

STEVEN J. BOYAJIAN

One Financial Plaza, 14th Floor
Providence, RI 02903-2485
Main (401) 709-3300
Fax (401) 709-3399
sboyajian@rc.com
Direct (401) 709-3359

Also admitted in Massachusetts

November 18, 2022

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket No. 22-33-EE - 2023 Annual Energy Efficiency Plan
Responses to Division Data Requests – Set 5**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (“Rhode Island Energy” or the “Company”), I have enclosed a complete set of the Company’s responses to the Division of Public Utilities and Carriers’ (“Division”) Fifth Set of Data Requests in the above-referenced docket.

Attachment DIV 5-9 to the Company’s response to Division Data Request 5-9 contains confidential information. The Company is providing a redacted copy of this attachment. An unredacted confidential version, subject to a motion for protective treatment, was previously forwarded to you on November 14, 2022.

Thank you for your attention to this matter. If you have any questions, please contact me at (401) 709-3359.

Sincerely,



Steven J. Boyajian

Enclosure

cc: Docket 22-33-EE Service List

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate were 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.

Brenda L. Vucci

Brenda L. Vucci

November 18, 2022
Date

Docket No. 22-33-EE – Rhode Island Energy’s Energy Efficiency Plan 2023 Service list updated 11/07/22

Name /Address	E-mail Distribution List	Phone
<p>The Narragansett Electric Company d/b/a Rhode Island Energy Andrew Marcaccio, Esq. 280 Melrose St. Providence, RI 02907</p> <p>Leticia C. Pimentel, Esq. Steve Boyajian, Esq. Robinson & Cole LLP One Financial Plaza, 14th Floor Providence, RI 02903</p>	amarcaccio@pplweb.com ;	401-784-4263
	cobrien@pplweb.com ;	
	jhutchinson@pplweb.com ;	
	jscanlon@pplweb.com ;	
	dmmoreira@rienergy.com ;	
	MOCrayne@rienergy.com ;	
	BSFeldman@rienergy.com ;	
	ACLi@rienergy.com ;	
	DJTukey@rienergy.com ;	
	SBriggs@pplweb.com ;	
	BJPelletier@rienergy.com ;	
	JKessler@rienergy.com ;	
	JOliveira@pplweb.com ;	
	mjshafer@pplweb.com ;	
	kgrant@rienergy.com ;	

Division of Public Utilities and Carriers Margaret L. Hogan, Esq.	Margaret.L.Hogan@dpuc.ri.gov ;	401-780-2120
	Jon.hagopian@dpuc.ri.gov ;	
	john.bell@dpuc.ri.gov ;	
	Joel.munoz@dpuc.ri.gov ;	
	Machaela.Seaton@dpuc.ri.gov ;	
	Paul.Roberti@dpuc.ri.gov ;	
Synapse Energy Economics Tim Woolf Jennifer Kallay 22 Pearl Street Cambridge, MA 02139	twoolf@synapse-energy.com ;	
	jkallay@synapse-energy.com ;	
RI EERMC Marisa Desautel, Esq. Office of Marisa Desautel, LLC 55 Pine St. Providence, RI 02903	marisa@desautelesq.com ;	401-477-0023
	mdewey@desautelesq.com ;	
	Adrian.Caesar@nv5.com ;	
	Craig.Johnson@nv5.com ;	
	Samuel.Ross@nv5.com ;	
Acadia Center Hank Webster, Director & Staff Atty.	HWebster@acadiacenter.org ;	401-276-0600 x402
Office of Energy Resources (OER) Albert Vitali, Esq. Dept. of Administration Division of Legal Services One Capitol Hill, 4 th Floor Providence, RI 02908	Albert.Vitali@doa.ri.gov ;	401-222-8880
	Nancy.Russolino@doa.ri.gov ;	
	Christopher.Kearns@energy.ri.gov ;	
	Anika.Kreckel.CTR@energy.ri.gov ;	
	Steven.Chybowski@energy.ri.gov ;	
	Nathan.Cleveland@energy.ri.gov ;	
Original & 9 copies file w/: Luly E. Massaro, Commission Clerk John Harrington, Commission Counsel Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2107
	John.Harrington@puc.ri.gov ;	
	Alan.nault@puc.ri.gov ;	
	Todd.bianco@puc.ri.gov ;	
	Emma.Rodvien@puc.ri.gov ;	
Interested Party		
Dept. of Human Services Frederick Sneesby	Frederick.sneesby@dhs.ri.gov ;	
RI Infrastructure Bank Chris Vitale, Esq.,	cvitale@hvlawltd.com ;	
	SUsatine@riib.org ;	

Green Energy Consumers Alliance
Larry Chretien, Executive Director

Larry@massenergy.org;

<p>Green Energy Consumers Alliance Larry Chretien, Executive Director</p>	<p>Larry@massenergy.org;</p>	
--	--	--

DIV 5-1
EE Program Staffing

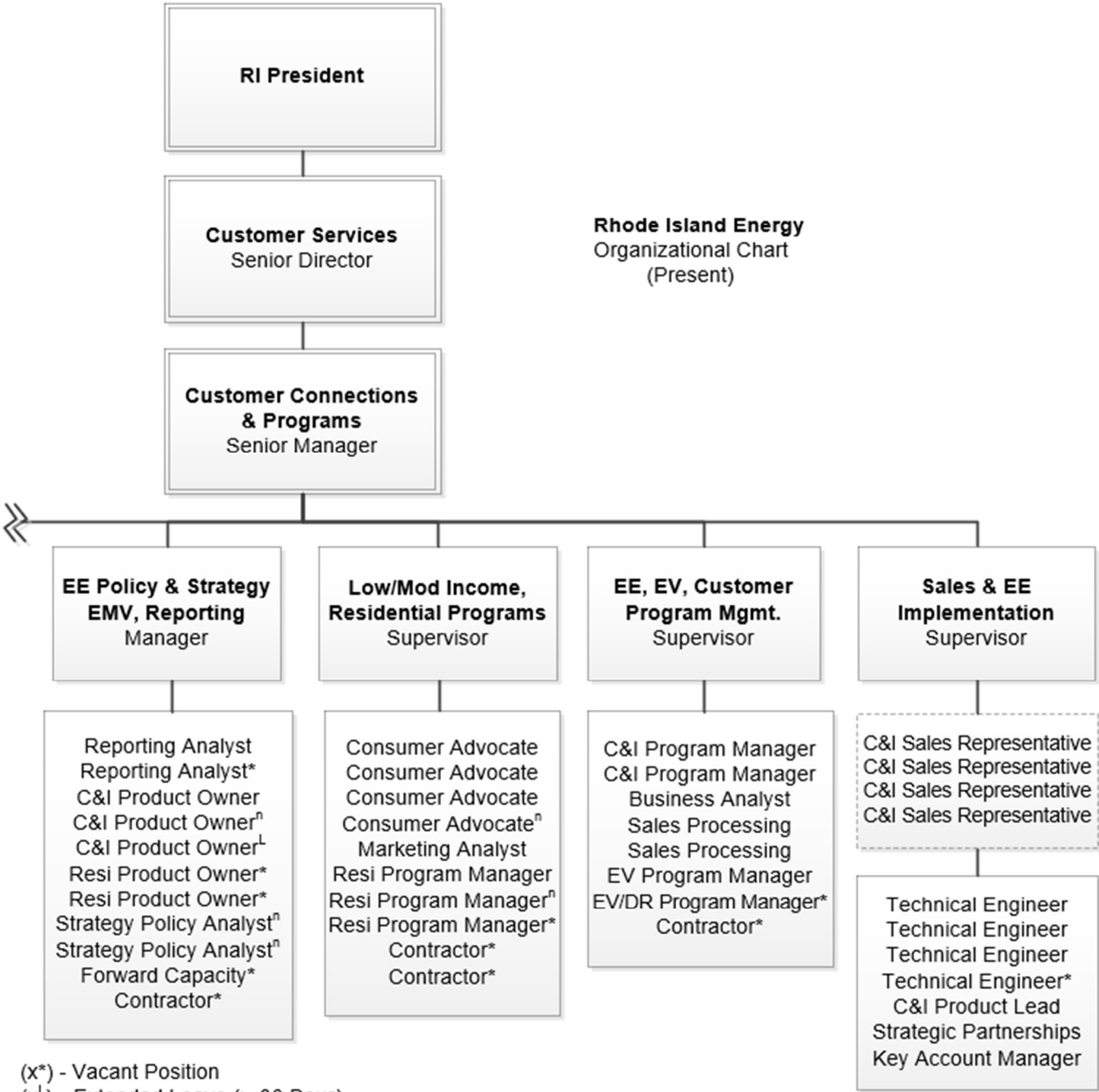
Request:

The Company's testimony indicated that due to the acquisition, the Company was experiencing short-term staffing levels in energy efficiency administration, but that the Company was working to re-staff these positions. Please provide an update of this process. Include a chart that shows all EE titles and whether the position is filled, vacant, or pending an onboarding of a selected candidate.

Response:

Please see Attachment DIV 5-1 for a chart of the titles of all energy efficiency positions within the Rhode Island Energy organization. The chart includes a key to indicate the current status of the position: (1) vacant is designated with "*"; (2) extended leave is designated with "L"; and (3) filled within the last 60 days is designated with "n". Energy efficiency positions without one of these three designations were filled prior to the last 60 days. Currently, there are seven permanent energy efficiency positions in either "posted" or "interview" stage for potential full-time hire.

Rhode Island Energy
Organizational Chart
(Present)



(x*) - Vacant Position
(x^L) - Extended Leave (> 90 Days)
(xⁿ) - Recently Filled Position (within 60 Days)

DIV 5-2
EE Administrative Efficiencies

Request:

Page 11 of the Company's testimony stated that the Company was working to identify opportunities for administrative efficiencies that would reduce costs without interfering with quality of service. Please describe the Company's success or lack thereof to date in this endeavor.

Response:

Rhode Island Energy ("RI Energy") has created a smaller, flatter organization with less hierarchal challenges and a more centralized energy efficiency team. The Company anticipates this structural change will allow the team to respond to customer requests in a more streamlined and timely manner. This process is ongoing and will continue into future delivery plans going forward.

Additionally, there is an ongoing effort by the Company to reduce the Company's reliance on transition services provided by National Grid USA Service Company, Inc. under Transition Services Agreement ("TSA"). Shortening the duration of such services would aid in the reduction of administrative costs, which are scheduled to last for two years from the May 25, 2022 date the Company was acquired by PPL Rhode Island Holdings, LLC ("PPL Rhode Island"). Additionally, as described in the Company's responses to PUC 1-77 and DIV 5-1, the Company has posted numerous job openings and filled several positions, which will help further reduce costs with external consultants.

Although addressing administrative staffing and shortening long-term TSA support will not solve reduction of costs in its entirety, the Company believes this is a direct step toward finding immediate ways for relief within its control.

DIV 5-3
Home Energy Reports

Request:

It appears from the Company's filing in the Technical Reference Manual that the Company is relying on a 2012 Cadmus study to justify the claimed effectiveness of the Home Energy Reports.

