

Statewide Low- and Moderate-Income Portfolio 2020 Annual Report

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1. Executive Summary

Pursuant to the January 16, 2020 *Order Authorizing Utility Energy Efficiency and Building Electrification Portfolios through 2025* (“Implementation Order”), the New York State Energy Research and Development Authority (“NYSERDA”) and the New York Utilities¹ (collectively, “Program Administrators”) hereby file this Statewide LMI Portfolio Annual Report for 2020 (“Annual Report”).²

Recognizing the unprecedented challenges of the COVID-19 pandemic, 2020 was nonetheless a transformational and successful year for the Low- to Moderate-Income (“LMI”) programs and initiatives offered by the Program Administrators. The development and approval of the Program Administrators' first jointly filed Statewide Low- and Moderate-Income Portfolio Implementation Plan (“Implementation Plan”) was completed in 2020.³ The Implementation Plan describes the Program Administrators’ shift from offering separate energy efficiency programs to a coordinated approach, in order to advance energy affordability and increase access to energy efficiency among New York’s LMI communities through a statewide⁴ portfolio of energy efficiency programs and initiatives (the “Statewide LMI Portfolio” or the “Portfolio”). This Statewide LMI Portfolio is designed to: (1) improve the experience of and ultimately benefit LMI customers seeking to access clean energy services; (2) reduce administrative costs and increase the impact of ratepayer funding; and (3) provide more consistent and streamlined participation for service providers. This Portfolio of programs and initiatives will also advance key goals of the Climate Leadership and Community Protection Act (“CLCPA”)⁵ by addressing equity issues that can be most directly affected through clean energy programs, such as increasing energy affordability for LMI residents, reducing fossil fuel combustion in buildings and communities, and improving community engagement.

During 2020, the Program Administrators’ focus on this transition to the Statewide LMI Portfolio included the following key activities and milestones:

- Engagement with stakeholders in March and April, including four stakeholder webinars to share updates and solicit input on the development of the Implementation Plan;
- Development of the Implementation Plan and a companion document addressing stakeholder input (“Stakeholder Companion Filing”) (both documents filed on July 24, 2020);

¹ Central Hudson Gas & Electric Corporation (“Central Hudson”); Consolidated Edison Company of New York, Inc. (“Con Edison”); KeySpan Gas East Corporation d/b/a National Grid (“KEDLI”), The Brooklyn Union Gas Company d/b/a National Grid NY (“KEDNY”), Niagara Mohawk Power Corporation d/b/a National Grid (“Niagara Mohawk”)(collectively “National Grid”); National Fuel Gas Distribution Corporation (“NFGDC”); New York State Electric & Gas Corporation (“NYSEG”); Orange and Rockland Utilities, Inc. (“Orange & Rockland”); and Rochester Gas and Electric Corporation (“RG&E”) (collectively, “Utilities”). The Utilities providing electric service to customers are referred to as “NY Electric Utilities.”

² 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) (“Implementation Order”), p. 103.

³ NE: NY Proceeding, Statewide Low- and Moderate-Income Implementation Plan (“Implementation Plan”), (filed July 24, 2020).

⁴ For the purpose of the Statewide LMI Portfolio, these initiatives serve customers located in the territories of the Utilities defined and do not serve, unless otherwise noted, customers in other utility territories across the state. NYSEERDA and the Utilities coordinate and share information on initiatives with utilities not outlined in this Plan, to ensure alignment and advancement of energy efficiency initiatives across the State.

⁵ In addition to advancing New York State’s energy and environmental goals, the CLCPA, signed by Governor Cuomo in 2019, requires no less than 35 percent of the overall benefits of spending on clean energy programs benefit disadvantaged communities.

- Development of the Statewide LMI Joint Management Committee (the “JMC” or the “Committee”) Manual which describes the establishment of a forum of the Program Administrators to meet, discuss, implement, and calibrate the execution of the Implementation Plan (filed October 14, 2020);
- Development of the Statewide LMI Joint Management Committee Coordination Plan (“Coordination Plan”), which addressed key complex coordination topics for the Program Administrators (filed November 13, 2020)⁶;
- Statewide LMI Verified Gross Savings (“VGS”) Specifications for the LMI Portfolio (“LMI VGS Specifications”) (filed December 14, 2020)⁷;
- Stakeholder engagement session on Dec. 22, 2020 to provide updates and solicit input on the Statewide LMI Portfolio implementation.⁸

As noted in the Implementation Plan, 2020 was a transition year in which alignment between existing initiatives and investments took place, and new or modified initiatives were developed for a 2021 launch.⁹ As the Program Administrators were undertaking steps to transition to the Statewide LMI Portfolio, they simultaneously administered the full range of existing LMI programs and initiatives. In the administration of the Portfolio, the Program Administrators are preserving flexibility with annual budget and production projections to provide for the ability to respond to increased demand and serve more households or buildings, as necessary. Where necessary, the Program Administrators will spend budgets from future years to meet program demand, and will reflect these reallocations in the Annual Reports and updates to the Implementation Plan.

During 2020, the Program Administrators collectively spent \$81 million,¹⁰ with estimated gross annual electric savings of approximately 59,300 megawatt hours (“MWh”), gross annual gas savings of approximately 370,000 million British Thermal Units (“MMBtu”), and gross annual greenhouse gas emissions reductions of approximately 49,000 metric tons of carbon dioxide equivalent (“CO₂e”). The Program Administrators served approximately 18,000 participants through the 1-4 Family Homes, Affordable Multifamily, and Affordable New Construction initiatives, and reached approximately 500,000 participants through Customer Outreach and Engagement initiatives.¹¹ The 2020 achievements were largely a result of LMI programs that were in place prior to the filing and approval of the Implementation

⁶ NE: NY Proceeding, Statewide Low- to Moderate-Income Joint Management Committee Coordination Plan (filed November 13, 2020). These coordination elements include: (1) data sharing between the Program Administrators; (2) evaluation, measurement and verification (“EM&V”); (3) implementation contractor procurement; (4) marketing; and (5) the development and use of single applications across Program Administrators, where applicable.

⁷ NE: NY Proceeding, Consolidated LMI Verified Gross Savings Specifications (filed Dec. 14, 2020).

⁸ NE: NY Proceeding, Summary Report, Statewide Low- to Moderate-Income Stakeholder Joint Webinar, December 21, 2020 (Filed: Feb. 3, 2021).

⁹ NE: NY Proceeding, Implementation Plan, pp. 7-8.

¹⁰ The 2020 expenditure encompasses funding that was not included in the 2020 Implementation Plan budget such as 2019 NYSERDA funding that was spent in 2020 and National Grid HEAT funding from outside of the NENY LMI Incremental funding. Going forward the funding will be more closely aligned and updated in the next version of the Implementation Plan.

¹¹ The Customer Outreach and Engagement initiatives included measures such as energy efficiency kits and Home Energy Reports. More detail regarding these programs and how metrics are calculated is provided in the sector-specific sections of this report.

Plan; however as the Statewide LMI Portfolio is developed and launched throughout 2021, the Program Administrators expect the need to scale efforts to meet the goals outlined in the Implementation Plan.¹²

Table 1, below, provides brief description and key highlights for each major topic of the Statewide LMI Portfolio.

Table 1. Description of Sections and Key Highlights

Section Name	Description of Section	Key Highlights and Takeaways
2. Introduction	<ul style="list-style-type: none"> • Introduction and Background on 2020 LMI Portfolio Activities 	<ul style="list-style-type: none"> • Development and approval of Implementation Plan and related filings to advance Statewide LMI Portfolio for New York
3. Program Administrator Coordination	<ul style="list-style-type: none"> • Focus on Key Coordination Areas: (1) LMI JMC Structure (2) Key Points from Coordination Plan 	<ul style="list-style-type: none"> • Establishment of JMC structure, including working groups • Identification and focused work on complex topics requiring coordination over time
4. Stakeholder Engagement	<ul style="list-style-type: none"> • Summary of stakeholder sessions and stakeholder feedback, including a description of how input has been integrated into the Portfolio 	<ul style="list-style-type: none"> • Numerous stakeholder input sessions throughout 2020 enabled significant feedback in Implementation Plan development and initial implementation • 542 attendees participated in 5 stakeholder input sessions
5. 1-4 Family Homes	<ul style="list-style-type: none"> • Summary of 2020 Activity 	<ul style="list-style-type: none"> • 12,869 households served • \$54 million total expenditures • 4,400 gross annual MWh savings • 226,000 gross annual MMBtu savings
6. Existing Affordable Multifamily Buildings		<ul style="list-style-type: none"> • 4,811 participants served¹³ • \$18 million total expenditures • 12,500 gross annual MWh savings • 102,800 gross annual MMBtu savings
7. Affordable New Construction		<ul style="list-style-type: none"> • 294 participants served • \$2.1 million total expenditures • 300 gross annual MWh savings • 3,000 gross annual MMBtu savings
8. Pilots and Demonstrations		<ul style="list-style-type: none"> • LMI pilots expected to launch in 2021

¹² Re-forecasted LMI budgets will be included in the update to the LMI Implementation Plan, expected to be filed in July 2021.

¹³ In some cases, Program Administrators defined program participants in multifamily initiatives differently in 2020 (e.g., Con Edison participants are calculated based on total electric and gas accounts, NYSEG/RG&E participants are calculated based on unit area or property owner, and NYSERDA's MPP program calculates participants based on dwelling units served). The definition and calculation of total multifamily participants will be aligned as the Program Administrators develop the new statewide offering.

