

Residential Market Advisory Group Closing Session

October 16, 2020

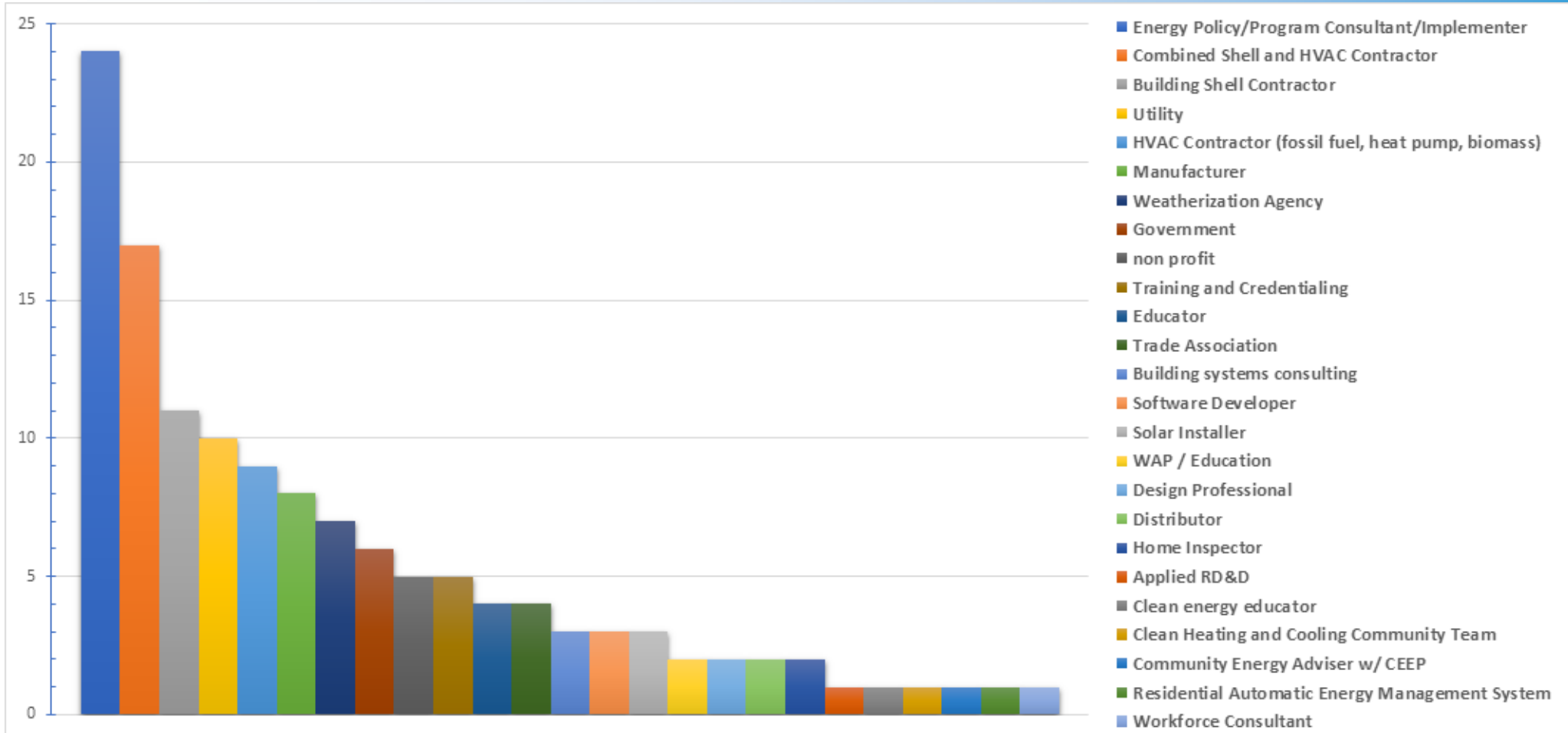


NYSERDA

Agenda

- > **Review and Update RMAG Charter and Objectives**
- > **Overview of Common Themes from Breakout Sessions**
- > **Guest Presentations**
 - **NYSERDA's Healthy Homes Initiative**
 - **Policy Advocacy and Getting Involved with BPA**
- > **Review of Possible RMAG Activities**
- > **Prioritization of Actionable Ideas**
- > **Upcoming Stakeholder Engagement Opportunities**

