 with projects underway.

- The team expects to roll out Region 8 (Route 25 corridor, Gorham and west) in early January 2018.



Updated Financials	Program Investment
FY2018 Program Budget	\$2,556,587
7/1 to 11/30 Spending	\$951,294
Percent of Budget Spent to Date	37%
Percent of Year Passed	42%

Summary Program Update	kWh Savings	Participants
Start of fiscal year to 11/30	607,748	117

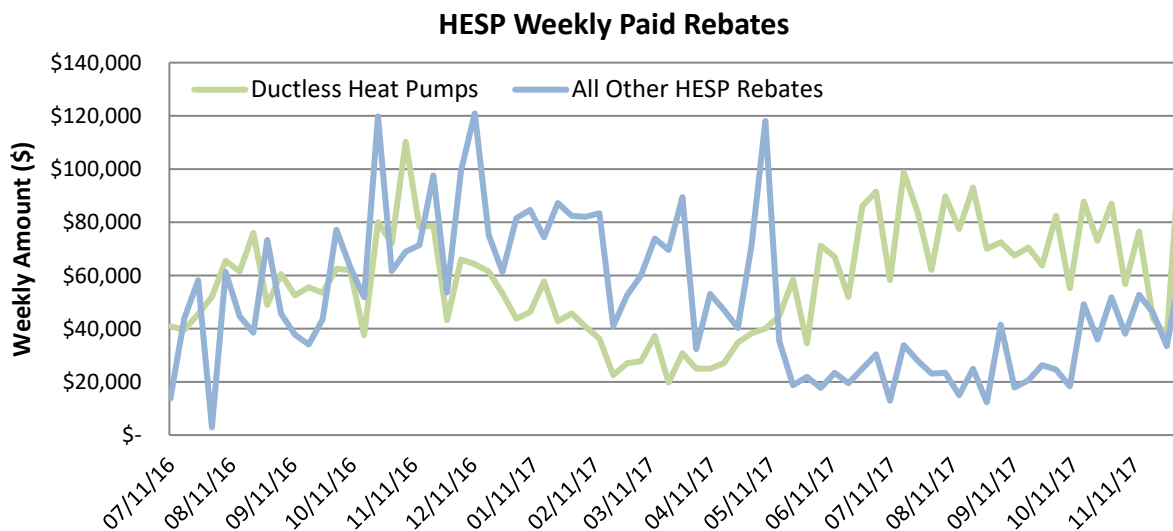
F) Commercial New Construction Program

- The delivery team is only supporting existing projects under MOU and has stopped outreach activities. Applications are not being accepted for new, potential projects. Inquiries about commercial new construction projects are being referred to the Prescriptive Program and Custom Program, as appropriate.

Updated Financials	Program Investment
FY2018 Program Budget	\$1,985,677
7/1 to 11/30 Spending	\$10,524
Percent of Budget Spent to Date	1%
Percent of Year Passed	42%

G) Home Energy Savings Program

- Heat pump volume is remaining steady, but the reduced rebates on weatherization and heating systems continues to suppress demand.
- The program website, brochures, and rebate claim forms are being updated.
- Staff presented the program at six events in November.
- Forty-seven loans were funded in November.
- A glitch related to staffing changes and posting of wrong phone numbers at the firm providing loan services caused two days of missed or unreturned customer phone calls.



Updated Financials	Program Investment
FY2018 Program Budget	\$11,113,615
7/1 to 11/30 Spending	\$2,750,168
Percent of Budget Spent to Date	25%
Percent of Year Passed	42%

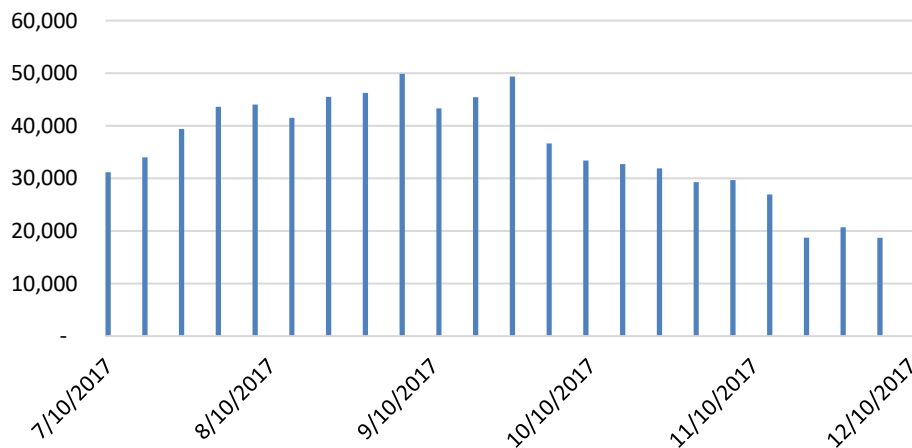
Summary Program Update	kWh Savings	MMBtu Savings	Measures
Start of fiscal year to 11/30	5,951,715	19,191	2,911

Project Type (through 11/30)	Units
Electric Measures	2,212
All Fuels Measures	699

H) Consumer Products Program

- The program is on target to invest all funds and exceed savings goals for the year. The program is taking the following steps to stretch the available funding through the fiscal year:
 - Reduce incentives for heat pump water heaters.
 - End on-shelf LED markdowns, focusing instead on off-shelf placement.
 - Discontinue LED discount coupons for small stores on January 1; at least 12 locations have switched to markdowns.

