

Executive Director's Summary Report

to the Board of Trustees of the Efficiency Maine Trust

April 26, 2017

1. Communications

A) Awareness and Press

- Outreach Events:
 - i. Program Manager Andy Meyer exhibited at the Plumbing-Heating-Cooling Contractors Association (March 24).
 - ii. Program Manager Andy Meyer exhibited at the Brunswick Energy Fair (March 25).
 - iii. Program Manager Bridget Doxsee and the Program Manager Rick Meinking exhibited at the Maine Restaurant and Lodging Expo (March 29).
 - iv. Program Manager Andy Meyer exhibited at the Auburn Energy Fair (April 1).
 - v. The Executive Director spoke at the NESEA tour of the Bayside Anchor building (April 7).
 - vi. Program Manager Dana Fischer exhibited at the Portland Energy Fair (April 8).
 - vii. Program Manager Bridget Doxsee and the Program Manager Rick Meinking presented at the Falmouth Business Energy Fair (April 12) (March 29).
 - viii. Communications Manager Tim Reed exhibited at the UNUM Earth Day Fair (April 19).
- Press:
 - i. Mainebiz and the Boston Real Estate Times covered the recently completed Sargent Family Community Center, partially funded by the MAB Program (<http://m.mainebiz.biz/article/20170407/NEWS01/170409963> and <http://bostonrealestatetimes.com/harriman-completes-sargent-family-community-center/>).
 - ii. Fox Bangor covered the Energy Smart Bangor program and available Home Energy Savings Program rebates (<http://www.foxbangor.com/news/item/19379-money-left-in-energy-smart-bangor-program>).
- Website and Outreach (March 2017)
 - a. 28,184 website visits (compare with 27,262 visits in February)
 - b. 20,416 unique visits
 - c. 8,029 visits were driven through digital ads
 - ii. Facebook:
 - a. 2,800 fans of page (46 new)
 - b. 90,163 Facebook users reached through advertising

B) Call Center (March 2017)

- 1,907 inbound phone calls (96% answered within 20 seconds)
- 533 inbound emails
- 1,211 inbound mail (mostly rebate claims)
- 589 outbound calls made in order to complete 69 Appliance Rebate evaluation surveys

C) Government Relations

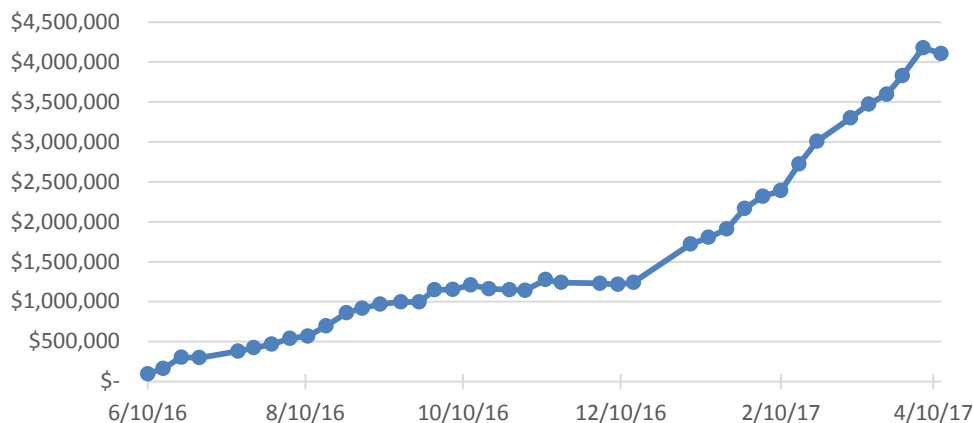
- The Energy, Utilities and Technology Committee voted unanimously to confirm the nominations of Ken Fletcher and David Stapp to the EMT Board of Trustees (April 12).
- The Executive Director provided testimony on:
 - LD 930: An Act to Protect Maine Families by Enhancing Well Water Regulation (March 30);
 - LD 1062: An Act to Expand the Availability of Electric Vehicle Charging Stations in Maine (April 4); and
 - LD 755: An Act to Amend the Law Regarding Non-transmission Alternatives Investigations Required for Proposed Transmission Line Projects (April 4).
- EMT Staff is monitoring the discussion and progress on:
 - LD 822: An Act to Ensure Fairness Among Large Consumers of Natural Gas;
 - LD 1373: An Act to Protect and Expand Access to Solar Power in Maine;
 - LD 1313: An Act to Establish Energy Policy in Maine (RGGI funding);
 - LD 1515: An Act to Reduce Electric Rates for Maine Businesses by Amending the Laws Governing Spending from the Regional Greenhouse Gas Initiative Trust Fund
 - LD 1151: An Act to Allow Promotional Allowances by Natural Gas Utilities; and
 - LD 1487: An Act to Control Electricity Transmission Costs through Non-Transmission Alternatives.
- PUC Activities:
 - The Executive Director submitted written comments in support of the Low Income Stipulation filed by the Trust and attended a hearing on the stipulation (April 14).
 - The Trust attended a technical conference on its Annual Update (April 5) and a technical conference on its year-to-date results (March 28).
 - The PUC issued a Notice of Inquiry on The Trust's evaluation and TRMs. The Trust had the opportunity to respond to questions from Staff at a case conference (March 29).
 - On April 25, 2017, the PUC unanimously approved budget adjustments enumerated in the Trust's Annual Update filing of March 1, 2017, related to sustaining funding for the Home Energy Savings Program.