Section Name	Description of Section	Key Highlights and Takeaways
9. Beneficial Electrification in LMI Homes	<ul style="list-style-type: none"> • Summary of 2020 Programs and Activities Addressing Beneficial Electrification in LMI Homes • Implementation Milestones • Budgets, Targets, and Metrics • Findings and Planned Improvements 	<ul style="list-style-type: none"> • Launched Heat Pump Adder Pilot for LMI homes • Commenced research and analysis to inform heat pump deployment strategy in LMI market segment
10. Additional LMI Initiatives	<ul style="list-style-type: none"> • Summary of NYSERDA’s Clean Energy Fund (“CEF”) “Solar for All” and New York State Healthy Homes Value-Based Payment Pilot (“Healthy Homes Pilot”) • Implementation Milestones • Budgets, Targets, and Metrics • Findings and Planned Improvements 	<ul style="list-style-type: none"> • 3,488 LMI households received solar bill credits through Solar for All • Healthy Homes Pilot launching in 2021
11. Customer Awareness, Outreach & Engagement	<ul style="list-style-type: none"> • Summary of Customer Awareness, Outreach & Engagement activity, including Marketing Efforts • Budgets, Targets, and Metrics • Findings and Planned Improvements 	<ul style="list-style-type: none"> • 461 attendees at Low-Income Forum on Energy (“LIFE”) Virtual Conference • 501,558 participants served through customer-based engagement initiatives • \$3.4 million total expenditures • 42,166 gross annual MWh savings • 40,824 gross annual MMBtu savings

2. Introduction

Pursuant to the Implementation Order, this first Statewide LMI Portfolio Annual Report for 2020 gives an overview of the Statewide LMI Portfolio’s performance and subsequent findings and planned improvements.¹⁴ This Annual Report is consistent with the Implementation Plan, as well as the Program Administrators’ three subsequent compliance filings that provide additional detail on the plans for implementing the Statewide LMI Portfolio: the LMI JMC Manual, the LMI Coordination Plan, and the LMI VGS Specifications.¹⁵ This Annual Report also demonstrates that Program Administrator activity for 2020 is consistent with the directives from the New York Public Service Commission, including the Accelerated Efficiency Order¹⁶ from December 2018 and the Implementation Order from January 2020.¹⁷ The LMI programs currently administered under the Statewide LMI Portfolio and those under development, will contribute to New York State’s objectives to deliver benefits to disadvantaged communities under the CLCPA. The activities and investments outlined in this report will help to lower energy consumption and energy bills for LMI residents and affordable housing owners; will reduce on-site combustion of fossil fuels, helping to reduce localized air pollution; and will improve outreach and engagement within LMI and otherwise disadvantaged communities.

In the sections below, the Program Administrators provide a detailed description of their activities and results in 2020, including data on budgets, savings, and participants, both targets and estimates of actuals. This data is provided at a Statewide level, reflecting the transition to the Statewide LMI Portfolio that commenced in 2020. Program Administrator specific data is provided in [Appendix A](#). This 2020 Annual Report reflects the breadth of Program Administrator activities in 2020, including both the development of and transition to the Statewide LMI Portfolio structure and the continuing administration of existing programs and services.

The Program Administrators established in the Implementation Plan key objectives and associated Performance Metrics for the Statewide LMI Portfolio.¹⁸ The reporting of Performance Metrics in this Annual Report is consistent with those established in the Implementation Plan, and this Annual Report reflects focus and progress on the key objectives.

¹⁴ NE: NY Proceeding, Implementation Order, p. 103.

¹⁵ The Implementation Plan was approved on September 14, subject to the provision and approval of the additional compliance filings noted. NE: NY Proceeding, “Statewide LMI Implementation Plan Approval Letter,” (Filed September 14, 2020).

¹⁶ Case 18-M-0084, *In the Matter of a Comprehensive Energy Efficiency Initiative* (“NE: NY Proceeding”), Order Authorizing Accelerated Energy Efficiency Targets (issued December 13, 2018) (“Accelerated Efficiency Order”).

¹⁷ Per the directives in the Accelerated Efficiency Order and the Implementation Order, and as outlined in the Implementation Plan, the Program Administrators have allocated 20% of incremental energy efficiency funding to the LMI sector, with 65% of incremental energy efficiency funding and 51% of total Portfolio funding allocated to the multifamily market segment on a cumulative Portfolio basis.

¹⁸ NE: NY Proceeding, Implementation Plan, pp. 7, 11-12. Key objectives listed on p. 7 are to: Achieve savings goals within budget; Increase the number of customers served annually; Encourage customer adoption of comprehensive efficiency projects; Encourage new affordable housing to adopt more energy efficient profiles; Increase LMI customer and affordable housing owner awareness of the Portfolio’s energy efficiency programs and offerings; Achieve high customer satisfaction; Improve energy affordability for LMI customers; and Increase administrative efficiencies.

While the full list of objectives and Performance Metrics remains determinative in guiding the continued development of the Statewide LMI Portfolio, some of the metrics do not yet have quantitative results given the relatively early phase of executing the Implementation Plan, which extends through 2025.

3. Program Administrator Coordination

Effective and robust coordination among the Program Administrators is foundational to the success of the Statewide LMI Portfolio, and the Program Administrators' activity in 2020 reflects their focus on this key objective. Two areas reflecting this focus, which were explicitly addressed in Program Administrator filings in 2020, are (1) the LMI JMC structure; and (2) identification and advancement of complex coordination topics ("Coordination Points"), to be addressed over time in the transition to the Statewide LMI Portfolio.¹⁹

3.1. LMI JMC

The Program Administrators addressed the establishment of the LMI JMC initially in the Implementation Plan and subsequently developed the LMI JMC Manual to provide additional background and information on the logistics of the Committee, including the process to engage and review stakeholder input. The LMI JMC provides a forum for the Program Administrators to meet, discuss, and calibrate the Implementation Plan. The LMI JMC consists of representatives from each of the Utilities and NYSERDA, including a lead representative from each organization, who serves as the point of contact for Committee related communications and administrative matters. The New York State Department of Public Service ("DPS") Staff provides an oversight and consultative role for the JMC.

The JMC established working groups to address specific Portfolio segments and topics, including programs and initiatives for 1-4 Family Homes and Existing Affordable Multifamily Buildings, VGS Specifications, Marketing, and others. The JMC will establish additional working groups as needed. Working group updates on progress, issues and concerns are regularly provided to the LMI JMC.

3.2 Coordination Points

As a follow up to issues raised in the Implementation Plan, the Program Administrators filed a subsequent Coordination Plan to address several complex coordination and administration elements that will require a transition period and timelines for the topics identified.²⁰ The following describes each element as described in the LMI JMC Coordination Plan, as well as progress made during the reporting period of this Annual Report.²¹

Data Sharing Between the Program Administrators

The Coordination Plan notes that an important component of achieving the goals and objectives described in the Implementation Plan is the efficient sharing of data between the Utilities and NYSERDA. Such sharing must, however, balance the improved customer experience and streamlined administration

¹⁹ The Program Administrators addressed the LMI JMC and the Coordination Points in the Implementation Plan (pp. 9-11 and 8, respectively) and the separate LMI JMC Manual and LMI JMC Coordination Plan filings, which were provided in compliance with the DPS Staff letter approving the Implementation Plan. NE: NY Proceeding, "Statewide LMI Implementation Plan Approval Letter," (Filed September 14, 2020), p. 2

²⁰ NE: NY Proceeding, Approval Letter, p. 2, citing, NY: NY Proceeding, Implementation Plan, p. 8. In the Approval Letter DPS Staff cited the Implementation Plan in the identification of these topics

²¹ It may be noted that given that the Coordination Plan was filed on Nov. 13, 2020, with certain exceptions, there are limited updates for the period between Nov. 13, 2020 and December 31, 2020.

of programs, with the need for diligence in rules, processes, and systems that protect customer privacy and security consistent with Commission and Program Administrator policies, laws, and regulations. The Program Administrators developed the following approach:

- Identify the data sharing needs for the Portfolio;
- Develop a comprehensive understanding of the existing data sharing framework in place;
- Determine whether any gaps exist between data needs for the Portfolio and the existing data sharing framework; and
- Identify and implement solutions to address any gaps that are identified.

The Program Administrators have and are continuing to review current legal agreements and program materials, to determine if modifications are needed. For example, the Program Administrators have identified that revisions may be needed to “consent language” that participants in Portfolio programs are required to sign, which allows participants to consent that their data may be shared between their utility or utilities and NYSERDA for specific program purposes. In 2021, the Program Administrators expect to identify any necessary modifications to current agreements to facilitate the sharing of relevant data. As the Portfolio develops, the Program Administrators will continue to assess data sharing needs.

Evaluation, Measurement & Verification (“EM&V”)

Consistent with the Coordination Plan and the Approval Letter, the Program Administrators filed VGS Specifications for the Statewide LMI Portfolio. This filing resulted from Program Administrators’ EM&V experts’ coordination throughout 2020, including discussions with DPS Staff and other external experts, to develop VGS Specifications for the following initiatives in the Statewide LMI Portfolio:

- Existing 1-4 Family Homes
- Existing Affordable Multifamily Buildings
- Affordable New Construction
- Additional LMI Initiatives

The VGS Specifications filing includes the name and description of each initiative, gross savings methodology, realization rates, planned VGS approach, and an indication of whether the initiative had an exemption status from a utility’s earnings adjustment mechanism (“EAM”).²²

Additionally, the Program Administrators began collaborating to develop statewide and regional existing condition baselines, facilitated through the Technical Resource Manual Management Committee.

Implementation Contractor Models and Procurement

The Coordination Plan recognizes the central function of implementation contractors (“ICs”) in the Portfolio, noting that a more integrated set of initiatives between the Utilities and NYSERDA provides the potential to assess the role of ICs to achieve economies of scale and reduce overall administrative costs within the Statewide LMI Portfolio. The Coordination Plan identifies and discusses a range of possible topics and solutions, including contracting timelines, IC functions, cost issues, and streamlining of different IC models among Program Administrators.

The Coordination Plan also addresses Program Administrators’ consideration of distinct program design elements in the working groups. For example, where the Program Administrators can leverage an

²² See, Clean Energy Guidance CE-08: Gross Savings Verification Guidance (issued August 23, 2019)

existing program, such as EmPower New York (“EmPower NY”), in which a single implementation contractor exists, the Program Administrators may continue with this model. However, in the case of designing new initiatives, such as in the affordable multifamily building sector, the Program Administrators will need to develop complementary initiatives, and the nature of the ICs will depend on the type of initiative(s) being considered and how those initiatives interact. During the transition to the Statewide LMI Portfolio, the Program Administrators will develop the models for the complementary offerings and will identify implementation needs as part of that work.

Marketing

The Coordination Plan addresses marketing and outreach, noting their importance in LMI customers and affordable multifamily property owners being aware of initiatives and services available to them. The Coordination Plan states that a comprehensive statewide brand will be developed to maximize exposure of the Portfolio initiatives. Marketing efforts will consist of a combination of statewide and localized marketing. The LMI JMC established a working group to oversee and provide input on the development and launch of the New York Energy Advisor website (“NY Energy Advisor”) and collateral materials and to provide input to a statewide branded campaign. This working group has reviewed and provided input to the NY Energy Advisor and has reviewed a foundational strategy for the marketing campaign. [Section 4](#) provides additional information about the progress of marketing among the Program Administrators.

