

# Executive Director's Summary Report

to the Board of Trustees  
of the  
Efficiency Maine Trust

September 21, 2016

## 1. Communications

### A.) Awareness and Press

- Outreach Events:
  - Staff hosted or participated in four outreach events for the Small Business Initiative.
  - Staff supported the Energy Smart Bangor Expo and exhibited at the Expo, August 16.
  - Business Program Manager and Deputy Director attended a ribbon cutting at the Gorham Police Station, August 30.
  - Residential Program Manager presented to the Medomak Valley Land Trust on collective purchase, September 8.
  - Staff exhibited and presented at the Portland GreenFest, September 10.
  - Residential Program Manager participated in the Saco homeowner fair sponsored by Unitil Natural Gas, September 15.
  - Business Program Manager addressed the Self-Storage Association Annual Meeting, September 15.
  - Save the date for Efficiency Maine's Combined Heat & Power (CHP) Forum – September 29, 2016, 2-6 pm at the University of Southern Maine's Abromson Center in Portland.
- Press:
  - Bangor's collective purchase initiative, Energy-Smart Bangor, was covered in the press (<http://bangordailynews.com/2016/08/14/news/bangor/bangor-energy-expo-to-share-tips-on-how-to-reduce-energy-costs-this-winter/> and <http://wabi.tv/2016/08/16/first-ever-bangor-energy-expo-held-at-cross-center/>)
- Website and Outreach
  - 25,269 total website visits in August 2016.
    - compare with 21,488 total visits in prior month.
    - 16,390 August visits were "unique" visits.
    - 8,198 visits were driven through digital ads in August 2016.
  - Facebook:
    - 2,545 fans of page.
    - 70 new fans added in August.
    - 56,733 were reached through advertising in August.

## **B.) Call Center**

- 1,146 inbound phone calls.
- 556 inbound emails.
- 760 inbound letters.
- 76 outbound survey calls regarding the Appliance Rebate Program evaluation

## **C.) Government Relations**

- The Executive Director participated in the Legislature’s 2017 Biomass Task Force public hearing, August 2<sup>nd</sup>. EMT presented a summary of its program offerings that promote efficient, thermal uses of biomass. EMT also used the opportunity to advise members of the Task Force and the audience that EMT would be organizing a forum on Combined Heat and Power, and invited all present to attend.
- The Executive Director participated in the second meeting of the Steering Committee of the Maine Energy Planning Roadmap, hosted by the Governor’s Energy Office.
  - EMT presented a short summary of the new Triennial Plan contents, including funding levels, goals and strategies.
- Activity at the PUC included:
  - Phase II proceedings to consider adjustments to the Low Income Initiatives.
    - EMT requested approval of revisions to the program description to reflect the EMT Board’s prioritization of a “direct install” strategy for electricity and gas customers, as well as the shift to an “all-LED” approach for low-income lighting.
    - EMT provided a detailed explanation of its past programs and future plans for Low Income initiatives in a full-day technical conference.
    - EMT provided responses to multiple data requests on its low income programs.
  - Phase II proceedings have also resulted in establishing the Voltage Optimization Working Group which will be facilitated and hosted by EMT. The expectation is that the Working Group will come back to the PUC with suggestions about whether and how to do a pilot program to test the impacts and strategies for promoting voltage optimization.
  - Litigation of two legal questions surrounding implementation of natural gas conservation programs has been delayed while the standing of the Maine Energy Marketers Association to intervene is considered by the PUC.
  - Ongoing discussions about next steps in the Non-Transmission Alternative (NTA) pilot project in the Mid-Coast and about the shape and role of an NTA Coordinator for future NTA opportunities.

## 2. Program Highlights<sup>1</sup>

### A.) C&I Prescriptive Program – Electric Measures

Summary Program Update	kWh Savings	Participants
Start of fiscal year to 07/31	288,841	44

Project Type	Projects
Lighting Solutions	33
Heating and Cooling Solutions	6
Prescriptive Ductless Heat Pumps	5

- 158 projects completed year to date, including 68 heat pump projects.
- Staff resumed the monthly QP webinar now that certifications are complete (over 700 QPs were certified).
- The program's pipeline continues to grow with more than \$970,000 in project incentives.

### B.) C&I Prescriptive Program – Natural Gas Measures

Summary Program Update	MMBtu Savings	Participants
Start of fiscal year to 07/31	1,128	5

- Staff is exploring opportunities to expand eligible measures to include building envelope.
- Staff is developing a process to shift heating systems incentives to Mid-Stream (at the Distributor's point of sale).
- The program is experiencing slow growth in its pipeline of future projects.

### C.) C&I Prescriptive Program – All Fuels Measures / Heating Solutions

Summary Program Update	MMBtu Savings	Participants
Start of fiscal year to 07/31	422	1

- Staff is exploring opportunities to expand eligible measures to include building envelope.
- Staff is developing a process to move heating systems to Mid-Stream (Distributor Point of sale).

<sup>1</sup> The savings amounts in each table reflect data from the Efficiency Maine tracking database as of September 16, 2016. Data contained in the bullets that follow each table may differ due to inclusion of more recent information or information that has not yet been recorded in the tracking database.