- a) Is that correct?
- b) If the answer to (a) is yes, why does the Company find it appropriate to rely on a report from 10 years ago?

Response:

- a) No. The Company is not relying on a 2012 Cadmus study to justify the claimed effectiveness of the Home Energy Reports. The 2012 Cadmus study is listed as a source because it provides the framework for the calculation of the kW value. The claimed kW savings are based on the Cadeo/Illume 2017-2019 Impact Evaluation of the Home Energy Reports Program evaluation study from 2020, which is reflected in the realization rate ("RRsp" in the Technical Reference Manual).
- b) Not applicable. Please see the Company's response to part a), above.

DIV 5-4
Home Energy Reports

Request:

What direct, quantifiable evidence does the Company have to verify that HERs have any actual impact on the behavior of its customers in Rhode Island?


Response:

Home Energy Reports is designed as a randomized control trial and is a well-regarded research methodology that allows for attribution when comparing randomized populations of a control group versus a comparison (test) group. The 2020 evaluation used monthly billing data to calculate the savings for the 2017 – 2019 program years. Each month, the Lead Vendor receives monthly savings estimates and forecasts for savings based on billing data that calculates the savings of the treatment group as compared to the control group.

The quantified savings from the 2020 evaluation study are shown in the summary below.

DIV 5-4, Page 2
Home Energy Reports

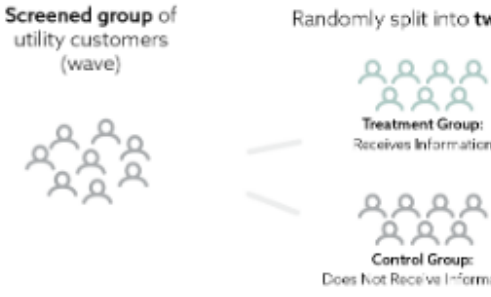
HOME ENERGY REPORT PROGRAM EVALUATION



Executive Summary

The Home Energy Reports (HER) program provides energy education, feedback, and tips to help customers save energy at home. The program uses social norms by comparing customers' energy use to that of similar homes to encourage energy-saving behavior. The program implementer randomly assigns eligible customers to treatment or control groups. Treatment groups receive personalized reports while control groups do not receive materials. The first treatment groups began receiving reports in 2013 with additional groups added in subsequent years. We compare the change in energy use of the treatment groups to control groups to calculate energy savings caused by the program.

Screened group of utility customers (wave)



Randomly split into **two groups**

Treatment Group: Receives Information

Control Group: Does Not Receive Information


Treatment Minus Control Equals **Energy Saved**

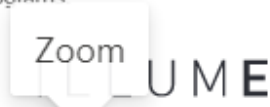
Why Evaluation?

National Grid uses evaluation to retrospectively assess the performance of its programs and to estimate the savings in future program years. National Grid contracted with the Cadeo-ILLUME team to use monthly billing data to evaluate how much energy the HER program saved from 2017 to 2019 and to recommend planning values National Grid should use until the next evaluation.

	⚡ Electric Results	💧 Gas Results
Number of Treatment Customers ¹	270,729	121,419
Average Savings Per Household	106 kWh	7.7 Therms
Savings as Percent of Energy Use	1.4%	0.9%
Total Savings 2017 - 2019²	86,092 MWh	2,804,769 Therms

The HER program continues to produce robust savings for National Grid. Customers who have received reports for longer generally have higher savings. The program also produces a small uplift (1 to 5%) in participation in other National Grid energy efficiency programs.





DIV 5-5
Home Energy Reports

Request:

Why are the HERs an “opt out” program, rather than an “opt-in” program?

Response:

Behavioral programs require large scale to result in meaningful savings results and, importantly, to measure the impact of behavioral treatment successfully. By using an “opt out” approach, behavioral programs can set up Randomized Control Trials that measure the savings difference between statistically equivalent treatment and control groups.

The opt out approach also is used for this program to maximize potential savings. Behavioral research that specifically focuses on testing opt out models versus opt in models have found higher participation from the opt out population.

DIV 5-6
Home Energy Reports

Request:

What data is utilized by the Company to assert to its customers that a comparison has been made to similar neighbors? How is the data collected and stored?

Response:

Billing data and third-party data (e.g., GIS and parcel data) are used to categorize the customers into comparison groups based on a number of relative attributes, such as square footage, dwelling type, and heating source.

The billing data files are sent to Oracle monthly from Rhode Island Energy and stored on a secure server. The third-party data is collected and stored by Oracle.

DIV 5-7
Home Energy Reports

Request:

Upon what evidence does the Company rely in determining that HERs should be sent monthly, as opposed to quarterly, or some other schedule?

Response:

The Company relies on the experience of the Lead Vendor to advise on the frequency for home energy reports.

The Lead Vendor, Oracle, has run well over 1,000 individual HER waves (cohorts) at numerous utilities across North America using a variety of treatment regimens. Many of those regimens used different paper and/or email HER cadences. Over time, the data has helped inform the marginal value of each additional paper report. Marginal paper and email value differs for different fuel types and changes based on the maturity of the households in a behavioral program. On balance, there are several general guidelines for managing paper and email HER cadences:

1. Behavioral programs are more productive and cost-effective when they send paper at a higher cadence early in a program's life.
2. Sending paper reports monthly provides little cost-effective incremental marginal benefit as compared to bimonthly paper reports, which is why the program rarely runs paper HERs more frequently than on a bimonthly cadence.
3. As programs mature, it is cost-effective to taper paper to quarterly or other less frequent cadences.
4. Because email HERs are low-cost, it is cost-effective to send them monthly to dual fuel and electric-only households.
5. Email HERs are sent only during gas season to gas-only households. There has been no meaningful measured increase in savings when email HERs are sent over the summer to gas-only households.

DIV 5-8
Home Energy Reports

Request:

What is the annual cost to service a single residential customer with these HERs?

Response:

The cost to service a single residential customer with Home Energy Reports is approximately \$8 per year per electric customer and approximately \$4.70 per year per gas customer.

DIV 5-9
Home Energy Reports

Request:

Has the Company conducted any surveys of its customers concerning their utilization of HERs and what impacts the HERs may have had on customer behavior?

Response:

Yes. Please see the lead vendor customer engagement tracker research performed on behalf of National Grid provided in Attachment DIV 5-9 (Confidential).

The Company is filing a motion for protective treatment of confidential information with respect to Attachment DIV 5-9 (Confidential).

REDACTED

ORACLE

2022 Customer Engagement Tracker Survey

Prepared for National Grid (New York, Mass., Rhode Island)

—
April 2022

Methodology

- **Online surveys completed with 2,074 National Grid customers in Home Energy Report program:**
 - 1,238 recipients of Home Energy Report communications
 - 836 “control” customers (non-recipients to be used as baseline)

- **Random sample of customers from across overall program population in each of five territories**
 - [REDACTED] Rhode Island (RI)
 - [REDACTED]
 - Includes metrics from customers who would have received additional program experiences, including:
 - High Usage Alerts ([REDACTED] RI)
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - Web tools (All)

- **Survey fielded between Feb 22 and Apr 12, 2022**
 - Overall 3.3% response rate: between 2% to 5% per territory (email invitations sent to ~12k customers per territory)
 - [REDACTED]

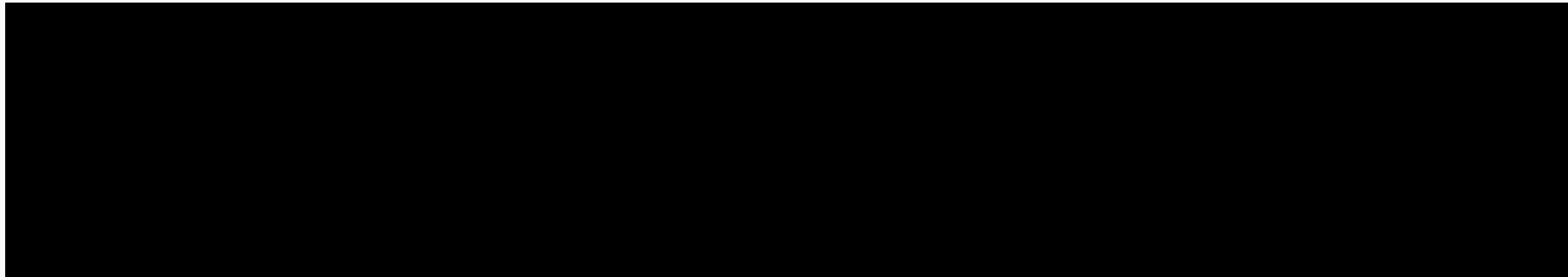
Summary of key findings



Strong continued engagement with the Home Energy Report communications

- 85% average readership across National Grid, with high levels of readership extending deep into deployment maturity
- 42% of customers identify being motivated to reduce their usage
- Overall, report recipients rate National Grid more highly than non-recipients. Statistically significant differences observed between report recipients and non-recipient controls on certain metrics, [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]



