

Statewide Low- to Moderate-Income Portfolio Stakeholder
Webinar
June 22, 2023
1:00 PM – 2:30 PM
Summary Report

Filed: August 9, 2023
Case 18-M-0084
Case 14-M-0094

Pursuant to New York Public Service Commission Order Adopting
Accelerated Energy Efficiency Targets
and
Order Authorizing Utility Energy Efficiency and Building
Electrification Portfolios Through 2025

1. Introduction

To provide an update on the development and implementation of the Statewide Low- to Moderate-Income (“LMI”) Portfolio (“Portfolio”),¹ NYSERDA and the Utilities² (collectively, “Program Administrators”) hosted a webinar for stakeholders on June 22, 2023.³ The objectives were to provide stakeholders with an update on the continued development of the Statewide LMI Portfolio and to solicit stakeholder feedback. A PowerPoint presentation, filed in conjunction with this report, was given at the stakeholder webinar, and stakeholders were provided with several opportunities to ask questions and provide comments. At the end of the webinar, stakeholders were encouraged to submit any further comments, questions, or suggestions directly to the presenters, whose email addresses were displayed in the slides, or via the email address LMIForum@nysERDA.ny.gov.

Questions and comments received during this stakeholder engagement webinar have been and will continue to be reviewed and considered by the LMI Joint Management Committee (“JMC”).⁴ The Statewide LMI Portfolio is aligned periodically based on a review of initiative performance and evaluations. Questions and comments raised by stakeholders will be used to inform the calibration of the Portfolio.

2. Presentation Details

Title: Statewide Low- to Moderate-Income Portfolio

Date: June 22, 2023

Time: 1:00 PM – 2:30 PM

Location: Webinar

Moderator and Presenters:

¹ Case 18-M-0084, In the Matter of a Comprehensive Energy Efficiency Initiative (“NE: NY Proceeding”), Order Authorizing Utility Energy Efficiency and Building Electrification Portfolios Through 2025 (issued January 16, 2020) (“2020 NE: NY Order”). Pursuant to the 2020 NE: NY Order, the New York State Energy Research and Development Authority (“NYSERDA”) and the New York Utilities (“Utilities”) (collectively, “Program Administrators”) on July 24, 2020, filed a statewide Low- and Moderate-Income (“LMI”) Implementation Plan (“Implementation Plan”). The Program Administrators have filed subsequent versions of the Implementation Plan, including the latest, Version 3, on June 28, 2023.

² The Utilities referred to herein are: Central Hudson Gas & Electric Corporation; Consolidated Edison Company of New York, Inc.; KeySpan Gas East Corporation d/b/a National Grid, The Brooklyn Union Gas Company d/b/a National Grid NY, Niagara Mohawk Power Corporation d/b/a National Grid (collectively “National Grid”); National Fuel Gas Distribution Corporation, New York State Electric & Gas Corporation; Orange and Rockland Utilities, Inc.; and Rochester Gas and Electric Corporation, (collectively, “Utilities”).

³ The Commission required the Utilities and NYSERDA to host at least two stakeholder engagement sessions annually. NE: NY Proceeding, 2020 NE: NY Order, p. 101.

⁴ *Id.*

Moderator:

Ben Davis, Concentric Energy Advisors

Presenters:

Annalyssa Sikorski – National Grid

Mike Del Negro – NYSEG/ RG&E

Dave Friello – NYSERDA

Vas Darmograi – National Grid

Samuel Pastrick – Con Edison

Emily Dean – NYSERDA

Agenda

- Welcome and Meeting Procedures
- Statewide LMI Portfolio
 - High-Level Performance Update
- 1-4 Family Homes Program Update
 - Update on EmPower+
 - KEDLI HEAT Moderate Income Pilot
- Affordable Multifamily Energy Efficiency Program (AMEEP) Update
 - AMEEP Case Study
 - Con Edison Programs and Community Partnerships
- NYSERDA Partnerships with Affordable Housing Agencies
 - Spotlight on NYS HCR
 - Spotlight on NYS HPD
 - Spotlight on NYCHA Clean Heat for All Challenge
- Forward-Looking Updates
 - New York State FY24 Budget
 - Inflation Reduction Act
- Questions and Comments

