

**New Jersey's Clean Energy Program
Energy Efficiency Committee Meeting
June 9, 2015
BPU, Trenton**

Presentations:

ENERGY STAR Century Club Awards

Commissioner Fiordaliso presented plaques to thirteen Home Performance contractors who completed more than 100 jobs in 2014. The contractors included: Allied, Hutchinson, BC Express, Building Sciences, Laury, Energy Analysis Group, Home Energy Matters, The Insulation Group, Mid-State, Rubino, Arctic, Bovio and Alber.

Comfort Partners Program Evaluation Results

Bruce Grossman

Overview of Comfort Partners:

- Statewide low-income energy conservation program.
- Sponsored by NJCEP and administered by electric and gas utility companies
- No cost to users of Program.
- Program is in its 14th year.
- All NJ gas & electric utility companies paying into the SBC operate as single entity to deliver the Program.
- Comfort Partners has provided services to over 95,000 homes.

Eligibility:

- Total household income at or below 225% of federal poverty guideline or already participating in one of the following low-income programs: Lifeline, Section 8, Welfare, HEAP, TANF, SSI, PAAD, USF.
- 1-14 unit multi-family dwellings and both owners and renters are eligible.

Objectives:

- To enhance customer safety, comfort, and health.
- Reduce energy and make bills more affordable.

How Objectives are Achieved:

- First an audit on the customer's home is complete, to assess whether severe Health & Safety issues are present.
- Appropriate energy-saving products and measured are then installed.

- Site-specific energy education is also provided to customers in order for them to take control of their energy usage and bills.

Mr. Grossman explains that Comfort Partners works with some of the most distressed homes in the country, and energy education is provided with an awareness that customers eligible for Comfort Partners may have other, more pressing challenges. Mr. Grossman emphasizes Comfort Partners' focus on people, and points to the "Comfort" part in the Program name reflecting the peace of mind Comfort Partners brings to customers.

Energy Savings Measures:

- Measures can include air sealing, insulation, refrigerator replacement, hot water measures including water heaters, CFLs, evaluation/replacement of HVAC systems and duct repairs.

Health & Safety Services:

- Gas leak testing/repair
- Combustion appliance testing
- Heating/cooling & water heating equipment repair
- Installation of CO detectors
- Flue/chimney repair; roof repair
- Sewer leak repair
- Replacement of knob & tube wiring

An example of Comfort Partners helping a family in Atlantic City is presented. Their home was Hurricane Sandy affected, contained carbon monoxide, mold, etc. Mr. Grossman states that if the house itself was not as leaky as it was, the family inside likely would have gotten carbon monoxide poisoning.

Evaluation Results:

- Completed by Apprise in 2014
- Interviews were conducted with utility and contractor personnel
- Analyzed utility usage data to determine impacts
- Analyzed statewide tracking system

Key Findings:

- Electric base load savings per household – 470 kWh annually
- Electric heating savings – 1,070 kWh annually
- Gas heating savings – 50 ccf annually

Key Recommendations:

- Target high energy users and explore deeper energy savings
- Focus on improving implementation of contractor quality.

- Recommendations can be broken down into 6 categories:
 1. Data Tracking System
 2. Program Procedures
 3. Contractor Training
 4. Customer Targeting
 5. Quality Control
 6. Additional Program Improvements

Data Tracking System:

- Evaluation highlighted that the data in the Comfort Partners System is much more comprehensive than seen in other Programs.
- Recommendations for improving system include providing more efficient program management and options.
- Evaluation advised that it is important to weigh the cost of such changes against potential benefits.
- Recommendations include:
 - Adding additional reports that contractors, utilities, and QA inspectors feel could be of use (in progress).
 - Adding new features such as tracking ambient CO, flue CO, etc. (in progress).
 - Improving data accuracy.