Development and Use of Single Applications Across Program Administrators

In the Coordination Plan, the Program Administrators identified the importance of assessing the application process for participants in initiatives. Feedback from customers, market actors, and other stakeholders confirmed the need to simplify and streamline the application process. The Program Administrators identified solutions to achieve these goals, such as the creation of a page on the NY Energy Advisor website with guides explaining enrollment and application submission per their respective Program Administrator’s directions.

In 2020, the Program Administrators began the assessment of creation of a single application template for initiatives that are administered by different Program Administrators. This template will be used to create a common application among the Program Administrators; however, customers will still be required to fill out an application for the respective Program Administrator who is managing the initiative in the service territory in which they are applying. The Program Administrators anticipate the full roll-out of a single application template in 2021 as the statewide initiatives are being developed.

4. Stakeholder Engagement

4.1 Summary of Stakeholder Engagement Activity

As noted in the Implementation Plan,²³ the Program Administrators view engagement with stakeholders as core to the design, implementation, and success of the Portfolio, and this priority was reflected in 2020 through numerous stakeholder engagement efforts.²⁴

First, the Program Administrators engaged stakeholders to solicit input during the development of the Implementation Plan. A summary of this engagement process, the input provided by stakeholders, and the status of such issues regarding inclusion into the Portfolio are discussed in the Stakeholder

²³ NE: NY Proceeding, Implementation Plan, pp. 11-12.

²⁴ The Implementation Order requires the Program Administrators to conduct two stakeholder engagement sessions annually, which are described herein. NE: NY Proceeding, Implementation Order, p. 101.

Companion Filing.²⁵ As described in the Stakeholder Companion Filing, the Program Administrators hosted three regional webinars during April 2020 in which they sought input from stakeholders. To allow stakeholders to provide informed input during these regional sessions, the Program Administrators held a preparatory webinar in March 2020 on the development of the Implementation Plan. This process also included several channels for stakeholders to provide written input and feedback following the webinars.²⁶ Input received through these webinars and written channels was instrumental to the development of the Implementation Plan as well as the continuing efforts undertaken since the Implementation Plan’s filing.

On December 21, 2020, the Program Administrators held an additional stakeholder engagement session, during which they provided updates and solicited feedback on program development and implementation since the Implementation Plan filing. The Program Administrators provided a summary of this stakeholder session, including identification and discussion of key issues raised (“Dec. 2020 Stakeholder Summary”).²⁷

The following table provides additional key data regarding the stakeholder sessions:

Table 2. Stakeholder Engagement Information

Date	Description	Participants
March 9, 2020	Preparatory Stakeholder Webinar	69
April 14, 2020 (10 am)	Regional Webinar	97
April 14, 2020 (2 pm)	Regional Webinar	109
April 15, 2020	Regional Webinar	106
December 21, 2020	Statewide Webinar	161

In addition, the Program Administrators have engaged with stakeholders through DPS Staff’s Performance Management and Improvement Process (“PM&IP”) initiative under the New Efficiency: New York (“NE: NY”) proceeding.²⁸ This included a presentation and feedback with the PMI&P Stakeholder Advisory Group by Program Administrator on December 14, 2020. The Program Administrators will continue to support the PM&IP initiative.

²⁵ NE: NY Proceeding, Statewide Low- and Moderate-Income Portfolio 2020 Stakeholder Input Companion Document, (Filed: July 24, 2020) (“Stakeholder Input Companion Document”).

²⁶ As described in the Stakeholder Companion Document, topics covered a broad range of issues, and included the following categories: General Comments and Suggestions; Portfolio and Program Administration; Eligibility; Budgets, Benefits, and Performance Metrics; Customer Awareness, Outreach & Engagement; 1-4 Family Homes; Multifamily; Affordable New Construction; Workforce Development; Beneficial Electrification; Coordination with External Stakeholders; COVID-19; Pilots; Benefit Cost Analysis; Contractors.

²⁷ NE: NY Proceeding, Summary Report, Statewide Low- to Moderate-Income Stakeholder Joint Webinar, December 21, 2020 (Filed: Feb. 3, 2021). As described in the Dec. 2020 Stakeholder Summary, topics included: Terminology; Treatment of buildings that are previous program participants; Multifamily building stock variations around the state; Layered incentives – to ensure that incentives are complementary but not competitive; NYSERDA’s Heat Pump Adder Pilot; Health and Safety Improvements; Marketing strategy recognizing the wide differences around New York State; Clean Energy Hubs – To connect underserved or disadvantaged communities and their residents with relevant programs and resources.

²⁸ NE: NY Proceeding, “Commencement of Energy Efficiency & Building Electrification Performance Management & Improvement Process” (filed May 29, 2020.) See also, Implementation Order, pp. 60-61.

At LMI JMC meetings and applicable working groups, the Program Administrators regularly share, discuss, and integrate stakeholder input. The Program Administrators have also undertaken other approaches for soliciting stakeholder input; for example, the working group for the existing affordable multifamily building sector began a process in Q4 2020 to hold individual calls with numerous stakeholders in that sector, which involved significant preparation and follow up.²⁹ Further, the Program Administrators are regularly engaging with stakeholders through the administration of current programs; feedback received during such engagement is raised and discussed at the LMI JMC and/or appropriate working groups.

4.2 Examples of Stakeholder Input Integration

Stakeholder input was important to the Program Administrative efforts in 2020 and undergirds much of what follows in the initiative summaries in Section 6-11. In addition, illustrative examples of stakeholder input and how it informed work completed in 2020 (and additional planning for beyond 2020) is described below.

Direct Install Programs

Stakeholders suggested that additional consideration be given to direct install programs³⁰ or other light-touch measures to expand the reach of energy efficiency programs to residential properties that may face barriers to comprehensive energy efficiency retrofits.

Direct install programs were offered as part of the Portfolio in 2020, including as part of EmPower NY for the 1-4 Family Homes sector and in the Existing Affordable Multifamily Buildings initiatives. As is described in Section 6 and 7, restrictions implemented in 2020 due to COVID-19 limited direct install activity for these sectors. In 2020 and continuing in 2021, the Program Administrators have and will continue to evaluate ways to incorporate additional direct install opportunities in the Portfolio.

Multifamily – Comprehensive approach

Stakeholders provided input that the multifamily initiative should address buildings in a comprehensive manner, focusing on both central system improvements as well as envelope and in-unit upgrades.

In 2020, the Program Administrators discussed the importance of addressing buildings in a comprehensive manner, while also supporting more prescriptive approaches as applicable, including in regular working group meetings to review current affordable multifamily initiatives. Modifications are expected to take place in 2021 to address the affordable multifamily sector in a more holistic way by focusing on incentives for comprehensive upgrades and technical assistance for building owners and housing agencies.

Beneficial electrification

Stakeholders were interested in learning and advancing how beneficial electrification was being incorporated into program design.

Through the Statewide LMI Portfolio, NYSERDA committed \$30 million for research, analysis, and demonstrations to develop replicable models for heat pump deployment in the LMI market segment. In December, NYSERDA launched a Heat Pump Adder pilot to support the incorporation of heat pump

²⁹ This process continued into 2021 and included separate calls with 12 stakeholders.

³⁰ Direct Install programs involve a no-cost energy audit during which certain, simple-to-install energy efficient equipment, such as lighting and water-related measures, may be installed.

solutions for LMI households and affordable multifamily buildings, with the objective of collecting insights to inform future program offerings. In addition, NYSERDA started an LMI building typology characterization effort to better understand the range of applicable heat pump solutions in the LMI space, and will be conducting research and analyses on the regulations, policies, and practices in affordable housing to identify opportunities to incorporate heat pump solutions while mitigating the impact of cost-shifts.

Differences Throughout the State

Stakeholders suggested less variance in program offerings, processes, and other elements throughout New York State.

The Program Administrators have and will continue to consider the range of challenges and opportunities related to current/ historical variance in programs and initiatives across the State. Topics include but are not limited to: achieving consistent program design; aligning program application and other documentation/ processes; IC models and functions; and marketing and outreach.

Tiered Income

Stakeholders suggested incentives should be tiered by income beyond the traditional low- and moderate-income designations.

The Program Administrators have assessed and started designing a tiered income/incentive approach, including through the EmPower NY redesign process.

5. 1-4 Family Homes

5.1 Program Summary

In 2020 the EmPower NY,³¹ Assisted Home Performance with ENERGY STAR (“AHPwES”), and Home Energy Affordability Team (“HEAT”) programs were administered, providing energy efficiency services to LMI households in 1-4 family homes.³² Following the approval of the Implementation Plan, the Program Administrators began the transition to a more uniform, statewide program model to improve overall energy affordability for LMI households through the EmPower NY program as the statewide platform.

5.1.1 EmPower NY and Assisted Home Performance with ENERGY STAR

EmPower NY provides no-cost energy efficiency services to low-income households in utility service territories that pay into the System Benefits Charge with funding through the CEF. The AHPwES program provides incentives that cover up to 50% of the cost of an energy efficiency retrofit for moderate-income households. In 2020, 6,967 households were served through the EmPower NY program with CEF funding,

³¹ Through the end of 2020, NFGDC’s low-income energy efficiency program was called the Low income usage reduction program (“LIURP”). As of January 1, 2021, NFGDC’s program has become the EmPower NY program, consistent with the other New York utilities.

³² Eligibility for the LMI programs is set at: households with annual income below 60% of the State Median Income (“SMI”) meet the low-income threshold; while households with annual incomes over 60% of SMI up to 80% of the Area Median Income (“AMI”) or SMI, whichever is greater, meet the moderate-income threshold.

saving an average of \$275 annually per participant,³³ while 2,603 households received services under AHPwES, saving an average of \$270 annually per participant.

In response to the COVID-19 pandemic, in-home energy efficiency services were paused for a period of time and program modifications were incorporated into the EmPower NY and AHPwES programs by NYSERDA to aid in the economic recovery of residents and the contractor industry. Modifications included the increase of the maximum cap on incentives from \$7,000 to \$10,000 for EmPower projects and from \$4,000 to \$5,000 for AHPwES projects. In addition, NYSERDA increased the income threshold for the AHPwES program from 80% of the Area Median Income to 120% of the Area Median Income, and approved a \$200 adder for completed EmPower projects to offset contractor costs associated with personal protective equipment and the implementation of COVID-19-safe work practices. These program modifications resulted in an estimated 10% increase in cost per unit and will remain in effect until June 2021.

In addition, NYSERDA tested the use of a geographic-based eligibility determination for the AHPwES program. In the pilot, households residing in communities identified in Monroe, Albany, Schenectady, and Rensselaer counties have been deemed automatically eligible for program incentives. Through 2020, 147 projects were completed as part of the pilot. While the pilot is still underway, this approach is expected to decrease the administrative burden associated with income eligibility determinations and streamline engagement and outreach by contractors. Pilot results are expected in Q2 of 2021 and will inform the use of geographic-based eligibility methods throughout the Statewide LMI Portfolio.

