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June 28, 2022

VIA ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket 5076 – 2021 Energy Efficiency Plan Year-End Report
Responses to PUC Data Requests – Set 2**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (the “Company”), enclosed, please find an electronic version¹ of the Company’s responses to the Public Utilities Commission’s Second Set of Data Requests in the above-referenced matter.

Thank you for your attention to this filing. If you have any questions, please do not hesitate to contact me at 401-784-4263.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrew S. Marcaccio".

Andrew S. Marcaccio

cc: Docket 5076 Service List
Margaret L. Hogan, Esq.
John Bell, Division
Joel Munoz, Division

¹ Per a communication from Commission counsel on October 4, 2021, the Company is submitting an electronic version of this filing followed by six (6) hard copies filed with the Clerk within 24 hours of the electronic filing.

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

June 28, 2022
Date

**Docket No. 5076 – The Narragansett Electric Co. d/b/a Rhode Island Energy
– 2021-2023 Energy Efficiency Program Plan & 2021 Annual Energy
Efficiency Program Plan
Service list updated 6/1/2022**

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PUC 2-1

Request:

Bates page 335 of the 2021 Annual Energy Efficiency Plan features a list of each of the individual measures to be offered through the 2021 Gas Non-Income Eligible EnergyWise program and the expected number of units to be installed over the course of the program year. Please provide a table comparing the expected number of units to be installed vs. actual units installed for each of these measures.

Response:

**Gas Non-Income Eligible EnergyWise
Planned vs. Actual Units Installed
Program Year 2021**

Program	Measure	Units	
		<u>Planned</u>	<u>Actual</u>
EnergyWise	Aerator	110	692
	Weatherization	2,260	3,189
	Air Sealing Kit (Gas)	633	408
	Showerhead	358	1,695
	Pipe Wrap	5,500	5,151
	THERMOSTAT	1,650	2,659
	WiFi THERMOSTAT	275	118

PUC 2-2

Request:

On page 4 of the Gas Non-Income Eligible Residential Sector Overspending Summary, the Company writes that “it implicitly weighed the incremental customer benefits as well as intangible benefits from continuous delivery of the program against the potential for the SQA as it proceeded to deliver the program throughout 2021.” What are the “intangible benefits from continuous delivery of the program”? Please provide specific examples.

Response:

“Intangible benefits” include maintaining relationships with contractors, contributing to the retention of the workforce, and meeting customer expectations for efficiency services. One way to illustrate these benefits is through counterexamples of the potential impacts of program discontinuation. Discontinuation of the program could fray relationships with experienced contractors to the point where they could no longer depend on steady work from the Company and would make other commitments. Similarly, skilled workforce might seek employment in other areas. The program experienced workforce transitions with the 2020 COVID-19 pandemic-related work stoppage. Employees at Independent Insulation Contractor firms found employment opportunities in other industries during a program pause that resulted in the employees being furloughed. These employees did not return when the program restarted. Another example of workforce retention concerns occurred with a firm shifting from weatherization work to exterior siding projects during the 2020 program pause. When the program reopened, the firm decided to keep most of their employees working on siding projects.

A program pause in 2021 would have come soon after the 2020 work stoppage. A trend of unexpected disruptions, if continued, would contribute to an inability to complete projects, or lead to prolonged installation delays while new workers were recruited and trained. Finally, if the programs are not available when a customer decides to move forward with efficiency work, that opportunity may not present itself again.

PUC 2-3

Request:

In the Gas Non-Income Eligible Residential Sector Overspending Summary, the Company explains that it pledged to honor any outstanding 100% weatherization incentive offerings even after it officially reduced the incentive level below 100% for new weatherization projects. Did the Company publicly commit to honoring the 100% incentive or did it only communicate the commitment on an individual customer basis?

Response:

The Company communicated the commitment to all customers with an outstanding contract. Below are some email communications that went to customers from the EnergyWise lead vendor. The second email communicates support of the 100% incentive through Q1, 2021. This email was sent to customers that had an outstanding 100% incentive offer and had not signed a contract to complete the weatherization upgrades. This is an example of the Company committing to the 100% incentive to all customers with an outstanding contract.

Here for you and your home!

Hi Homeowner,

Thank you for taking advantage of our home energy assessment service. We hope it offered you a helpful path toward a healthier, more comfortable, and more affordable home.