3. Stakeholder Information

Invitations, which included stakeholder registration information for the webinar, were sent electronically to stakeholders who are listed on the Low-Income Forum on Energy and AMEEP email lists. In addition, a meeting notice was posted on the Department of Public Service (“DPS”) Document and Matter Management website (“DMM”) on May 12, 2023. Due to continued COVID-19 concerns with respect to in-person gatherings as well as dispersed physical locations of stakeholders, this session was held electronically via webinar.

Stakeholders attending the webinar included DPS Staff, human service and community-based organizations, advocates, contractors, installers, energy service companies (“ESCOs”), developers, consultants, and vendors.

There were 236 registrants. Over 140 individuals attended the webinar.

4. Review of Stakeholder Input

The Portfolio development and execution is expected to continue through 2025, and the Program Administrators expect the Portfolio to evolve. As programs are developed and calibrated, it is paramount to continue engaging with stakeholders, including requesting feedback and suggestions during the initial design and redesign of initiatives and services.

The topics, discussion, and comments received from this stakeholder meeting and subsequent stakeholder meetings have been and will continue to be referred to the appropriate workstream or the JMC for review.

Attendees were encouraged to submit suggestions by emailing the presenters directly, or via LMIForum@nyscrda.ny.gov.

Questions and Answers

There was a pause for Q&A after each section of the agenda, as well as a longer Questions and Comments section at the end of the webinar, where attendees were offered the opportunity to ask verbal questions or provide comments. (Attendees were also invited to provide written questions at any time, which were addressed during the Q&A breaks.) The Program Administrators similarly provided numerous opportunities for attendees to offer questions and comments during the two most recent prior webinars, in June and December 2022, and attendees seemed to respond well to the opportunity to ask questions directly after learning about a specific topic.

Numerous questions and comments were raised and addressed during the webinar. In some cases, stakeholders provided follow-up written questions and/or comments after an initial question was addressed by the JMC. For efficiency and clarity, the below summary reflects, as applicable, the verbal response provided during the Webex and/or additional responsive information being provided now for the first time.

Q1. Regarding EmPower surveys, who is the audience for these surveys? Is it only NYSERDA-approved contractors that perform the assessments and conduct work, or will other contractors and stakeholders be included?

A1. Surveys will be sent to EmPower contractors, participants, and non-participants. The Program Administrators have been using information from completed projects to build the outreach list. Contractors provide some of the best leads for participation and the utilities wanted to learn from their successful strategies – what their message is, how they bring in new customers, what challenges customers are expressing – to generate more utility-driven engagement.

- Q2. How did National Grid acquire customer phone numbers for their text messaging campaign?
- A2. National Grid phone numbers are collected as part of the application for service. The application contains language referring to customer receipt of notifications and correspondence from the utility.
- Q3. The charts included in the slides show a high portion of savings coming from lighting.⁵ Will retail lighting phase out of the LMI portfolio in 1-4 family homes as baselines increase?
- A3. As it relates to retail lighting, that is being phased out on utility-specific timelines, likely by the end of this year. The 1-4 family homes programs anticipate providing LED lighting upgrades based on customer needs.
- Q4. Does National Grid anticipate opening the HEAT program to other contractors?
- A4. Yes – the KEDLI HEAT program is open to new contractors. National Grid’s implementation contractor, CLEAResult, will work with any contractors who express an interest in participating in KEDLI HEAT.
- Q5. What are the various funding streams being utilized by EmPower+?
- A5. There are a number of sources being used to fund EmPower+, including Clean Energy Fund, New Efficiency: New York, Regional Greenhouse Gas Initiative and Home Energy Assistance Program to increase the reach of the program across the state. In addition, the program closely coordinates with WAP and HEAP. Future coordination is anticipated with Inflation Reduction Act⁶ residential rebates, subject to further guidance from the Department of Energy.
- Q6. Which marketing channels and messaging have been most effective for spreading information about AMEEP?
- A6. The utilities have heard from their implementation contractors that in-person interactions have been the most effective. Conferences, contractor meetings, and one-on-one sessions have been very effective in conveying program details, explaining the benefits process, and getting applications started. There is also a downstate hotline available for customers to call in with questions. The program plans to ramp up outbound calls in the near future and hopes that to be as effective as the in-person communication.