5.1.2 Home Energy Affordability Team (HEAT)

In 2020 in their Long Island territory, National Grid administered the HEAT program, which, when designed, was closely modeled after the EmPower NY program. The program provides gas energy efficiency and health, safety and resiliency measures to customers. Due to COVID-19, National Grid paused all in-home energy efficiency services until July 2020. In order to adapt to customers' needs, when the program began operating again, it began offering remote energy audits and quality assurance/quality control visits. Despite interest from customers after the pause was lifted, the pause on in-home work negatively impacted the number of customers that were able to be served.

While the pause in on-site work in response to the COVID-19 pandemic impacted the number of households served, the Program Administrators provided energy efficiency services to 373 households in 2020, saving an estimated \$113 annually per household.

5.2 Program Implementation Milestones

With the approval of the Implementation Plan, the Program Administrators began working to redesign the EmPower NY program to provide a more streamlined process for service providers and customers; develop enhancements to the incentive structure to include incorporation of a graduated incentive schedule, including for moderate-income households; develop a no-cost direct install component

³³ In addition, 833 households were served under the NFGDC LIURP program, at a total cost of \$4.4 million; and 2,517 households were served with \$8.7 million in funding sources other than the CEF, such as with funds allocated through the Home Energy Assistance Program ("HEAP") or Regional Greenhouse Gas Initiative ("RGGI").

available to moderate-income customers; align eligible measures; and streamline and improve the application and intake process, which includes strengthening the identification and enrollment of eligible customers from the Utilities to NYSERDA. Progress on the implementation milestones identified in the Implementation Plan include:

2020 Implementation Milestone	2020 Progress
<ul style="list-style-type: none"> • Redesign of current set of initiatives to better align utility and NYSERDA offers, improve customer experience by reducing administrative burden, and developing a more graduated scale of financial support 	<ul style="list-style-type: none"> • Redesign of EmPower started in 2020 and is expected to be complete and ready to launch in Q3 of 2021. The redesigned program includes a combination of low- and moderate-income programs to streamline participation for contractors; multiple incentive tiers; and an electronic application process. • Coordination between NYSERDA, National Grid, and PSEG to align EmPower, HEAT and PSEG LI programs is ongoing, including alignment of measures and incentive levels.
<ul style="list-style-type: none"> • Stakeholder engagement to inform redesign of programs 	<ul style="list-style-type: none"> • Stakeholder engagement on program redesign occurred November 24, 2020 and December 21, 2020.
<ul style="list-style-type: none"> • Test a model geographic-based eligibility and determine how it can be applied to programs going forward 	<ul style="list-style-type: none"> • Geographic eligibility was tested through the AHPwES program in Monroe, Albany, Schenectady, and Rensselaer counties. Through the pilot, 147 projects were completed by 15 contractors in 2020. An ex-post analysis determined that 30% of completed projects were for customers that would have normally been over the income thresholds for the program.

5.3 Budgets, Targets, and Metrics

Metric	2020 Achieved ³⁴	2020 Implementation Plan Target
Total Budget Spend	\$53,989,527	\$24,858,963
MWh Annual	4,425	3,703
MWh Lifetime	64,058	55,085
MMBtu Annual	225,740	166,063
MMBtu Lifetime	5,569,715	2,947,092
CO2e Emission Reduction (metric tons) Annual	14,215	10,681
CO2e Emission Reduction (metric tons) Lifetime	328,141	184,230
Participant Bill Savings Annual	\$2,018,696	\$1,358,730
Participant Bill Savings Lifetime	\$49,820,475	\$22,723,528
Participants	12,869	8,270
Leveraged Funds	\$12,659,301	\$3,752,530

5.4 Findings & Planned Improvements

The Program Administrators expended nearly \$54 million on 1-4 family homes initiatives in 2020, serving over 12,000 households and achieving 4,425 gross annual MWh savings and 225,740 gross annual MMBtu savings. This represents significant increases over the units served, energy savings, and customer bill savings projected for 2020. While the 1-4 family homes programs were successful, despite the disruptions caused by COVID-19, the increase in program expenditures and performance was driven by the incorporation of existing programs and budgets for programs such as EmPower NY, AHPwES, and HEAT, where each program carried forward funding and pipelines of projects not represented in the 2020 Implementation Plan. The Implementation Plan included new funding allocations for NYSERDA LMI programs starting in 2020, however did not represent funds that were committed in the CEF LMI Chapter. As a result, the 2020 expenditures for NYSERDA include funds that were committed in the CEF LMI Chapter and the LMI Implementation Plan. Additionally, due to the status of its rate case at the time, National Grid utilized a funding source outside of the Statewide LMI Portfolio for the HEAT program in 2020, which was not reflected in the 2020 Implementation Plan budgets resulting in what appears to be an overspend. Annual budget expenditure and production projections will be reconciled in the 2021 Implementation Plan update.

In 2021, the Utilities and NYSERDA will begin co-funding of the EmPower NY and AHPwES programs and will launch a redesigned EmPower NY program in the second half of the year.

6. Existing Affordable Multifamily Buildings

6.1 Program Summary

In 2020, the Program Administrators started work on a set of initiatives that will provide existing affordable multifamily building owners and their representatives with increased access to energy efficiency upgrades and additional technical support. Those initiatives are: (1) a statewide existing

³⁴ Metrics represent 2020 gross savings and 2020 expenditures. This applies to all Budgets, Targets, and Metrics tables throughout this Annual Report. Reflective of the ongoing evaluation of initiatives through the EM&V process, the verified gross savings will be different from gross savings. See, LMI VGS Specifications.

affordable multifamily program; (2) technical assistance for affordable multifamily buildings; and (3) RetrofitNY. These programs aim to address the challenges and barriers to adoption of energy efficiency in this sector, and will be complementary to each other, thus enabling multifamily buildings to receive services in a holistic manner. Affordable multifamily housing is a key component of the Statewide LMI Portfolio, as a large proportion of LMI customers in New York State live in multifamily buildings. In addition, improving the performance and sustainability of affordable housing will increase benefit to disadvantaged communities, as required by the CLCPA. As directed in the Implementation Order, at least 40% of the portfolio's incremental energy efficiency funds must be directed to affordable multifamily initiatives through 2025.³⁵ Objectives for this segment include, but are not limited to, addressing cost barriers experienced by owners of affordable multifamily buildings, increasing awareness of energy efficiency among tenants and building owners, providing a simplified experience to navigate offerings, and addressing the barrier of split incentives between owner and tenant.

The programs that were operational in 2020 throughout New York State included Con Edison's Multifamily Energy Efficiency Program ("MFEET"), NYSERDA's Multifamily Performance Program ("MPP"), and NYSEG and RG&E's LMI Multifamily Program. Each of these programs adapted to the COVID-19 pandemic in 2020 as a means of addressing changing market needs and for safety purposes. National Grid had an operational Multifamily Program that was available to all multifamily buildings including affordable properties, but was not tailored to or specifically tracked Affordable Multifamily buildings served. As a result, the spend and savings are not reflected in this Annual Report.

6.1.1 Con Edison Multifamily Energy Efficiency Program

Con Edison's MFEET targets owners and property managers of both market rate and affordable multifamily buildings, offering a tier of higher incentives for affordable buildings. After enrolling in MFEET, customers have the option to select their desired energy efficiency products and services from a menu of offerings, which include direct installations and both prescriptive and custom rebates for both gas and electric measures. The program offers to help facilitate the coordination of building surveys and custom assessments to help customers identify efficiency solutions appropriate for their buildings.

Due to the COVID-19 pandemic, Con Edison temporarily paused in-person field work and in-unit direct install work. In order to accommodate new challenges brought on by the pandemic, Con Edison offered increased incentives and moved to virtual inspections. Despite the challenges, Con Edison was able to perform work on approximately 600 projects.

In 2020, MFEET leveraged and fostered several working relationships to support the success of the program. Con Edison meets regularly with the New York City Housing Authority ("NYCHA") to provide additional support for their MFEET projects. Similarly, Con Edison worked with Westchester County Housing Authorities, such as Yonkers and Port Chester, to provide enhanced support and incentives for

³⁵ NE: NY Proceeding, Implementation Order, p. 93. As is noted in the 2020 Implementation Plan, 51% of total Portfolio budgets and 65% of total incremental energy efficiency budgets were allocated to the affordable multifamily market segment. In 2020 22% of total Portfolio funding went to multifamily initiatives. This figure is reflective of 2020 being a transition year to the achievement of a Statewide LMI Portfolio, during which the Implementation Plan was developed and approved (in September) and development of a statewide multifamily initiative was commenced. The portion of incremental funding directed to affordable multifamily initiatives will increase in coming years to comply with the Implementation Order directive of 40% through 2025.

their MFEEP projects. Con Edison also continued to coordinate with the New York City Mayor's Office of Sustainability and the New York City Department of Housing Preservation and Development ("NYC HPD"). In 2020, Con Edison launched Joint Energy Efficiency Plans ("JEEPs") with several non-profit agencies that own affordable housing buildings. JEEPs create a collaboration between Con Edison and these organizations to help identify and support energy efficiency upgrades in their portfolio of buildings, and to provide enhanced incentives and goals. These working relationships all contribute towards better synchronizing efforts to coordinate offerings and increase MFEEP participation.

6.1.2. NYSEG and RG&E LMI Multifamily Program

The LMI Multifamily program is a subset of the existing Multifamily program. In 2020, installations shut down for 3 months, beginning April-June. To help combat the COVID-19 setback and underperforming months during the pandemic outbreak, new opportunities were considered to encourage participation and attempt to achieve savings targets. Following the shutdown, direct install teams were increased to focus on underutilized and underperforming electric market rate areas and enhance marketing efforts specifically.

In August, NYSEG and RG&E launched a new direct install measure – smart thermostats. The market demonstrated a high level of interest, causing the program to increase the number of thermostats available to meet the consistent demand of the market through December 2020. This had a significant impact on the ability to schedule projects in 2020 and claim savings. In addition, NYSEG and RG&E implemented a bonus incentive that consisted of a limited time offer of \$25 per unit receiving installations, paid to the property owner (\$3,000 max per property). This was beneficial in motivating the decision makers to schedule before year end.