Who's Here



To add to the conversation, contact us at: resmarket@nyscrda.ny.gov

RMAG Mission

- > To bring together residential market actors to envision the next generation of residential efficiency solutions and to **facilitate guide** ~~NYSERDA's~~ development of offerings that spur market growth, deliver customer value and enable achievement of New York State's energy policy goals.

RMAG Objectives

- > **Maintain market awareness of public policy driving investments in energy efficiency and clean energy in the residential market.**
- > **Share information on ~~NYSERDA's~~ current and planned activities to achieve those policy objectives**
- > **Discuss opportunities and challenges associated with wide-scale deployment of energy efficiency and clean energy services for the residential sector**
- > **Help guide the direction of ~~the market's NYSERDA's~~ existing and future solutions**
- > **Make connections and develop collaborations among participants to meet mutual objectives**

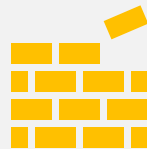
RMAG Breakout Sessions



1 How to Normalize the Use of Heat Pumps



2 Ramping Up to Meet our Clean Energy Goals



3 Building Back Stronger: The “New Normal” Residential Market

Key Themes

Session 1: Normalizing Heat Pumps

- > **Heat pumps are still perceived as a new technology, need to show viability.**
- > **Need to increase contractor buy-in.**
- > **Partnerships are important – installers and manufacturers, distributors and manufacturers.**
- > **Social media and highly visible spokespeople can be used to increase consumer awareness.**
- > **Word of mouth is a trusted source of information.**
- > **Technicians are a trusted source of information for customers.**
- > **High operating costs create barriers to heat pump adoption – current gas/electric price signals are incompatible with policy objectives**
- > **Stacked/packaged technologies can address cost-effectiveness challenges.**

Key Themes

Session 2: Ramping Up

- > **Apathy is a barrier to adoption; even knowledgeable customers often make decisions based on first cost.**
- > **Technology mandates, carbon or similar taxes, or other policy changes can drive forward energy efficiency goals.**
- > **Co-benefits of energy efficient technology can help convince customers – public health, air quality, comfort, pests.**
- > **Low-income communities vary across the state and cannot be treated with a broad brush.**
- > **Community engagement, workforce development, and rental unit upgrades are all important for addressing equity.**
- > **Value the customer's time appropriately when working with them.**

Key Themes

Session 3: New Normal

- > **Supply chain resilience and equipment availability presents a challenge.**
- > **Need to improve contractor buying power and help them source differently.**
- > **Interactions between firms and crews with different COVID protocols have become challenging.**
- > **Employees are facing considerable stresses; employers can consider ways to offer assistance.**
- > **Peer-to-peer groups with non-competitors are valuable for idea and information sharing**
- > **Virtual engagement offers new benefits and challenges. Customers have been receptive.**
- > **There are opportunities to adopt new software technologies and utilize social media.**

For Our Guest Speakers

- > **High operating costs create barriers to heat pump adoption – current gas/electric price signals are incompatible with policy objectives**
- > **Technology mandates, carbon or similar taxes, or other policy changes can drive forward energy efficiency goals.**
- > **Co-benefits of energy efficient technology can help convince customers – public health, air quality, comfort, pests.**

Opportunities for Funding Energy-Plus-Health Interventions within New York State Medicaid's Value-Based Payment Framework