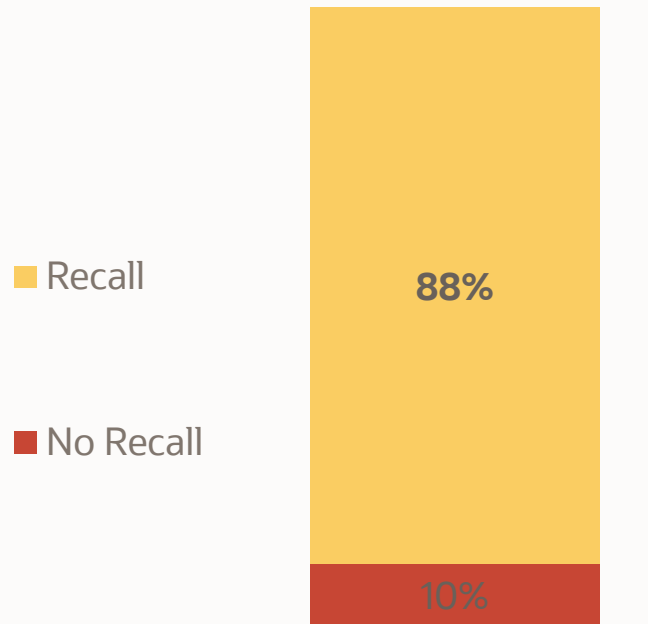
REDACTED

Home Energy Reports



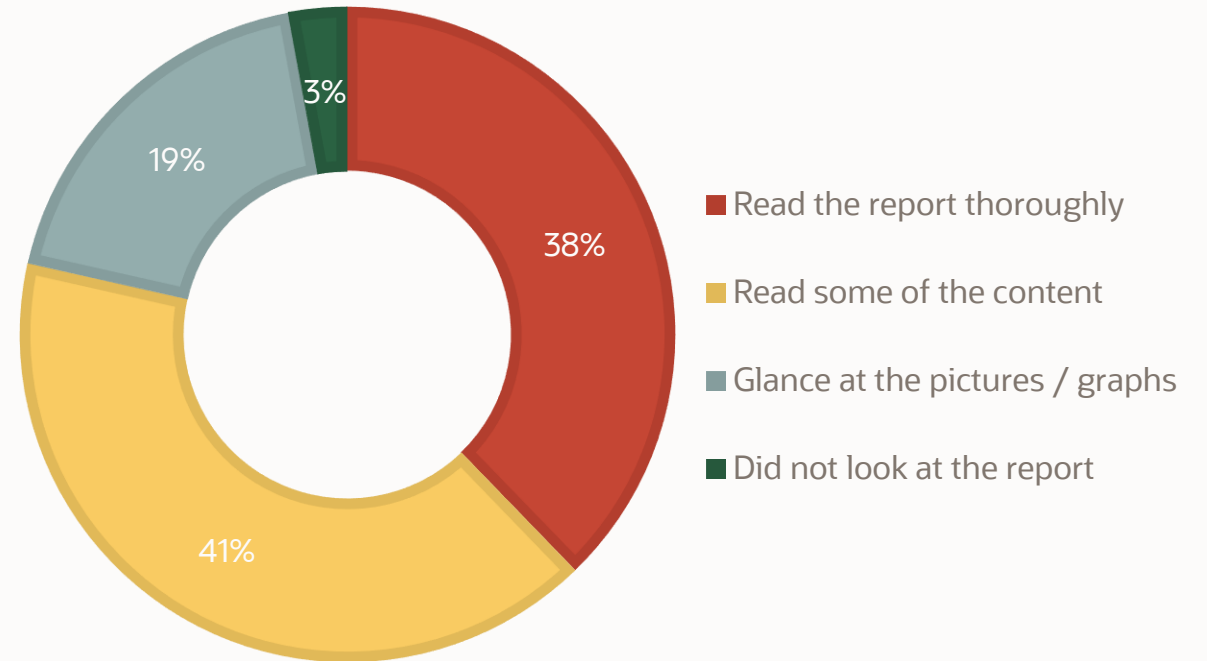
Majority of customers reading reports

Home Energy Report Recall



National Grid Average

Home Energy Report Reading

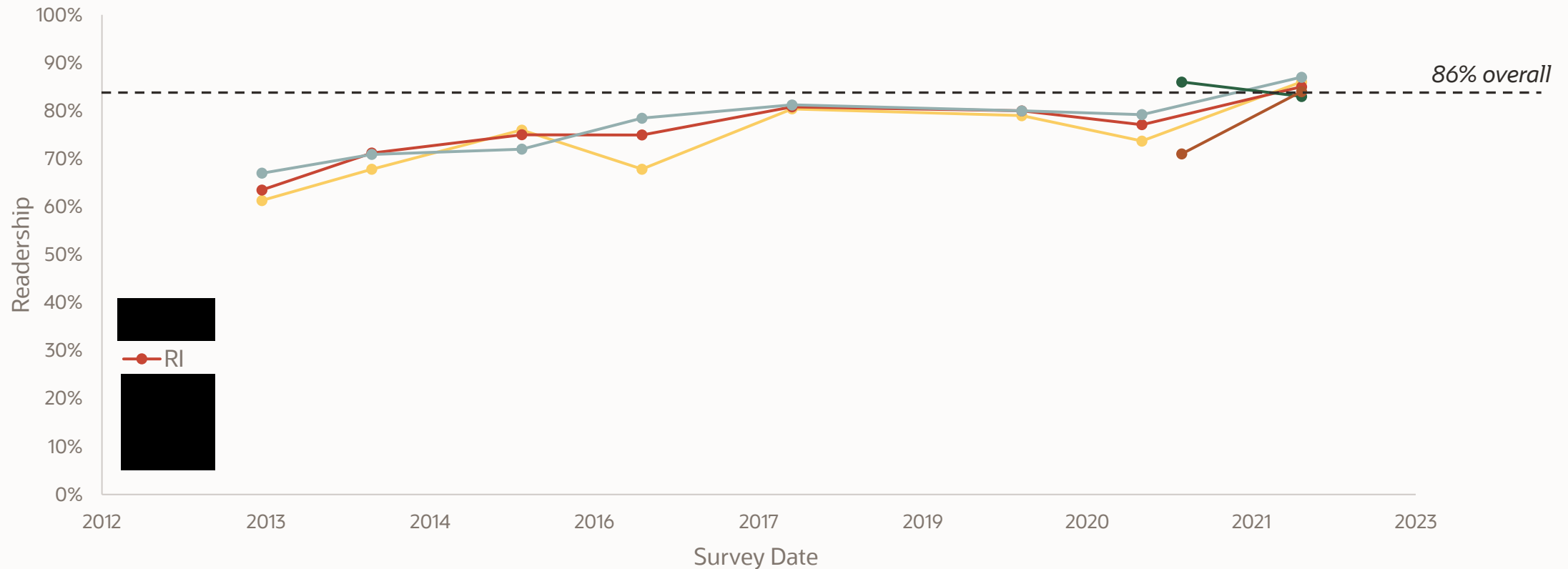


85% Average Readership



Home Energy Report readership sustained at high levels

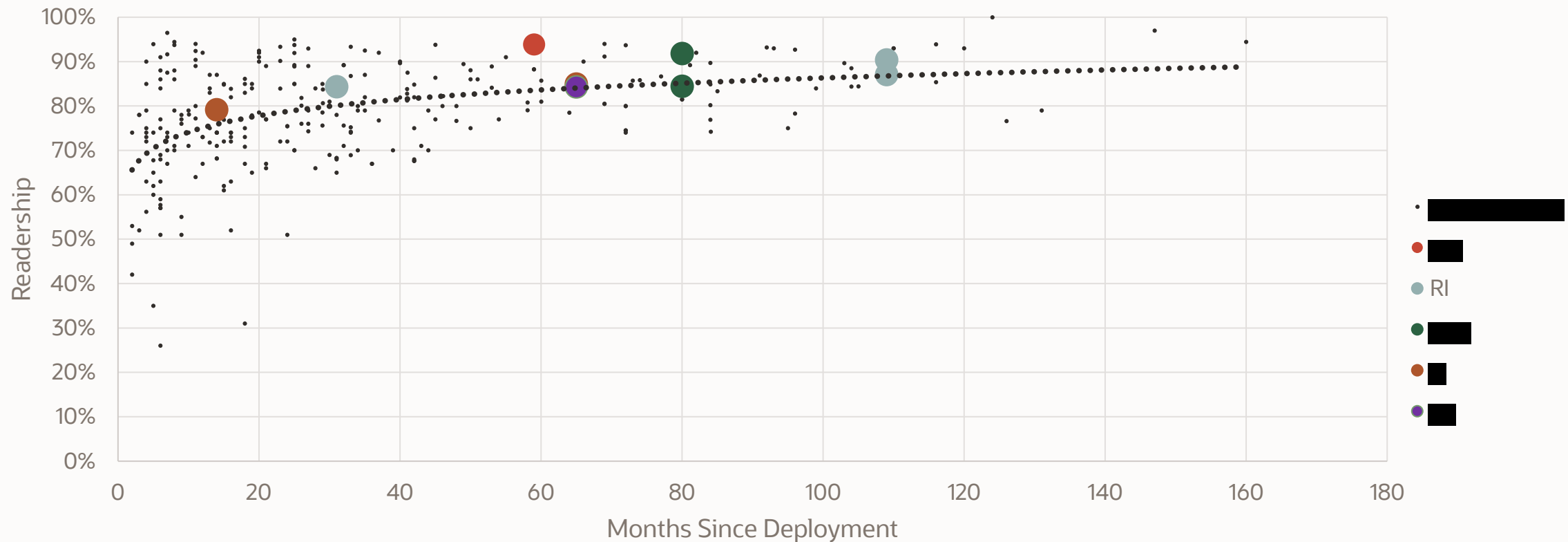
Home Energy Report Readership Over Time



Customer readership sustained deep into program

Home Energy Report Readership Over Time

(Deployments n>30)



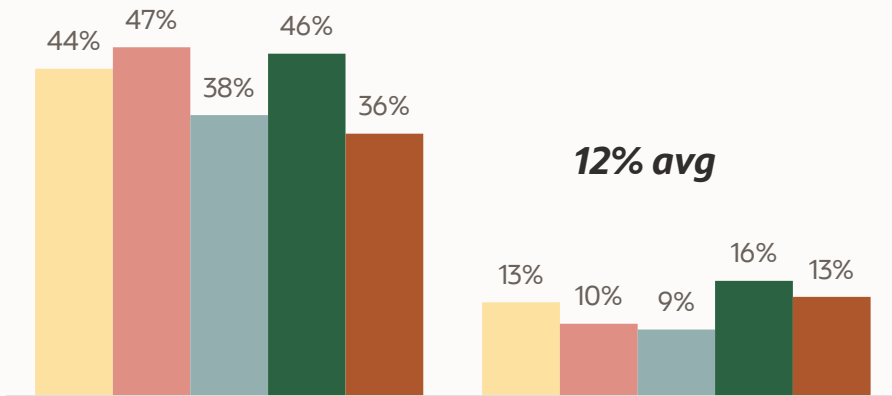
42% of customers say they have been motivated to reduce usage

Energy Savings Action

All customers who have read reports



42% avg



Motivated to reduce energy usage by Home Energy Report
Took a specific energy-saving action after reading report

What actions did you take?

Samples of open-ended responses

I lowered my thermostat during cold weather and raised it during the summer. I now turn off my PC when not in use, rather than just putting it to sleep

Noticed on my report that I used more electricity on a certain day. That was the day I did laundry and used the dryer. Now I'm very conscientious and make sure that I don't wash and dry only one or two items.

We as a household just look for ways to consume less... have been following many of the programs for years to save energy

Replaced heating & AC with hybrid 97% efi gas furnace and heat pump

Went online looking for information. Bought an on demand hot water system

New furnace and ac upgrade

New thermostat, keeping winter temp lower in home, looked into new water conserving shower head

We had Mass Save come in and do insulation, thermostat updates, and they also provided LED bulbs.