Program Procedures:

- Revise the Procedure Manual of the Comfort Partners Program to incorporate many of the Apprise Evaluation recommendation (implemented).
- Digitize both the Field Guild and the Procedure Manual to allow ready access in the field (implemented).
- Improve the instructions of several testing and installation procedures to reduce confusion and ensure consistency on the field (implemented).
- Coordinate efforts with 3rd party inspector to meet with contractors and review procedure questions to ensure a thorough understanding of testing and installation methods amongst everyone involved in projects (implemented).
- Streamline the method contractors use to determine seasonal spending for default usage (implemented).
- Create a priority list of measures to be installed that will ensure deeper savings and less missed opportunities (in progress).

Contractor training:

- Evaluation highlighted the need for more advanced training.
- Need for ongoing vendor training.
- Knowledgeable and experienced workers are hard to find and retain.

- The homes being worked on are complicated structures, comprised of old housing stock.

Actionable recommendations for Contractor Training:

- Require all contractors provide a quarterly training update and QA/QC Vendor visits the training sessions to evaluate training quality (implemented).
- Revise Scope of Work of QA/QC Vendor to include Work In Progress Inspections and Quarterly Technical Training Classes (in progress).
- Include regular vendor training on proper field techniques and training on the Comfort Partners Procedures Manual (in progress).

Customer targeting:

- A need for more and different forms of Outreach was discovered during the evaluation.
- Many customers hear about the Program through word-of-mouth.
- USF is a primary target for participants; however, many are difficult to engage.

Quality Control Corrective Actions:

- Contractors refined their QA/QC processes so essentially every job is inspected internally prior to completion and submission (implemented).
- Ambiguous language in Manual revised and clarified (ongoing).
- Current QA/QC vendor evaluating contractor's internal training (ongoing).
- Contractors shadowing current QA/QC vendor on inspections (implemented).

Program Coordinator and Regulatory Updates – Betsy Ackerman

- The CRA and Budget are on the June 17th Board agenda, as well as contract extensions.
- The RFP is on the street, and in progress. Current Program administrators were asked to submit initial transition plans.
- Any Program changes that will be approved next week will go through the normal notice period before they become effective.

Residential Program Updates

Progress to Goals

HPwES:

- Tracking to beat all monthly goals
- MWh savings – 160% of Plan and DTh savings – 120% of Plan.
- Tier 2 Completions at 433 (Goal - 210); Tier 3 at 4,799 (Goal – 4,100).

RNC:

- Not quite meeting goals, but meeting enrollment numbers.

- MWh savings 39% of Plan and DTh savings 34% of Plan.
- Enrollments at 4,606 (Goal – 4,503) Completions at 2,590 (Goal – 4,503)

EE Products:

- MWh savings at 139% of Plan and DTh at 86% of Plan.
- Washer Completions at 20,955 (Goal – 24,000)
- Refrigerator Completions at 5,132 (Goal – 14,000)
- Lighting Completions at 4,258,455 (Goal – 3,670,000)
- Fridge Recycling at 8,222 (Goal – 16,500)
- Consumer Electronics at 16,639 (Goal – 35,000)

WARM & COOL Advantage:

- MWh savings at 47% of Plan and DTh savings at 82% of Plan.
- Cool Completions at 2,217 (Goal – 3,178)
- Warm Completions at 15,483 (Goal – 22,320)
- 3.7 million dollars went to Hurricane Sandy associated projects.

CSG

HpWES:

- 86% of projects are being financed.
- Enrollments trending upwards; this is an expected uptick due to the approaching end-of-fiscal year with nearly all funding expended.

Training for HpWES Contractors will take place on June 10th (Duct sealing) and on June 29th (Program Overview).

Commercial & Industrial Program Updates

Retrofit:

- Over 5,500 applications received and 2,894 applications completed & paid.
- 98.1% of incentive budget committed.
- Installed MWh savings at 95% of goal and installed DTh savings at 119% of goal.

New Construction:

- 196 applications received and 44 applications completed & paid.
- 142 applications approved with 91% of incentive budget committed.
- Installed MWh savings at 104% of goal and installed DTh savings at 86% of goal.

Direct Install:

- May was a strong month with 1,263 applications received.
- 1,221 applications completed & paid (representing 98.1% of incentive budget)

- Installed MWh savings at 141% of goal and DTh savings at 164% of goal.