October 16, 2020
NYSERDA Residential Market Advisory Group



NYSERDA

Agenda

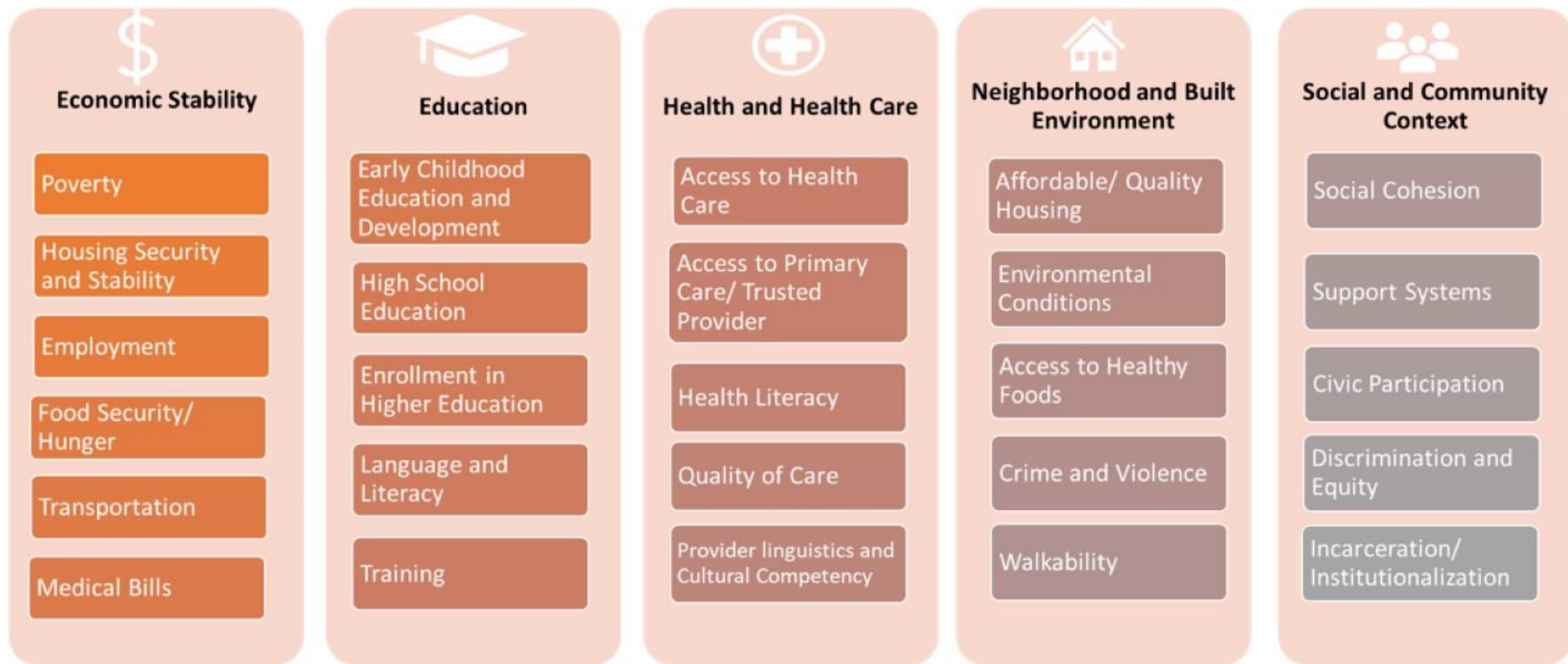
- > **NYS Medicaid's Value-Based Payment Reform**
- > **Overview of the NYS Healthy Homes Value-Based Payment (VBP) Pilot**

NYS Medicaid's Value-Based Payment Reform

Key Principles of NYS Medicaid Value-Based Payment Reform

- > Improve the overall quality of care
- > Focus on the root causes of poor health
- > Evaluate appropriate levels of care
- > Improve the patient experience
- > Create a mechanism to reinvest in the health care system
- > Reduce cost and increase efficiency
- > Enable and encourage innovation

Social Determinants of Health Categories



Social Determinants of Health Requirements

1. All new and existing VBP Level 2 & 3 arrangements MUST include:
 - A. At least one Social Determinant of Health Intervention
 - B. At least one Tier 1 Community-Based Organization (this does not exclude Tier 2 and 3 CBOs)
2. MCOs must provide upfront funds or start up funding to the provider/CBO for the social determinants of health intervention.
3. The MCO/VBP Contractor may decide on their own SDH intervention. Interventions should be measurable and able to be tracked and reported to the State. SDH Interventions must align with the five key areas of SDH, which includes:
 - 1) *Education*, 2) *Social, Family and Community Context*, 3) *Health and Healthcare* 4) *Neighborhood & Environment* and 5) *Economic Stability*
4. VBP Level 2 & 3 contracts without SDH and CBO requirements will not meet the definition of VBP.