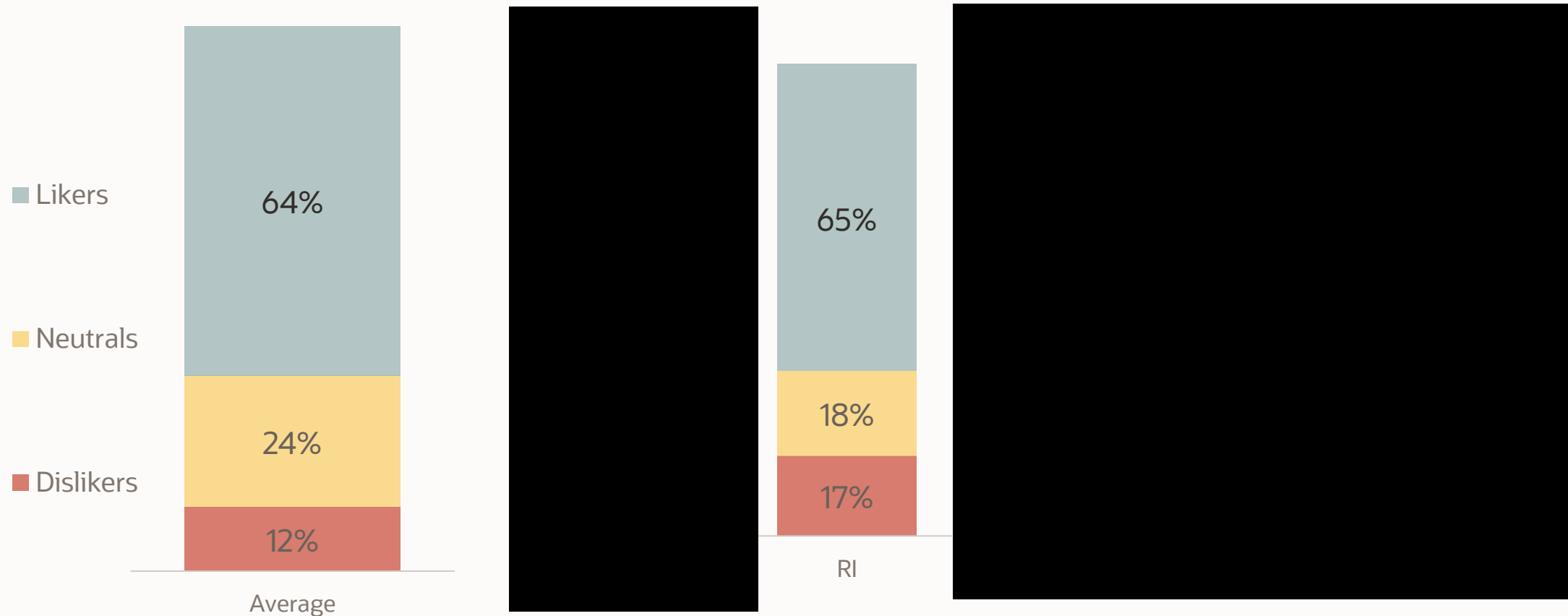
Had a free assessment in my home. Got energy saving light bulbs, keep my thermostat set at 60 degrees or less



64% positive, 14% neutral, 12% negative about overall experience, with few opt outs

Home Energy Report Liking

All customers who have read reports

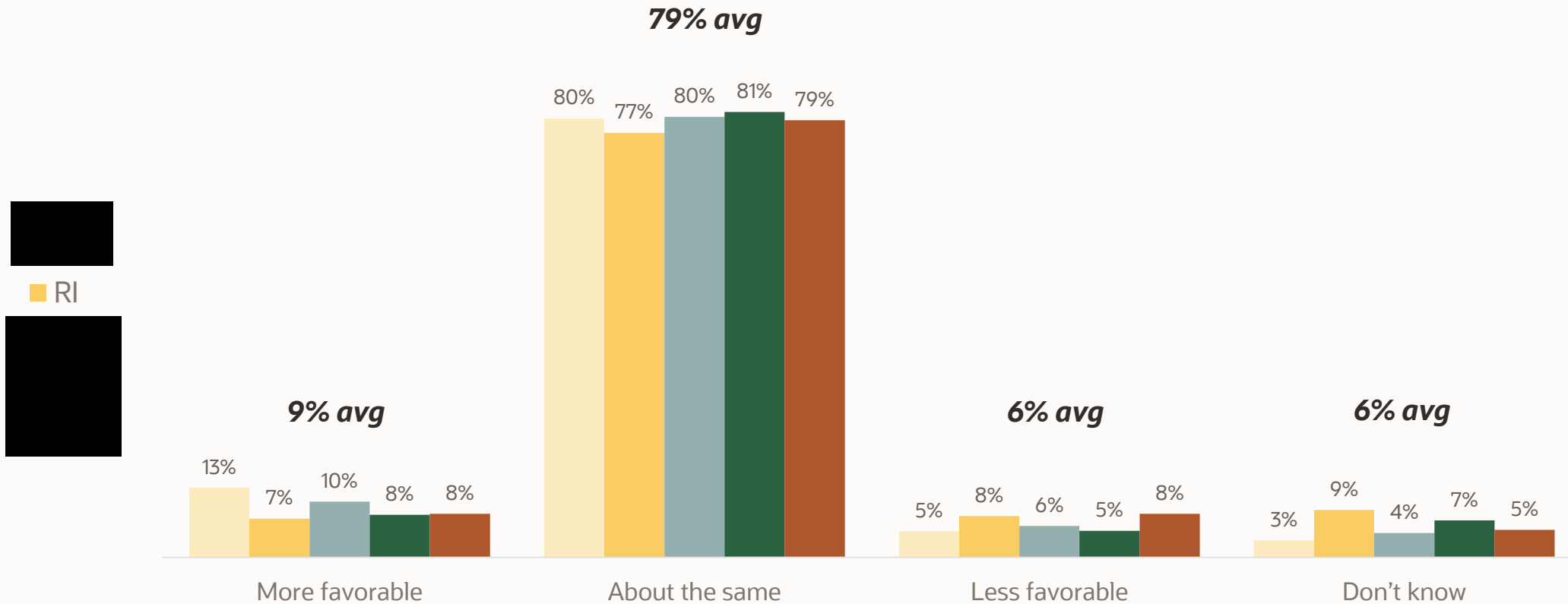


9 Thinking about the Home Energy Reports you've received, how much do you agree or disagree with each of the following statements?
I like the Home Energy Reports

Report reception is stable over time appears stable

Over the past year, how has your opinion about the Home Energy Report changed?

All customers who have read reports



“Likers” are saying...

I like the comparisons between our house and similar houses. We apparently use a lot more gas than similar houses, and the reports give me ammunition when I ask the family to be energy-conscious.

Easy to understand and the information is actionable. Example being we make sure our dishwasher is full before running... it really is easy to understand and motivates us to change our behavior

With the price of oil and gas up, I am paying more for energy this year than I have in the past. But I like the energy report because I see how much I am using in comparison to my neighbors, so even though I am spending more, it is not because I am not being frugal.

We have already instituted any energy saving measures that we can. The energy report assures us that we are doing everything possible to save energy and keep our costs down.

I like all of the information on the report. It keeps me on track paying attention to my usage.

[I like to] Compare the usage with my neighbors—but I am skeptical about the accuracy. Thinking they inflate the numbers to try and encourage me to reduce energy use?

Plots and Graphs. Everything contained in the reports can be easily summed up in a plot or graph rather than having to read through the whole thing.

“Neutrals” / “Dislikers” are saying...

Being able to compare usage is helpful. The issue is our property is all electric, including the heat. Our neighbors have other heat sources, so our monitored electric usage is always higher than our neighbors who we are compared with.

I question whether you are in fact comparing me to similar homes. My gut tells me my home is larger than those I've been compared with and so my higher usage than “similar homes” is misleading. How about defining what homes you are comparing me with.

I heat with electricity and am being compared to other homes that do not. In the summer, I am off the charts excellent. In the winter my rating plummets. I doubt there are many homes in my area that heat with electricity, so the reports are meaningless.

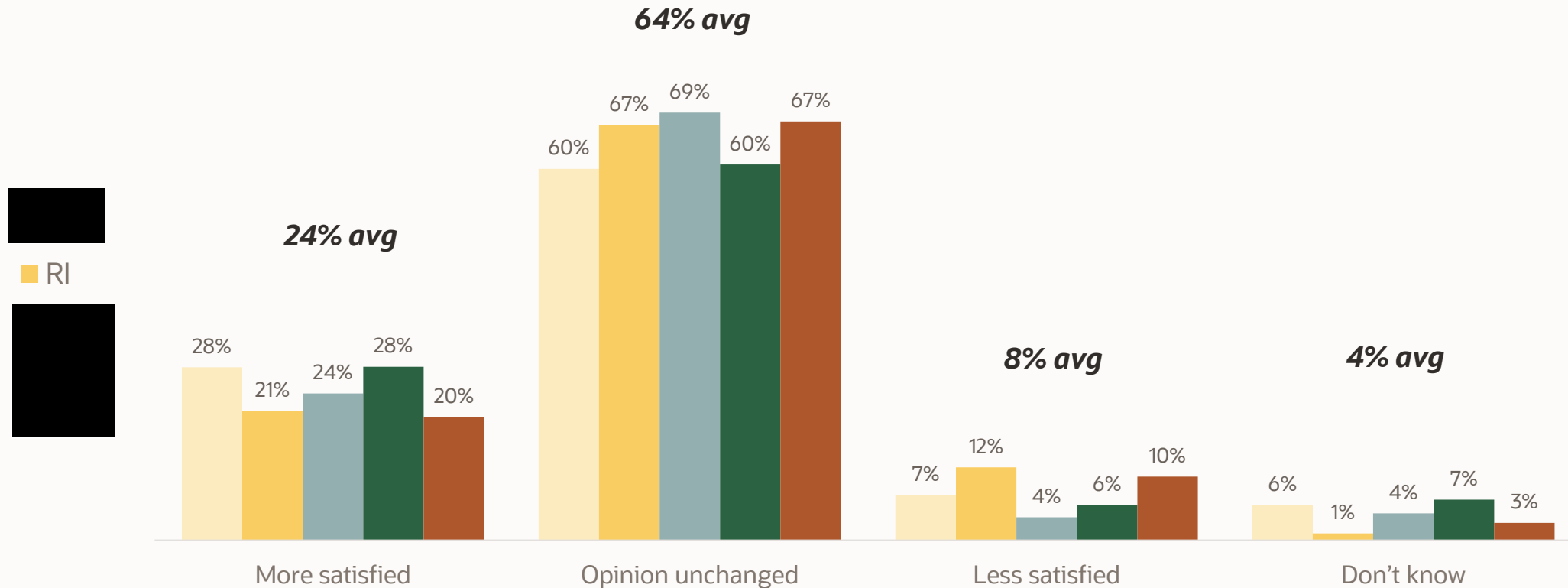
I appreciate knowing that my apartment could be much more energy efficient. However I rent and my landlord has already replaced all the windows with upgraded ones. Other than taking care of drafts, using blinds, and moderating the temperature, I don't know what else I can do to save money and gas heat.

It's not the report that should improve. However, being compared to other homes that have different lifestyles and amount of family members present doesn't work well in comparing us. I know you try to compare us with similar households and I can appreciate that. But we are very conscious about energy use and the energy report makes no sense to us. Thank you.

Neutral to positive impact reported for >92% of recipients

Did receiving the report make you more satisfied or less satisfied with National Grid or did your opinion not change?

