

Statewide LMI Portfolio Stakeholder Webinar

18-M-0084 Comprehensive Energy Efficiency Initiative
(New Efficiency: New York)

Presented by the New York Utilities and NYSERDA

July 14, 2021



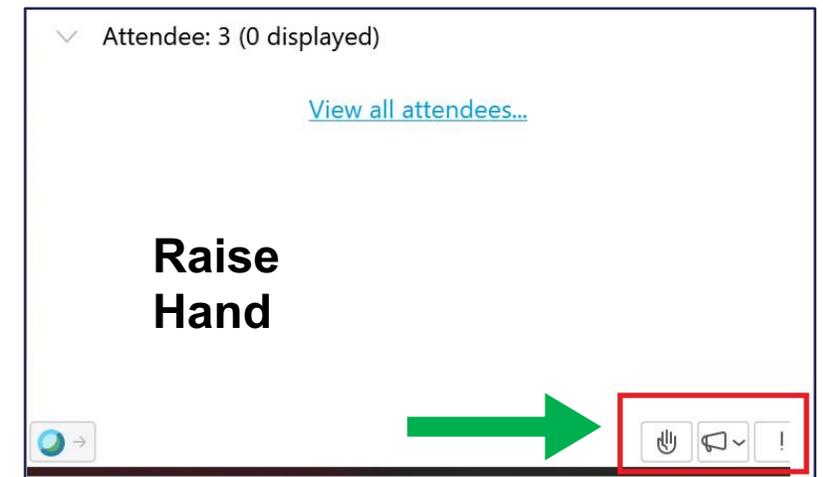
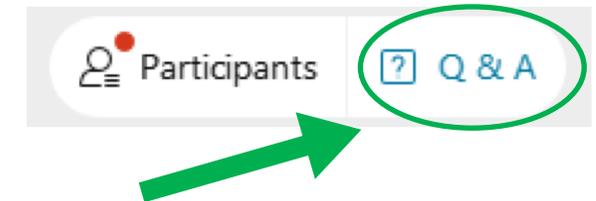
Agenda

- I. Welcome
- II. Context
- III. Overview of Initiatives and Services: Objectives and Progress to Date
- IV. Stakeholder Engagement
- V. Next Steps
- VI. Discussion

Meeting Procedures

Before beginning, a few reminders:

- All attendees will be muted
 - For questions or comments throughout, please use either the Raise Hand or Q&A functions
 - If an attendee opts to use the “Raise Hand” function to ask a question or make a comment, the meeting moderator will call on that attendee and unmute individually
 - Q&A function is private – the team will share public responses as appropriate
- Slides and a compilation of Q&As will be posted after the meeting on the NYS DPS Document and Matter Management System website (DMM)
- If technical issues arise, please contact **Michael Armbruster** at **518-862-1090 ext. 3409**





Context

Context

- Over 40% of New York's households are characterized as Low- to Moderate-Income (LMI)
 - 2.3 million low-income (at or below 60% of the state median income)
 - 1.2 million moderate-income (between 60% of the state median income and 80% of the area median income)
 - Energy bills have a disproportionate impact on lower-income households
- Primary barriers to clean energy improvements beyond capital constraints include:
 - Lack of information on available programs and opportunities to improve efficiency
 - Structural deficiencies
 - Split incentives

Our Objective

Create a statewide framework that promotes the advancement of energy affordability and access to energy efficiency across New York State



Statewide LMI Portfolio

Where we started

LMI programs run separately by each utility and NYSERDA across the state, with minimal collaboration and different service offerings.

Progressing towards....