To help you progress toward that goal, we're offering a way for you to move ahead on the energy efficiency projects we have proposed for your home. **For a limited time, we're covering 100% of your recommended weatherization upgrades.***

We look forward to a future date when we will be able to work with you on weatherization for your home and for you to benefit from the comfort and value it provides. In the meantime, we thank you for your interest and participation in the Home Energy Assessment program.

Stay safe.

RISE Engineering
Energy Specialist
RISE Engineering

PUC 2-3, page 2



Say YES to 100% Insulation Incentives!

Hi Homeowner

This is your opportunity to improve your home's energy efficiency with **100% Insulation Incentives*** ...a limited-time offer for long-term savings off your fuel bills!

Your offer is ready for you to review by clicking the button below. If you decide you'd like to move forward, simply sign.

[Review & Sign Your Insulation Contract](#)

If you have any questions or would like to discuss your efficiency projects, please contact me or reply to this email.

For your convenience, your client number is # 123456

Best regards,

Eileen Barrett

info@RISEngineering.com

800-422-5365

Reduce your home's essential costs - with 100% insulation incentives!

*Contract must be signed by October 30, 2020 and the insulation must be installed by March 31, 2021

Other terms & conditions may apply.

The Narraganset Electric Company
d/b/a Rhode Island Energy
RIPUC Docket No. 5076
In Re: 2021 Energy Efficiency Year-End Report
Responses to the Commission's Second Set of Data Requests
Issued on June 14, 2022

PUC 2-3, page 3



RISE Engineering, 1341 Elmwood Avenue, Cranston, RI 02910, (800) 422-5365

[Manage preferences](#)

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PUC 2-4

Request:

Over the course of 2020, how many non-income eligible gas customers did the Company provide quotes to for weatherization projects at the 100% incentive level?

Response:

The Company provided weatherization proposals at the 100% level to approximately 4,056 gas customers between 1/1/2020 and 12/31/2020. This number includes both the 100% COVID incentive and the 100% Renter/Landlord incentive offer.

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PUC 2-5

Request:

Of the customers identified in the prior question, how many have completed their weatherization work?

Response:

Of the approximately 4,056 customers mentioned in PUC 2-4, 2,547 customers have completed the weatherization projects.

PUC 2-6

Request:

Consider the scenario in which a dual gas and electric customer requests weatherization services. Describe the process by which the Company assigns the cost of the customer's weatherization work to the appropriate program budget (gas or electric).

Response:

For a dual gas and electric customer, the Company assigns the cost of the weatherization work to the primary heating source for the home. If the primary heating source is electric heat, then both the savings and expenses for the weatherization work is assigned to the electric program budget. If the primary heating source is gas, then both the savings and expenses for the weatherization work is assigned to the gas program budget.

PUC 2-7

Request:

For purposes of assigning weatherization work to the appropriate program budget (gas or electric), how does the Company treat customers who have an electric heat pump as well as a gas furnace?

Response:

For a customer who has an electric heat pump as well as a gas furnace, the Company assigns the cost of the weatherization work to the primary heating source for the home. For example, if the home is heated primarily by a gas furnace, but the customer also has an electric heat pump in the garage or in an addition, then both the savings and the expenses for the weatherization work would be assigned to the gas program budget.

PUC 2-8

Request:

Please provide a table with the following columns of information:

- a. Cumulative monthly spending for the Non-Income Eligible Gas EnergyWise program represented as a percentage (%) of total annual program spending in 2020, for the months of January – December 2020
- b. Cumulative monthly spending for the Non-Income Eligible Electric EnergyWise program represented as a percentage (%) of total annual spending in 2020, for the months of January – December 2020
- c. Cumulative monthly spending for the Non-Income Eligible Gas EnergyWise program represented as a percentage (%) of total annual program spending in 2021, for the months of January – December 2021
- d. Cumulative monthly spending for the Non-Income Eligible Electric EnergyWise program represented as a percentage (%) of total annual spending in 2021, for the months of January – December 2021

Response:

2-8a

	2020 EnergyWise (Gas)			
	Monthly Spend (\$ 000)	Cumulative Spend (\$ 000)	Cumulative Spend as % of Total Spend	Cumulative Spend as % of Total Budget
JAN 2020	\$31.6	\$31.6	0.4%	0.4%
FEB 2020	\$708.9	\$740.5	8.3%	9.1%
MAR 2020	\$1,458.3	\$2,198.8	24.6%	27.1%
APR 2020	\$431.3	\$2,630.1	29.5%	32.4%
MAY 2020	\$38.0	\$2,668.1	29.9%	32.9%
JUN 2020	\$51.2	\$2,719.3	30.5%	33.5%
JUL 2020	\$613.8	\$3,333.1	37.3%	41.1%
AUG 2020	\$830.3	\$4,163.4	46.7%	51.3%
SEP 2020	\$323.0	\$4,486.4	50.3%	55.3%
OCT 2020	\$1,725.9	\$6,212.3	69.6%	76.5%
NOV 2020	\$960.3	\$7,172.6	80.4%	88.4%
DEC 2020	\$1,751.9	\$8,924.5	100.0%	109.9%

PUC 2-8, page 2

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2020 EnergyWise (Elec)				
	Monthly Spend (\$ 000)	Cumulative Spend (\$ 000)	Cumulative Spend as % of Total Spend	Cumulative Spend as % of Total Budget
JAN 2020	\$230.1	\$230.1	1.5%	1.5%
FEB 2020	\$1,996.4	\$2,226.5	14.4%	14.2%
MAR 2020	\$1,651.1	\$3,877.6	25.0%	24.7%
APR 2020	\$742.2	\$4,619.8	29.8%	29.4%
MAY 2020	\$96.0	\$4,715.8	30.5%	30.1%
JUN 2020	\$284.2	\$5,000.0	32.3%	31.9%
JUL 2020	\$836.1	\$5,836.0	37.7%	37.2%
AUG 2020	\$1,206.6	\$7,042.6	45.5%	44.9%
SEP 2020	\$473.7	\$7,516.3	48.5%	47.9%
OCT 2020	\$2,534.3	\$10,050.6	64.9%	64.0%
NOV 2020	\$1,947.3	\$11,998.0	77.5%	76.5%
DEC 2020	\$3,486.2	\$15,484.1	100.0%	98.7%

2-8c

2021 EnergyWise (Gas)				
	Monthly Spend (\$ 000)	Cumulative Spend (\$ 000)	Cumulative Spend as % of Total Spend	Cumulative Spend as % of Total Budget
JAN 2021	\$18.1	\$18.1	0.1%	0.2%
FEB 2021	\$28.4	\$46.5	0.3%	0.6%
MAR 2021	\$2,699.7	\$2,746.2	16.9%	33.8%
APR 2021	\$1,801.0	\$4,547.1	28.0%	56.0%
MAY 2021	\$1,676.4	\$6,223.6	38.4%	76.7%
JUN 2021	\$1,553.6	\$7,777.2	47.9%	95.8%
JUL 2021	\$1,219.7	\$8,996.8	55.4%	110.8%
AUG 2021	\$777.3	\$9,774.1	60.2%	120.4%
SEP 2021	\$37.3	\$9,811.4	60.5%	120.9%
OCT 2021	\$1,164.2	\$10,975.6	67.6%	135.2%
NOV 2021	\$1,956.4	\$12,932.0	79.7%	159.3%
DEC 2021	\$3,295.2	\$16,227.2	100.0%	199.9%

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2021 EnergyWise (Elec)				
	Monthly Spend (\$ 000)	Cumulative Spend (\$ 000)	Cumulative Spend as % of Total Spend	Cumulative Spend as % of Total Budget
JAN 2021	\$30.6	\$30.6	0.1%	0.2%
FEB 2021	\$41.8	\$72.4	0.3%	0.5%
MAR 2021	\$4,644.0	\$4,716.4	21.1%	30.1%
APR 2021	\$2,280.2	\$6,996.6	31.3%	44.6%
MAY 2021	\$1,824.9	\$8,821.5	39.4%	56.2%
JUN 2021	\$1,914.0	\$10,735.5	48.0%	68.4%
JUL 2021	\$1,460.3	\$12,195.9	54.5%	77.7%
AUG 2021	\$1,151.1	\$13,347.0	59.6%	85.1%
SEP 2021	\$161.1	\$13,508.2	60.4%	86.1%
OCT 2021	\$977.0	\$14,485.2	64.7%	92.3%
NOV 2021	\$1,534.6	\$16,019.8	71.6%	102.1%
DEC 2021	\$6,361.6	\$22,381.3	100.0%	142.6%