2. Program Highlights¹

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

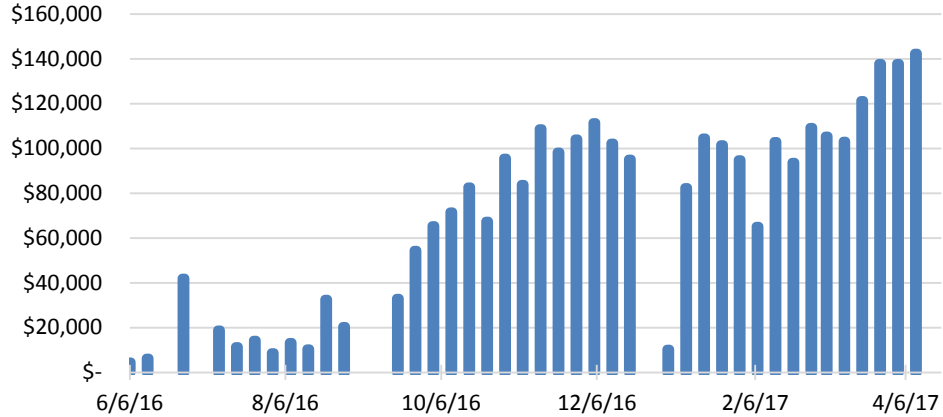
- Growth in weekly incentive payments and project pipeline continues. The current project pipeline represents \$4 million in forecasted commitment of incentives (the pipeline has more than doubled over the last 3 months).
- Staff preapproved 43 projects submitted for the Classroom Lighting Promotion (represents \$1 million in additional incentives). To date, \$218,715 has been paid for this promotion. Installations are to be complete by April 21.
- Staff has preapproved 11 projects to date for the Automobile Parking Lot Lighting Promotion (to replace 1,000W metal halides), which represents \$289,000 in additional incentives.
- The program continues to host monthly webinars for Qualified Partners. The program includes 689 Qualified Partner companies and 841 individuals; new QP requests are ongoing.
- The program is preparing for Annual Qualified Partner Certification, comprising five on-site sessions and webinar options to review FY2018 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 as of mid-month; the Summary Program Update table is pulled from the Efficiency Maine project tracking database as of April 21, 2017.