A statewide LMI portfolio of initiative and service offerings designed to create a coordinated and holistic energy efficiency delivery system while:

- Reducing administrative costs and increasing the impact of ratepayer funding
- Providing more consistent and streamlined participation for service providers
- Improving the experience of and ultimate benefit for LMI customers seeking to access clean energy services

Initiatives and Services: Development Process

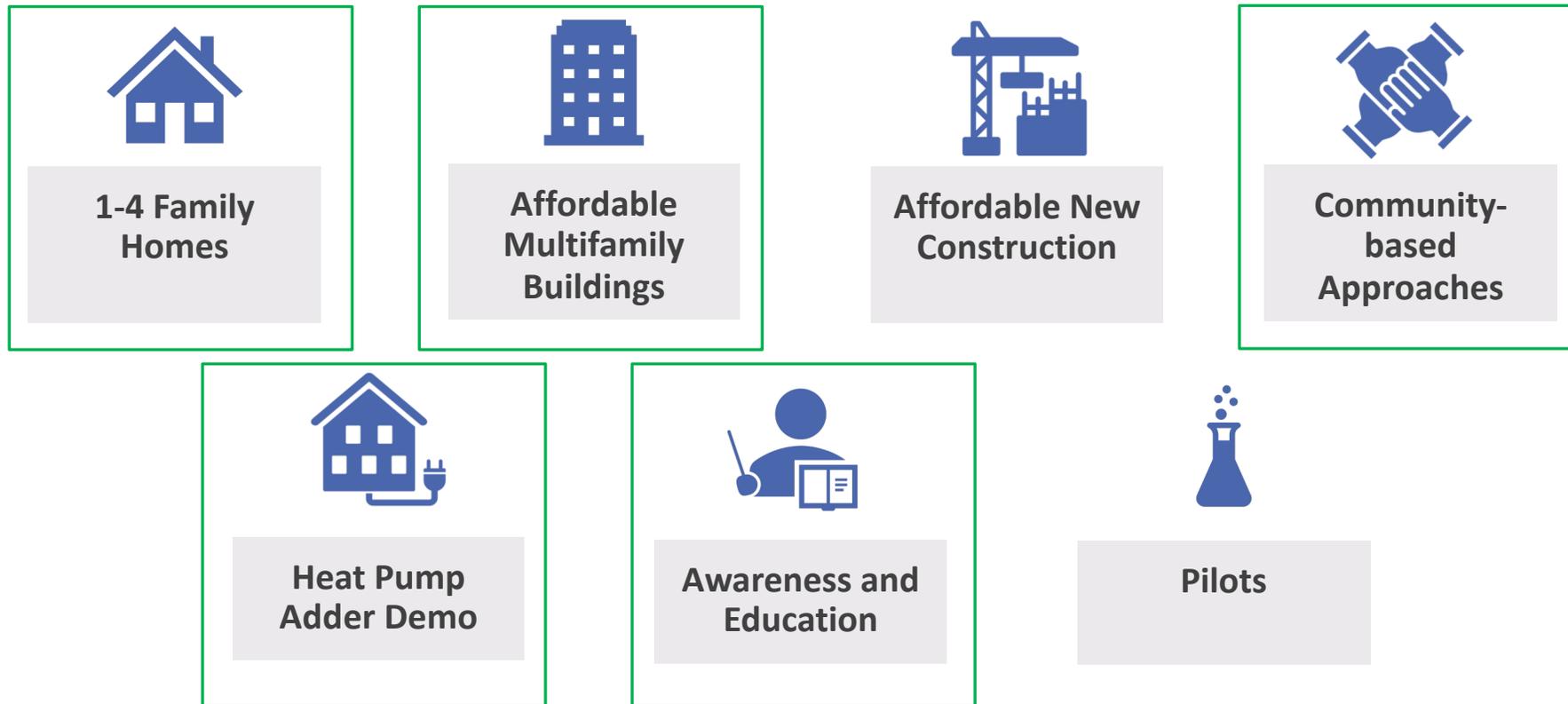
- Weekly LMI Joint Management Committee meetings
- Multiple working groups created to address specific initiatives:
 - Affordable Multifamily
 - 1-4 Family Homes
 - Stakeholder Engagement
 - NY Energy Advisor/ Marketing
 - Beneficial Electrification
 - EM&V
- Other areas of coordination: data sharing, implementation contractors, single application process



Overview of Initiatives and Services: Objectives and Progress to Date

Summary of Initiatives and Services

Initiatives and Services addressed in the Implementation Plan and Annual Report:



2020 Statewide Initiative Review



1-4 Family Homes

- 12,869 projects
- \$54 million total expenditures
- 4,400 gross annual MWh savings
- 226,000 gross annual MMBtu savings



Affordable Multifamily

- 4,811 projects*
- \$18 million total expenditures
- 12,500 gross annual MWh savings
- 102,800 gross annual MMBtu savings



Affordable New Construction

- 294 projects
- \$2.1 million total expenditures
- 300 gross annual MWh savings
- 3,000 gross annual MMBtu savings

*In some cases, Program Administrators defined program participants in multifamily initiatives differently in 2020. The definition and calculation of total multifamily participants will be aligned as the Program Administrators develop the new statewide offering.

1-4 Family Homes Programs



Objectives

- Improve overall energy affordability for LMI households
- Increase the number of LMI households receiving energy efficiency services
- Address health and safety issues as part of energy efficiency work scopes

Features

- Statewide program funded through the CEF and utility incremental funds
- Includes comprehensive energy efficiency upgrades (insulation, air sealing, electric load reduction, health and safety improvements, comprehensive energy audit, and in-home energy education)
- New, enhanced initiative offering addressing past customer income challenges
- Direct install to serve as a feeder into more comprehensive work

Timeline

- Roll out of new initiative, EmPower+, estimated 2022

1-4 Family Homes EmPower+



Leveraging existing statewide 1-4 Family Homes framework of EmPower NY and Assisted Home Performance with ENERGY STAR® and merging to reach more households and achieve economies of scale.

Progress to date

- Finalized details of plan to merge EmPower and Assisted Home Performance to form EmPower +
- Alignment with HEAT and PSEG programs (on Long Island)
- Finalized graduated incentive scale
- Direct install for moderate-income households
- Online application completed
- Testing new models for deployment underway

Upcoming

- Discussions to improve targeting customer referrals by Utilities and community groups
- Expected EmPower + launch in 2022

1-4 Family Homes

EmPower+ Highlights



- Referral sources
- Single audit/incentive application
- Customer contractor choice
- Online application
- Incorporation of geographic eligibility
- Direct install during audit
- Unified measures across income tiers
- Making homes heat pump ready

Affordable Multifamily Buildings



Objectives

- Transition to a statewide affordable multifamily program
- 40% of incremental energy efficiency utility funds directed to affordable multifamily

Features

The new statewide program will:

- Offer customers the flexibility to pursue prescriptive or custom measures, direct install, and/or comprehensive projects
- Provide a robust incentive to encourage adoption of comprehensive projects
- Offer technical assistance
- Deliver a streamlined and consistent customer journey

Timeline

Release to market in Fall 2021

- Downstate – end of September
- Upstate – end of October

Affordable Multifamily Buildings



The structure of the new statewide program has been developed and key components have been finalized. Program Administrators are currently working towards refining program details before bringing the offering to the market in the Fall.

Progress to Date

- Completed the overall design of the statewide program framework
- Designed the comprehensive offering, with emphasis on measures such as envelope, heating, cooling, ventilation, hot water, and electrification
- Collected feedback from key stakeholders on the comprehensive offering
- Developed a technical assistance offering
- Aligned on incentive measures

Upcoming

- Finalize program details and logistics
- Announce details on the transition from MPP to the new statewide program (plan to announce Summer 2021)
- Bring new statewide program to the market – end of September for downstate; end of October for upstate

Program Framework Overview



Incentive Structure

- ✓ Prescriptive measures
- ✓ Custom measures
- ✓ Direct install

+ Technical Assistance
+ Address multiple building systems
=
Comprehensive project bonus incentives

Streamlined Customer Experience

- Statewide intake form on the NY Energy Advisor site connects customers with the appropriate utility Implementation Contractor
- Same program structure and measures offered at each utility
- Same customer application used at each utility
- Same contractor network requirements and application at each utility