All customers who have read reports



Statistically significant differences gains observed in MA, LI, BK

Differences Between Report Recipients and Controls by Territory

	RI	
<i>Overall feelings about National Grid (Top4 7-10)</i>	-3%	
<i>Trust in National Grid (Top4 7-10)</i>	-2%	
<i>National Grid wants to help me save money</i>	1%	
<i>National Grid helps me manage my monthly energy usage</i>	0%	
<i>National Grid provides useful suggestions on ways I can reduce my energy usage and lower my monthly bills</i>	0%	
<i>National Grid creates messages that get my attention</i>	2%	
<i>During COVID-19, National Grid is helping customers by providing information and tools to better manage their energy consumption.</i>	0%	
<i>Familiarity with EE Programs</i>	7%	

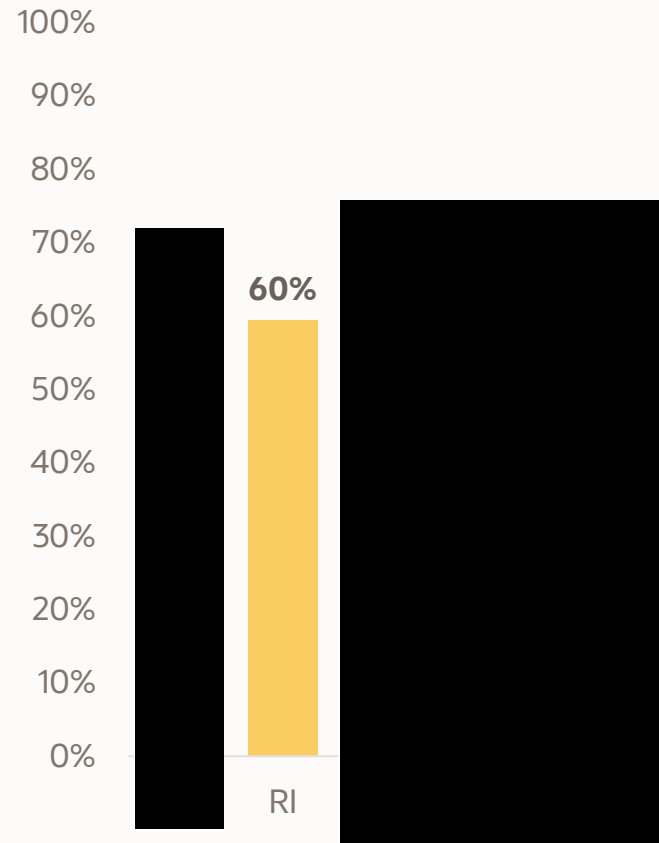
REDACTED

Web Tools, High Usage Alerts, and Weekly Energy Reports

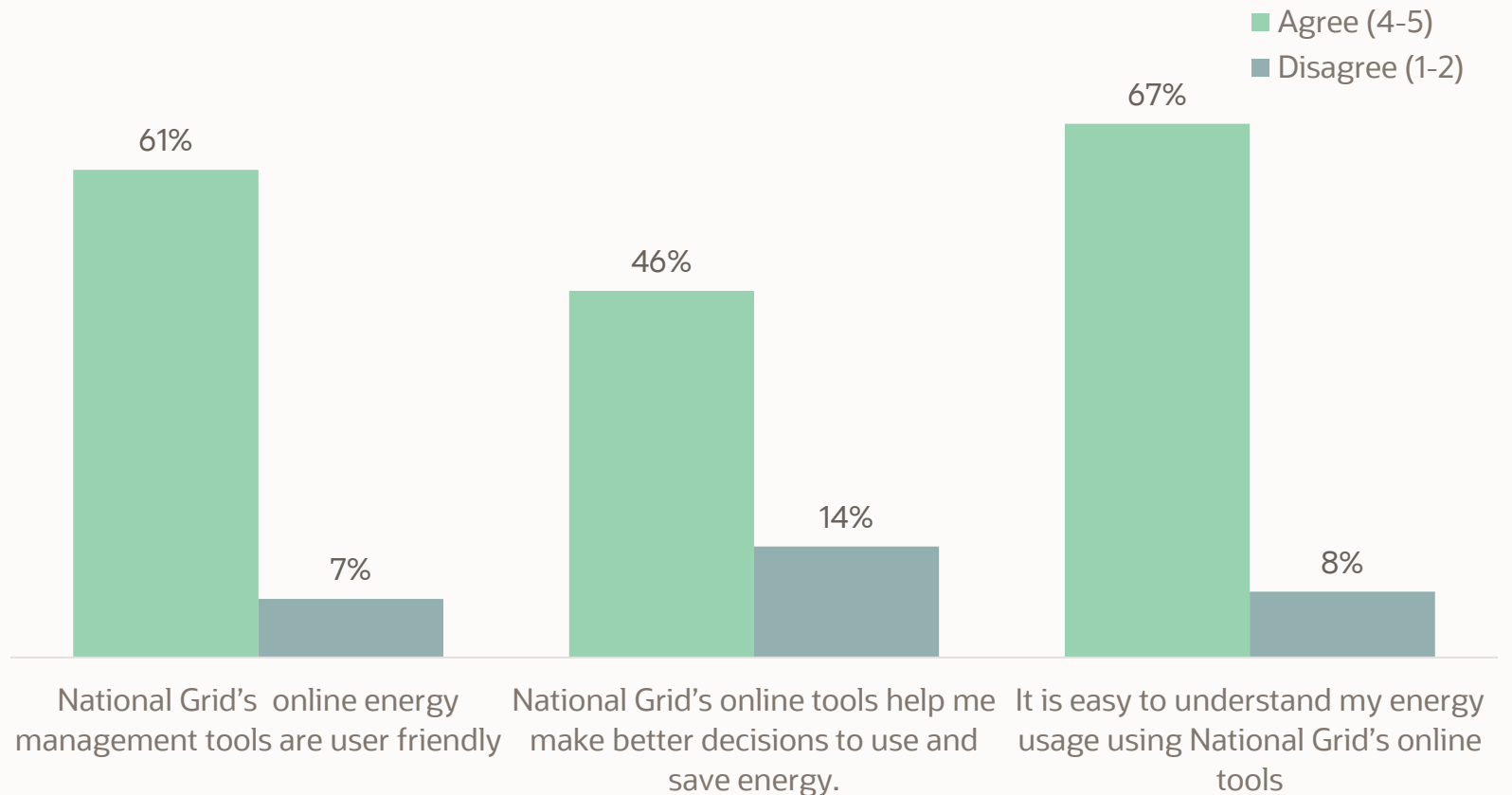


Higher recall of web tools compared to previous survey efforts

Online Tool Recall

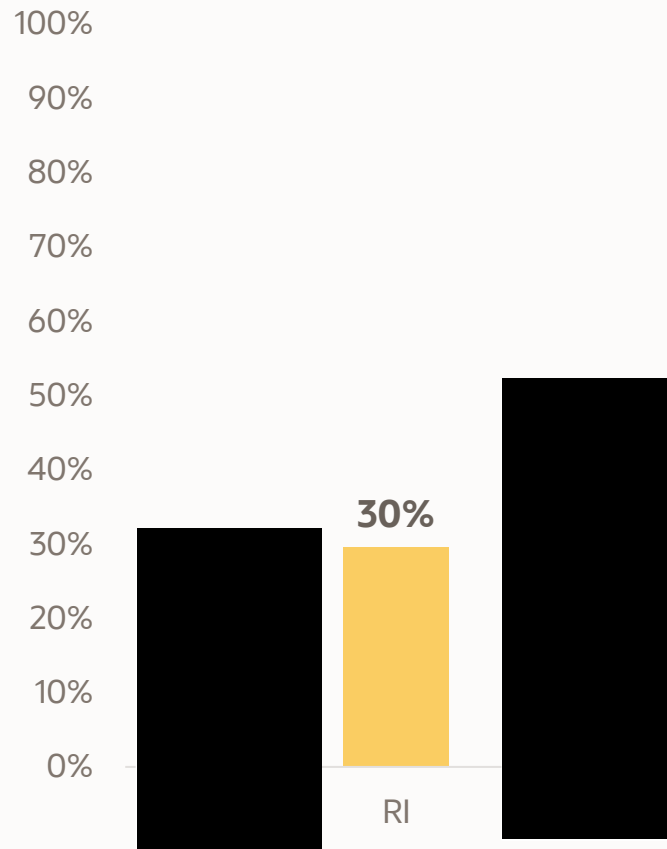


Statement Agreement: Online Tools

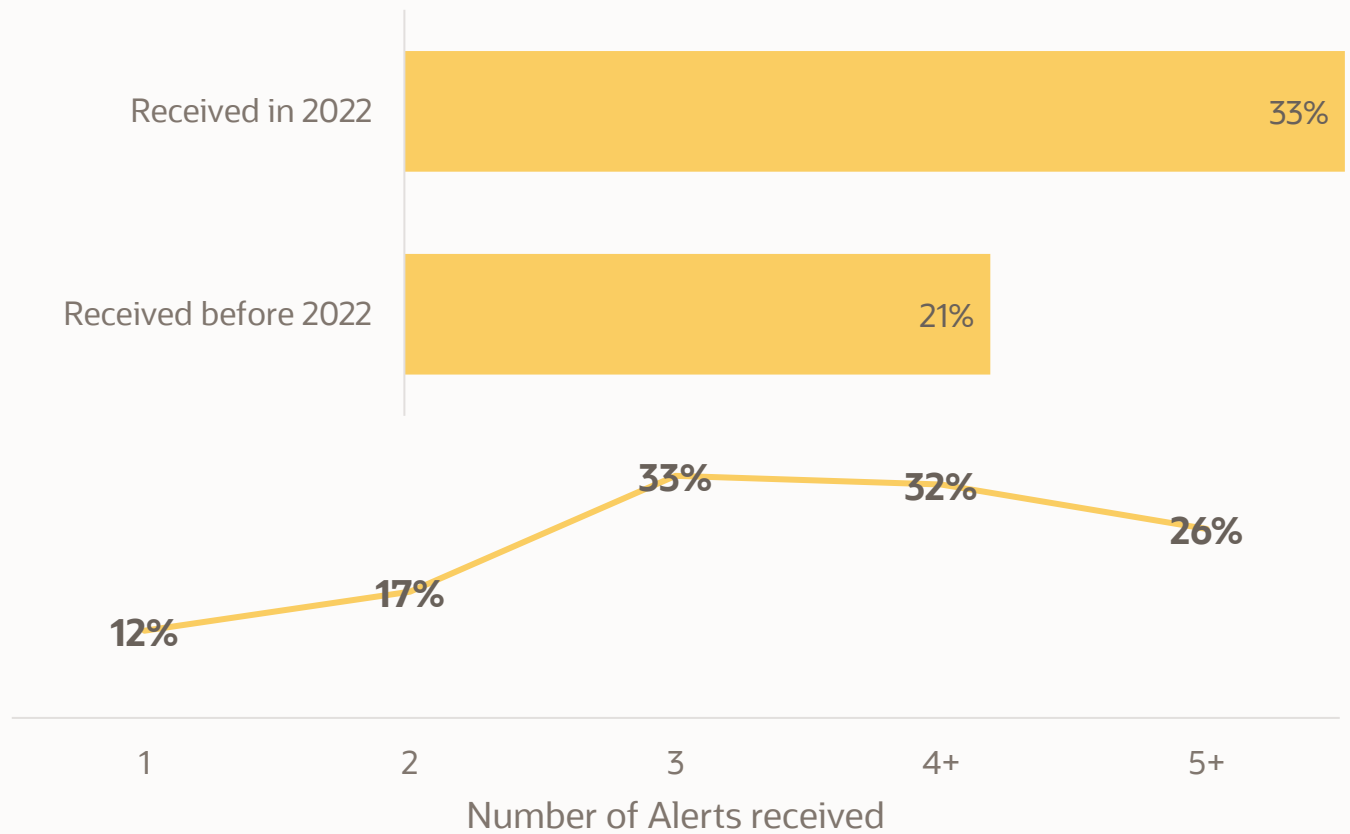


High Usage Alerts

High Usage Alert Recall



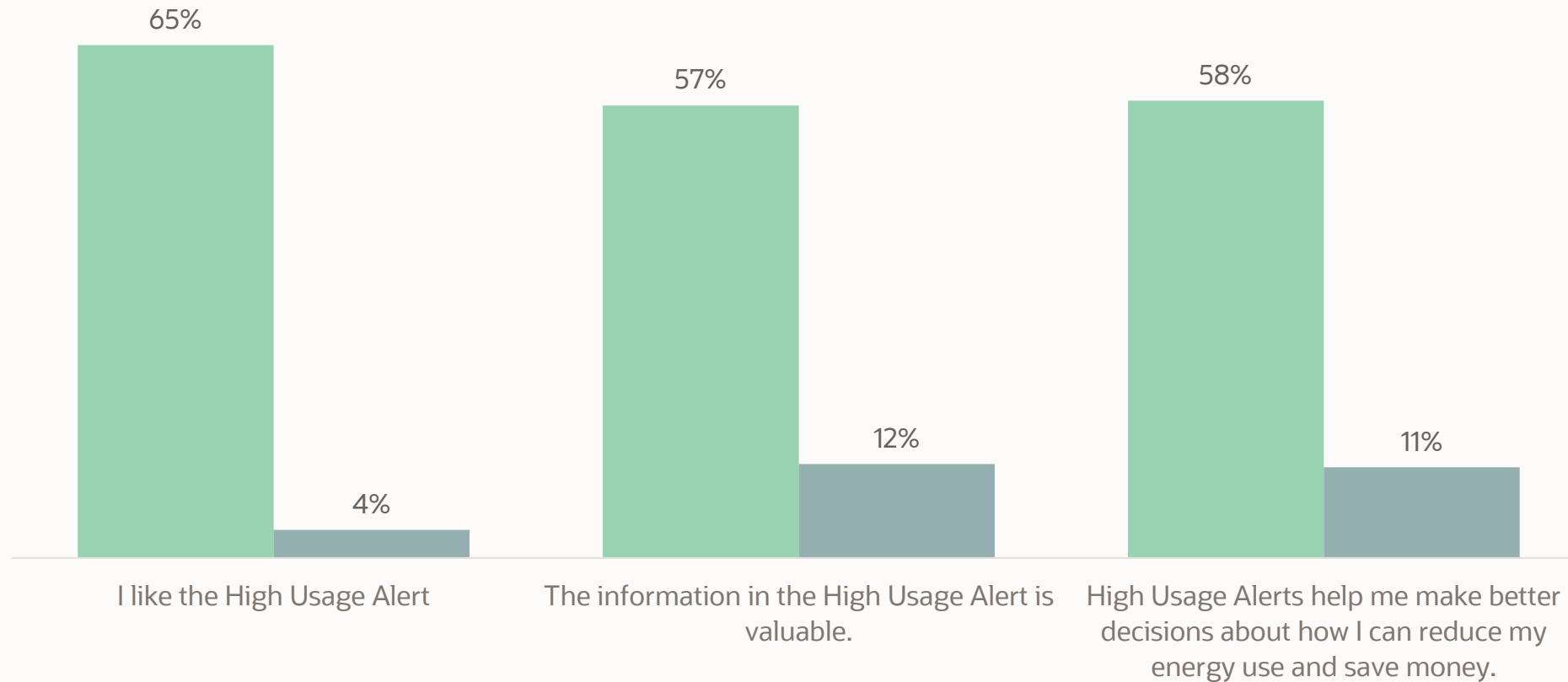
Recall by Number of Alerts / Timing of Recent Alert



Few dislikers of High Usage Alert experience, even among a high usage set of customers

Statement Agreement: High Usage Alerts

■ Agree (4-5) ■ Disagree (1-2)



DIV 5-10
Home Energy Reports

Request:

Please describe the evolution, if any, of the content of HERs since they were first implemented by the Company. If examples are available, please provide one from each year they have been utilized.

Response:

Over the years, the Home Energy Report (“HER”) has evolved to (1) become more diverse in its contents, visuals and channels and (2) incorporate improvements to adhere to the latest in user experience and design best practices, while utilizing an expanding set of behavioral science techniques. Please see Attachment DIV 5-10 for examples of different versions of the Home Energy Report. The initial version was a single static print report (see HER 1.0 provided in Attachment DIV 5-10). In its second iteration (HER 2.0), the report changed over the course of the year, introducing seasonally specific content and the ability to segment experiences and messaging for specific audiences (such as new movers). This iteration also included the expansion to an email-based HER for customers with email addresses. The final major leap in evolution of the HER took place in spring 2021 when HER 3.0 was introduced with a wider variety of experiences and layouts, and bolder, updated design.

ORACLE

Evolution of the Home Energy Report (HER)

For RIE



Prepared November 2022

HER 1.0

BOB SMITH
555 MAIN STREET
ANYTOWN, ST 12345

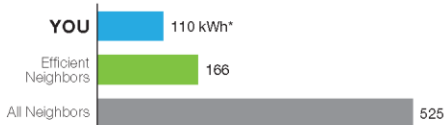
This report gives you context on your energy use to help you make smart energy saving decisions.

For a full list of energy saving products and services for purchase, including rebates from UtilityCo, visit:

 utilityco.com/deals

Last Month Neighbor Comparison

You used **34% LESS** electricity than your efficient neighbors.



How you're doing:

- GREAT** 😊 😊
- Good 😊
- More than average

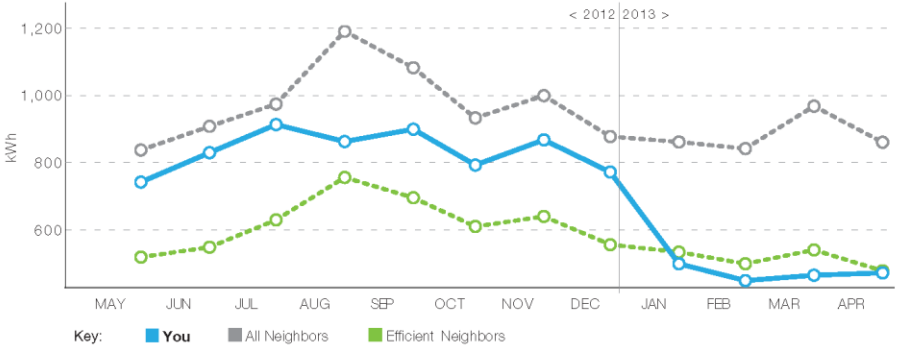
* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

Who are your Neighbors?

- All Neighbors**
Approximately 100 occupied, nearby homes that are similar in size to yours (avg 2,856 sq ft) and have electricity
- Efficient Neighbors**
The most efficient 20 percent from the "All Neighbors" group

Last 12 Months Neighbor Comparison