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



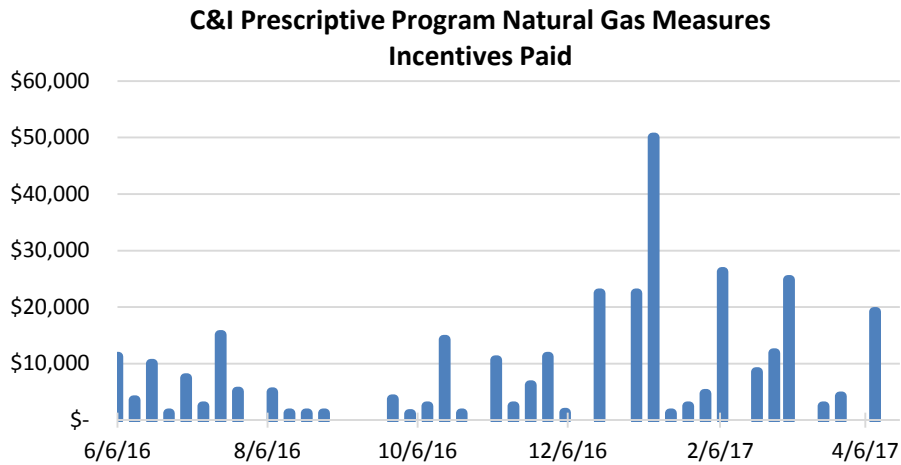
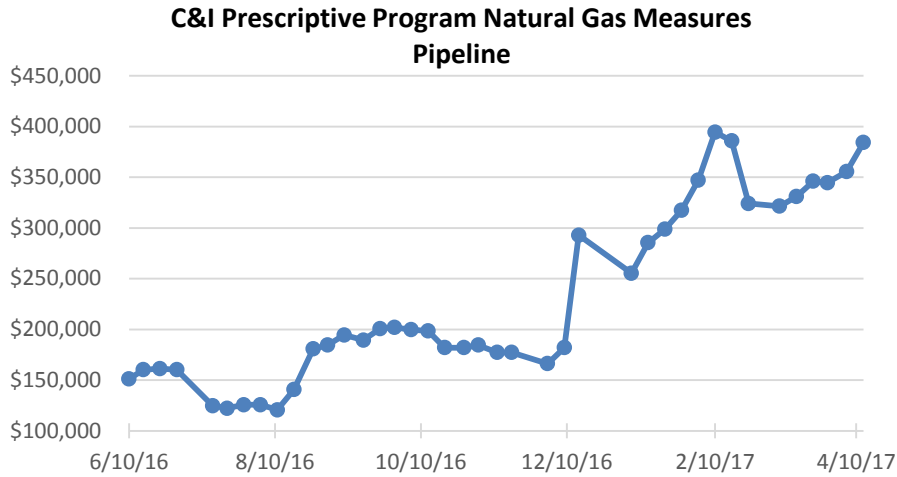
Updated Financials	Program Investment
FY2017 Program Budget	\$8,574,935
7/1 to 3/31 Spending	\$3,191,678
Percent of Budget Spent to Date	37%
Percent of Year Passed	75%

Summary Program Update	kWh Savings	Participants
Start of fiscal year to 2/28	11,247,280	915

Project Type (through 2/28)	Participants
Lighting Solutions	592
Heating and Cooling Solutions	299
Compressed Air Solutions	24

- **C&I Prescriptive Program – Natural Gas Measures**

- The current project pipeline is \$384,206 in incentives, and an upward trend continues.
- A Restaurant Spray Nozzle promotion mailing was sent out in the week of January 23; the team has delivered 258 nozzles to date.