Overview of the New York State Healthy Homes Value-Based Payment Pilot

New York State Healthy Homes VBP Pilot Objective

- > Develop a framework that allows New York's managed care organizations (MCO) to fund residential healthy homes interventions as part of their value-based payment (VBP) arrangements with healthcare providers within the Medicaid Healthcare Delivery System.
 - The Pilot's residential healthy homes intervention combines energy efficiency/weatherization measures with in-unit measures aimed at addressing respiratory conditions such as asthma and includes additional measures aimed at addressing home injury.
 - The intervention includes home skilled nurse visits and community health worker support.

New York State Healthy Homes VBP Pilot Scope

- > Implementing 500 healthy homes interventions in Medicaid member homes, intended to:
 - Improve asthma-related health outcomes
 - Reduce energy use, reduce utility bill costs, improve home comfort and safety
 - Reduce Medicaid utilization associated with avoidable hospitalization and emergency department use
- > Eligibility
 - Eligible residents will be Medicaid members residing in a high asthma burden region of New York State, as determined by DOH and as prescribed by participating managed care organizations
 - Participating households will include at least one resident aged 0-17 with poorly controlled asthma
- > Funding through NYSERDA's Clean Energy Fund (rate payer \$)
 - \$215,000 for feasibility analysis
 - Approximately \$10M for pilot implementation and market support

New York State Healthy Homes VBP Pilot Intervention

> Healthy Homes Pilot Intervention Components

- Residential energy and environmental assessment
- Energy efficiency measures (e.g. envelope improvements, electric load reduction, heating system repair/replacement)
- Environmental trigger reduction measures (e.g. mold remediation, carpet removal, integrated pest management, ventilation)
- Household injury prevention measures (e.g. smoke alarms, carbon monoxide detectors, stair/railing repair, bathtub safety bar installation)
- Home skilled nursing visits and community health worker support (e.g. in-home education related to asthma self-management, medication adherence, and coordination across providers)
- Resident education, guidance regarding community resources, and post-intervention follow-up

New York State Healthy Homes VBP Pilot

In-unit Improvements

Energy Efficiency Measures
Installation of LED light bulbs
Installation of low flow showerheads
Insulation*
Air sealing*
Heating system replacement*
Furnace cleaning, tune up and repair*
Replacement of air filters for forced air HVAC systems*
Installation of programmable thermostat*
Dryer venting*
Refrigerator and Freezer Replacement*
Lowering of hot water heater temperature*

General Health and Safety Measures
Smoke alarms w/ 10 yr. lithium battery
Carbon monoxide alarms w/ 10 yr. lithium battery
Gas leak detection (if natural gas or propane are in use)
Tune up or install range stove (if existing appliance poses health hazard)*
Window replacement (if existing condition poses health risk)*

Other Measures
Additional Custom Measures - Wall repair, electrical repairs or installs, carpentry work - as needed to facilitate other in-unit measures
Rearrangement of clutter and objects that prohibit work

Asthma Trigger Reduction Measures
Mold remediation*
Integrated Pest Management
Carpet removal or removal of moldy wet flooring and installation of asthma-friendly flooring material*
Carpet steam cleaning
Whole house fan / ventilation system*
Kitchen exhaust fan - repair or install*
Bathroom exhaust fan-repair or install*
Duct Cleaning*
Duct Sealing*
Replacement of forced-air furnace filters and provision of 6 additional filters*
Repairs to steam system*
Window air conditioner
Dehumidifier (with built-in pump) - basement/central*
Dehumidifier - room unit
Humidifier - room unit
Roof repair (repair only, not replacement)
Cleaning of gutters and installation of gutter screens
Gutter/downspout system replacement
Plumbing repair - repair to supply and waste lines
Plumbing repair - faucet replacement
Repairs to condensate drain
Dirt floor vapor barrier
Basement water proofing - drainage systems*
Basement water proofing - sump pump repair or replacement*
Basement water proofing - coatings*