6.1.3 Multifamily Performance Program

In 2020, MPP went through multiple program changes to improve project intake and address potentially adverse impacts of COVID-19 on the pipeline. In March 2020, the MPP Team reduced the energy savings threshold to participate in MPP from 20% energy savings to 15% energy savings. This update was made in response to market feedback that the 20% energy savings threshold was too difficult to meet. The energy savings metric was also adjusted from source savings to site savings. This update was made to enable more electrification projects to participate in the pipeline.

In April, as the uncertainty of COVID-19 started impacting project intake and project progress, temporary changes were made to the program requirements to improve the flexibility of the program and make payments to projects earlier in the project lifecycle. These changes were initially put in place through December 31, 2020 and have been extended. MPP ended up exceeding its project intake goal of 7,295 units by 25% with an overall intake in 2020 of 9,160 units. An additional 2,662 units were completed during 2020.

In addition, NYSERDA supports the adoption of Integrated Physical Needs Assessments (“IPNA”) under the MPP umbrella. The IPNA Management Committee, composed of representatives from NYC HPD, NYC Housing Development Corporation (“NYC HDC”), and NYS Housing and Community Renewal (“NYS HCR”), continued to meet in 2020 and finalized updated versions of the IPNA Tool, the IPNA Standard and the IPNA Provider Request For Qualifications (“RFQL”). The IPNA Provider RFQL, finalized November 30th, was released in early December to establish a new list of pre-qualified IPNA Providers. Proposals were due January 28, 2021. NYSERDA also worked with the agencies to prepare a technical review checklist to assist IPNA reviewers in their review of the energy assessment component of the IPNA.

6.1.4 RetrofitNY

In 2018, under the first RetrofitNY pilot round, NYSERDA selected six design-build teams to each design a retrofit solution for a specific building. All designs were completed in 2019 and the first pilot project started construction in mid-2019. The building is owned by RiseBoro Community Partnership and the design team was led by Chris Benedict R.A. The project was financed by NYS HCR, NYC HPD and NYSERDA. The construction faced some delays due to COVID-19 and is expected to complete construction in mid-2021, which will meet the first program milestone defined in the Implementation Plan. Several other selected teams are working toward starting construction in 2021, including projects from the second building typology, low-rise residential, currently supported by RetrofitNY.

In 2020, the program also worked with the NYCHA to select a design team for the first RetrofitNY style project funded by NYCHA. NYSERDA collaborated with NYCHA on a Request for Proposals (“RFP”) issued by NYCHA in January 2020 to select a design team. Prior to the issuance of the RFP, NYSERDA released a RFQL and selected teams eligible to answer NYCHA’s RFP. The design team was selected at the end of 2020 and construction is anticipated to start in Q1-2022.

Additionally, the program made substantial progress on demand aggregation and industry engagement. NYSERDA launched the RetrofitNY Pledge, a formal call to action signed by building owners to help motivate manufacturers to make cost effective, high-performance building solutions more affordable and accessible. The Pledge enables building owners to use their collective buying power, at no risk to themselves, to urge manufacturers to introduce new retrofit solutions into the market. NYSERDA also released several innovation solicitations to support industry players in creating new types of mechanical systems and offsite-manufactured envelope panel systems, accelerate innovation, and rapidly reduce the cost of net-zero energy retrofits.

6.2 Program Implementation Milestones

6.2.1 Statewide Existing Affordable Multifamily Program

In Fall 2020, the Joint LMI Management Committee began the development of a statewide existing affordable multifamily program, which will provide a consistent framework across the state such that all existing affordable multifamily building owners, developers, and their representatives have access to enhanced financial incentives for energy efficiency upgrades. This is a shift from the current structure, where NYSERDA and the several utilities operate separate and distinct affordable multifamily programs. The new coordinated statewide program is anticipated to launch in the latter half of 2021.

The chart below outlines the implementation milestones from the Implementation Plan that the JMC targeted for completion in 2020, as well as progress towards achieving those milestones.

2020 Implementation Milestones	2020 Progress
<ul style="list-style-type: none"> • Determine implementation structure and coordination among Program Administrators 	<ul style="list-style-type: none"> • Formed a subcommittee dedicated to this workstream in October 2020, with members attending weekly meetings and additional meetings as necessary. • Achieved consensus on the program design components and steps required to develop the statewide framework. • Outlined the visions and goals of each Program Administrator, and determined which Program Administrator would implement programs in each region.
<ul style="list-style-type: none"> • Develop a consistent framework for an incentive program that promotes comprehensive upgrades but allows flexibility for prescriptive upgrades 	<ul style="list-style-type: none"> • Reviewed and documented existing programs, incentives, measures, implementation contractors, and historical performance by Program Administrator. • Developed a stakeholder discussion guide on the existing affordable multifamily market segment and began interviewing stakeholders to inform program design. • Began discussions of customer pathways to participate in prescriptive, custom, and comprehensive offerings.
<ul style="list-style-type: none"> • Develop process to coordinate technical assistance with incentive-based program 	<ul style="list-style-type: none"> • Began discussions of technical assistance offering structure.
<ul style="list-style-type: none"> • Work with housing agencies to develop an approach to directly incorporate program incentives into the capital stack for affordable multifamily buildings that are being refinanced 	<ul style="list-style-type: none"> • NYSERDA has worked jointly with NYC HPD to design a pilot program that incorporates program incentives for deeper energy efficiency measures and efficient electrification in the scopes and capital stacks of targeted NYC HPD programs. Scopes are under development and incentive needs are being assessed.

6.2.2 Technical Assistance for Affordable Multifamily Buildings

In coordination with the statewide existing affordable multifamily program, the Program Administrators began discussing a technical assistance offering structure to complement the core program. This offering will help building owners inform capital planning to achieve greater energy efficiency savings and simultaneously maximize program incentive opportunities. A coordinated statewide technical assistance offering is expected to launch in the latter half of 2021.

2020 Implementation Milestones	2020 Progress
<ul style="list-style-type: none"> • Develop process to coordinate technical assistance with incentive-based program 	<ul style="list-style-type: none"> • Discussed coordination between technical assistance and the multifamily program offering across Program Administrators in relation to the customer journey. • Began discussions of technical assistance offering goals, potential structures, and key components. • Flextech continued to support the affordable multifamily sector while a statewide program is fully designed.
<ul style="list-style-type: none"> • Work with housing agencies and financiers to identify gaps in available performance data and will invest in the development of data sets that can be used to aid in determinations on underwriting and build confidence among financiers and housing agencies 	<ul style="list-style-type: none"> • NYSERDA contracted with a consultant to assess the current affordable housing portfolio, performance and design standards, and identify opportunities to support underwriting in housing finance to drive higher performance rehab and new construction.

6.3 Budgets, Targets, and Metrics

The savings and budgets reported for 2020 for existing affordable multifamily initiatives are based on programs administered independently by the Program Administrators. Through the CEF, NYSERDA administered MPP, RetrofitNY, and Real Time Energy Manager (“RTEM”) throughout the state. Con Edison and NYSEG/RG&E each offered financial incentives for approved equipment upgrades by measure for existing affordable multifamily buildings.

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$18,201,930	\$8,680,685
MWh Annual	12,447	6,519
MWh Lifetime	130,133	49,148
MMBtu Annual	102,804	40,213
MMBtu Lifetime	1,547,763	593,653
CO2e Emission Reduction (metric tons) Annual	11,692	5,399
CO2e Emission Reduction (metric tons) Lifetime	147,388	56,149
Participant Bill Savings Annual	\$798,671	\$334,354
Participant Bill Savings Lifetime	\$12,012,453	\$4,920,376
Participants	4,811	1,360
Leveraged Funds	\$17,357,938	\$3,168,708

6.4 Findings & Planned Improvements

In 2020, the Program Administrators expended approximately \$18 million on existing affordable multifamily initiatives, serving roughly 4,800 participants and achieving 12,447 gross annual MWh savings and 102,804 gross annual MMBtu savings. Funds spent in 2020 are higher than the Implementation Plan

targets, as Program Administrators were able to shift funding between initiatives and from other years in order to accommodate the 2020 demand and pipeline.

Program design for the statewide affordable multifamily initiative is carrying over into 2021, with the program expected to launch in the second half of 2021. This is a delay from the initial target date of early 2021 that was specified in the Implementation Plan. This timeline was impacted in part by the approval timing of the Implementation Plan (September 2020) and solicitation of stakeholder feedback to help inform program design. Program Administrators recognized the importance of gathering and analyzing stakeholder feedback for this multifamily program offering, and as a result identified stakeholders for the interviews, built discussion guides, and began engaging and interviewing stakeholders in 2020, carrying over into 2021. In addition, NYSERDA is working with NYS HCR to develop a model for incorporating clean energy incentives into the capital stack for projects financed through NYS HCR, with the expectation that this model will be developed in 2021. The Program Administrators are on track to deliver a coordinated solution for technical assistance to the market in 2021.

7. Affordable New Construction

7.1 Program Summary

Under the CEF, NYSERDA has administered the New Construction Program and the Buildings of Excellence initiative, which target the development of higher performance affordable new construction. These initiatives continued in 2020, and with the approval of the Implementation Plan, the Program Administrators began collaboration to align affordable new construction activities with NYSERDA continuing to administer the statewide affordable new construction programs in 2020 and utilities identifying opportunities to work with local non-profit builders to support the construction of affordable housing and other support to new homeowners.

In 2020, 294 units of high-performance affordable housing were completed through the New Construction Program, with 6,756 units entering the pipeline. In addition, NYSERDA held the scoring for round 2 of the Buildings of Excellence competition³⁶ in December 2020 and awarded 14 projects, 11 of which were predominantly LMI, representing 1,115 units of high-performance affordable housing, which feature all-electric design. NYSERDA also engaged in 17 outreach and education events related to high-performance new construction.

7.2 Program Implementation Milestones

In 2020, the Program Administrators achieved the following implementation milestones, as outlined in the Implementation Plan.

³⁶ More information on the Buildings of Excellence competition, including details on the award-winning projects can be found here: <https://www.nyserda.ny.gov/All-Programs/Programs/Multifamily-Buildings-of-Excellence/Winners>

2020 Implementation Milestones	2020 Progress
<ul style="list-style-type: none"> Existing programs will continue 	<ul style="list-style-type: none"> NYSERDA continued the implementation of the New Construction Program and administered the second round of the Buildings of Excellence competition, which featured 14 affordable projects.
<ul style="list-style-type: none"> Design of coordinated offerings between NYSERDA and utilities 	<ul style="list-style-type: none"> Coordination between the Utilities and NYSERDA on the alignment of affordable new construction initiatives is ongoing and is expected through May 2021.