#### **D.) C&I Custom Program**

- Staff's focus in the new fiscal year has been to reach out to smaller companies than have been targeted in prior years. These smaller sized projects or customers are eligible under the new expanded version of the custom program. The results of this outreach effort have been promising, generating a project pipeline of:
  - 20 new projects, and
  - \$1.02 million of incentive offers.
- The Custom Program has not yet held a review committee meeting for Program Opportunity Notices this fiscal year.
- Staff is in the process of requesting updated utility data to identify customers who would likely have an eligible project for the custom program.
- Staff is preparing for a sold out CHP conference, September 29<sup>th</sup>.
- Staff prepared a new video on the St Mary's CHP installation to promote this promising measure at the conference and in other forums.

#### **E.) Small Business Initiative**

- The Energy Assessment tool was configured and sent to Region 5 contractors this month.
- In Region 5 (Lakes Region – Route 302), three contractors have signed on (two are pending).
  - 5 lighting assessments are underway.
- In Region 6 (Western/Mountain – Route 2), a kick-off event was held last week in Bethel.
  - 17 attended, 7 signed up for assessments.

#### **F.) Commercial New Construction -- Maine Advanced Buildings Program**

- Staff participated in a Ribbon Cutting for the Gorham Police Station opening.
- The Presque Isle Community Center project is complete. The final inspection is on September 21<sup>st</sup>.
- The Trust submitted the Western Maine Medical Office Building project as a candidate for annual awards during the American Institute of Architects (AIA) annual conference (September 29<sup>th</sup> and October 1<sup>st</sup>).
- Staff is developing a program outreach postcard to send to Maine Architects.
- The program added a new building type to the program's eligibility criteria: multifamily with retail space at 38,000 square feet.
- Planned activities for September 2016:
  - Staff is meeting with Colby College to discuss plans for a new athletic building.
  - Staff is meeting with Waldorf School representatives to discuss a new school building project.
  - Staff is meeting with a York Hospital representatives and their design team to discuss new a Medical Office Building project in Sanford.
  - Staff is meeting with Pen Bay Healthcare and SMRT to discuss a new Medical Office Building planned for Pen Bay.

- Staff obtained final documentation for the Wells High School project, is ordering a plaque for the completed project, and participating in planning for a grand opening.
- EMT will be staffing a booth at the AIA Design Awards and regional conference, which will be held in Portland on September 30<sup>th</sup> and October 1<sup>st</sup>.
- Staff continues to follow up on and provide support to the projects actively moving forward or considering participating in the program.

**G.) Home Energy Savings Program**

<b>Summary Program Update</b>	<b>kWh Savings</b>	<b>MMBtu Savings</b>	<b>Measures</b>
Start of fiscal year to 07/31	692,163	3,262	485

<b>Project Type</b>	<b>Units</b>
Electric Measures	359
All Fuels Measures	121

- In August, 743 participating homes completed projects with a total investment of \$4.0 million.
  - The program issued rebates for \$487,000 of all incentive types on 802 measures, including 529 heat pumps.
- The program closed 25 loans (all unsecured) that provided \$189,000 in financing for eligible projects.
- Staff is seeing strong uptake in project activity as is typical this time of year. Some vendors are reporting that they are scheduled into November.
- Engagement with municipalities and local organizations continues with recent meetings, events and contacts in Bangor, Lewiston, York, Bath, Arrowsic, Phippsburg, Georgetown, Westport Island, Portland, Saco, Rockland, Topsham.
- HESP Program Modifications rolled out on or since July 1<sup>st</sup> include:
  - Restrictions on residential rebates from the natural gas conservation fund to combi-boilers, Energy Star furnaces, insulation in basements, exterior walls and in attics where the pre-existing effective insulation is below R-8.
  - Addition of a \$250 rebate from the electricity conservation fund on installation of ductless heat pumps that provide a second zone of heating in residential dwellings, whether provided by an eligible second single head unit or a multi-head unit installed after 9/14/16.
- The Summary Program Update, above, represents the total energy savings from HESP and the Low Income HESP initiatives, including five completed low income projects. The data in the Project Type table, above, represents only the activity of the HESP initiative, but not the

five low income projects. The implementation activities for the low income initiative of HESP are reported in the Low Income Initiatives section of this report, below.

**H.) Consumer Products Program**

Summary Program Update	kWh Savings	Appliance Rebates	Light Bulbs
Start of fiscal year to 07/31	993,858	1,390	73,203

- Recent changes to the design for this program, consistent with the terms of the recently approved Triennial Plan and the revised methodology and assumptions for screening cost-effectiveness, include:
  - Dropping CFLs from the program and switching exclusively to LEDs for lighting.
  - Dropping room air purifiers and dehumidifiers from the program at this time.
  - Adjusting LED incentive levels to match those modeled in the Triennial Plan.
    - Sales of the LED bulbs promoted by EMT have dropped roughly 50%.
    - Staff is running a pricing trial for LEDs to see how the market responds to various incentive levels.
    - Staff is also improving LED tracking in the database.
  - Cutting the heat pump water heater rebate from \$500 to \$250.
    - Sales have dropped roughly 80% from last year’s rate.
    - Staff is considering returning the rebate to its previous level.
- The Program team has also been working on modifying the paperwork requirements associated with the Distributor Screw-In LED initiative.