Home Injury Prevention Measures
Anti-scalding devices
Shower seat with feet grips and backrest
Toilet safety frame
Toilet safety grab bars*
Handheld shower head installation
Grip strips for bathtubs
Shower/tub safety grab bars*
LED nightlights with day/night sensors
Cabinet safety latches
Tip resistant furniture anchors*
Bump guards for tables
Child safety self closing electrical outlet covers
Electrical hazards (e.g. cords under carpets, exposed wires)
Child safety gates (permanently affixed only)*
Threshold lowering/repair*
Repair damaged floors or carpets that present a trip or fall hazard on floors or stairs*
Handrail - interior - repair or installation*
Handrail - exterior - repair or installation*
Stair gripper treads, non-slip*
Walkway repair (if a fall hazard)*
Porch repair (if a fall hazard)*
Exterior motion sensor lights*

*Indicates landlord approval is required in the case of rental housing.

New York State Healthy Homes VBP Pilot Implementation

> Operations

- Health-related services will be implemented through the New York State Asthma Control Program's standard operating practices, utilizing existing relationships with service providers and in cooperation with participating MCOs
- Dwelling-based services will be facilitated through a NYSERDA Request for Qualifications for community-based organizations and home contractors, and utilizing existing operations infrastructure

> Referrals

- Participating managed care organizations will identify eligible members and assist with outreach
- Upon informed consent, DOH will initiate the intervention and provide referrals to NYSERDA
- NYSERDA will distribute projects to Pilot participating community-based organizations and home contractors on a first come first served basis, based on location and capacity

New York State Healthy Homes VBP Pilot

Market Supports

- > Simultaneous Market Supports provided by NYSERDA
 - Measure list and service delivery specifications for healthy homes interventions that address asthma and home injury.
 - Identification of credentialing/training needs to foster a network of qualified home contractors.
 - Toolkit-style guidance for incorporating healthy homes interventions into Medicaid value-based payment contracts that address substandard housing as a social determinant of health.

New York State Healthy Homes VBP Pilot Goals

- > Validates healthcare cost savings and benefits to residents—including energy, health, and safety—through evaluation undertaken in partnership with NYS Department of Health
- > Demonstrates a model for MCOs to partner with energy/housing contractors within the Medicaid value-based payment framework.
- > Supports residential market preparedness for incorporation of healthy homes interventions into the Medicaid Healthcare Delivery System standard business practice.
- > Encourages third-party capital investment in residential energy efficiency with MCO adoption of healthy homes interventions supportive of addressing social determinants of health through VBP beyond the Pilot.

New York State Healthy Homes Value-Based Payment Pilot Contact

- > Mishel Filisha
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518-862-1090, ext. 3628

LIFE 2020 Virtual Event – October 27-30, 2020

- **Live online content on October 27-30, 2020** – explore our daily theme with focused presentations, panel discussions, and Q&A conversation
- **On Demand Library** – browse a catalog of recorded presentations valuable for staying current on energy issues, program developments, climate policy, and technical trainings
- **Resource Room** – access materials and resources that directly impact your work and the services provided to clients
- **Discussion Forums** – chat with colleagues about the issues most important to you

<http://events.lifenys.org>

There is no cost to attend the LIFE 2020 Virtual Event, but **registration in advance is required.**

Register by October 23 to have full access to the LIFE 2020 Virtual Event.