In addition, NYSERDA began collaboration with NYS HCR to identify opportunities to improve the building performance of affordable new construction and rehabilitation projects financed through NYS HCR. It is expected that opportunities will be identified in 2021 and incorporated into program strategies.

7.3 Budgets, Targets, and Metrics

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$2,130,071	\$10,846,850
MWh Annual	297	8,446
MWh Lifetime	7,421	168,916
MMBtu Annual	2,973	79,255
MMBtu Lifetime	74,325	1,584,942
CO2e Emission Reduction (metric tons) Annual	307	8,439
CO2e Emission Reduction (metric tons) Lifetime	7,664	168,768
Participant Bill Savings Annual	\$28,439	\$758,170
Participant Bill Savings Lifetime	\$710,976	\$15,161,943
Participants	294	9,330
Leveraged Funds	\$1,047,563	\$43,719,598

7.4 Findings & Planned Improvements

The pause and economic uncertainty for developers resulting from COVID-19 impacted expected affordable new construction across the state, leading to a decrease in the number of buildings and units that NYSERDA expected to reach in 2020. Towards the end of 2020, the pipeline for affordable new construction began to increase, which is likely to result in an increased uptake in the ratepayer-funded new construction initiatives. In addition to developing a coordinated set of affordable new construction offerings between NYSERDA and the Utilities in 2021, NYSERDA is working with NYS HCR to develop a model for incorporating clean energy incentives into the capital stack for projects financed through NYS HCR.

8. Pilots and Demonstrations

8.1 Program Summary

To continuously improve the programs and offerings under the Statewide LMI Portfolio, the Program Administrators will incorporate the piloting and demonstration of new technologies and approaches for serving LMI customers and communities. Through pilot activities, the Program administrators will seek to:

- Identify and test technologies and/or approaches for addressing the barriers to improving energy efficiency in the LMI market segment;
- Test approaches that can scale the adoption of energy efficiency solutions in the LMI market segment;
- Prove models for improving the delivery of energy efficiency solutions across the LMI market segment that can reduce administrative burden for customers and administrators; and
- Determine innovative approaches for improving awareness and access to energy efficiency solutions for LMI or otherwise disadvantaged communities.

The Program Administrators will fund LMI pilots and demonstrations through the CEF, with the expectation that learnings will be communicated and deployed at a larger scale.

Pilot opportunities were not identified in 2020; however, with the design of the Statewide LMI Portfolio underway, the Program Administrators expect to identify and launch pilots to inform the long-term strategy in 2021.

8.2 Budgets, Targets, and Metrics

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$0	\$200,000
MWh Annual	0	0
MWh Lifetime	0	0
MMBtu Annual	0	0
MMBtu Lifetime	0	0
CO2e Emission Reduction (metric tons) Annual	0	0
CO2e Emission Reduction (metric tons) Lifetime	0	0
Participant Bill Savings Annual	\$0	\$0
Participant Bill Savings Lifetime	\$0	\$0
Participants	0	0
Leveraged Funds	\$0	\$0

8.3 Findings & Planned Improvements

The priority for the Program Administrators during the timeframe between approval of the Implementation Plan and the end of 2020 was to develop the standard offer programs and focus on the coordination between the Utilities and NYSERDA. Pilot opportunities were not identified during 2020. However, the Program Administrators expect to develop and launch LMI-focused pilot activities during 2021.

9. Beneficial Electrification in Low- and Moderate-Income Homes

9.1 Program Summary

NYSERDA will invest \$30 million to address the financial and institutional barriers³⁷ that pose a challenge for widescale adoption of heat pumps in LMI households or affordable housing, as well as deployment of heat pumps for LMI households. These efforts will include research and analysis towards identifying

³⁷ For example, the potential for cost shift from building owners to tenants when an affordable multifamily building converts from a central heating system to in-unit air source heat pumps.

solutions to address institutional barriers and financial models in the LMI market segment; pilots and demonstrations to identify replicable models for heat pump installation; short-term incentives to allow for the incorporation of heat pumps into LMI energy efficiency projects, where feasible; consumer education to ensure LMI consumers are able to maximize the benefit of a heat pump installation. The Program Administrators expect that these investments will inform the long-term strategy for advancing beneficial electrification for LMI households and affordable housing.

9.2 Program Implementation Milestones

The Program Administrators achieved the following implementation milestones, as outlined in the Implementation Plan:

2020 Implementation Milestones	2020 Progress
<ul style="list-style-type: none"> • Research and analysis on institutional barriers, consumer protections, and application of heat pump solutions to ensure greater impact for LMI customers, tenants, and affordable multifamily building owners 	<ul style="list-style-type: none"> • Launched a market characterization study to understand building characteristics and identify use cases for heat pump technologies by building typology and ownership models.
<ul style="list-style-type: none"> • Design of short-term incentives 	<ul style="list-style-type: none"> • Developed and launched LMI Heat Pump Adder Pilot in December 2020, targeting 500 1-4 family homes and 30 affordable multifamily buildings.

9.3 Budgets, Targets, and Metrics³⁸

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$12,899	\$1,200,000
MWh Annual	0	0
MWh Lifetime	0	0
MMBtu Annual	0	0
MMBtu Lifetime	0	0
CO2e Emission Reduction (metric tons) Annual	0	0
CO2e Emission Reduction (metric tons) Lifetime	0	0
Participant Bill Savings Annual	\$0	\$0
Participant Bill Savings Lifetime	\$0	\$0
Participants	0	0
Leveraged Funds	\$0	\$0

9.4 Findings & Planned Improvements

The initiatives launched in 2020 are expected to be complete in 2021 and will inform the development of additional demonstrations and programmatic activity between NYSERDA and the Utilities to increase adoption of heat pump solutions in the LMI market segment.

³⁸ Performance metrics for the LMI beneficial electrification initiatives were not available at the time of the filing of the Implementation Plan because the initiatives were being developed. Metrics based on the ongoing development of these initiatives will be included in the updated filing of the Implementation Plan.

10. Additional LMI Initiatives

10.1 Program Summary

In addition to the Statewide LMI Portfolio initiatives, NYSERDA administers other initiatives to increase access to clean energy solutions and improve energy affordability for LMI residents and communities as part of the Clean Energy Fund Market Development Portfolio (“CEF Market Development Portfolio”). The New York State Healthy Homes Pilot and Solar for All were initially filed as part of the LMI Chapter of the CEF, but were transitioned to the LMI Implementation Plan in 2020.

10.1.2 The New York State Healthy Homes Value-Based Payment Pilot

Approved in 2019, the Healthy Homes Pilot seeks to develop a replicable model for implementing a healthy homes³⁹ approach to residential building improvements under the Medicaid Value-Based Payment (“VBP”) framework.⁴⁰ Adopting this approach addresses avoidable medical costs associated with asthma and household injury, while also encouraging third party capital investment in residential energy efficiency through Medicaid Managed Care Organizations’ adoption of healthy homes interventions within the value-based payment social determinants of health framework after the completion of the Pilot. The pilot has a budget of \$9.6 million and will provide healthy homes interventions in 500 Medicaid member homes, and evaluate the level of Medicaid cost savings and health impacts for residents.

To date, NYSERDA and the NYS Department of Health (“DOH”) have partnered with four Managed Care Organizations serving New York City and Erie, Chautauqua, and Niagara counties to implement the pilot. The launch of the Healthy Homes Pilot was paused during 2020. Instead, NYSERDA and DOH will launch the pilot in 2021, starting with an RFQL to identify healthy homes service providers and the development of an evaluation advisory group.

³⁹ A residential healthy homes intervention combines energy efficiency and weatherization measures (e.g., insulation and air sealing) with measures that address persistent respiratory health conditions such as asthma (e.g., ventilation, moisture/mold mitigation, carpet removal), and includes additional measures aimed at home injury prevention (smoke and carbon monoxide alarms, stair repair, electrical outlet covers). When implemented together, these interventions can improve occupant health, reduce energy bills and healthcare costs, and improve the comfort and safety of a home.

⁴⁰ New York State Medicaid is transitioning the managed care healthcare delivery system from a fee-for-service to a VBP model that links healthcare provider performance and reimbursement through a pre-determined set of value metrics. Under the VBP model, managed care organizations (“MCO”) (i.e., healthcare plans such as Empire Blue Cross Blue Shield) can enter into arrangements with healthcare providers or provider networks. To support local reinvestment, two of three VBP arrangement levels require incorporation of a community-based organization (“CBO”) engaging in work focused on the social determinants of health (“SDH”). Among the five social determinants of health categories established within the VBP system, the Neighborhoods and Environment category includes “substandard housing” as a determinant and includes funded interventions and standard metrics associated with healthy homes interventions within the established SDH Intervention Menu. The substandard housing determinant places energy efficiency and weatherization measures, when incorporated within a healthy homes intervention, within the DOH value-based payment model.

10.1.3 Solar for All

The Solar for All initiative, also administered by NYSERDA, is designed to allow low-income customers access to the community solar market by (1) developing a community solar subscription model specifically for low-income customers; (2) issuing solicitations for community solar projects to commit project capacity to subscriptions for low-income customers; and (3) working with low-income energy efficiency programs, utilities, community agencies, solar project developers, investors and other market actors to market the program to low-income customers and develop a strategy for a post-initiative transition.

The Solar for All initiative was launched under the CEF Market Development Portfolio in 2018 and is funded under the CEF Market Development Portfolio through 2020. A Solar for All subscription was added as an eligible measure on the EmPower NY application in 2020, to help streamline access to energy efficiency and solar benefits for low-income households. As stated in the Implementation Plan, NYSERDA’s goal was to enroll up to 10,000 low-income households for no-cost community solar subscriptions before 2021.