Coordination in Overlapping Service Territories

- Customers will submit only one application
- Customers will work with one utility Implementation Contractor as their main point of contact
- Inspections performed by a single party

Comprehensive Offering – Incentives



- In order to promote deeper savings, buildings will need to complete measures recommended by an audit across several comprehensive system categories
- Program will leverage prescriptive and custom measure offerings at each utility; measure structure will be aligned downstate and upstate where possible
- A mid-project payment will be offered for prescriptive measures that have been fully completed and inspected upon request by the customer
- Bonuses will be paid at the completion of the entire project scope in a tiered approach; as buildings complete more categories, they will receive higher incentive bonuses
- Non-comprehensive system category measures can be included in the project scope

Comprehensive System Categories
Envelope
Heating
Cooling
Ventilation
Hot water
Electrification (NYS Clean Heat)

Non-Comprehensive System Categories
Lighting
Appliances
Direct install measures

Comprehensive Offering – Technical Assistance



Technical Assistance: Funding for building energy assessments that identify energy efficiency opportunities and develop an initial scope of work

Building Size	Level of Audit Required	Level of Audit Cost Covered
< 25k sq ft	<ul style="list-style-type: none">• ASHRAE Level I• IPNA• Assisted walk through	<ul style="list-style-type: none">• Program pays for full audit
≥ 25k sq ft	<ul style="list-style-type: none">• ASHRAE Level II• IPNA	<ul style="list-style-type: none">• Program pays 50% of audit upfront, customer covers remaining costs of audit• Program pays additional 25% of audit after work is completed

Comprehensive Offering – Utility and NYSERDA Roles



NYSERDA

- Manage and provide payment for technical assistance energy assessments
- Manage workforce development and training of energy service providers

Utility

- Manage and provide payment for LMI Multifamily incentive offerings
- Main point of contact for the customer
- Back-end conduit between incentive offering and technical assistance
- Manage Implementation Contractor
- Manage participating contractor network

Beneficial Electrification



- \$31 million investment to advance beneficial electrification strategies in the LMI market segment, while addressing energy affordability and unique institutional challenges. Near term investments to inform long-term LMI/affordable electrification strategy.
- To date:
 - Single Family Heat Pump Pilot
 - Multifamily Heat Pump Pilot
 - Building stock characterization analysis

Beneficial Electrification

Single Family Heat Pump Pilot



Per project averages:

- Total project cost: \$28,300
- Air Source Heat Pump (ASHP) cost: \$19,600
- Ground Source Heat Pump (GSHP) cost: \$46,100
- Heat Pump Water Heater (HPWH) cost: \$2,790

Key lessons learned:

- 91% of projects needed heat-pump ready work
- 86% of projects required envelope and load-reduction improvements
- 20% of projects required panel box upgrades
- 17% of projects needed improvements to distribution system

Beneficial Electrification

Multifamily Heat Pump Pilot



- Total of 17 projects
- Estimated \$10,175,100 of incentives
- Per project averages:
 - Electric Service Upgrade Incentive: \$138,000
 - Heat Pump Incentive: \$270,000
 - MPP Incentive: \$190,000
 - LMI Heat Pump Demo Study Incentive: \$6.9 million
 - Base MPP Incentive: \$3.2 million
- 10 of 17 (59%) projects are located downstate
- 44% of the heat pump incentive total is comprised of upstate projects



Outreach & Engagement Channels

Community-Based Approaches



Objectives

- Expand the reach of Utilities and NYSERDA to engage customers “where they are”
- Increase the number of LMI households served
- Connect LMI households with other relevant programs/services
- Identify community-based partners

Features

- Partnership with community-based organizations to conduct local outreach and education (e.g., NYSERDA Clean Energy Engagement Program- CEEP)
- Delivering of energy efficiency products (e.g., LEDs) through community institutions such as food banks
- Working with local housing and weatherization providers to coordinate services and provide incentives to projects

Timeline

- 2021 - continuation of existing programs, focusing on identifying and building partnerships