You used **22% MORE** electricity than your efficient neighbors. This costs you about **\$150 EXTRA** per year.



Turn over for savings →

HER 2.0

UtilityCo
 1515 N. CourtHouse Road, Floor 8
 Arlington, VA 22201-2909

Home Energy Report
 May 20, 2015
 Account number 8249865091

We've put together this report to help you understand your energy use and what you can do to save.

UtilityCo

You used 38% more than your efficient neighbors.

Efficient neighbors: 0.520 units
 Average neighbors: 0.711 units
 You: 0.979 units

Here's how you compare to your neighbors

Efficient neighbors: 0.520 units
 Average neighbors: 0.711 units
 You: 0.979 units

Neighbor comparison over time

Apr 27, 2015 - May 20, 2015
 This is based on 87 similar homes within approx. 4 miles neighbors use the least amount of electricity. See back for details.

Track your progress

Jan 20, 2015 - Jun 20, 2015
 This is based on 87 similar homes within approx. 4 miles neighbors use the least amount of electricity. See back for details.

Tips from efficient neighbors

Unplug electronics when they're not in use. Save up to \$75 per year.

Ways to Save

- Upgrade to a variable-speed pool pump**
 Installing a properly sized variable-speed pool pump can save you 30-75% on your pool's energy costs. Variable-speed pool pumps tend to be quieter and last longer than other pumps.
 Save up to \$200 per year.
- Use a laptop instead of a desktop computer**
 Laptops are up to 90% more energy efficient than desktops because they require less electricity to operate. Buy an ENERGY STAR® model and operate it in a low-power mode to maximize battery life and conserve energy.
 Save up to \$30 per computer per year.
- Install efficient showerheads**
 Showering accounts for about 40% of your home's hot water use, but you can cut costs without sacrificing comfort. Energy-efficient showerheads can reduce hot water use without compromising water pressure.
 Save up to \$65 per year.

[Get more ways to save.](#)

UtilityCo
 1515 N. CourtHouse Road, Floor 8
 Arlington, VA 22201-2909

Summer Energy Report
 July 20, 2015
 Account number 8249865091

We've put together this report to help you understand your energy use and what you can do to save.

UtilityCo

Cooling use: How do you compare?

Efficient neighbors: 0.520 units
 Average neighbors: 0.711 units
 You: 0.979 units

How you use energy in the summer

Cooling made up 38% of your energy use.
 \$38 total cooling cost last summer.

How can you reduce your cooling costs?

Link to your landlord about installing a programmable thermostat.

Ways to Save

- Turn off lights when you're not using them**
 Turn off all unnecessary lights. When you're not using lights, turn them off. Turn off all unnecessary lights when you're not using them. Turn off all unnecessary lights when you're not using them. Turn off all unnecessary lights when you're not using them.
- Reduce pool pump run time**
 Cut energy costs by reducing your pool pump's run time. Turn off the pump when you're not using it. Turn off the pump when you're not using it. Turn off the pump when you're not using it.
- Use weather strippers and turn down the thermostat**
 Do your household repairs. A weather-stripped door can help you save energy. Turn down the thermostat at night. Turn down the thermostat at night. Turn down the thermostat at night.

[Get more ways to save.](#)

UtilityCo
 1515 N. CourtHouse Road, Floor 8
 Arlington, VA 22201-2909

Home Energy Report
 April 21, 2015
 Account number 8249865091

We've put together this report to help you understand your energy use and what you can do to save.

UtilityCo

New home, new chance to save

You used 38% more than your efficient neighbors.