⁵ Note: slide 11 and slide 16 show the measure mix, including portion for lighting, for 1-4 Family and Multifamily, respectively.

⁶ NYSERDA’s Inflation Reduction Act Resources webpage: <https://www.nysERDA.ny.gov/All-Programs/Inflation-Reduction-Act>

Q7. What are the primary barriers to participation in AMEEP?

A7. Some primary barriers for customers to participate in AMEEP include time and funding availability, especially Upstate where there are smaller multifamily buildings. Even with some of the free measures that are offered through the direct install portion of the program, it takes time to coordinate scheduling for the audit and install appointment – for some of the smaller property owners and landlords, this tends to be a barrier. The Program Administrators also recognize that the program is designed to reach historically underserved segments of the market that in general tend to lack funding and resources. It takes time and energy to assemble resources and otherwise get started on projects such as these, which in and of itself is an inherent barrier that AMEEP is consistently striving to help remedy.

Q8. What share of savings is coming through comprehensive projects in AMEEP?

A8. Comprehensive projects are characterized by their longer timelines, resulting in a limited number being installed and paid out before the end of 2022. However, the comprehensive project pipeline has undergone substantial growth and now includes approximately 90 projects. The completion dates of these projects vary based on their size and complexity. Furthermore, the ongoing acquisition of new projects is facilitating the implementation of a wider range of energy efficiency measures, thus promoting greater diversity within the comprehensive project scopes.

Q9. What does a non-comprehensive multifamily project entail?

A9. Non-comprehensive projects typically involve fewer measures and are more localized, for example if a building knows only certain measures need to be installed, or if they do not have the time and resources to install a more complete set of measures. Some of the steps are the same across the comprehensive and non-comprehensive process, such as verifying eligibility and submitting the application package. Non-comprehensive projects also still do require a pre-inspection and initial engineering review, though the audit required is not as in-depth as a comprehensive project. Once the pre-inspection is completed, a Notice to Proceed or Preliminary Incentive Offer Letter is issued as a go-ahead to install equipment. The measures offered in the program are available across both comprehensive and non-comprehensive projects. There are some differences in steps and incentives.

Q10. Has there been any consideration of the demand charges for NYCHA housing with window heat pumps?

- A10. The New York City Housing Authority has existing regulations in place outlining residents' protections. Please reach out to the New York City Housing Authority⁷ for more information.
- Q11. What is the timeframe for the \$200 million for EmPower+ and how does this compare to past budgets?
- A11. The budget is currently available as part of EmPower, which will be administered through the EmPower+ program. The program's budgets can be found in the LMI Implementation Plan.
- Q12. How do the Program Administrators plan to use utility allowances effectively, not to simply subsidize utilities/protect tenants as costs shift to submetered buildings?
- A12. A building owner who wants to submeter electricity to its residents must first petition and receive authorization from the Public Service Commission (Commission). The applicant must show that they can comply with the Residential Electric Submetering regulations. Please visit the Commission's website⁸ for more information.
- Q13. How are partnerships such as those with the Affordable Housing Agencies taking into consideration the Building Code updates, CLCPA, and other efforts such as the Zero Energy Buildings?
- A13. The Program Administrators are seeking to position those agencies and the properties they support to lead by example and follow where the scoping plan says the state needs to be.
- Q14. Please provide more detail on 1-4 Family programs, including eligible measures, tiered incentive structure, program outcomes, and cost effectiveness measures.
- A14. The LMI Implementation Plan and LMI Annual Report include an overview of eligible measures, tiered incentive structure, program outcomes, and cost-effectiveness.