Community-Based Approaches

Regional Clean Energy Hubs



- Contracts with organizations for the current Community Energy Engagement Program (CEEP) will be extended until December 31, 2021
- NYSERDA will build on the CEEP program to build capacity within communities to position them to participate in and benefit from the emerging clean energy economy through the establishment of Regional Clean Energy Hubs
 - Focus on underserved or disadvantaged communities
 - One Hub in each of the ten economic development regions across the state
 - Assist communities and residents with accessing clean energy programs
 - Connect residents and small businesses with workforce and business development resources
 - Improve engagement and advance the voice and perspectives of communities in program development and policy making through stakeholder sessions
 - Address local needs and work to overcome barriers to adoption of clean energy solutions

Regional Clean Energy Hubs: Contracting Process



Step 1

- Posted web-based Clearinghouse the week of May 31, 2021, for organizations to sign up and identify their interest in partnering with others on a proposal

Step 2

- Regional Clean Energy Hubs RFP will be released seeking proposals from organizations
- Up to \$36 million will initially be available to fund the Hubs for five years
- Targeted release date late July 2021

Step 3

- Submit Statement of Interest Form by September 15, 2021
- Proposals due September 16, 2021

Target launch of Regional Clean Energy Hubs: Q1 2022

Outreach and Engagement

NY Energy Advisor



NEW YORK STATE OF OPPORTUNITY | NY Energy Advisor Change Language ▾

Coming Soon — NY Energy Advisor

If you are an income-eligible New Yorker, or own income-eligible rental property, we can help you find ways to save money and energy in a few simple steps.

Ready to Save?

Starting in 2021, NY Energy Advisor will provide New Yorkers with a customized list of the energy-saving programs you're likely eligible for based on income. All you'll need to do is answer a few questions about yourself, your home, and your income. Programs are also available for owners of affordable multifamily buildings.

[SIGN UP FOR UPDATES](#)

Programs and resources for income-eligible residential customers and affordable multifamily property owners.

Outreach and Engagement

NY Energy Advisor



Progress to Date - Features

- NY Energy Advisor: Designed for LMI residential customers and affordable property owners
- Interim website launch - 2020
- Website design based on customer research
- Ongoing meetings with Utilities and NYSERDA marketing staff

Upcoming

- Easy access to information on energy efficiency initiatives and financial assistance
 - LMI customers enter their zip code and answer basic income questions
- Link to intake application for multifamily
- Statewide marketing campaign being developed
- Additional financial assistance resources (e.g., SNAP)
- Website design includes the ability to update initiatives and services as new or program changes become available.
- Q3 2021 launch
- Note: For those without access to the NY Energy Advisor web-based portal, an outreach and education plan is being developed concurrently with written marketing collateral



Stakeholder Engagement

Stakeholder Engagement

Pre-Meeting

- Post stakeholder meeting announcement on DMM
- Agenda topics provided in announcement
- Opportunity to submit questions on agenda topics in advance of meeting

Post-Meeting

- Within four weeks of meeting:
 - Presentation with appendix posted to DMM
 - Questions and responses posted to DMM

Upcoming

- Next stakeholder engagement event proposed for **mid-November**
- Opportunity to submit comments prior to the WebEx or in person session

Stakeholder Engagement

- Stakeholder input will be sought throughout initiatives and services design and calibration process
- Two stakeholder meetings annually to discuss the development and performance of the LMI Portfolio
- Meet with community-based organizations to develop a process for incorporating input from communities into the decisions made on the LMI Portfolio
- Feedback and questions may be directed to LMIForum@nyserda.ny.gov

Next Steps

- Launch modified initiatives and services beginning Q3 of 2021 and into 2022 including:
 - Multifamily
 - 1-4 Family Homes
 - NY Energy Advisor
 - Community Based Approaches
- Filing of updated Implementation Plan
- Stakeholder session proposed for mid-November

Questions and Comments



Presenters

- Lisa Romero, NYSERDA – Lisa.Romero@nyserda.ny.gov
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- Scott Oliver, NYSERDA – Scott.Oliver@nyserda.ny.gov
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Thank you

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