10.2 Program Implementation Milestones

2020 Implementation Milestones	2020 Progress
<p><u>Healthy Homes Pilot</u></p> <ul style="list-style-type: none"> • Finalize specification list of healthy homes interventions to address asthma and household injury • Assign pilot participation status to qualified energy/housing service providers, following the release of an RFQL • Onboarding of energy services implementation contractor and health implementation • Commencement of pilot implementation • Secure all submissions of social determinants of health template for VBP Arrangement integration (rolling) 	<ul style="list-style-type: none"> • The specification list of healthy homes interventions was finalized. • The balance of the milestones will be reached in 2021, with the launch of the pilot.
<p><u>Solar for All</u></p> <ul style="list-style-type: none"> • None Identified for 2020 	<ul style="list-style-type: none"> • N/A

10.3 Budgets, Targets, and Metrics

Healthy Homes Pilot

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$920,862	\$700,000
MWh Annual	0	30
MWh Lifetime	0	450
MMBtu Annual	0	1,000
MMBtu Lifetime	0	15,000
CO2e Emission Reduction (metric tons) Annual	0	68
CO2e Emission Reduction (metric tons) Lifetime	0	1,023
Participant Bill Savings Annual	\$0	\$9,555
Participant Bill Savings Lifetime	\$0	\$143,321
Participants	0	50
Leveraged Funds	\$0	\$0

Solar for All⁴¹

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$1,282,578	\$4,221,633
MWh Annual	0	0
MWh Lifetime	0	0
MMBtu Annual	0	0
MMBtu Lifetime	0	0
CO2e Emission Reduction (metric tons) Annual	0	0
CO2e Emission Reduction (metric tons) Lifetime	0	0
Participant Bill Savings Annual	\$49,350	\$0
Participant Bill Savings Lifetime	\$397,770	\$0
Participants	3,488	4,000
Leveraged Funds	\$0	\$0

10.4 Findings & Planned Improvements

Going forward, the Solar for All initiative and other initiatives to increase access to solar for LMI households, affordable housing, and disadvantaged communities will be funded as part of the Solar Equity Framework of NY Sun, as outlined in the NY Sun 2020-2025 Operating Plan,⁴² filed with the DPS on June 1, 2020.

⁴¹ Metrics associated with Solar for All are included and reported as part of NY-Sun. Solar for All reported a lower number of participants in the Q4 2020 Scorecard. This discrepancy will be addressed in the Q1 2021 Scorecard.

⁴² <http://documents.dps.ny.gov/public/Common/ViewDoc.aspx?DocRefId=%7B4F3CB5E3-BA5A-4182-AA44-94C3C24C2441%7D>.

11. Customer Awareness, Outreach & Engagement

The Implementation Plan outlined several initiatives intended to increase awareness and access to energy efficiency and energy affordability programs, and to increase energy literacy for LMI residents and communities. In 2020, the Program Administrators began the development of the NY Energy Advisor website, commenced planning for statewide brand and marketing, and continued several initiatives including the LIFE initiative and testing of models for neighborhood-based delivery of energy efficiency services. Progress and key milestones for each of the Customer Awareness, Outreach, and Engagement initiatives are provided below.

11.1 Statewide Brand and Marketing

The Program Administrators identified the development of a statewide brand and coordinated marketing strategy for the Statewide LMI Portfolio to drive LMI customers and affordable building owners to available programs and resources. This work is ongoing and is expected to accelerate as initiatives are developed.

11.2 NY Energy Advisor

The Program Administrators launched an interim landing page for the NY Energy Advisor website, a platform to provide streamlined access to initiatives and services for LMI customers, affordable multifamily property owners and managers, contractors, and stakeholders throughout the state. The completed NY Energy Advisor will provide clear, consistent, and easy-to-find information on all relevant LMI initiatives and services, including energy efficiency, renewable energy, and energy education materials. This is expected to reduce customer, contractor and stakeholder confusion and the need to search for assistance on multiple websites. In addition, collateral materials will be developed and made available for community and utility advocates. A full launch of the NY Energy Advisor website is planned for Q2 of 2021.

11.3. Community-Based Outreach and Engagement

In the Implementation Plan, the Program Administrators outlined the plan for building on the Community Energy Engagement Program (“CEEP”) to expand the outreach to and engagement of LMI communities. In 2020, NYSERDA began a co-design process with 30 organizations to identify opportunities to improve the reach and effectiveness of the CEEP. The future funding of 10 Regional Clean Energy Hubs aims to build partnerships amongst community-based organizations serving LMI and disadvantaged communities by increasing their capacity to engage in and benefit from the emerging clean energy economy, and improving stakeholder engagement. NYSERDA expects to release an RFP seeking proposals from organizations to serve as a Clean Energy Hub in Q2 of 2021.

11.4 Low-Income Forum on Energy (LIFE)

2020 marked the 22nd year of the LIFE initiative bringing together organizations and individuals committed to addressing the energy-related challenges and opportunities facing low-income New Yorkers and remains the nation’s longest-running statewide discussion on the energy needs of low-income communities. In 2020, the LIFE initiative continued the low-income energy dialogue by hosting seven webinars, distributing 10 monthly newsletters, and hosting the 2020 LIFE Statewide Conference. The LIFE monthly newsletter was distributed to approximately 3,300 individuals, while the LIFE Webinar series was attended by 162 participants, and featured the following topics:

- January 28, 2020- Growing Green Cities: Forests, Green Infrastructure for Sustainability, Resilience and Health
- February 19, 2020- Energy Justice: Principles and Practice
- April 14, 2020- Spotlight on New York’s Energy Consumers: What We Can Learn From Current Research
- May 21, 2020- LGBTQ+ People and Utilities: Intersecting Issues
- June 17, 2020- Extending the Benefits of Nonresidential Energy Efficiency to Low-Income Communities
- July 16, 2020- Energy Justice: Research at the Intersection of Energy and Equity
- October 14, 2020- HEAP Updates for 2020-2021 Heating Season

In addition, the LIFE Statewide Conference was held October 27, 28, and 29, with 461 registrants. The conference featured 40 live online speakers, and 39 on-demand sessions.

11.5 Neighborhood-Based Delivery Model

In 2019 and 2020, National Grid, Orange and Rockland, and NYSERDA partnered to implement two projects to test a neighborhood-based delivery model for energy efficiency services. The Watertown Energy Fair hosted by National Grid and NYSERDA in Watertown, NY was a one-day event held in the community that aimed to provide a holistic experience for customers to access clean energy and energy affordability solutions. The event provided approximately 80 energy efficiency kits to families attending and scheduled them for an energy audit and follow-up energy efficiency services; 44 projects were completed because of this event. The event also connected families with social service programs and provided educational activities and material on home energy use. NYSERDA is in the process of conducting an evaluation on the pilot to determine the effectiveness of a neighborhood-based delivery model in targeting low- and moderate-income customers, increasing participation and adoption rates. Findings and lessons learned will be used to inform future neighborhood-based delivery models and events to serve as a means of reaching LMI customers and easily getting them connected to energy efficiency and other social services.

11.6 Community-Based Customer Engagement Initiatives

In 2020, Con Edison conducted several initiatives to directly engage with LMI customers. These efforts focused on increasing education and awareness about energy efficiency, as well as providing energy efficient equipment for use in the home. Con Edison distributed 48,000 kits to customers participating in Con Edison’s Low Income Discount Program, which provides bill assistance. Kits contained LED lightbulbs, two faucet aerators, and a low-flow showerhead. Con Edison also collaborated with food pantries and Techniart to distribute 82,483 packs of four LEDs to low-income customers. Further, Con Edison distributed home energy reports (“HERs”) to approximately 370,000 LMI customers, providing education on energy usage in the home and tips for reducing consumption. Con Edison also created an advertisement on Fresh EBT, a free app that recipients of the Supplemental Nutrition Assistance Program (“SNAP”) can use to help manage their benefits, to increase energy efficiency awareness.

In 2020, National Fuel Gas provided 15,000 weatherization kits to area block clubs, community-based organizations, and area non-profits. LIURP has been National Fuel’s low-income program for 13 years and in 2020 National Fuel Gas rebranded, redesigned, and relaunched a new website to provide education and awareness of options available to low-income customers.

11.7 Budgets, Targets, and Metrics

Metric	2020 Achieved	2020 Implementation Plan Target
Total Budget Spend	\$3,451,592	\$3,655,727
MWh Annual	42,166	24,630
MWh Lifetime	284,183	173,736
MMBtu Annual	40,824	13,229
MMBtu Lifetime	181,994	82,834
CO2e Emission Reduction (metric tons) Annual	23,266	13,026
CO2e Emission Reduction (metric tons) Lifetime	151,855	91,326
Participant Bill Savings Annual	\$432,723	\$142,249
Participant Bill Savings Lifetime	\$1,949,218	\$891,962
Participants	501,558	498,615
Leveraged Funds	\$2,027,857	\$0

11.8 Findings & Planned Improvements

Central Hudson and Orange and Rockland plan to offer similar community-based customer initiatives in the future, starting in 2021.

12. Appendix: Budgets and Targets by Program Administrator

Central Hudson

Electric Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$28,474
Program Implementation	\$0	\$2,000
Total Budget	\$0	\$30,474
Existing Affordable Multifamily Buildings		
Incentives & Services		
Program Implementation		
Total Budget		
Affordable New Construction		
Incentives & Services	\$0	\$602
Program Implementation		
Total Budget	\$0	\$602
Customer Awareness, Outreach & Engagement		
Incentives & Services	\$0	\$6,345
Program Implementation	\$0	\$190
Total Budget	\$0	\$6,535
Portfolio Administration	\$0	\$3,275
Portfolio EM&V	\$0	\$1,264
Total Portfolio Budget	\$0	\$42,150

Electric Target Distribution (MWh)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	61	-
Existing Affordable Multifamily Buildings			
Affordable New Construction	-	1	-
Customer Awareness, Outreach & Engagement	-	13	-
Total	-	75	-

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$57,307
Program Implementation	\$0	\$3,000
Total Budget	\$0	\$60,307
Existing Affordable Multifamily Buildings		
Incentives & Services		
Program Implementation		
Total Budget		
Affordable New Construction		
Incentives & Services	\$0	\$14,529
Program Implementation		
Total Budget	\$0	\$14,529
Customer Awareness, Outreach & Engagement		
Incentives & Services	\$0	\$6,914
Program Implementation	\$0	\$286
Total Budget	\$0	\$7,200
Portfolio Administration	\$0	\$3,275
Portfolio EM&V	\$0	\$2,639
Total Portfolio Budget	\$0	\$87,951

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	607	-
Existing Affordable Multifamily Buildings			
Affordable New Construction	-	147	-
Customer Awareness, Outreach & Engagement	-	73	-
Total	-	827	-

Consolidated Edison

Electric Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services		
Program Implementation		
Total Budget		
Existing Affordable Multifamily Buildings		
Incentives & Services	\$2,743,622	\$3,683,588
Program Implementation	\$498,846	\$701,636
Total Budget	\$3,242,468	\$4,385,224
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services	\$1,116,964	\$1,044,000
Program Implementation	\$1,349,937	\$1,250,000
Total Budget	\$2,466,901	\$2,294,000
Portfolio Administration	\$186,346	\$512,000
Portfolio EM&V	\$210,258	\$288,000
Total Portfolio Budget	\$6,105,973	\$7,479,224