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NEW YORK - RESIDENTIAL MARKET ADVISORY GROUP OVERVIEW OF RECENT BPA ENERGY EFFICIENCY POLICY INITIATIVES

Joseph Cullen | Building Performance Association, Director of Policy and State Outreach

The Building Performance Association was announced in April 2019 at the Chicago National Conference

- Merger of Efficiency First, Home Performance Coalition and the Home Energy Magazine
- More than 9,750 members in all 50 states
- Building Performance Journal & Digital Community at:
<https://www.buildingperformancecommunity.org/>
- Policy and advocacy at the federal and state level

How BPA Works in States

- Partnerships with Regional Energy Efficiency Organizations (like NEEP), NASEO, ACEEE, E4TheFuture & other non-profit organizations
- National & Regional Conferences (e.g. Saratoga Springs – February 2020) and funding for policy from E4TheFuture and DOE/National Labs
- Home Performance contractors and small businesses are BPA's secret weapon in state education and advocacy
- Many state efforts start with a heads up from a contractor!
- New York state partners include the Building Performance Contractors' Association of New York State

BPA State Policy Basics

- Advocacy for members, contractors, state chapters, and industry allies
- Informed by Members, BPA Board & Policy Committee
- We rely heavily on member input!
- BPA 14 Policy Principles:
<https://www.building-performance.org/policy>



Recognition of the building performance workforce as a **distinct and critical industry**



Increased **workforce development training and education** for home performance contractors and businesses



Increased collaboration between the **weatherization and home performance industries**



Robust federal and state funding for building performance and weatherization



Economic development programs such as **rebates and tax incentives**, to increase market penetration of energy efficiency upgrades



Well-designed customer and contractor financing options



Modernized and reformed **cost-effectiveness screening practices**



The advancement of **healthy homes**, including policies that help remove barriers to home energy upgrades



Coordinating **electrification** initiatives with **building science-based energy efficiency and weatherization**



Expansion and use of **smart home technologies**



Consistent, secure and reliable **access to quality data** to improve the quantification of energy savings and non-energy benefits



Standardized data transfer and reporting to scale up energy efficiency upgrades



Policies and research that demonstrate the broader **benefits of residential energy efficiency and weatherization** in resiliency, healthy outcomes and climate change



Engagement of **state and government agencies** to advance the economic development potential of the energy efficiency industry.

BPA Policy Response - COVID-19 Resources

BPA General Information on COVID and COVID Response

- Main Page - <https://www.building-performance.org/backtowork>
- Checklist For Contractors and Small Businesses - https://www.building-performance.org/sites/default/files/Everything%20Bundle_9.9.20.pdf
- Online Training and Workforce Development Programs, including COVID safety training program including - <https://www.energysmartacademy.com/covid-19-workplace-safety.html>

BACK TO WORK: COVID-19 RESOURCE GUIDE



BPA COVID-19 Response: Defending EE Budgets

State Based Attacks: The COVID shutdown prompted several large industrial firms to ask Utility Commissions in three states (CT, NY, PA) to immediately cut and/or eliminate or funding support for EE. These business groups filed “extraordinary relief” Petitions and asked three state Utility Commissions to suspend the collection of funds for EE programs due to COVID.

New York Example: Petition of Multiple Intervenors Seeking Immediate, Material Rate Relief for Electric and Gas Customers (MI Petition) in Case 20-M-0187 before the New York Public Service Commission BPA

BPA’s Defense Against NY Attack:

- BPA Petition/Response - Filed on April 28, 2020
- BPA “Call to Action Petition” – 152 signatures filed on 6/5/20.

BPA Policy Responses: Joint Comments with Partnering Organizations – New Efficiency, New York Example



Comments on the New Efficiency: New York White Paper and
PSC Case 18-M-0084
July 16, 2018

I. Introduction

The undersigned organizations, representing the residential building energy efficiency industry, appreciate the opportunity to provide comment on New York’s newly announced energy efficiency initiative and the *New Efficiency: New York White Paper* (NENY White Paper) issued by the New York

BPA Policy Responses: Joint Comments with Partnering Organizations – Workforce Development Example



April 2, 2020

Via Electronic mail

Hon. Michelle Phillips
Secretary to the Commission
New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Re: Case 18-M-0084



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THANK YOU!

Joseph Cullen | Building Performance Association, Director of Policy and State Outreach

jcullen@building-performance.org

<https://www.building-performance.org>

Questions?