Efficient neighbors: 0.520 units
 Average neighbors: 0.711 units
 You: 0.979 units

Learn how your home uses energy

Take an online home energy assessment.

Tips from efficient neighbors

Unplug electronics when they're not in use. Save up to \$75 per year.

Ways to Save

- Turn off lights when you're not using them**
 Turn off all unnecessary lights. When you're not using lights, turn them off. Turn off all unnecessary lights when you're not using them. Turn off all unnecessary lights when you're not using them.
- Reduce pool pump run time**
 Cut energy costs by reducing your pool pump's run time. Turn off the pump when you're not using it. Turn off the pump when you're not using it. Turn off the pump when you're not using it.
- Use weather strippers and turn down the thermostat**
 Do your household repairs. A weather-stripped door can help you save energy. Turn down the thermostat at night. Turn down the thermostat at night. Turn down the thermostat at night.

[Get more ways to save.](#)

UtilityCo
 1515 N. CourtHouse Road, Floor 8
 Arlington, VA 22201-2909

Home Energy Report
 April 21, 2015
 Account number 8249865091

We've put together this report to help you understand your energy use and what you can do to save.

UtilityCo

Welcome to the Home Energy Report program

You used 38% more than your efficient neighbors.

Efficient neighbors: 0.520 units
 Average neighbors: 0.711 units
 You: 0.979 units

See your new Energy Dashboard

Take an online home energy assessment.

Tips from efficient neighbors

Unplug electronics when they're not in use. Save up to \$75 per year.

Ways to Save

- Choose an efficient pool heater**
 Electric heat pumps, gas heaters, and solar-heating systems are more efficient alternatives to conventional swimming pool heaters. Choose a high-efficiency pool heater. Choose a high-efficiency pool heater. Choose a high-efficiency pool heater.
- Install solar screens on your windows to keep the heat out**
 Heat solar screens that block the sun's heat from entering your home to help keep you more comfortable in the summer. Solar heat gain through windows can account for up to 40% of the heat load experienced by your building.
 Save up to \$200 per year.
- Use light curtains and blinds**
 Use energy-efficient light curtains and blinds to help you save energy. Use energy-efficient light curtains and blinds to help you save energy. Use energy-efficient light curtains and blinds to help you save energy.

[Get more ways to save.](#)

How we've reimaged the Home Energy Report experience



**Bold,
modern
designs**



**New
energy
insights**



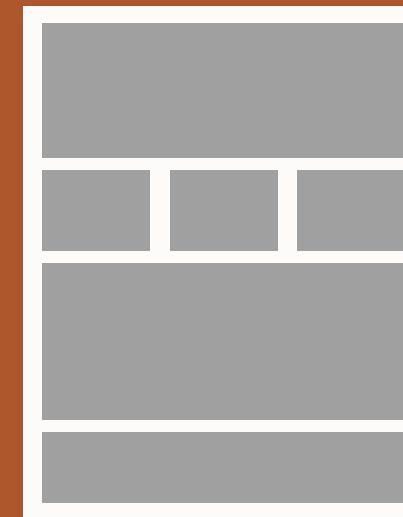
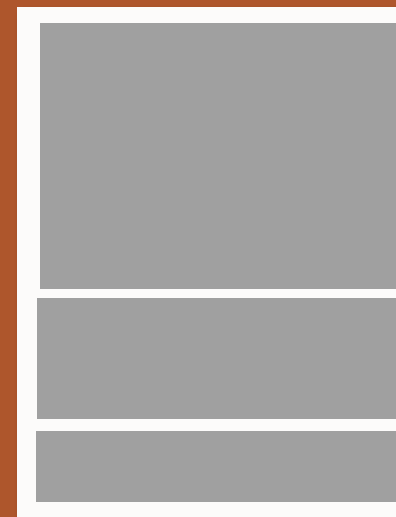
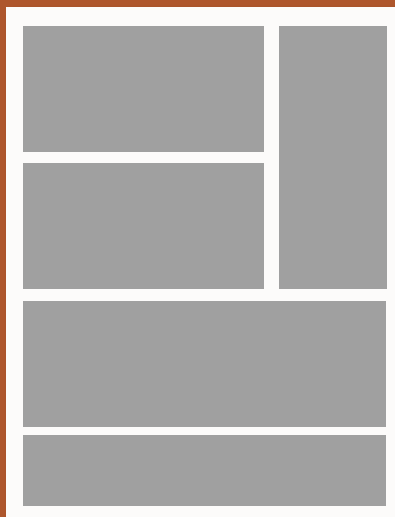
**Action
made
easy**



**Fresh
behavioral
techniques**



HER 3.0



Welcome Print Report

Get ready to save energy!

Welcome to your Home Energy Report

Small energy-saving steps can make a big difference for your budget and for the environment. This monthly report will look at your actual energy use, and deliver key insights, personalized tools, and exclusive offers to make your home more energy efficient and help you save money. These reports have helped Rhode Island customers save over \$60 million combined on their electric and gas bills since 2013—and now you can start saving too.

What you can expect from the Home Energy Report program

- See how your energy use stacks up**
Your neighbor comparison graph will be the most energy you receive, and will show you how much energy you used compared to homes like yours.
- Get personalized advice to help you save**
Tips included in your reports are chosen specifically for your home. You'll also see why your smart meters, so you know you're getting relevant savings advice.
- Get details on how you use energy in your home**
You can discover where you're using the most energy—and compare your current use to past use so you can take steps to save.
- Explore new insights in every report**
From personal trackers, to seasonal tips to special programs and promotions, each report offers fresh ways to get you saving.

Turn over to explore your new energy-saving insights.

A first look at how you compare to others

You 8,812 units

Efficient homes 10,373 units

Similar homes 16,282 units

Jul 29 - Aug 29, 2022
Nice! Your energy use was **5% lower** than efficient homes.

You used less energy than similar homes.

Efficient homes represent the 20% of similar homes in your comparison group that used the least energy this period. To create the comparison group, you used nearby homes in your area with a similar heating source and square footage.

Units represent a combination of electricity (kWh) and natural gas (therms).

Your top recommended ways to save

These tips were chosen to help you stay in the most efficient 20% of homes.

- Turn off lights when you leave the room**
Help cut electricity costs by turning off lights when they're not needed, and make it a habit every time you leave a room. To help you remember, try leaving eye-catching reminders next to light switches and doorways.
Save up to \$40 per year
- Reduce your water heater's temperature**
You can save up to 22% of energy spent on water heating annually by lowering the temperature of your water heater. On average try to keep it at 120°F. Check the manual for safety instructions before making adjustments.
Save up to \$40 per year

To find more ways to save, go to rienergy.com/ee-tips.

We're here to help 888.933.2811 EnergyReport@rihel.com rienergy.com/ee-reports

Save more with special rebates and energy-efficient products you can buy at rienergy.com/ways2save.

For more information on energy efficiency rebates, visit rienergy.com/ways2save. Learn more at rienergy.com/ways2save. The program is funded by the energy efficiency charge on all customer gas and electric bills. Rebates are subject to availability. © 2022 - 2023 Oracle. All rights reserved.

Progress Print Report

Your gas use at a glance

Far **Good** **Great**

You both used more this period due to changes in your home or gas use habits.

Aug 10 - Sep 9, 2022

Your gas use was **higher** than similar homes by **80%**.

LAST SUMMER
Nice work! You used **less** on cooling than efficient homes.

THIS SUMMER
When you're out for a few hours, turn up your thermostat for easy energy savings.

5-8°F
Recommended by the Department of Energy

Make it easier: Installing a smart thermostat lets you control between home and away temperature settings using your smartphone. If you're away at regular times during the week, you can set your thermostat to adjust automatically based on your schedule.

Ready to save more this summer? Turn over for ways to stay cool while you save.

Your gas use compared to last year

29 therms **27 therms**

Aug 12 - Sep 13, 2021 **Aug 10 - Sep 9, 2022**

What could have caused your gas use to decrease?
Changes in your household this period, like using less hot water than used or fewer people at home, may have lowered your energy use.

This period, your gas use decreased by 6%.

Top recommended tip for you

Reduce your water heater's temperature
You can save up to 22% of energy spent on water heating annually by lowering the temperature of your water heater. On average try to keep it at 120°F. Check the manual for safety instructions before making adjustments.
Save up to \$50 per year

This tip can help you start saving now, since it's Free.

Save more this fall with upgraded heating equipment

Prepare for the upcoming heating season
Is your heating equipment getting older or not performing well? It might be time to think about a new energy-efficient model, and fall is the perfect time to upgrade. We can help you save energy and money with exclusive rebates of up to \$1,200 on high-efficiency gas boilers and furnaces.

Learn more at rienergy.com/heat.

We're here to help 888.933.2811 EnergyReport@rihel.com rienergy.com/ee-reports

Save more with special rebates and energy-efficient products you can buy at rienergy.com/ways2save.

For more information on energy efficiency rebates, visit rienergy.com/ways2save. Learn more at rienergy.com/ways2save. The program is funded by the energy efficiency charge on all customer gas and electric bills. Rebates are subject to availability. © 2022 - 2023 Oracle. All rights reserved.

Seasonal Print Report (Summer)

Stay cool and save more this summer

Cooling has a big impact on summer energy bills

39% of your total energy use went toward cooling last summer.

THIS SUMMER
When you're out for a few hours, turn up your thermostat for easy energy savings.

5-8°F
Recommended by the Department of Energy

Make it easier: Installing a smart thermostat lets you control between home and away temperature settings using your smartphone. If you're away at regular times during the week, you can set your thermostat to adjust automatically based on your schedule.

Ready to save more this summer? Turn over for ways to stay cool while you save.

More ways to save this summer

These low-cost tips were chosen based on what you told us about how you use energy in your home.

- Run full dishwasher loads**
Your dishwasher uses a lot of energy, especially for heating water. To cut down on energy use, run only full loads and do your dishes at night.
Save up to \$30 per year
- Upgrade to an efficient central air conditioner**
On summer days, air conditioning is often the largest part of your energy bill. You could save up to 10% on cooling costs by switching to a newer, more efficient air conditioner.
Save up to \$160 per year

Find more summer tips at <http://rienergy.com/ee-tips>.

An easy way to save

Let us recycle your old fridge
Have an old fridge you don't use much? We'll pick it up and haul it away at no cost to you. Plus, we'll fund you \$20 to show our appreciation.

Check us out at rienergy.com/recycle or call 877-885-6762.

We're here to help 888.933.2811 EnergyReport@rihel.com rienergy.com/ee-reports

Save more with special rebates and energy-efficient products you can buy at rienergy.com/ways2save.

For more information on energy efficiency rebates, visit rienergy.com/ways2save. Learn more at rienergy.com/ways2save. The program is funded by the energy efficiency charge on all customer gas and electric bills. Rebates are subject to availability. © 2022 - 2023 Oracle. All rights reserved.

Seasonal Print Report (Winter)

Heating has a big impact on winter gas bills

95% of your total gas use went toward heating last winter.

LAST WINTER
You used **more** on heating than efficient homes.

THIS WINTER
When you're heading to bed, turn down your thermostat for easy gas savings.