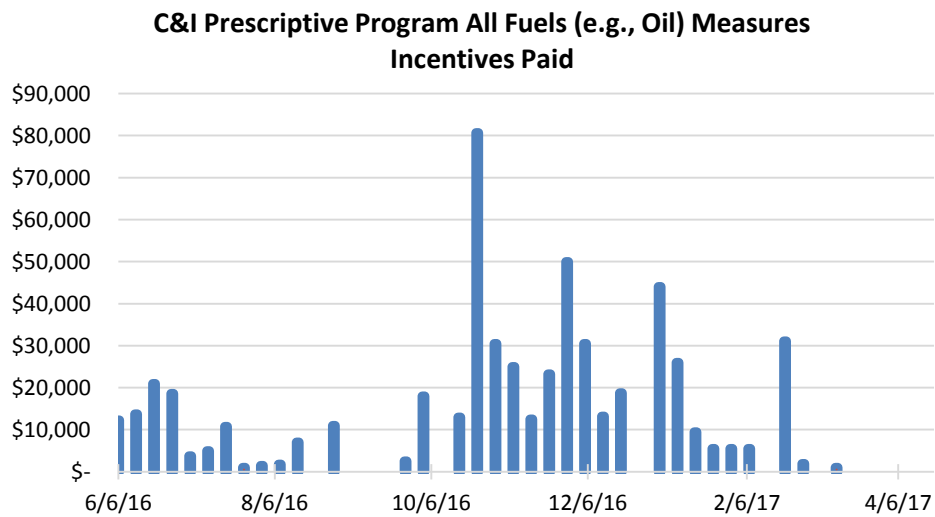
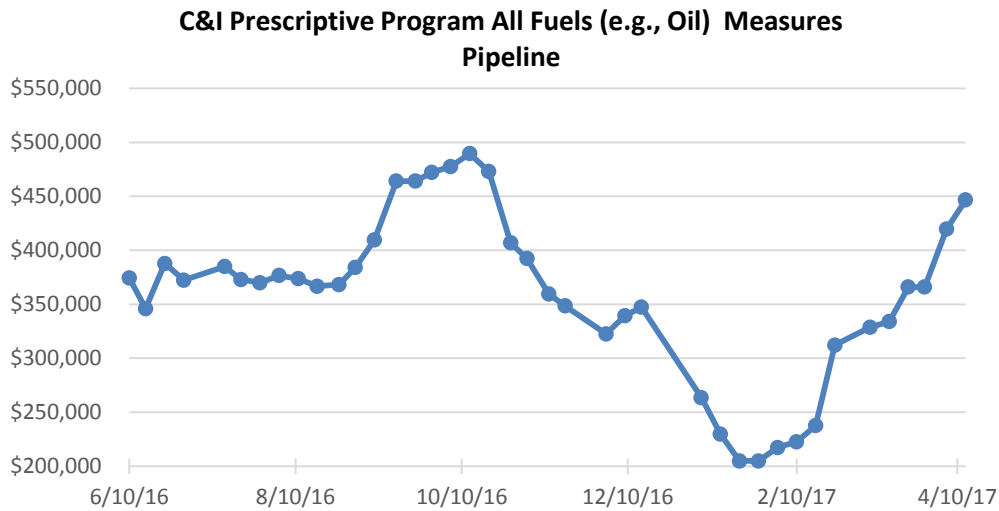


Updated Financials	Program Investment
FY2017 Program Budget	\$1,255,720
7/1 to 3/31 Spending	\$293,766
Percent of Budget Spent to Date	23%
Percent of Year Passed	75%

Summary Program Update	MMBtu Savings	Participants
Start of fiscal year to 2/28	18,054	36

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

- The current project pipeline is \$446,710 in incentives, which is trending up over last month.
 - The program launched the Heating Solutions Distributor Discount Program (mid-stream) in late March. There are 29 distributors under MOU, with another company pending an MOU.



Updated Financials	Program Investment
FY2017 Program Budget	\$1,139,855
7/1 to 3/31 Spending	\$543,286
Percent of Budget Spent to Date	48%
Percent of Year Passed	75%

Summary Program Update	MMBtu Savings	Participants
Start of fiscal year to 2/28	22,378	39

- **C&I Custom Program**

- Since the last Board meeting, the pipeline of small custom projects has grown modestly, adding 4 new projects worth \$68,000 in incentives. The total small custom pipeline now consists of 29 projects worth \$1,344,000 in incentives.
- The Review Committee did not meet in the month of March.
- The Distributed Generation initiative pipeline now consists of 10 projects worth potentially \$5.8 million in incentives. Staff does not expect that all of these projects will meet the May 1 deadline; adjusted for probability of award, there are \$2.7 million in the pipeline.