**Weekly Bulb Sales YTD – Retail
(Unaudited Estimate)**



Updated Financials	Program Investment
FY2018 Program Budget	\$11,508,432
7/1 to 11/30 Spending	\$3,802,287
Percent of Budget Spent to Date	33%
Percent of Year Passed	42%

Summary Program Update	kWh Savings	Appliance Rebates	Light Bulbs
Start of fiscal year to 11/30	24,012,511	6,990	821,865

I) Low-Income Initiatives

- We now distribute business reply cards through food pantries (instead of bulbs).
- In November, 184 new customers joined the PUC's Arrearage Management Program (AMP). A total of 590 AMP households (42%) have received DIY kits with LEDs and/or low-flow devices.
- The Low Income Direct Mail initiative has sent 3,291 DIY kits to low-income electricity customers in FY2018. The program is ahead of goals and has seen strong demand. The program is developing new partnerships (including with Americorps) to increase installations.
- The Low Income Direct Install Program that offers free installations of heat pump water heaters to eligible households has installed 275 in FY2018. The team is reaching out to new plumbers to increase capacity. Marketing and outreach has been strong in some northern and interior areas of the state where plumbers have capacity for projects (areas near Presque Isle, Farmington, Milo, Bangor, and Lyman).
- Highlights of market-based initiative for weatherization:
 - A total of 58 air sealing and/or insulations projects were completed in November, compared to 28 for the same month one year ago.

Updated Financials	Program Investment
FY2018 Program Budget	\$6,796,824
7/1 to 11/30 Spending	\$2,337,811
Percent of Budget Spent to Date	34%
Percent of Year Passed	42%

Summary Program Update	kWh Savings	Direct Installs
Start of fiscal year to 11/30	13,463,325	282

Low-Income Initiatives (through 11/30)	Units
Market-based Weatherization and Heat Pumps	808
Direct Mailings	3,158
Food Pantry Bulbs	125,820

J) Strategic Initiatives (Cross Cutting)

I. Evaluation, Measurement, and Verification (EM&V)

- The team conducting a second round of home visits in the HPWH Impact Evaluation successfully installed meters in 13 homes (9 from the Low Income Direct Install program and 3 from the Appliance Rebate program). The meters will be retrieved in 6 weeks.
- Staff have begun to use a web-based survey system to conduct ongoing measurement and verification activities, lowering costs and achieving faster results. Example uses include collecting near real time information on free-ridership rates from recent SBI participants and customer data on Appliance Rebates.

II. Innovation

- The Trust kicked off its Behavioral Pilot with CMP on November 16. The project will work with CMP to pilot a program that incentivizes behavioral changes in low-income homes.
- The commercial HPWHs installed at two Pratt Abbott locations (a boiler room and a laundromat) have completed one year of monitoring. The Trust is waiting on the November data and will then analyze the effectiveness of the pilot.
- The Trust awarded a contract for a Roof Top Unit Controllers pilot to TRC Energy Services. The pilot will recruit up to 15 businesses to test 3 retrofit controls strategies on roof top units at small to medium businesses.

III. Forward Capacity Market

- See Government Relations in Part 1, above.

3. Administration and Finance Highlights

A) Administration

- The Confidential Information Management System (CMS) Policy has been updated to reflect recent statutory changes. Given that Trustees may need to handle confidential information, the revised policy also clarifies that individual Trustees are covered by the requirements governing confidential information (along with Efficiency Maine Trust employees and contractors) and that they will not divulge such information except under certain prescribed circumstances.
- The Trust posted the position of Sales and Marketing Assistant and recently hired Cecil Gardner to fill it.

B) Financial

Revenues

- The new revenues from state and regional sources through the end of November, 2017 were \$19.5 million, up from \$17.3 million as of the prior month. [Note, last month's Report mistakenly listed this result to be current through September. It should have said it was current as of October]. Approximately \$420,000 in additional revenue has been received year-to-date on interest from outstanding loans, the NTA pilot project, and other miscellaneous revenues. Year-to-date we have made nearly \$241,000 in interfund transfers, unchanged from the prior month. The outstanding balance for revenues is just more than \$26 million for the fiscal year, not including interfund transfers.

Expenditures

- Total expenditures through the end of November, 2017 were \$19.5 million, up from \$13.4 million as of the end of the prior month. [Note, last month's Report mistakenly listed this result to be current through August. It should have said it was current as of October]. An additional \$33.7 million is encumbered, and \$4.9 million has been awarded to individually contracted projects the contracts for which are pending.
- The pace of spending remains stronger than at the same time last year, reflecting the continuity of program design and marketing momentum that were in place at the outset of this year as compared to last year.