Key Takeaways

For additional context, the JMC is providing here a summary of key takeaways from the meeting, which incorporate both the questions and answers summarized above as well as the content presented by the Program Administrators.

⁷ New York City Housing Authority website: <https://www.nyc.gov/site/nycha/index.page?>

⁸ Residential Electric Submetering Applications information from the Commission's website may be found at the following web address: <https://dps.ny.gov/electric-submetering-information#:~:text=Electric%20Submetering%20Applications-,Residential%20Electric%20Submetering%20Applications,the%20Residential%20Electric%20Submetering%20regulations.>

1. The LMI statewide portfolio served over 100,000 participants in 2022.
 - a. Additional statistics are included in the presentation slides and in the 2022 LMI Annual Report, filed in Docket 18-M-0084 on April 3, 2023.
2. The 1-4 family homes initiatives made progress on several objectives in 2022 and into 2023:
 - a. The utilities and NYSERDA have collaborated for more streamlined customer data sharing and standardized data format for customer referrals.
 - b. The utilities have tested out alternative outreach strategies, such as ABC messaging, text messaging, and electronic and postcard invites, to increase utility customer participation.
 - c. The Program Administrators will send a general survey to contractors, participants, and non-participants to understand the strengths and weaknesses of the program.
 - d. A new program workflow system allowing for efficiencies needed to scale the program will be rolled out, and with it will commence the transition from EmPower to EmPower+.
3. National Grid's KEDLI HEAT moderate-income pilot ran in 2022 and served 74 participants. The pilot will continue through 2023.
4. The multifamily LMI program, AMEEP, processed and paid out mostly non-comprehensive projects in the last year, which typically involve lighter-touch measures and have a shorter timeline. There is starting to be a slight uptick in projects involving building HVAC, building shell, motors, and drivers.
5. Two case studies of Upstate and Downstate multifamily projects were shared, including measure scope, estimated incentive payout, and estimated energy savings.
6. Con Edison has a few initiatives specific to their service territory:
 - a. A screener eligibility tool for projects in Con Edison service territory was launched in 2022, where multifamily buildings can confirm their affordability status and download a pre-approval letter. As of July 2023, the letter will be accepted in lieu of eligibility documentation for all AMEEP non-comprehensive projects.
 - b. A second Community Fast Track geotargeting pilot will be launched in July 2023 in Bronx Community Districts 4 and 5, building off of a similar pilot in 2021.
 - c. A pilot launched in 2021 to help HPD-financed buildings meet Local Law 97 requirements will be expanded beyond only HPD-subsidized housing.
7. NYSERDA and the utilities gave an update on their ongoing partnerships with affordable housing organizations HCR, HPD, and NYCHA:
 - a. Ratepayer-funded incentives for heat pump water heaters, heat pumps for space heating and cooling, and high-performance envelope improvements are available through HCR's financing RFPs for both new construction projects and adaptive reuse. NYSERDA and HCR have committed funds to 25 projects.
 - b. A similar partnership is in place with HPD. Incentives are available to HPD preservation projects for heat pump water heaters and heat pumps for space heating & cooling, and complementary support is available for soft costs and