Updated Financials	Program Investment
FY2017 Program Budget	\$18,331,793
7/1 to 3/31 Spending	\$4,768,792
Percent of Budget Spent to Date	26%
Percent of Year Passed	75%

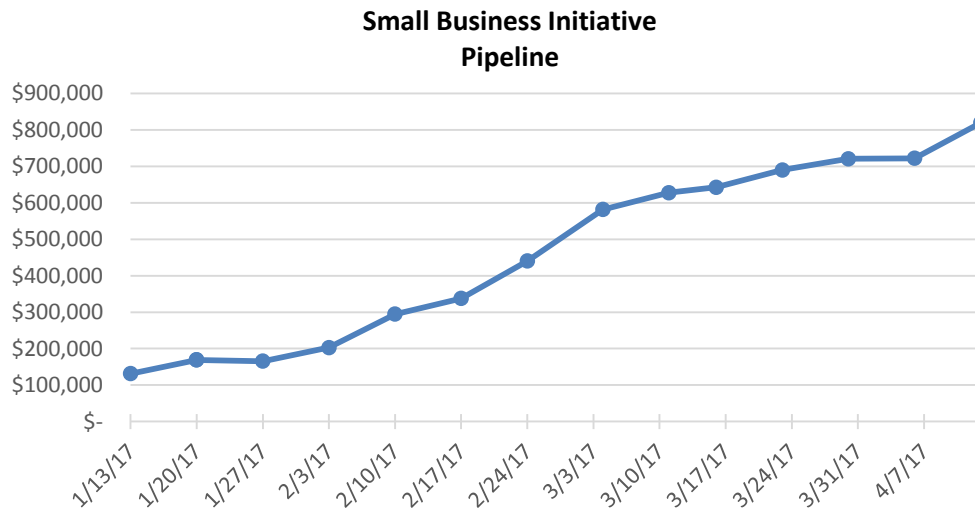
Additional Details on FY 2017 Financials	Program Investment
Encumbrances (under contract)	\$5,408,295
Awards (pending contracts)	\$500,000
Pipeline	\$3,701,110
Total Expenditures, Encumbrances, Awards & Pipeline	\$14,378,195
Percent of Budget	78%

Summary Program Update	MMBtu Savings	kWh Savings	Participants
Start of fiscal year to 2/28	187,616	17,601,214	16

- **Small Business Initiative**

- Staff conducted an informational webinar (April 5) as well as an in-person contractor training event in Region 7 (March 13). Currently, 4 participating contractors are on board (subcontractor agreements signed); the team is continuing discussions with additional contractors for Region 7 (expect at least 3 more to participate).

- The delivery team conducted a transition meeting with Gilman Electrical Supply representatives from the Biddeford and Portland locations (April 10) as they ramp up to supply materials for Region 7 projects.
- Projects have started in Region 7, with 13 projects that were pre-approved this month.
- Field staff are successfully bringing in potential customers and working with contractors to move projects along faster in Regions 5 and 6.
- The SBI pipeline is growing steadily. As of April 14, there were 139 projects in the pipeline for all regions representing approximately \$819,000 in incentives, broken out by region below:
 - i. Region 5: 37 projects in pipeline (representing \$217,334 in incentives and 347,803 kWh savings).
 - ii. Region 6: 89 projects in pipeline (representing \$540,852 in incentives and 913,117 kWh savings).
 - iii. Region 7: 13 projects in pipeline (representing \$61,003 in incentives and 96,110 kWh savings).
- Customer outreach is underway in Region 7. The delivery team is utilizing CMP customer data for small businesses (SGS rate classes) to plan and conduct targeted outreach in Region 7.
- The team is working with contractors to complete a target number of projects between March 13 to April 30. As of April 14, 68 target projects had been completed as part of this push, representing \$356,868 in incentives paid (including projects paid through April 17).



Updated Financials	Program Investment
FY2017 Program Budget	\$2,203,926
7/1 to 3/31 Spending	\$542,770
Percent of Budget Spent to Date	25%
Percent of Year Passed	75%

Summary Program Update	kWh Savings	Participants
Start of fiscal year to 2/28	94,879	22

- **Commercial New Construction – Maine Advanced Buildings Program**

- Eight (8) projects are under MOU, representing \$708,531 in incentives.
- Two (2) new projects have been submitted (MOUs being prepared), representing \$101,500 in incentives.
- Twelve (12) additional projects are being tracked that are not yet under MOU, representing \$186,585 in incentives (probability-weighted estimate).
- MAB was a sponsor of the Pro Tour coordinate by Northeast Sustainable Energy Association (NESEA) at Bayside (April 7); the MAB plaque was presented to Portland Housing Development Corporation during the event.
- The team conducted site visits for 2 ongoing projects, including the Gieger project in Lewiston (March 24) and the York Community Auditorium project at York High School (April 10).
- The team is continuing to follow up on new project leads as identified. The delivery team spoke with SMRT regarding a new corporate office planned for Bangor Savings Bank in Bangor (approx. 80,000 sf), and they are expected to move forward with MAB.