RMAG Activities

- > **Quarterly meetings**
- > **Information sharing**
 - **Webinars**
 - **Emails**
 - **Website**
- > **Making connections**
- > **Advisory committees**
- > **Working groups**
- > **Other?**

Working Groups

- > **Led by Champions**
 - **At least 2 to drive a process forward**
 - **NYSERDA can only be 1 champion**
- > **Charters**
 - **To establish scope, objectives, and timeline**
 - **May be ad hoc or standing**
 - **Meeting frequency to be determined by the work group**
- > **Check-ins with NYSERDA**
 - **NYSERDA resources made available**
- > **Progress reports delivered to RMAG via website or meetings**

Group Review of Actionable Ideas

- > **Prioritize action steps**
- > **Identify where activity is already underway**
- > **Identify potential work groups to be formed**
- > **Identify champions**
- > **Categorize by timing (short-term, long-term)**

The Future of Heat Pumps

- > **Establish an ally network to create partnership in the heat pump industry.**
- > **Develop a campaign with a highly visible spokesperson and/or social media influencers to promote heat pump adoption.**
- > **Get involved with community meetings to demonstrate and educate on what heat pumps are.**
- > **Provide focused trainings for service technicians**
- > **Locate testimonials from customers and 3rd parties that can be shared to promote heat pumps.**
- > **Develop experiential demonstrations like the EnergyStar bus to demonstrate heat pump effectiveness.**
- > **Develop a 6-month Heat Pump boot camp.**
- > **Poll and talk to Heat Smart campaigns about ideas developed here, especially public facing items.**

Ramping Up to Meet Our Goals

- > **Present large-scale pilot idea to broader RMAG, look for partners.**
- > **Develop an accountability working group aimed at finding accountability for seeing pilot projects through.**
- > **RMAG stakeholders can connect to work towards policy goals - NYSERDA can help facilitate.**
- > **Develop a working group to brainstorm ways to reduce soft costs associated with scaling up.**
- > **Look for ways to partner with intermediate customers to close the energy efficiency gap.**
- > **Look for public health and other non-traditional partners.**
- > **Partner with community organizations and NGOs, value their time appropriately.**
- > **Map out types/categories of LMI customers across the state; build an engagement playbook of ways to work with and engage the various groups.**
- > **Create a workforce development forum for exchange of ideas on workforce development in LMI communities.**

The New Normal

- > **Develop a roadmap for ways to develop supply chain resiliency**
- > **Develop a buying group to improve buying power among regional groups**
- > **Develop networks for pools of trained contractors to pull from**
- > **Work towards standards for interoperability of clean heating technologies**
- > **Research successes around the country on building networks and regional groups.**
- > **Update and create common language used to normalize new protocols and practices.**
- > **Set up peer-to-peer groups to brainstorm and share ideas for tackling the New Normal.**
- > **Create a centralized, moderated online customer engagement forum for idea exchange.**
- > **Research past online pop-up events. Look at other industries to see what has been done.**
- > **Look into lower-touch engagement and diagnostic tools to reach hard to reach customers**
- > **Create a low-touch forum for smaller providers to discuss ideas for remote, low-touch engagement.**
- > **Consider a pilot for real-time monitoring of post-installation data for ongoing auditing, rather than just up front.**

Next Steps

- **Review top priority items**
- **Identify champions and interested participants**
- **Share existing/ongoing/planned work in each area; identify gaps**
- **Establish working groups and committees as needed**

Contact resmarket@nyserda.ny.gov at any time with additional thoughts, comments, or participation requests.

Upcoming Events

- > **Low-Income Forum on Energy (LIFE) 2020 Virtual Event**
 - **October 27-30**
 - <https://events.lifenys.org/>
- > **Comfort Home Workshop (coming in early November)**
- > **Climate Action Council Efficiency Housing Subcommittee Stakeholder Sessions (TBD)**
- > **Monthly RMAG Contractor Advisory Group**
 - To join, contact resmarket@nyserda.ny.gov
- > **Next RMAG update webinar Q1 2021**
- > **Open call to RMAG participants to announce upcoming events**