5-8°F
Recommended by the Department of Energy

Save even more: Using a programmable or smart thermostat lets you manage home and away temperature settings. If you're away at regular times during the week, you can set your thermostat to adjust automatically based on your schedule.

Ready to save more this winter? Turn over for ways to stay warm while you save.

More ways to save this winter

These low-cost tips were chosen for you based on how you use gas in your home.

- Run full dishwasher loads**
Your dishwasher uses a lot of energy, especially for heating water. To cut down on energy use, run only full loads and do your dishes at night.
Save up to \$30 per year
- Keep warm with extra blankets or comforters**
Lowering your thermostat by 10-15° at night can reduce your heating bills by up to 15%. Stay comfortable and save on heating costs by lowering the thermostat and using an extra blanket or two when you go to bed.
Save up to \$40 per year

Get a no-cost Home Energy Assessment

Your home could be full of hidden savings—a Home Energy Assessment will find them for you. During your appointment, one of our energy experts will lay out a personalized saving plan for your home. Plus, you could get energy-efficient products delivered to your door at no extra cost, and save up to 50% or more on approved insulation and air sealing (up to \$4,000).

Sign up today at rienergy.com/HEA.

We're here to help 888.933.2811 EnergyReport@rihel.com rienergy.com/ee-reports

Save more with special rebates and energy-efficient products you can buy at rienergy.com/ways2save.

For more information on energy efficiency rebates, visit rienergy.com/ways2save. Learn more at rienergy.com/ways2save. The program is funded by the energy efficiency charge on all customer gas and electric bills. Rebates are subject to availability. © 2022 - 2023 Oracle. All rights reserved.

Here's your Home Energy Report.

Why are you receiving this?

Small energy-saving steps can make a big difference for your budget and for the environment. We want to help you by providing key insights, personalized tools, and exclusive offers to make your home more energy efficient and save you money. Here's what to expect:

- Energy use insights**
You can learn about your energy use, and get helpful context to determine how you're doing.
- Personalized ways to save**
You'll get helpful tips and personalized expert advice chosen specifically for your home.
- Timely, tailored advice**
You'll also get seasonal advice and special savings opportunities in future reports.

Your energy use at a glance
May 10 - Jun 7, 2022

Fair Good Great

This report gives context into how you're doing compared to others in your area.

How you compare to others

Efficient homes: 2,148 units
Similar homes: 3,678 units
You: 6,498 units

A watt is a combined measurement of electricity (kWh) and gas (therms) use. Efficient homes represent the 20% of similar homes in your comparison group that used the least energy this period. To create this group, we look for 100 single-family homes in your area with a similar heating source and square footage.

Need to update your home profile?
[Go to your home's energy profile.](#)

Your energy use was **higher** than similar homes by **131%**

You used more energy than similar homes.

Top recommended tips for you
These tips were personalized for your home.

Unplug electronics when they're not in use
Many electronic devices and kitchen appliances use power even when they're turned off. To save energy, unplug them from the wall when you're not using them.

Save up to \$10 per year

Here's your Home Energy Report

Your energy use at a glance
Sep 9 - Oct 7, 2022

Fair Good Great

This report gives context into how you're doing compared to others in your area.

How you compare to others

Efficient homes: 2,437 units
Similar homes: 3,978 units
You: 6,775 units

A watt is a combined measurement of electricity (kWh) and gas (therms) use. Efficient homes represent the 20% of similar homes in your comparison group that used the least energy this period. To create this group, we look for 100 single-family homes in your area with a similar heating source and square footage.

Need to update your home profile?
[Go to your home's energy profile.](#)

Your energy use was **higher** than similar homes by **70%**

You used more energy than similar homes.

Top recommended tips for you
These tips were personalized for your home.

Turn off lights when you leave the room
Help cut electricity costs by turning off lights when they're not needed, and make it a habit every time you leave a room. To help you remember, try leaving eye-catching reminders next to light switches and doorways.

Save up to \$50 per year

Use advanced power strips to easily turn off electronics
Many computers, televisions, and other "vampire" devices use power even when they're off. Plug these devices into an easy-to-reach power strip and turn it off when you're not using them.

Save up to \$15 per year

Energy Lookback
A review of your 2021 energy use and how to save more this year

Your 2021 energy use at a glance
Jan 10 - Dec 15, 2021

Fair Good Great

Thanks for tracking your energy use with us. Let's get you saving this year!

How your energy use compares to others over the last 12 months

Efficient homes: 2,437 units
Similar homes: 3,978 units
You: 6,775 units

A watt is a combined measurement of electricity (kWh) and gas (therms) use. Efficient homes represent the 20% of similar homes in your comparison group that used the least energy this period. To create this group, we look for 100 single-family homes in your area with a similar heating source and square footage.

Need to update your home profile?
[Go to your home's energy profile.](#)

How you used energy across the year

You used the most energy in **Winter** (6,000 units)

You used the least energy in **Summer** (2,000 units)

Your use was highest in **February**

Stay cool and save more this summer

Your energy use at a glance
Jun 9 - Jul 8, 2021

Fair Good Great

Use this report to learn about your energy use and how you can save more.

How you compare to others

Efficient homes: 1,831 units
You: 2,621 units
Similar homes: 3,478 units

A watt is a combined measurement of electricity (kWh) and gas (therms) use. Efficient homes represent the 20% of similar homes in your comparison group that used the least energy this period. To create this group, we look for 100 single-family homes in your area with a similar heating source and square footage.

Need to update your home profile?
[Go to the home's energy profile.](#)

Your energy use was **higher** than efficient homes by **43%**

You used less energy than similar homes.

Top way to save this summer
When you're out for a few hours, turn up your thermostat for easy energy savings.

Try raising settings by **5-8°F**
Recommended to the Degree and a Half of C rule.

Make it easier: Installing a smart thermostat lets you walk it between home and away temperature settings using your smartphone. If you're away at regular times during the week, you can set your thermostat to adjust automatically based on your schedule.

More ways to save this summer
These low cost tips were chosen for you based on how you use energy in your home.

Unplug electronics when they're not in use
Many electronic devices and kitchen appliances use power even when they're turned off. To save energy, unplug them from the wall when you're not using them.

Save up to \$15 per year



DIV 5-11
Home Energy Reports

Request:

Please explain how the participants in the “treatment” group differs from year-to-year, if at all.

Response:

Treatment groups are maintained from year-to-year except when households move. When a household changes their place of residence, they are removed from the treatment group.

DIV 5-12
Home Energy Reports

Request:

Please identify the vendor of the HER program for each year of its existence.

Response:

The Lead Vendor of the HER program was OPower from 2013 – 2016. In 2016, OPower was purchased by Oracle. The HER Lead Vendor from 2016 onwards has been Oracle.

DIV 5-13
Community Action Programs

Request:

Please explain how the Community Action Programs (CAP) agencies are compensated for their efforts in delivering energy efficiency programs under the annual energy efficiency plans. Please include in your response whether funding is done through a vendor. Please describe whether there are administrative funds issued to the CAPs or whether compensation is a fee-for-service model.

Response:

Community Action Programs ("CAPs") receive a fixed fee of \$160 for assessments. They also receive a fixed installation fee for installed bulbs and water savings measures.

On weatherization and heating system replacement projects, CAPs receive a 15% technical oversight fee on full project costs and a 5% administrative fee.

Agencies submit agency invoices to the Lead Vendor, and the Lead Vendor verifies these invoices and submits them to the Company for payment. Agencies determine the leveraged funding amount between energy efficiency funds and federal funds.

DIV 5-14
Community Action Programs

Request:

At Bates 56, the Company describes the Income Eligible single-family program as having “oversight provided by a Lead Vendor.” Please describe the interaction between the Lead Vendor and the CAP with more specificity. Please advise whether or not the Lead Vendor has a “final say” on how a CAP conducts EE efforts.

Response:

The Lead Vendor allocates the spending and savings for each CAP agency and meets regularly with the CAPs to ensure that KPIs are being communicated. There is daily interaction over projects in process and technical assistance oversight.

A key component is training CAP agencies so that projects are invoiced in a timely manner, new measures can be installed, technical oversight is provided, and process improvements are communicated.

The Lead Vendor does not have a final say in the energy efficiency efforts. It is a collaborative effort among the Company, the Lead Vendor, and Rhode Island Department of Human Services. There is a RI WAP/IES Program Manual that covers the rules for working in the program. A similar field manual also outlines the technical requirements for installing measures in the field. Because projects can be funded by energy efficiency and WAP funding, the oversight by all parties is needed.

DIV 5-15
Community Action Programs

Request:

Please describe the direct interaction between the Company and the CAPs, if any.

Response:

The Company takes Community Action Program (“CAP”) escalations and meets with the CAPs at the best practice meetings. Through the customer advocate work, the Company interacts with CAPs on almost a daily basis.

DIV 5-16
Community Action Programs

Request:

It is the Division's understanding that each CAP is a separate legal entity that operates independently from the others. Can the Company verify this understanding, at least as it pertains to the EE program?

Response:

Yes, to the best of the Company's knowledge, each CAP is a separate legal entity.

DIV 5-17
Community Action Programs

Request:

At Bates 56, the Company describes an Interagency Referral program for 2023, as follows: “This referral program will enable well-performing CAPs to take on more work in underperforming CAP territories to leverage those underutilized budgets. Doing so is expected to improve access to the program, increase participation, and improve equity by ensuring that underserved territories are better able to meet their goals and serve more customers.”

- a) Assuming the CAPs are independent from each other, has there been “buy-in” for this concept?
- b) Wasn't some form of this referral program in effect in 2022? If so, please describe its successes and failures.
- c) How will referral affect its EE income stream to a CAP that makes a referral out of its agency?

Response:

- a) The executive directors of the Community Action Programs (“CAPs”) have communicated to the program that they will support the interagency referral concept.
- b) The interagency referral process was introduced in 2022. There have not been any interagency referrals to date. The Company is continuing to work with the CAPs to ensure that support of the concept moves from the executive director level to the weatherization director level. The biggest failure is that the process is not utilized. Although not yet considered a success, the Company is hopeful that more support and communication throughout the CAP agencies will encourage utilization. The next step to this end will be to work with CAPs' executive directors to encourage weatherization directors to follow through with the process.
- c) CAPS that refer projects out will receive basic referral or enhanced referral fees as explained below. The Company does not see referrals as impacting energy efficiency income because CAPs can still work to their capacity limits. If there are customers seeking service in excess of a CAP's capacity, these customers would be referred to other organizations. The income from those projects would not have gone to the originating CAP because they are at capacity.
 - a. Basic referral - \$75 fee when customer contact information is referred to the third-party weatherization contractor or another CAP agency.

DIV 5-17, Page 2
Community Action Programs

- b. Enhanced referral – Entity completing work (wx or HSR) receives 15% technical oversight and CAP that completes invoicing receives 5% administrative fee. The CAP that refers a project to another organization would not receive the 15% technical oversight fee. The referring CAP could receive the 5% administrative fee if they complete the invoicing.