Updated Financials	Program Investment
FY2017 Program Budget	\$1,853,073
7/1 to 3/31 Spending	\$316,368
Percent of Budget Spent to Date	17%
Percent of Year Passed	75%

Additional Details on FY 2017 Financials	Program Investment
Awards (Project MOUs)	\$810,031
Pipeline	\$158,235
Total Expenditures, Awards & Pipeline	\$1,364,338
Percent of Budget	74%

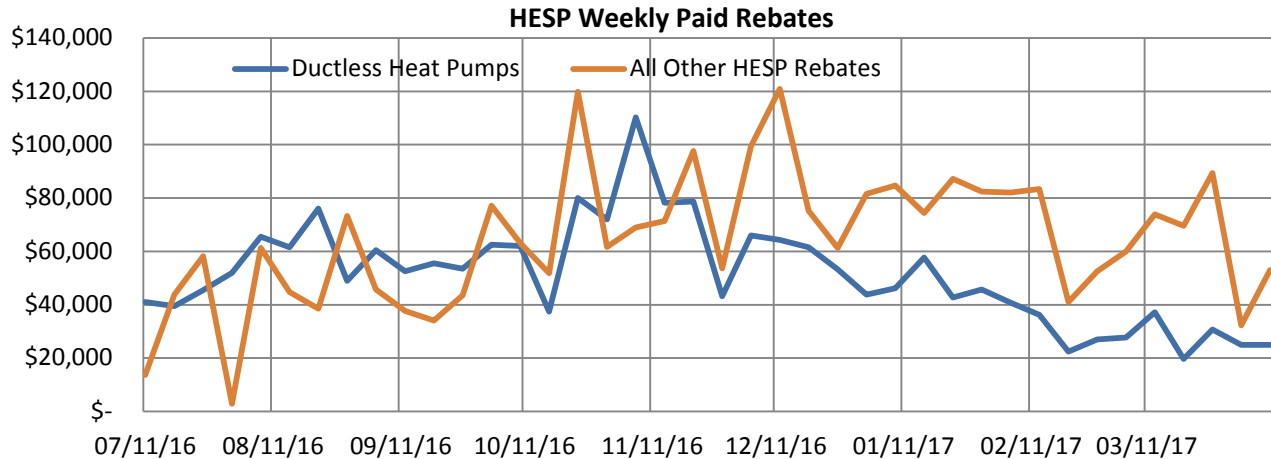
Summary Program Update	MMBtu Savings	kWh Savings	Participants
Start of fiscal year to 2/28	1,330	517,552	2

- **Home Energy Savings Program**

- March activity picked up from February partly due to contractors’ finishing up projects to take advantage of a limited grace period before the reduction of RGGI funded incentives. More than

590 residential projects were supported in March bringing the total to more than 6,300 homes in the first three quarters of FY2017.

- Rebates were issued toward the installation of 235 “first” and 94 “second” unit/zone ductless heat pumps in February, similar to prior years and consistently the slowest month of sales.
- Only 22 loans were closed in March, supporting \$158,000 in upgrades. A total of 320 loans (\$2.45 million in projects) have been closed this fiscal year.