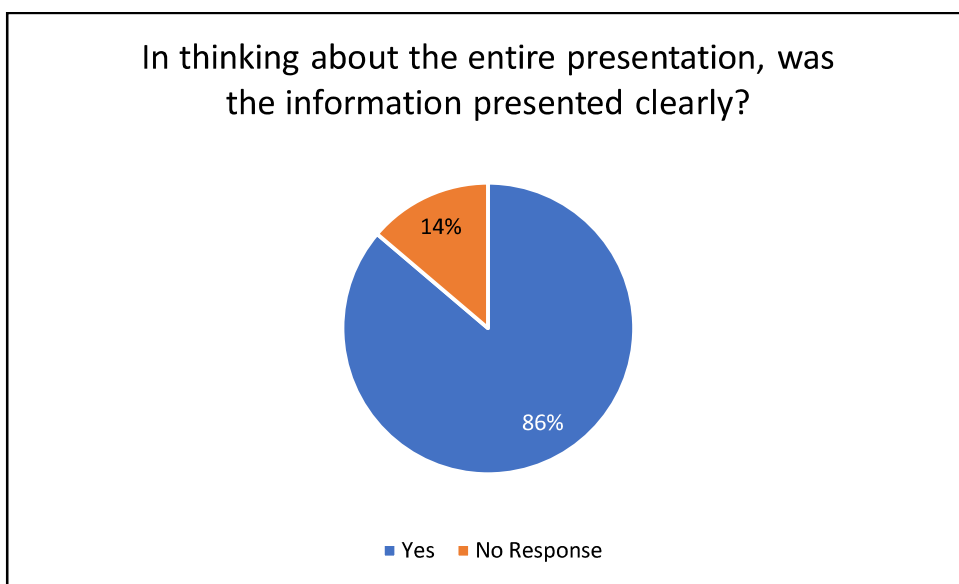
energy performance improvements. NYSERDA and HPD have committed funds to 9 projects.

- c. NYSERDA and the utilities have partnered with NYCHA for their Clean Heat for All Challenge. Winners were announced in August 2022 and funding has been provided by NYSERDA and NYCHA for the initial purchase of PWHPs. An M&V contractor has also been selected to assess PWHP performance over the 2023-2024 heating season.
- 8. The NY State FY24 budget supports quite a few of the clean energy goals directed in the State Climate Act, including support for zero-emission buildings, establishment of the foundation for an affordable cap-and-invest program, and relief for high electric bills through EmPower+ and the Energy Affordability Program.
- 9. Under the Inflation Reduction Act (IRA), the “HOMES” program provides \$159 million to NY State for whole-house energy savings projects, and the “HEEHRA” program provides \$158 million for electrification measures for income-eligible customers.

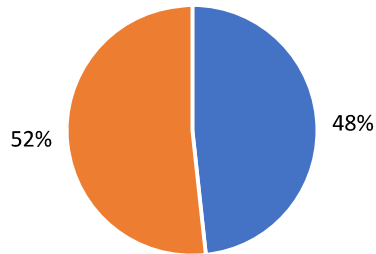
Survey Data Analysis

At the completion of the webinar, attendees were prompted to fill out a survey asking about general awareness of the programs in the LMI Portfolio and soliciting feedback on features and logistics of the webinar. A summary of the responses is provided below:

There were twenty-nine total respondents to the survey, representing approximately one-fifth of attendees. Survey respondents included representatives from direct service implementation contractors, community-based organizations, NYS government, utilities, and consultants. Twenty-three out of twenty-nine respondents said the webinar presentation was “the right length, [with] enough detail on the topics I needed to learn about.” Select other response information is shown graphically below.

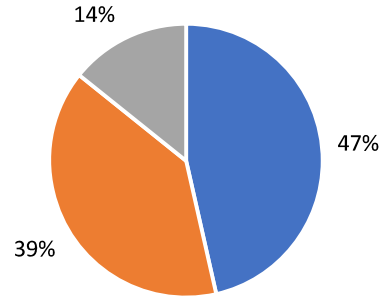


Have you attended LMI Webinars sponsored by the LMI Joint Management Committee (JMC) in the past?



- This is the first webinar I have attended sponsored by the LMI JMC.
- I have attended previous webinars sponsored by the LMI JMC.

The organization you represent (i.e., headquarters, if applicable) is located in



- Downstate New York
- Upstate New York
- Outside of New York State

The Program Administrators are required to conduct at least two stakeholder meetings a year. The June 22, 2023 stakeholder meeting was the first session this year. How likely are you to attend a stakeholder meeting in the future?
[Average on a scale from