Electric Target Distribution (MWh)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes			
Existing Affordable Multifamily Buildings	8,577	6,000	3,937
Affordable New Construction			
Customer Awareness, Outreach & Engagement	42,166	23,000	32,169
Total	50,743	29,000	36,106

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services		
Program Implementation		
Total Budget		
Existing Affordable Multifamily Buildings		
Incentives & Services	\$3,858,654	\$2,263,000
Program Implementation	\$953,744	\$837,000
Total Budget	\$4,812,398	\$3,100,000
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services	\$310,368	\$285,000
Program Implementation	\$479,110	\$458,000
Total Budget	\$789,478	\$743,000
Portfolio Administration	\$108,344	\$240,000
Portfolio EM&V	\$293,757	\$360,000
Total Portfolio Budget	\$6,003,977	\$4,443,000

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes			
Existing Affordable Multifamily Buildings	74,977	27,678	24,462
Affordable New Construction			
Customer Awareness, Outreach & Engagement	40,824	13,156	23,857
Total	115,801	40,834	48,319

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$1,152,184	\$364,800
Program Implementation	\$303,377	\$57,600
Total Budget	\$1,455,561	\$422,400
Existing Affordable Multifamily Buildings		
Incentives & Services		
Program Implementation		
Total Budget		
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$95,377	\$95,593
Portfolio EM&V	\$8,109	\$21,583
Total Portfolio Budget	\$1,559,047	\$539,576

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	3,535	4,995	-
Existing Affordable Multifamily Buildings			
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	3,535	4,995	-

⁴³ Based on the current knowledge at the time, the 2020 LMI Statewide Implementation Plan did not include the funding source for the KEDLI HEAT Program (Existing 1-4 Family Homes) for 2020 because it was being funded out of a low-income deferral balance and not the Incremental NENY LMI budgets. The budgets and targets will be updated in the next LMI Statewide Implementation Plan update.

KEDNY

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$123,186
Program Implementation	\$0	\$23,097
Total Budget	\$0	\$146,284
Existing Affordable Multifamily Buildings		
Incentives & Services	\$0	\$591,295
Program Implementation	\$0	\$110,868
Total Budget	\$0	\$702,162
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$133,452
Portfolio EM&V	\$0	\$44,655
Total Portfolio Budget	\$0	\$1,026,553

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	1,564	-
Existing Affordable Multifamily Buildings	-	7,939	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	-	9,503	-

National Fuel Gas

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$4,290,000	\$4,624,585
Program Implementation	\$368,180	\$450,000
Total Budget	\$4,658,180	\$5,074,585
Existing Affordable Multifamily Buildings		
Incentives & Services		
Program Implementation		
Total Budget		
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$314,325	\$321,591
Portfolio EM&V		
Total Portfolio Budget	\$4,972,505	\$5,396,176

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	32,836	49,468	-
Existing Affordable Multifamily Buildings			
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	32,836	49,468	-

New York State Energy Research & Development Authority⁴⁴

CEF Budget Distribution - EXPENDED		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$40,580,850	\$14,868,459
Program Implementation	\$6,560,294	\$3,717,115
Total Budget	\$47,141,143	\$18,585,574
Existing Affordable Multifamily Buildings		
Incentives & Services	\$7,010,897	\$0
Program Implementation	\$2,357,194	\$0
Total Budget	\$9,368,092	\$0
Affordable New Construction		
Incentives & Services	\$1,556,593	\$8,662,132
Program Implementation	\$573,478	\$2,165,533
Total Budget	\$2,130,071	\$10,827,665
Customer Awareness, Outreach & Engagement		
Incentives & Services	\$155,529	\$526,220
Program Implementation	\$39,684	\$0
Total Budget	\$195,213	\$526,220
Pilots and Demonstrations		
Incentives & Services	\$0	\$200,000
Program Implementation	\$0	\$0
Total Budget	\$0	\$200,000
LMI Solar		
Incentives & Services	\$1,093,173	\$4,221,633
Program Implementation	\$189,405	\$0
Total Budget	\$1,282,578	\$4,221,633
Electrification		
Incentives & Services	\$0	\$1,000,000
Program Implementation	\$12,889	\$200,000
Total Budget	\$12,889	\$1,200,000
Healthy Homes Pilot		
Incentives & Services	\$0	\$500,000
Program Implementation	\$920,862	\$200,000
Total Budget	\$920,862	\$700,000
Total Portfolio Budget	\$61,050,848	\$36,261,092

⁴⁴ The totals reflect expenditures and production from funding allocated to programs in the CEF LMI Chapter, as well as the LMI Implementation Plan. With the consolidation of the NYSERDA LMI portfolio into the Statewide LMI Portfolio, as documented in the Implementation Plan, future expenditures and savings achievements will be based on the targets set in the Implementation Plan. For some program areas, such as affordable new construction, program production was impacted by pauses in work related to COVID-19.

Electric Target Distribution (MWh) - ACQUIRED			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	3,354	3,433	-
Existing Affordable Multifamily Buildings	2,529	-	-
Affordable New Construction	297	8,445	-
Customer Awareness, Outreach & Engagement Pilots and Demonstrations			
Healthy Homes Pilot	-	30	-
Total	6,180	11,908	-

Gas Target Distribution (MMBtu) - ACQUIRED			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	188,758	101,934	-
Existing Affordable Multifamily Buildings	26,482	-	-
Affordable New Construction	2,973	79,108	-
Customer Awareness, Outreach & Engagement Pilots and Demonstrations			
Healthy Homes Pilot	-	1,000	-
Total	218,213	182,042	-

New York State Electric and Gas

Electric Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$382,682	\$68,699
Program Implementation	\$53,698	\$4,751
Total Budget	\$436,380	\$73,450
Existing Affordable Multifamily Buildings		
Incentives & Services	\$405,309	\$18,402
Program Implementation	\$38,171	\$12,340
Total Budget	\$443,480	\$30,742
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$3,418
Portfolio EM&V	\$0	\$5,127
Total Portfolio Budget	\$879,860	\$112,738

Electric Target Distribution (MWh)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	619	88	-
Existing Affordable Multifamily Buildings	817	229	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	1,436	317	-

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$46,651	\$286,807
Program Implementation	\$2,444	\$34,781
Total Budget	\$49,095	\$321,588
Existing Affordable Multifamily Buildings		
Incentives & Services	\$25,506	\$4,172
Program Implementation	\$3,211	\$5,098
Total Budget	\$28,717	\$9,270
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$7,976
Portfolio EM&V	\$0	\$11,964
Total Portfolio Budget	\$77,812	\$350,797

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	315	2,137	-
Existing Affordable Multifamily Buildings	672	313	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	987	2,450	-

Niagara Mohawk

Electric Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$96,833
Program Implementation	\$0	\$18,156
Total Budget	\$0	\$114,989
Existing Affordable Multifamily Buildings		
Incentives & Services	\$0	\$85,441
Program Implementation	\$0	\$16,020
Total Budget	\$0	\$101,461
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services	\$0	\$71,115
Program Implementation	\$0	\$3,603
Total Budget	\$0	\$74,718
Portfolio Administration	\$0	\$53,443
Portfolio EM&V	\$0	\$11,392
Total Portfolio Budget	\$0	\$356,003

Electric Target Distribution (MWh)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	56	-
Existing Affordable Multifamily Buildings	-	59	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement	-	1,616	-
Total	-	1,731	-

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$285,752
Program Implementation	\$0	\$53,578
Total Budget	\$0	\$339,330
Existing Affordable Multifamily Buildings		
Incentives & Services	\$0	\$272,461
Program Implementation	\$0	\$51,086
Total Budget	\$0	\$323,548
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$132,908
Portfolio EM&V	\$0	\$34,888
Total Portfolio Budget	\$0	\$830,674

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	3,715	-
Existing Affordable Multifamily Buildings	-	3,975	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	-	7,690	-

Orange & Rockland

Electric Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$18,817
Program Implementation		
Total Budget	\$0	\$18,817
Existing Affordable Multifamily Buildings		
Incentives & Services		
Program Implementation		
Total Budget		
Affordable New Construction		
Incentives & Services	\$0	\$1,201
Program Implementation		
Total Budget	\$0	\$1,201
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$2,500
Portfolio EM&V		
Total Portfolio Budget	\$0	\$22,519

Electric Target Distribution (MWh)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	30	-
Existing Affordable Multifamily Buildings			
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	-	30	-

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$0	\$44,691
Program Implementation		
Total Budget	\$0	\$44,691
Existing Affordable Multifamily Buildings		
Incentives & Services		
Program Implementation		
Total Budget		
Affordable New Construction		
Incentives & Services	\$0	\$2,853
Program Implementation		
Total Budget	\$0	\$2,853
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$5,000
Portfolio EM&V		
Total Portfolio Budget	\$0	\$52,543

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	-	418	-
Existing Affordable Multifamily Buildings			
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	-	418	-

Rochester Gas & Electric

Electric Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$199,277	\$31,603
Program Implementation	\$28,829	\$131
Total Budget	\$228,106	\$31,734
Existing Affordable Multifamily Buildings		
Incentives & Services	\$256,456	\$18,473
Program Implementation	\$19,220	\$860
Total Budget	\$275,676	\$19,333
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$198
Portfolio EM&V	\$0	\$297
Total Portfolio Budget	\$503,782	\$51,562

Electric Target Distribution (MWh)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	452	35	-
Existing Affordable Multifamily Buildings	524	231	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	976	266	-

Gas Budget		
	2020 Spend	2020 Implementation Plan Target
Existing 1-4 Family Homes		
Incentives & Services	\$19,183	\$160,869
Program Implementation	\$1,879	\$18,455
Total Budget	\$21,062	\$179,325
Existing Affordable Multifamily Buildings		
Incentives & Services	\$29,846	\$4,299
Program Implementation	\$1,253	\$4,646
Total Budget	\$31,099	\$8,945
Affordable New Construction		
Incentives & Services		
Program Implementation		
Total Budget		
Customer Awareness, Outreach & Engagement		
Incentives & Services		
Program Implementation		
Total Budget		
Portfolio Administration	\$0	\$4,620
Portfolio EM&V	\$0	\$6,930
Total Portfolio Budget	\$52,161	\$199,820

Gas Target Distribution (MMBtu)			
	2020 Gross Savings	2020 Implementation Plan Target	2020 Verified Gross Savings (Evaluated Programs Only)
Existing 1-4 Family Homes	296	1,225	-
Existing Affordable Multifamily Buildings	673	308	-
Affordable New Construction			
Customer Awareness, Outreach & Engagement			
Total	969	1,533	-