Updated Financials	Program Investment
FY2017 Program Budget	\$10,327,632
7/1 to 3/31 Spending	\$6,016,480
Percent of Budget Spent to Date	58%
Percent of Year Passed	75%

Summary Program Update	kWh Savings	MMBtu Savings	Measures
Start of fiscal year to 2/28	7,666,594	67,936	5,705

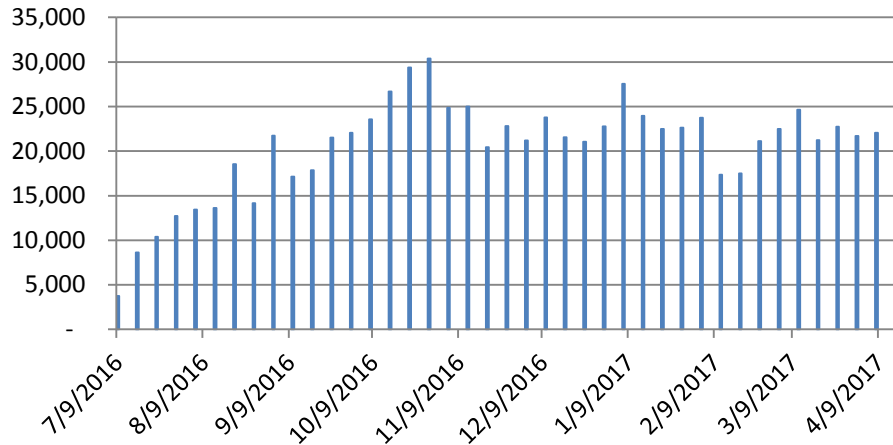
Project Type (through 2/28)	Units
Electric Measures	3,574
All Fuels Measures	2,131

● **Consumer Products Program**

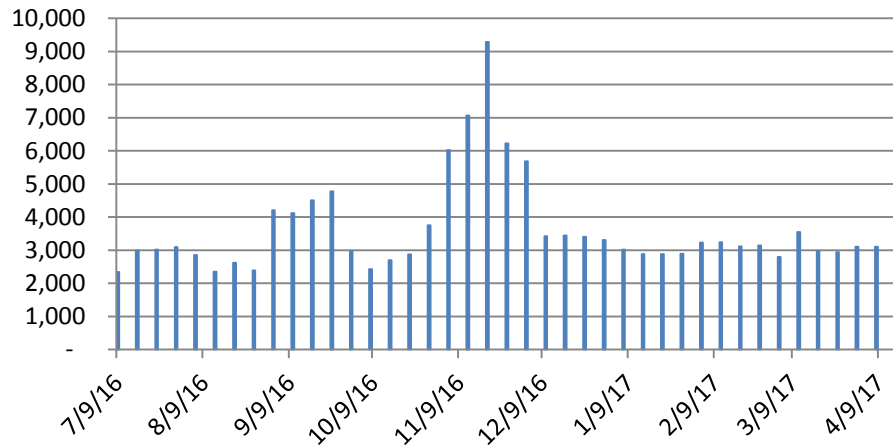
- The program began offering an instant rebate for heat pump water heaters through distributors on March 1. Manufacturers are also providing limited-time discounts. As a result, March volume has significantly increased.

- Retail LED sales remain slower than the pace that was modeled in the Triennial Plan, despite introduction of an incentive increase and extensive field support. The team is working on additional steps to spur sales.
- A \$50 rebate for room air purifiers was re-started on March 1.

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



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

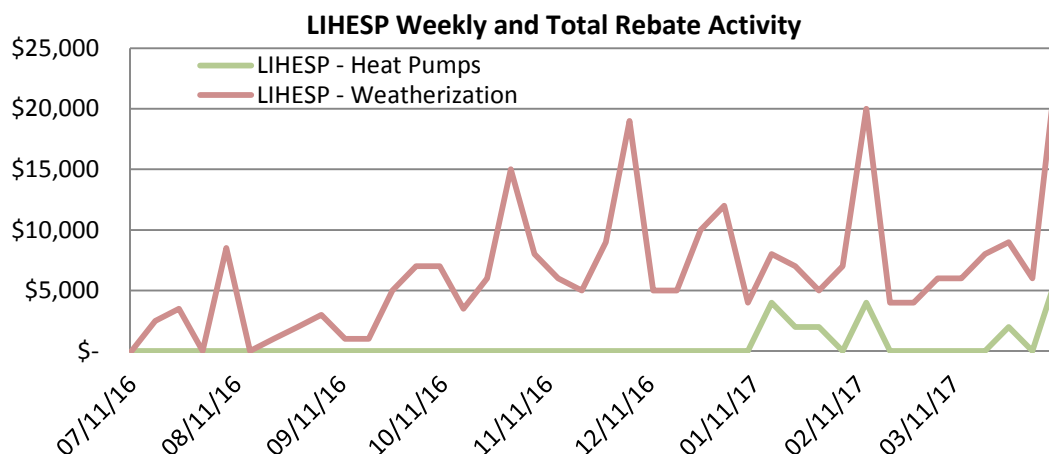


Updated Financials	Program Investment
FY2017 Program Budget	\$11,405,310
7/1 to 3/31 Spending	\$4,636,078
Percent of Budget Spent to Date	41%
Percent of Year Passed	75%