Combined Heat & Power:

- 20 applications received and 9 applications approved (100% of goal).
- 52% of incentive budget committed.
- Installed MWh savings at 142% of goal and DTh savings at 193% of goal.

Pay for Performance Existing Buildings:

- 89 applications received and 46 installations approved.
- 35 ERPs approved (81% of goal) and 94% of incentive budget committed.
- Installed MWh savings at 141% of goal and DTh savings at 163% of goal.

Pay for Performance New Construction:

- 28 applications received, 12 ERPs approved and 10 installations approved.
- 93% of incentive budget committed.
- Installed MWh savings at 963% of goal and DTh savings at 2112% of goal.
- Timeline associated with project implementation may be a bit longer, as projects are buildings being newly constructed. Committed projects may extend into the next fiscal year as participants request extensions.

LGEA:

- Strong participation, but some funds may be left over.
- 53 new projects were received in May and 3 audit reports approved.
- 75% of budget committed & paid.

Question by Mr. Ambrosio: What percentage of these are ESIP projects?

Answer by Mr. Teter: We are seeing more ESIPs coming through, but there is no percentage amount. That will be included for next time.

Large Energy Users Program:

- 8 approved enrollments
- 1 DEEPs approved, 3 FEEPs under review; 1 with BPU. 8 FEEPs approved.
- 4 Installations approved with 94% of incentive budget committed & paid.
- MWh savings 149% of goal - Installed DTh 0% (below goal on thermal savings)

Mr. Teter explains that savings can be “lumpy” with LEUP, as with P4P NC the numbers skew based on variation in project size.

SEP Non-IOU:

- Budget is fully committed. 2 applications committed (\$109,227.23).
- 2 applications invoiced (\$26,500.61) and 17 applications paid (\$334,557.44).
- \$32,514,520.53 total incentive value for Hurricane Sandy associated projects.

“Business Energy Advisor” is mentioned here as a new feature—part of the enhanced marketing plan—on the NJ Clean Energy website. The tool shows different types of businesses (and other facilities), and can guide customers through types of energy savings opportunities available within building types.

Utility Updates

Anne Marie Peracchio makes mention of events meant to bolster Outreach (operational departments, safety fairs, etc.). ACI will be coming to Cherry Hill, which is a good opportunity for training updates.

NJNG is donating funds for Sustainable Jersey to provide resources to schools/municipalities. Funds are available, but the idea is to provide resources in lieu of funds. All districts in NJNG territory are eligible. 5 of 7 districts that have applied participated in LGEA.

Other Business, Next Meeting

The next EE Committee meeting will take place on Tuesday, August 4, 2015 as the July meeting is cancelled.

Name	Company	In Person	By Phone
Ackerman, Elizabeth	BPU	X	
Ambrosio, Mike	AEG	X	
Beke, Veronica	Division of Law		
Bovio, Brian	Bovio Heating	X	
Bowen, Mark	Franklin Energy		X
Burke, Kevin	Honeywell	X	
Church, Christian	PEPCO		X
DeAngelis, Diana	PEPCO		X
Dube, Nicole	BPU		X
Ellman, Susan	NJNG	X	
Foster, Rebecca	Vermont Energy Investment		X
Georgi, Anthony	Honeywell	X	
Grossman, Bruce	SJG	X	
Haddock, Kyle	EIC, Comfort Home		X
Haddock, Kyle	CLEAResult		X
Hutchinson, Ed	Hutchinson Mech. Services	X	
Liaukus, Christine	Center for Building Knowledge		X
Lupse, Janja	CSG	X	
Lutz, Ellen	Clean Markets		X
Miller, Ashley	TRC		X
Missel, Fred	FPA Engineers		X
O'Donnell, Tony	Sustainable Jersey	X	

Palmer, Bill	Kamson Corp	X	
Peracchio, Anne-Marie	NJNG	X	
Rozanova, Valentina	TRC	X	
Ryan, Jerry	NJNG	X	
Teng, Elizabeth	BPU	X	
Teter, Carl	TRC	X	
Wetzel, Linda	AEG	X	
Zoppa, Bob	CSG		X