**I.) Low-Income Initiatives (electric, natural gas, and “any fuels”)**

Summary Program Update	kWh Savings	Direct Installs	Light Bulbs
Start of fiscal year to 07/31	141,673	1	N/A

Direct Install Initiatives	Participants
Natural Gas	1

Other Initiatives	Units
LIHESP	5
AMP DIY Kits	9

- The Arrearage Management Program (AMP) for low-income customers with outstanding electric bills added 53 new participants in August, bringing the total to 837 homes from seven utilities since its October 2015 inception. Year to date, 25% of participants have accepted the Trust’s offer of free “DIY Kits” with LEDs and water saving devices.
- Low Income Direct Install Programs (both electric and gas) were on hold for the start of the fiscal year pending initial discussions in Phase II proceedings at the PUC.
- Staff replaced CFLs with LEDs in the Food Pantry Program.
- Low Income HESP (LIHESP)
  - 13 homes in August received basic weatherization work through the incentive structure and Staff notes that interest is growing.
  - Since July 1<sup>st</sup>, Staff modified the LIHESP program and eligibility to lower the co-pay to \$50 on an “Energy Bundle” providing \$1,050 worth of basic air sealing, additional insulation services, LED lightbulbs, and water saving devices.
  - Eligibility criteria were expanded to include homeowners who have received municipal General Assistance in the past year, or are eligible to participate in low income HUD, USDA or local housing authority programs. These criteria were added to the existing criteria of eligibility extended to LIHEAP participants, owner-occupied mobile homes, and single family homes with a total valuation of \$80,000 or less.

## **J.) Strategic Initiatives (Cross Cutting)**

### **I. Forward Capacity Market**

- Completed reconciliation process with the ISO-NE's new monthly tracking system.
- Answered ISO-NE staff questions on the Trust's FCA 11 Qualification Package.
- Completed the 2016 ISO NE Energy Efficiency Forecast data request.

### **II. Evaluation, Measurement, and Verification (EM&V)**

- Staff issued a RFP for the Home Energy Savings Program Impact Evaluation. The proposal review team will meet October 24.
- Staff issued a RFP for Database Services. The proposal review team will meet November 2.

### **III. Innovation**

- Commercial Heat Pump Water Heater (HPWH) Pilot
  - Team -- Nyle Systems, Sparks AE, and IAS Maine
  - Purpose -- To test the effectiveness of using commercial HPWHs to take available (excess ) waste heat (from the businesses’ existing activities) and use the waste heat to generate hot water, creating a more efficient way of heating water than what was previously in place.
  - Status -- Two Pratt Abbott locations were selected. We will install a 60,000 Btu HPWH in each to preheat water before it goes into the existing boiler. Currently the team is

- logging and/or calculating water use, water temperature (before and after), ambient temperature (at the HPWH and away from it), electricity usage, and existing fuel usage.
  - Next Steps -- We are currently logging the two locations for baseline usage / existing system usage. After a month we will turn on the HPWHs and will continue logging so that we can compare overall energy use before and after the HPWH.
- Building Tune-up Pilot
  - Team – TRC Solutions and Gridium
  - Purpose -- Develop and test a strategy for achieving energy savings through two practices: (1) the application of interval data to identify and verify energy savings from operational modifications; and, (2) use of pay for performance incentives.
  - Status – By partnering with MHCA, we sent out a survey to approximately 300 members and included it in their newsletter (readership of about 850). The survey produced limited responses, which included:
    - 11 from CMP territory (especially around Portland) and 3 from Emera (including Northern Maine).
    - Total electricity cost per bed per year are between \$397 and \$1585.
    - 6 out of 14 use natural gas.
    - Each facility is at least 80% occupied.
  - Next Steps -- Get interval data for the pool of facilities and then do a virtual audit to select 10 participants. The participants will each get a walk through and building tune-up plan.
- FY2017 Plans -- Staff issued a Request for Information in order to gather input from stakeholders on topics, measures, technologies, and strategies the Trust could target with its Innovation Program this fiscal year. Staff is also reviewing the responses gathered by the Governor’s Energy Office from its request for information about options for promoting electric vehicle (EV) chargers in conjunction with the Governor’s initiative with Quebec to promote a route for EVs to travel between Maine and Quebec.

### **3. Administration and Finance Highlights**

#### **A.) Administration**

- The Trust has posted for positions to fill vacancies on staff and is reviewing resumes.
- The Audit work for FY2016 is complete. The Audit, performed by Runyon Kersteen Ouellette (RKO), delivered an unqualified opinion and found no material weaknesses. Upon acceptance by the Board, the audit will be submitted to the State.

#### **B.) Financial**

- This month’s report on financial matters is focused on the completion of the audit, as reported on separately.