Summary Program Update	kWh Savings	Appliance Rebates	Light Bulbs
Start of fiscal year to 2/28	21,307,821	8,849	1,014,798

• **Low-Income Initiatives**

- In March, the utilities enrolled another 51 participants in the PUC’s Arrearage Management Program (AMP) for low-income customers with outstanding electric bills, bringing the total to 1,042 homes from seven utilities since its October 2015 inception. Since inception, 50% of participants have requested and received LEDs and water saving devices through the program.
- The Water Heater Initiative launched November 15 and 27,714 pieces of mail have identified 462 qualified prospects. Installations began in February and 152 have been completed towards an annualized goal of 667 (i.e., a pace of 13/week).
- The Low Income Direct Mail Program launched March 1, offering LEDs and low-flow devices to LIHEAP participants at no charge. Thus far, 32,073 offers have been mailed and 3,189 kits have been requested and mailed.
- Food Pantries have distributed over 400,000 LEDs year to date.
- LIHESP Highlights:
 - i. Twenty-seven (27) homes received basic weatherization under LIHESP in March bringing the total this fiscal year to 198 participating homes. The first half of April has seen as much activity as experienced in most months. Staff anticipates ending the year at a \$400,000+/year pace.
 - ii. One (1) LIHESP home took advantage of the “80% up to \$2,000” heat pump incentive in March, bringing the total incentives to 8 since January.
 - iii. So far in FY2017, 25 contractor companies have completed measures in LIHESP homes in 73 different towns from Eastport to Wells.



Updated Financials	Program Investment
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FY2017 Program Budget	\$5,846,418
7/1 to 3/31 Spending	\$1,479,535
Percent of Budget Spent to Date	25%
Percent of Year Passed	75%

Summary Program Update	kWh Savings	Direct Installs
Start of fiscal year to 2/28	7,544,714	25

Other Initiatives (through 2/28)	Units
LIHESP	174
AMP DIY Kits	239
Food Pantry Bulbs	300,506

- **Strategic Initiatives (Cross Cutting)**

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

- The kickoff meeting for a Heat Pump Water Heater (HPWH) Impact Evaluation is planned for April 28.
 - The Trust's LED Pricing Trial concluded on April 21. The Staff is working on compiling the results and will report the results of the Trial later this fiscal year.

3. Administration and Finance Highlights

- **Administration**

- Management is preparing performance evaluations for all staff.
 - The State's Bureau of the Budget approved a financial order releasing the Natural Gas Conservation Fund collections to the Trust.
 - Staff is starting preparations for the annual audit.
 - Staff received approval from DOE to employ certain limited grant funds toward expenses of the Home Energy Savings Program.
 - Staff is soliciting quotes to renew health insurance premiums.
 - Karen Bickerman has announced that she will be retiring as of the end of the fiscal year.

- **Financial**

- Revenues

- Total new revenues from state and regional sources through the end of March were \$36.8 million, up from \$34.3 million last month. An additional \$615,000 in revenue was received on interest from outstanding loans, the NTA pilot project, and other sources. \$446,405 has been received in the form of interfund transfers, representing no change from last month. The outstanding balance for revenues is \$11.5 million for the remainder of the fiscal year, not including interfund transfers.
- RGGI revenues through the end of March were \$5.6 million (out of a full-year forecast of \$7 million).
- Expenditures
 - Total expenditures through the end of March were \$27.1 million, up from \$23.1 million last month. An additional \$31.8 million is encumbered (some of which constitutes carried-forward commitments from FY2016), and \$800,000 has been awarded and the finalization of the contracts are pending.